

2024 Sustainability Report

copasa

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INTRODUCTION

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Message from Management

GRI 2-22

In 2024, our efforts consolidated our position among companies committed to ESG principles, as reflected in our inclusion in the Corporate Sustainability Index (ISE B3).

Sustainability is the essence of our business model. In 2024, we made significant progress in expanding water supply and sewage services, which helped improve the quality of life of millions of people across Minas Gerais. We deployed technological solutions to reduce losses and increase energy efficiency in our operations. Our efforts consolidated our position among companies committed to ESG principles, as reflected in our inclusion in the Corporate Sustainability Index (ISE B3).

In 2024, we posted net revenue of R$6.97 billion from water, sewage and solid waste, an increase of 6.8% from 2023 (R$6.53 billion), with EBITDA of R$2.79 billion and margin of 39.7%. Net income stood at R$1.32 billion, slightly lower than in 2023 (R$1.38 billion), mainly due to exchange rate variations (with no cash effect), caused by the depreciation of the real against the euro.

Our water service coverage index is higher than 99%, which shows that we have achieved the universalization required by the New Sanitation Framework well before the deadline of 2033. As for sanitation, the overall coverage index for collected and treated sewage was 77.3%, 2.3 percentage points (p.p.) higher than in 2023 (75%).

We have a robust Investments Program for the period 2025-2029, with R$16.9 billion earmarked for maintaining the quality of water services already universalized and for universalizing sewage services, as per the targets set by the New Sanitation Framework.

In 2024, we invested a record R$2.17 billion – surpassing the R$1.56 billion invested in 2023 – in water supply, sanitation, as well as business and operational development, with the focus on expanding coverage, and increasing service efficiency.

Apart from investments in infrastructure, we implemented several operational measures to improve service efficiency and ensure the Company's financial sustainability. We are currently working on two major fronts: (i) improving the quality of readings and measurements to ensure the reliability of water meters and to reflect the actual consumption by customers; and (ii) improving the debt negotiation initiatives to reduce defaults. As a result, in December 2024, we reached the lowest default rate since the start of the historical series in September 2016: 2.92%.

We continue to reduce the loss rate in distribution, which declined 0.5 p.p. in the year, thanks to actions such as renewal of water meters (with an average of 20% replaced annually), increase in billed volumes and the use of advanced technologies to detect invisible leaks.

Incentivized electricity contracted for our medium and high voltage units represented 49% of our energy consumption in December 2024, compared to 38% in 2023, generating savings of approximately R$120 million in the last two years. We also signed an agreement for migrating medium voltage facilities to the free energy market, which began in March 2025. By 2026, 100% of the units eligible for migration should be integrated into the retail market, representing 29% of our total consumption. We have also launched a project to install photovoltaic plants in low voltage units. The solar farms have already started supplying electricity, which ensures that around 13% of our current energy consumption will be met by photovoltaic energy.

On the environmental front, we maintained the nationally recognized award-winning Pró-Mananciais (Pro-Springs) Program, dedicated to protecting and recovering our water sources. Since its launch in 2017, the program has invested R$136 million in environmental protection projects, investing R$20 million in 2024 alone.

We grant low-income families the Social Tariff benefit, which offers up to 50% discount on water and sewage bills, with consumption limited to

R$ 2.17 billion
Record investment.

2.92%
Lowest default rate since the start of the historical series.

13% of energy consumption
met by photovoltaic energy.



20m³ per month. We also grant discounts ranging from 10% to 50% on tariffs for non-defaulting municipalities, which generated savings of R$67 million in 2024. Charities receive a 50% discount. Recognized by Arsae-MG, the water and sanitary services regulatory agency of Minas Gerais, as part of the tariff cost, the Social Subsidy Grant Program raised R$25 million and benefited 512 organizations in 2024.

Through the Engage to Transform program, we carried out diverse actions during the year to mitigate the social impacts of our operations and increase adhesion to our services. We also participated in educational, cultural and sports projects, reaffirming our commitment to social responsibility and to generating value in the communities where we operate.

We are conducting an important project on health and safety for outsourced workers, holding monthly training sessions on key topics for the Health and Safety Policy and the Zero Accident Program. In 2024, we also concluded a project in partnership with a world-renowned consulting firm to improve the organizational culture in this area. We have implemented preventive practices and proactive indicators, encouraging adhesion and strengthening governance in health and safety.

As a government-controlled company listed on the Novo Mercado segment and as a provider of essential services, we are subject to the strict requirements of capital market laws, the Law on State-Owned Companies, laws passed by the Government of Minas Gerais, Brazil's National Water and Basic

Sanitation Agency (ANA) and Arsae-MG. For this, we have a corporate governance, compliance, internal controls and risk management structure that is compatible with the highest international quality and efficiency standards. In January 2025, we obtained the ISO 37301 certification, a standard aimed at implementing and streamlining compliance systems, which underscores the commitment of senior management and employees to a culture of integrity.

Regarding the General Data Protection Law (LGPD), we organized the Data Protection Week to disseminate knowledge and promote cultural changes regarding privacy, and also held several training sessions for employees, partners and third parties.

We thank all the stakeholders with whom we interacted in 2024, including customers, employees, suppliers, shareholders, analysts, the government, local communities and others, for contributing to the results obtained and to the Company's improved financial and operational performance. We remain steadfast in our purpose of complying with the New Legal Framework for Sanitation, promoting social inclusion, health, as well as environmental and economic development, with the focus on universalizing services and contributing to the Sustainable Development Goals (SDGs).

Based on our Materiality Matrix and the value chain, we have identified the SDGs most impacted by our operations, with SDG 6 (Clean Water and Sanitation) being central to our core business. In addition, SDGs 3 (Good Health and Well-being), 5 (Gender Equality), 8 (Decent Work and Economic Growth), 9 (Industry, Innovation and Infrastructure) and 11 (Sustainable Cities and Communities) are also directly related to our impact. SDGs 13 (Climate Action) and 15 (Life on Land) underline our commitment to preserving the environment and protecting our main raw material.

In a global scenario of transformation, we reaffirm our role in expanding sanitation with social and environmental responsibility and governance. We have included sustainability in our business model and will continue firmly on our journey towards universalization, creating value for shareholders, trust among customers and a positive impact for future generations.

With a solid strategy, clear goals and an organizational culture committed to the UN Global Compact and the 2030 Agenda, which guide our actions aimed at sustainability, human rights, decent work and environmental protection, as well as combating corruption, we have consolidated our position as an essential services infrastructure company that is both profitable and aligned with the demands of a sustainable future.

About the Report

GRI 2-2, 2-3, 2-5

We present the 19th edition of our Annual Sustainability Report, prepared in accordance with the standards of the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB). We have also integrated the Principles of the Global Compact and reaffirm our commitment to the UN Sustainable Development Goals.

We believe that transparency and sustainable development go hand in hand and this report reflects our commitment to sharing our performance and impact in a clear and integrated manner. We have compiled data, indicators, and initiatives that show how we continue to evolve in order to create value for all our stakeholders.

Data in the report corresponds to the performance of all our concessions between January and December 2024. This report has been submitted to independent external assurance.

For more information, please send an email to **gnda@copasa.com.br.**



This report reflects our commitment to sharing our performance and impact.

How to read this report:

Interactive summary

GRI 3-1, 3-2

Disclosures

Link to summary

For more information
Clarifications can be sent to:
www.copasa.com.br

External link

click here

Internal link

This document has accessibility features and interactivity. For a better view of the PDF, please use **Acrobat Reader.**

2024 Highlights

Environmental

- **"Sustainable Loan"** and "Blue Loan" agreement with the French Development Agency (AFD) to expand actions aimed at universalizing basic sanitation and reducing the carbon footprint.
- **Task force consisting of teams from Copasa** to help normalize water supply in Rio Grande do Sul, which was devastated by floods in 2024. The teams worked on diverse electromechanical, hydraulic and electrical maintenance tasks, repaired pump sets, and provided assistance to water treatment efforts.
- **115% growth in investments** in environmental studies (research and monitoring of water resources).
- **Start of the floating photovoltaic plant project** on Manso River (MG), which should be completed in 2026.
- **The Pró-Mananciais Program,** our flagship environmental preservation initiative, included an investment of R$20.1 million in actions aimed at protecting water sources in 288 municipalities. The initiative came 2nd at the Seriema Trophy (Environmental Award given by the Regional Engineering and Agronomy Council).
- **Highlighted by UBS** as one of the companies with the most progress in decarbonization in Latin America.
- **Expansion of the Onça WWTP,** increasing its capacity to 2.7m³, benefiting the watershed.
- **Record investment of R$2.17 billion in 2024,** bulk of it on environmental actions, including R$801.3 million earmarked for sanitation.

Social

54%
increase
in the hiring of interns, and support for the Ser Criança and YES Juventude Prolongada projects.

Investment of
R$ 1.4 million
to safeguard the rights of children and adolescents, with the focus on sports.

Governance

- **ISO 37301 certification** for the Company's compliance system
- **Guidelines established** on relations with public officials, in accordance with Law 12,846/13, reinforcing our ethical and preventive approach to corruption.
- **More than 100,000 training opportunities,** reaffirming the commitment to ethics and integrity.
- **99.6% of employees confirmed** their agreement to the Code of Conduct and the Anti-Corruption Compliance Policy.
- **144 suppliers participated** in training sessions on the Compliance Management System.
- **Improvements to the Code of Conduct and Integrity** of the Anti-Corruption Policy to reinforce integrity in relations with public officials. The Conflict of Interest Policy also included measures against nepotism.

Innovation

- **Establishment of 1,260 monitoring points** to optimize operations.
- **Partnerships with the Federal University of Minas Gerais (UFMG) and the Center of Reference for Sustainable Sewage Treatment Plants (CR–WWTP)** for sewage treatment, reduction of greenhouse gases (GHG) and use of biosolids.
- **Creation of Copasa Hub,** an open innovation ecosystem involving startups and companies.

Financial and operational performance

- Net revenue of **R$7 billion (+6.8%)** and EBITDA of **R$641 million in 2024.**
- **Recognized by Time magazine** as the world's **best sanitation company** in **sustainable growth.**
- **In 2024, we surpassed the results of December 2023 - 5.70 million** households with water service and **4.14 million** households with sewage service – and an overall coverage of **77.3%** for sewage collected and treated.
- **Water coverage maintained at over 99%,** preempting the target set by the New Sanitation Framework.
- Overall treated/collected sewage coverage reached **77.3% in 2024.**
- **Investment of R$801.3 million** in expanding sewage collection and treatment.
- **Strategic investments** in programs to modernize IT infrastructure, operational units, and energy efficiency.
- **Investments in programs** dedicated to research, monitoring, and protection of water resources.

Certifications and awards



B3 Corporate Sustainability Index (ISE)
Inclusion in the 19th ISE portfolio, reiterating our commitment to sustainable practices and corporate governance.



Launch of the Competitive Management Project
with the focus on organizational restructuring and increasing competitiveness.



International recognition
Featured by Time magazine as the world's best sanitation company in sustainable growth, reflecting our robust ESG strategy.

Corporate processes



Establishment of the Business Process Management Office (BPMO)
to strengthen process management.



Adoption of BPMS technology
for automation, control and integration of corporate processes.



Inova Seminar
31 cases registered, 17 selected for oral presentation, and 8 recognized as Success Cases.



VOL 2024 Award
Recognition for best practices in volunteer management, for the Copasa Volunteers program, which is aligned with our ESG agenda.



ISO 37301 Certification
for our Compliance Management System, which guarantees compliance with international standards.



Crea Environmental Award
2nd place in the 22nd edition of the Seriema Trophy, in the Natural Elements category.



Moody's Local Brasil
reaffirms Copasa's AAA.br rating, with a stable outlook, and assigned the same rating to its 19th debenture issue.



PNQS Benchmarking Seminar
14 cases selected, 4 finalists, and 1 winner.



WE ARE THE TRANSFORMATION

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Interactive summary

Who we are

GRI 2-1, 2-4, 2-6, 201-4

Company Profile

Together with its subsidiary Copanor, it holds concessions in 75% of the municipalities in Minas Gerais, providing water supply services to approximately 11.8 million people, of whom around 8.7 million are also covered by sewage services.

Companhia de Saneamento de Minas Gerais (Copasa) is a corporation controlled by the State Government of Minas Gerais. Since February 2006, its shares have been traded on the Novo Mercado, the highest corporate governance segment of B3 (Brasil, Bolsa, Balcão), under the ticker CSMG3. Headquartered in Belo Horizonte, Minas Gerais, the Company operates in accordance with regulations such as Federal Laws 6,404/1976 and 13,303/2016, and State Law 6,084/1973.

Copasa's business activity is to plan, execute, expand, remodel, and operate basic sanitation public services, covering water supply, sewage and solid waste. Together with its subsidiary Copanor, it holds concessions in 75% of the municipalities in Minas Gerais, providing water supply services to approximately 11.8 million people, of whom around 8.7 million are also covered by sewage services.

As for tax incentives, we are covered by Provisional Presidential Decree 2,199-14/2001, updated by Federal Law 13,799/2019, which grants a 75% reduction in income tax and non-refundable additions, calculated on Net Income from Concession Operations, for companies investing in priority sectors in the regions covered by Sudene (the Northeast Brazil development agency), and Sudam (the Amazon development agency).



For the investment program, we rely on our own funds as well as loans, one of which is the agreement signed a EUR 200 million financing agreement with the French Development Agency (AFD) on December 29, 2023, of which EUR 65 million were released in May 2024. The agreement is for 20 years, with a five-year grace period for amortization.

The funds are being allocated to projects related to hydrometry/macro measurement/ apparent losses, vegetation growth, information technology, control of water quality, operational equipment and machinery, research and development, as well as water supply and sewage systems.

EUR 200
million
financing for investments



Concessions for provision of services

In 2024, we had 637 concessions for water supply and 308 for sanitation services.

Concessions[1] [2]	12/2024			12/2023			12/2022		
	Total	Parent Company	Copanor	Total	Parent Company	Copanor	Total	Parent Company	Copanor
Water									
Concessions	637	588	49	638	589	49	640	591	49
In Operation	633	584	49	633	584	49	632	584	48
Sewage									
Concessions	308	252	56	309	253	56	309	253	56
In Operation	273	231	42	273	231	42	269	228	41

[1] Each municipality is counted as a single concession/operation, even when there are multiple agreements, whether through simultaneous service by Copasa and Copanor or through specific agreements for neighborhoods and locations.
[2] Total includes 43 expired concessions and one relating to a municipality whose agreement was declared null and void by the courts.

Our ten largest concessions in force on December 31, 2024, jointly accounted for about 49% of our net revenue from water and sewage. Moreover, concessions expiring after 2031 accounted for 83% of our total revenue. Details of these concessions and their respective expiry dates are listed below:

Ten largest concessions in force	Expiry
Belo Horizonte	11/2032
Contagem	02/2073
Betim	12/2042
Montes Claros	07/2048
Ribeirão das Neves	05/2034
Divinópolis	06/2041
Patos de Minas	12/2038
Santa Luzia	02/2050
Pouso Alegre	08/2046
Varginha	06/2047

49%

of our net revenue from water and sewage
is accounted for by our ten main concessions

83%

of our total revenues
made up of concessions expiring after 2031



4
Concession agreements amended

Start of sewage services in Santo Antônio do Itambé, with 1,300 inhabitants.

Start of operation in Mesquita, with 3,500 inhabitants.

In 2024, we continued our efforts to bring about concrete improvements in the quality of life of people and expanded access to essential services in several regions.

In 2024, we terminated the concession agreement in Nanuque, a municipality of 35,000 inhabitants, accounting for 0.25% of the Company's revenue and which was annulled by the courts. On the other hand, we began water supply operations in Mesquita (3,500 inhabitants) and sewage services in Santo Antônio do Itambé (1,300 inhabitants).

We also had contractual amendments: four concession agreements for public water supply and sanitation services were amended to change the form of regulation from discretionary to contractual:

Municipality	Share of Net Revenue[1]	Expiry	Date of announcement
Patos de Minas	1.6%	12/2038	05/09/2024
Divinópolis	2.3%	06/2041	07/31/2024
Visconde do Rio Branco	0.3%	07/2054	08/01/2024
Rio Pomba	0.1%	09/2054	09/10/2024

[1] Percentage of Company's total net revenue.

In this context, and as announced to the market, in 2024 we started signing amendments in a few existing concession agreements to formalize the migration of the regulatory model from “discretionary” to “contractual”, which brings greater predictability and reliability in defining prices and tariffs.

As part of this process, four concession agreements have already been amended, consolidating this new regulatory model and strengthening legal certainty and stability in the provision of services. Some of the contractual amendments mentioned above also included changes to the regulatory agency responsible for the concession, based on clause 5, article 8, and clause 1-B, article 23 of Law 11,445/2007. Consequently, in addition to its existing relations with the state regulatory agency Arsae-MG, Copasa now interacts with other regulatory agencies.

COPASA AND COPANOR 2024

75%
of the municipalities in Minas Gerais served by Copasa and/or Copanor.

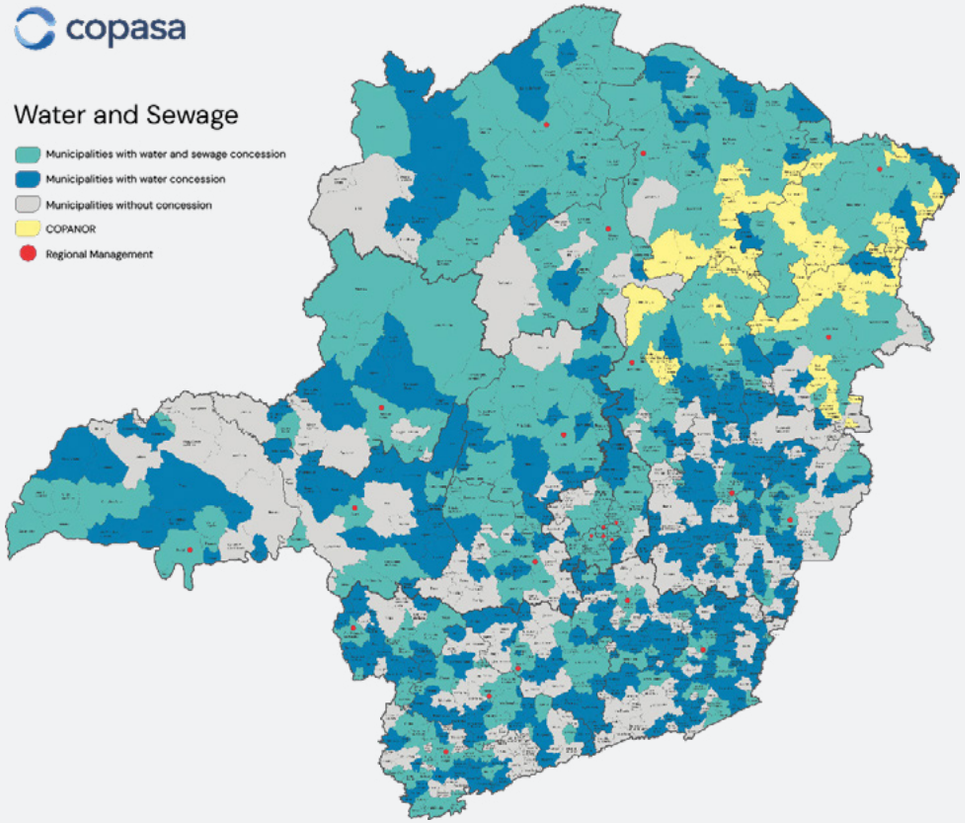
637
concessions for water services, Copasa: **588** and Copanor: **49.**

308
concessions for sewage services, Copasa: **231** and Copanor: **42.**

11.8
million
inhabitants with water supply services.

8.7
million
million inhabitants receive both services: water supply and sanitation.

Of the total inhabitants served, Copanor provides water supply services to **227,000** people, of which **110,000** also receive sewage services.



Coverage Index 2024

GRI 3-3 Material topic: Universalization of basic sanitation, SASB IF-WU-140a.1

We continue to expand the coverage of water and sewage services in line with the social and legal commitment to universal sanitation. Our water coverage index exceeds 99%. According to March 2025 data from the National Sanitation Information System (SNIS), for the reference year of 2024, the urban water network service coverage at the national level was 92.1%. In sewage, we increased the coverage of collected and treated sewage to 77.3%, compared to 75% in December 2023. On a national average, according to SNIS data, 61.6% of urban households are served by a sewage collection network, of which 78.6% undergo treatment.

At an estimated investment of R$16.9 billion between 2025 and 2029, focused on water, sewage, as well as business and operational development.

Expansion of sanitation infrastructure requires heavy investments and lengthy timeframes due to the complexity of the stages involved. This effort, however, is essential, since adequate treatment of sewage — with its safe return to the environment — is essential to preserve water bodies and ensure water availability for future generations.

R$ 16.9
billion will be invested in water, sewage as well as in business and operational growth.

+99%
Our water service coverage rate exceeds that required by the new Legal Framework for Sanitation

90%
is the target coverage for collected and treated sewage by 2033



The Universaliza Minas program had implemented water and sewage systems in 114 locations, reaching around 45,000 people. Works are underway in another 121 locations.

To universalize water supply and sewage treatment services in rural areas and in low-density areas in the municipalities where we operate, we launched the Universaliza Minas program. Until January 2025, the program had implemented water and sewage systems in 114 locations, reaching around 45,000 people. In addition, works are underway in 121 locations, impacting approximately 48,000 people. In all, the portfolio has R$404 million in projects approved, covering 639 locations related to 166 concessions.

The benefits are significant: treated water reduces diseases, improves hygiene and quality of life, while sewage systems prevent contact with open sewage and improve the environment in the areas served.

Implementation of sanitation systems may cause temporary impacts on the daily routines of communities, such as road closures, interruptions in water supply, and higher noise and dust levels. These effects are inherent to the Company's core business of water supply and sewage services, and directly reflect how this mission is conducted.

Coverage Index 2024

Water service: Over

99%

Sewage collected and treated

77.3%

Higher than the national average

Correlation with Global Compact and SDGs

In 2024, we remained committed to promoting the UN SDGs, especially those identified as priorities in impact analysis and our value chain, specifically SDG 6 (Water and Sanitation), which is directly related to our business and aims to guarantee the availability and sustainable management of water and sanitation by 2030. We reaffirm our commitment to the responsible management of water resources in Minas Gerais through investments in infrastructure, educational and awareness programs, and actions aimed at the sustainable use of water.

We continued the Engage to Transform Program, strengthening our relations with society and promoting adhesion to sanitation services. In 2024, we signed up 25,500 adhesion agreements, resulting in an estimated additional revenue of around R$13 million. The program includes social and territorial projects adapted to the reality of each community served.

We also continued the Pró-Mananciais Program, aimed at protecting springs and watercourses through actions such as planting, water and soil conservation, and environmental education. We maintained the initiatives in strategic water sources, such as the Rio das Velhas river, the Rio Manso Dam, the Serra Azul Dam in the Metropolitan Region of Belo Horizonte, the Juramento Dam in the north of the state, the Todos os Santos River, Dam and the Viamão River Dam.

We also made significant investments that positively impacted public health and the environment, thus contributing to social and economic development:

R$ 2.169 billion in investments:

- **R$ 1,014.2 million in water**
- **R$ 801.3 million in sewage**
- **R$ 70.9 million in development**
- **R$ 282.5 million in capitalization**

For the 2025-2029 period, we estimate investments of R$16.9 billion. Partnerships with governments, communities and civil society organizations continue to be essential for achieving universal sanitation and for meeting the SDGs.

Macroeconomic and regulatory scenario

In 2024, the Gross Domestic Product (GDP) of the Brazilian economy grew 3.4% to R$11.7 trillion, driven by the services sector, which grew 3.7%, followed by industry at 3.3%.

In the tax domain, Supplementary Law 214/2025 was enacted in January 2025, simplifying the national tax system by replacing five taxes on consumption with a dual Value Added Tax (VAT) and a regulatory Selective Tax (IS). The new law will come into effect in January 2026, with a seven-year transition period.

The Tax Reforms approved in 2023 will bring significant changes to the sanitation sector, such as the replacement of current taxes (such as PIS/Cofins) with a new model levying a standard rate estimated at 28%. However, the sector obtained a 60% reduction, resulting in a final rate of 11.2%, which still increases the tax burden. Moreover, low-income families now have access to cashback on water supply and sanitation taxes.

Since 2020, with the announcement of the new Legal Sanitation Framework, ANA has been responsible for issuing Reference Standards (NR) aimed at standardizing guidelines and promoting greater efficiency and transparency across the sector.

Although universalization targets had already been in place since 2020, these were effectively regulated in 2024 with the publication of important standards such as NR 08/2024, which establishes the targets of 99% coverage for drinking water and 90% for sewage collection and treatment by 2033, and NR 09/2024, which defines the operational indicators for services.

In light of this new regulatory scenario, Copasa is adapting its management systems to ensure their alignment with the legal requirements and the future tax structure.



Rules for indemnification of assets

Continuing the process launched by ANA in 2023, with the publication of Resolution 161/2023 (NR 03/2023), which established the basis for asset indemnification rules, new regulations were implemented in 2024. In March 2024, Arsae-MG published Resolution 191/2024, which details the methodologies for calculating the indemnification amounts for non-amortized assets linked to assets that can be reverted to the Concession Authority[1]. This regulation was created to meet the need for adequately compensating public service concessionaires in case of termination or early expiry of concession agreements.

The resolution establishes the guidelines for indemnification of assets that, at the end of the agreement, are returned to the concession authority, known as returnable

Regarding the definition of which assets are subject to indemnification, that is, are returnable, Arsae-MG Resolution 200/2024 amended Resolution 191/2024, including a methodology for the annual valuation of investments in returnable assets and for assessing the costs of termination of agreements. It must be highlighted that updates are important to ensure that the indemnification process is conducted in a fair, accurate, and transparent manner in order to benefit both the concessionaires and the public interest.

[1] Public entity (federal, state or municipal) that holds the ownership of public services and is responsible for granting them to private initiative or public companies for their provision, regulation, and supervision. In the sanitation sector, municipalities usually exercise this function.



We continue to evaluate our agreements based on regulatory, operational, financial, legal, and engineering criteria.

Sanitation Framework

Sanitation Framework

GRI 3-3 Material topic: Universalization of basic sanitation

Our service depends on concessions granted by the government. Before Federal Law 11,445/2007, these concessions were formalized through concession agreements, but after the law was passed, these became Program Agreements. With Law 14,026/2020, the New Basic Sanitation Framework (NMSB) brought significant changes, such as entrusting ANA with the responsibility for nationwide regulation of services, the universalization requirement (99% water coverage and 90% sewage treated by 2033), reduction of losses in the sector, prior indemnification for unamortized investments, and mandatory bidding process for new agreements.

Since existing agreements cannot be renewed automatically, we have consolidated our operations in two ways: expanding services in municipalities where we already operate and participating in bids for new concessions. To execute this strategy, we approved an **Investment Program of R$16.9 billion for the period 2024-2029** and continue to evaluate our agreements based on regulatory, operational, financial, legal, and engineering criteria.

As per the NMSB, ANA was tasked with establishing the Reference Standards, which were submitted to public consultations, addressing important topics such as inventory and indemnification of assets, quality and efficiency standards, regulatory structure, mediation and arbitration, matrix of contractual risks and progressive coverage targets, in addition to guidelines for urban solid waste services.

We constantly monitor the evolution of water and sewage service coverage to

ensure that the universalization targets are met. This monitoring is carried out internally through the Panorama of Concessions, which gathers economic and financial information, population data, and the operational and organizational results of each system.

Universal access to basic sanitation is an essential goal to ensure the health and dignity of the population. However, its expansion requires the construction of new water supply and sewage systems, which could cause environmental impacts, such as the removal of vegetation and changes to ecosystems, especially in projects involving dams.

We are aware of this challenge and continue to move forward responsibly. In 2024, we maintained the water supply coverage target established in the new Legal Framework for Sanitation, with more than 99% of the population served almost a decade ahead of the 2033 deadline established by law. This result reflects our commitment to sustainable development while reconciling infrastructure growth with environmental preservation.

We continuously monitor the evolution of water and sewage service coverage, through the Panorama of Concessions, to ensure compliance with the universalization targets.



+99%
of the population served with water supply.

Copanor

Since 2007, Copanor, a wholly-owned subsidiary of Copasa, has been providing water supply and sanitation services in the north and northeast regions of Minas Gerais, which are characterized by the low Human Development Index (HDI) in the state. The company currently serves locations with populations ranging from 200 to 5,000.

In December 2024, Copanor provided water supply services to 227,000 people, of whom 110,000 also received sewage services. The tariffs charged by Copanor are lower than those of Copasa, pursuant to Law 16,698, due to the lack of remuneration for investments in the cost structure. This differentiated pricing model is designed to expand access to sanitation in regions with lower socioeconomic capacity, thereby promoting social inclusion and justice for the population.

In July 2017, Arsae-MG implemented a tariff subsidy to fund investments and maintain Copanor's services. This mechanism transfers funds from Copasa users to Copanor in order to fund the necessary infrastructure.

During the Company's 2nd tariff review, Arsae-MG decided to continue transferring the subsidy, which, in 2024, amounted to R$47.6 million and is expected to be the same in 2025. Within the scope of the 5th Periodic Tariff Review carried out in November 2023, the Average Tariff Effect (ETM) declined 7.68%, as established by Arsae-MG Resolution 186/2023.

In 2024, Copanor received investments of R$50.3 million, including capitalizations. In 2025, it is expected to receive investments of R$47.6 million to meet working capital requirements and to ensure the continuity and quality of the services provided.



227,000 people provided with water supply.

110,000 people provided with sewage services.



SUSTAINABILITY

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Interactive summary

Regulation

GRI 2-27, 3-3, 207-1, 207-2, 415-1, 417-1, 417-2 Sasb IF-WU-250A.2

Our purpose is to guarantee the population access to basic sanitation services, which are essential for the health and dignity of the people. Regulation plays a strategic role in this regard by guiding investments, optimizing operations, and ensuring the quality of water and sewage services.

The main regulation is overseen by Arsae-MG, which establishes the technical, economic, and tariff guidelines.

In addition to Arsae-MG, three other regulatory agencies operate at the regional level on certain services provided by Copasa:

Municipal Water, Basic Sanitation and Energy Agency (Amasbe): situated in Montes Claros, it plays a complementary role to Arsae-MG by regulating and monitoring the Company's operational routines.

Intermunicipal Sanitation Regulatory Agency of Minas Gerais (Arismig): responsible for regulating the final disposal of solid waste in Varginha, where the water supply and sewage services continue to be regulated by Arsae-MG. It is also responsible for regulating the services provided in Divinópolis and Patos de Minas, both under the contractual regulation model.

Intermunicipal Basic Sanitation Regulatory Agency of Minas Gerais (Arisb-MG): responsible for regulating water supply and sewage services in Visconde do Rio Branco, under the contractual regulation model.

Every year, Arsae-MG conducts technical, commercial, and economic inspections to evaluate the quality of services provided. Consequent to these inspections, six administrative proceedings were launched related to the refund of tariffs that may have been levied incorrectly. Of these, three have already been closed after the Company submitted its defense, while the others are ongoing at Arsae-MG, with unfavorable decisions against Copasa, which will lead to lawsuits. Thus, including the ongoing proceedings initiated in previous years, there were 52 administrative proceedings on December 31, 2024. The Company's efforts saved it R$9.2 million in regulatory fines.

After the inspections made in 2024, 1,141 notifications were made by the regulatory agency.

Since 2020, Arsae-MG has issued 1,448 inspection notices against the Company or its subsidiary. Of these, 526 correspond to inspections made in 2024, of which 122 were closed without any notifications made by the regulatory agency.

Arsae-MG levies fines in accordance with the procedures defined in Arsae-MG Resolution 133/2019, amended by Arsae-MG Resolution 181/2023. As such, after any non-compliance is recorded by the regulatory agency, the Company either alters its routines and procedures or submits the appropriate administrative defense within the scope of the inspection process conducted by Arsae-MG. Despite the Company's efforts, 59 fines amounting to R$864.6 thousand were levied regarding the inspections made in 2024.

Of these, 610 were closed, seven resulted in warnings, and 59 in fines.

Acronym	Regulatory agency	Municipality/concession
Arsae-MG	Regulatory Agency for Services Water and Water Supply Sanitary Sewage of the state of Minas Gerais	635 municipalities (concessions not listed in this table, water and sewage services in Varginha and Montes Claros)
Arismig	Intermunicipal Sanitation Regulatory Agency of Minas Gerais	Divinópolis, Patos de Minas and landfill
Arisb-MG	Intermunicipal Basic Sanitation Regulatory Agency of Minas Gerais	Visconde do Rio Branco
Amasbe	Municipal Water, Basic Sanitation and Energy Agency	Montes Claros[1]

[1]In conjunction with Arsae -MG.

Making efforts to ensure regulatory compliance is essential to avoid negative impacts, such as fines, penalties, and damage to reputation, and to reap benefits such as safety, well-being of the population, trust in services, and a stronger organization. On the environmental front, this commitment also protects our main raw material - water.

Compliance with regulations generates benefits for society, such as public health, environmental appreciation, and combating climate change. However, we recognize the existing risks, such as flaws in environmental regulations and pollutant emissions, and hence we seek to expand the positive impacts through actions aimed at preventing diseases, protecting ecosystems, building treatment plants, and recovering water sources.

These initiatives are also reflected in our results, since compliance directly impacts our economic indicators and is essential for the sustainability and continuity of our operations. In this regard, our Sustainability Policy, which are aligned with the ESG Agenda, guide our actions and in obtaining licenses, as well as in implementing mitigating measures and environmental initiatives.

Notable among the main instruments of this action are:



Solid waste management:

integration with strategic planning and processes;



Climate change:

good practices for reducing GHG and increasing resilience;



Energy management:

rational use and reduction of losses;



PD&I:

encouraging innovation and replication of solutions;



Total Environmental Compliance Program:

focus on environmental compliance and actions with communities in river basins.

The multiplicity of regulatory agencies brings fresh challenges, such as the need to adapt to different standards and procedures. We have strived to implement the required changes efficiently and flexibly, strengthening relations with diverse agencies, especially those involved in future concessions.

The effectiveness of environmental actions is monitored through structured programs and projects, using tools such as SAP, Power BI, IDS, and GERHA, in addition to internal controls and reports. The effectiveness of the measures is systematically assessed by the Total Environmental Compliance Program, structured in the form of the Green, Blue, and Brown Agendas, with actions designed to mitigate the environmental impacts on water, soil, and air, as per the methodology established by Copam Normative Resolution 217/2017.

Monitored actions include interventions in water resources, which are authorized by ANA and the Minas Gerais Water Management Institute (IGAM). These authorizations permit the harvesting of surface and groundwater for public supply, the discharge of treated effluents from the sewage treatment plants and other interventions, such as the construction of dams, embankments, and channels, as well as dredging. All these actions are carried out in an integrated manner with the Total Environmental Compliance Program.

To ensure the traceability and legal control of these interventions, environmental regularization documents — with their respective quantitative and qualitative indicators — are uploaded to the GERHA Portal, a platform that incorporates GIS technology into the Company's environmental management process.

Despite our rigorous efforts to comply with legal obligations, we understand that external events may compromise regulatory compliance, such as changes in resolutions, ordinances, legislation, or other actions that directly impact our services without due prior notice to adapt our processes and systems.

As such, regulation holds a central position in our Strategic Statement, being part of the Value Chain as a Strategic Macroprocess, in alignment with governance. This positioning underscores the need for continuous and effective monitoring of regulatory changes to ensure the Company's quick adaptability.

Our operating model also includes constant and collaborative engagement with regulatory agencies that supervise and regulate our activities. Maintaining an open dialogue with them facilitates the creation of more realistic standards applicable to our operations, thus preventing conflicts and enabling the early resolution of disputes.

This institutional relationship strengthens the management of regulatory legality and helps improve the standards of quality, safety, sustainability, and equity in business. Moreover, by integrating this effort into our interaction with the communities we serve, we reaffirm our respect for our customers and ensure the maintenance of the Social License to Operate.

The complexity and diversity of regulatory issues, as per article 23 of Federal Law 11,445/2007, with the amendments brought by Law 14,026/2020, amplify our challenges and require constant attention in all the links of the process chain, including at the regional levels and at the central administrative office.

Among the preventive and corrective actions that strengthen our compliance are the training on current legislation, preparatory and alignment meetings after inspections, internal campaigns to highlight the influence of operations on regulatory indicators, development of monitoring tools per unit, and on-site monitoring of inspections.

Finally, it is important to note that we have policies that prohibit direct or indirect relations with political parties or financing of political campaigns. The Company's Social Balance Sheet does not include any entries involving political parties, in accordance with federal laws 12,846 and 12,813, state decrees 46,782 and 46,644, the Anti-Corruption Policy, the Integrity Plan, the Copasa Code of Ethical Conduct, and the Disciplinary System Procedures and Complaints Investigation Procedures.

In cases of non-compliance, we act promptly to correct deviations, avoid sanctions, and promote the sharing of good practices among the units, formulating solutions based on successful experiences, thus strengthening the culture of regulatory compliance across the Company.





Tax management and pricing

GRI 207-1, 207-2, 207-3

Tax management

As for tax strategy, we rigorously obey the tax laws while constantly seeking to optimize tax planning without assuming high tax risks. We also ensure compliance with tax deadlines, thereby avoiding additional costs with fines and interest, thus remaining cost effective in tax payments. We do not tolerate illegal, unethical or illicit conduct and, hence, we invest in constantly training, our employees on compliance and integrity, also including tax aspects.

Copasa's tax function is managed by the Tax Management Services Unit, linked to the Office of the Controller, which is responsible for diverse functions related to the company's tax and fiscal obligations, such as the calculation and payment of its taxes, the payment of withholding taxes, and ensuring that the company is up-to-date on its tax obligations. The unit also plays an important role in Copasa's business and sustainability strategy by disseminating the organizational values and principles, and by incorporating good practices related to environmental, social, and governance (ESG) standards.

As for tax strategy, we rigorously obey the tax laws while constantly seeking to optimize tax planning without assuming high tax risks.

Pricing

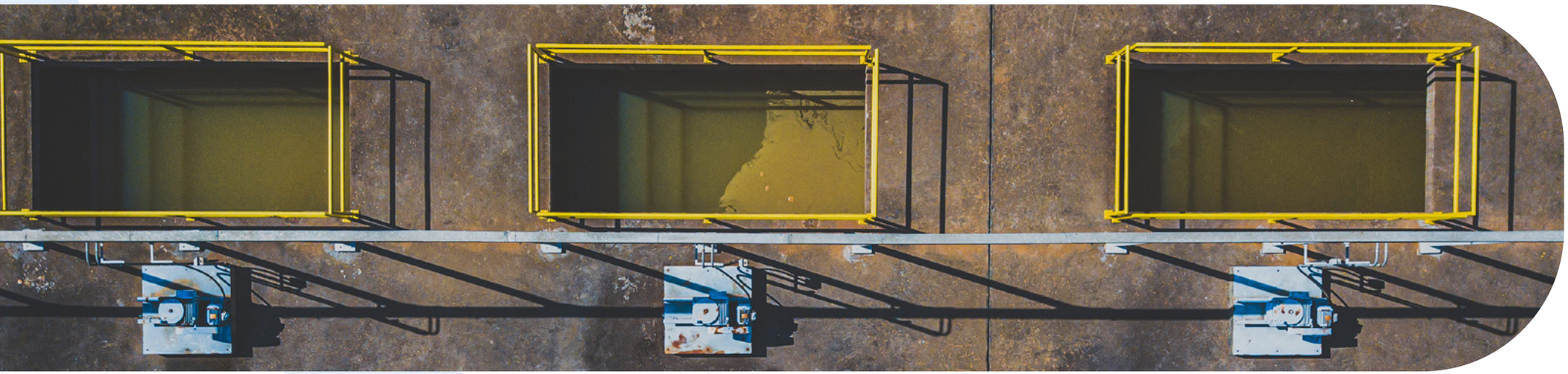
Remuneration for water supply and sewage collection and treatment services is earned through tariffs, which are adjusted annually after prior approval from the regulatory agency. The definition of remuneration is aimed at ensuring the economic and financial sustainability of the provision of services, and ensuring a balance between affordable tariffs and the feasibility of investments.

The rates (fixed and variable) vary according to the user category, the type of service and volume consumed, and are based on a progressive model — the higher the consumption, the higher the rate per m³.

With the 2021 tariff review (Technical Note CRE 05/2021), the billing structure for sewage, which was previously divided between collection and collection with treatment, was unified, resulting in a single tariff charged from the time the service is provided. Currently, sewage tariffs are equivalent to 74% of water tariffs.

In 2024, Arsae-MG approved an average tariff adjustment of 6.42% for services provided by Copasa, in effect since January 1, 2025, pursuant to Resolution 197/2024. This increase aims to restore the real value of the Company's revenue, ensuring the financial equilibrium of the operation while respecting tariff affordability.

With the new adjustment, we estimate that, in 2025, the bills will correspond to 2.61% of the family income in the Social Residential category and 2.59% in the Residential category, remaining within Arsae-MG's target of 5%.



Sustainable Development Goals – SDGs

GRI 2-23, 2-24

We align our actions with the UN 2030 Agenda, thus reaffirming our commitment to the Sustainable Development Goals and the principles of the Global Compact. Our actions are also guided by ISO 26000, strengthening our commitment to sustainability, social responsibility, and business ethics in all spheres of activity.

As a member of the 2030 Challenge Network, a collective of companies from the public and private sectors, we have been actively working to drive the implementation of the SDGs in Minas Gerais by 2030. In collaboration with the Global Compact Brazil Network, we are also part of the world's first SDG Hub, an innovative project that fosters active participation by the business community in the global sustainability agenda through strategic partnerships at the state level.

To ensure our effective contribution to the SDGs, we have identified the goals most impacted by our operations based on our materiality matrix and our value chain. SDG 6 (Clean Water and Sanitation) is at the center of our operations, directly reflecting our core business, which involves providing essential basic sanitation services to millions of Brazilians.

We also prioritize SDGs 3 (Good Health and Well-being), 5 (Gender Equality), 8 (Decent Work and Economic Growth), 9 (Industry, Innovation and Infrastructure) and 11 (Sustainable Cities and Communities), which are directly linked to our positive impact on the quality of life of people and the development of cities. Similarly, we have placed emphasis on SDGs 13 (Climate Action) and 15 (Life on Land), underscoring our commitment to preserving natural resources and adapting to climate change, which are fundamental to long-term sustainability.

By constantly implementing actions and projects aligned with the SDGs, we seek not only to fulfill the basic sanitation needs of society, but also to help build a fairer, more sustainable, and resilient future for future generations.



Participation in organizations

GRI 2-28

We actively participate in the governance of water resources, and are members of 34 state committees and six federal river basin committees. These committees play a strategic role in ensuring the technical and financial feasibility of investments, thus contributing to the sustainable development of the basins.

We are also members of several important domestic and international institutions, such as:

- UN Global Compact Brazil Network
- Brazilian Groundwater Association (ABAS)
- Brazilian Sanitary and Environmental Engineering Association (ABES)
- National Quality Foundation (FNQ)
- Brazilian Technical Standards Association (ABNT)
- Brazilian Human Resources Association (ABRH)
- Brazilian Training and Development Association (ABTD)
- Minas Gerais Commercial Association (ACM)
- Brazilian Association of Publicly Held Companies (ABRASCA)
- State Water Resources Council (CERH)
- Minas Gerais Corporate Volunteering Committee (CMVC)
- Brazilian Concrete Institute (IBRACON)
- 2030 Challenge Network
- Brazilian GHG Protocol Program
- Carbon Disclosure Project (CDP)

We also work together with agencies such as the State Environmental Policy Council (COPAM) and the State Environment and Sustainable Development Department (SEMAD), contributing to environmental policies and the management of water resources. We are also members of the State Commission for Prevention, Reparation and Rapid Response (P2R2), coordinated by SEMAD. In collaboration with the State Forestry Institute (IEF), we manage the Serra do Rola-Moça and Lapa Grande State Parks, as well as the Cercadinho and Fechos Ecological Stations. We serve on the boards of several conservation units. Copasa is also a member of technical and industry chambers, such as the State Water Resources Council (CERH) and other chambers pertaining to the Rio das Velhas River Basin Committee.

Voluntary public commitments

UN Global Compact Principles

As members of the UN Global Compact, we have undertaken voluntary public commitments that reflect our dedication to sustainability and corporate responsibility. Through this pact, we undertake to adopt transparent and ethical practices in all our operations, promoting integrity and gender equity. We also seek to reduce our environmental impact by implementing measures for the efficient management of water resources and mitigating climate change, thereby contributing to the sustainable development of the region and the well-being of the communities where we operate.

These commitments underscore our role as agents of transformation in society in alignment with the principles of the Global Compact. Notable among our initiatives are our engagement in the Movimento + Água, aimed at guaranteeing water security and access to basic sanitation in Brazil, and the Movimento Elas Lideram, whose aim is to achieve gender parity in senior leadership positions by 2030.

This way, we not only fulfill our corporate obligations, but also position ourselves as a benchmark for other organizations wishing to contribute to a more sustainable and egalitarian world.

Our engagement in the Movimento + Água, aimed at guaranteeing water security and access to basic sanitation in Brazil, and the Movimento Elas Lideram, whose aim is to achieve gender parity in senior leadership positions.



ESG Agenda

GRI 2-23, 2-24

Our ESG agenda reflects our commitment to sustainability and social responsibility, and guides our operations towards creating a positive impact on communities and the environment. We revised the Social and Environmental Responsibility Policy to establish clear guidelines, through the Sustainability Policy, for managing our activities in alignment with ESG principles, considering the social, environmental, economic, and governance aspects. The core objective is to integrate sustainability into the Company's business model in order to improve the quality of life, foster social and economic development, as well as preserve the environment, always based on ethics, excellence, and the focus on longevity and competitiveness.



Competitive Intelligence + Financial Returns + Reduction and Mitigation of Risks

Global Compact Principle

Human rights

1: Businesses should support and respect the protection of internationally proclaimed human rights;

2: Make sure that they are not complicit in human rights abuses.

Labor

3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

4: The elimination of all forms of forced and compulsory labor;

5: The effective abolition of child labor; and

6: The elimination of discrimination in respect of employment and occupation.

Environment

7: Businesses should support a precautionary approach to environmental challenges;

8: Undertake initiatives to promote greater environmental responsibility; and

9: Encourage the development and diffusion of environmentally friendly technologies.

Anti-corruption

10: Businesses should work against corruption in all its forms, including extortion and bribery.

Gender equality

We have projects aimed at reducing gender inequalities, with actions for internal and external audiences, in line with the Gender Equality commitment of the Company's ESG Agenda.

To ensure that sustainability is incorporated into the business, we have rolled out a series of initiatives, such as meetings, events, and training and development programs, involving key leaders across the Company.

It is worth highlighting the projects aimed at reducing gender inequalities, which include actions targeted at both internal and external audiences, in line with the Gender Equity commitment on the Company's ESG Agenda. One example is the project financed by the French Development Agency at an investment of EUR 250,000, whereby, in 2024, we conducted an in-depth diagnosis of gender-related issues within the Company and in our area of operation, identifying the most important issues and locations for implementing the projects. We also hired a specialized consulting firm, whose activities are scheduled to begin in April 2025.

Another milestone in our ESG journey was the Strategic Sustainability Week organized in 2024, dedicated to discussing sustainability topics and their impact on our strategy. During the week, we unveiled Copasa's key projects, processes, and practices, all aligned with the Strategic Sustainability Goals. We also implemented actions to raise awareness on the importance of sustainability for our results and highlighted the crucial role of managers as agents of transformation in this process.

The ESG Agenda is a central pillar of our competitive intelligence, promoting efficient management and operational processes, with the focus on generating sustainable financial returns, mitigating risks, and seizing opportunities in the environmental, social, and governance spheres. The Agenda also contributes to the management of Social Responsibility risk.

We were included in the 19th portfolio of the B3 Corporate Sustainability Index (ISE) in 2024, reflecting our commitment to ESG practices. The portfolio, in effect since January and rebalanced in May, places us among 76 companies from 36 sectors, whose sustainability management practices adhere to the best market practices.

We are also featured in the ESG Integrity Yearbook, compiled by the Fundação Getúlio Vargas in partnership with Bradesco, ranking 78th among 100 companies with the best ESG performance in Brazil.

An analysis of the Social Balance Sheet shows that there has been significant growth in environmental investments, with the primary focus on mitigating environmental impacts in line with sustainable development goals. The investments cover the commitment to Water Protection, which saw a 115% increase in investments in environmental studies, including research and monitoring of water resources. Internal social investments decreased slightly, yet remain focused on effective improvements to Occupational Health and Safety, with a 14% increase in investments, which include the Internal Work Accidents Prevention Week (SIPAT), which has grown over the last four years and has become an important event in Copasa's calendar. In addition, investments in Personal Protective Equipment (PPE) increased 14%, reflecting the positive results in the operational routine.

14%
increase in investments in PPE

19ª
in ISE B3 index

The Company has invested in health, education, and occupational safety programs, underscoring its commitment to the quality of life of its employees. On the issue of internal social indicators, the Compliance Program has been receiving significant investments in recent years. The program has increased cultural understanding within the Company about the importance of compliance, and has resulted in ethical and

transparent business practices. External social investments have been growing constantly, except in 2021, on account of the COVID-19 pandemic. Copasa has strived to support culture, sports, and social inclusion by organizing events and initiatives that benefit the community. Among our commitments is the Protection of the Rights of Children and Adolescents, for which we allocated R$1.4 million to children's and youth sports and increased the hiring of interns by 54%, besides supporting projects such as Ser Criança and YES Juventude Prolongada. These investments demonstrate the company's commitment to development through the promotion of social inclusion and the well-being of future generations.

The company faces challenges in relation to diversity and inclusion, such as the slight decrease in women in leadership positions. In line with its commitment to gender equality and in partnership with the French Development Agency, Copasa conducted a study on the subject covering both the internal and external environments. A project on managing gender diversity is slated for implementation in 2025, which will accompany other initiatives on edifying themes and with the potential for replication in three other cities considered strategic. These actions demonstrate Copasa's commitment to promoting gender equity and building a more inclusive work environment.

To improve customer relations, Copasa invested in internal and external engagement events, such as customer week and consumer week, as well as communication campaigns to keep its customers better informed. The growth in investments and results of the Engage to Transform Program and the systemic vision of implementing the Social License to Operate are examples of the company's commitment to a customer-centric approach and a sustainable business model.



Materiality

GRI 3-1, 3-2

Materiality is a management tool capable of driving progress on the ESG agenda by guiding the integration of sustainability into the business model and contributing to the Company's sustainability. To ensure reliable decision-making, in this cycle, Copasa will review and update the materiality study conducted in 2023 to make sure that the information is aligned with the needs and expectations of our stakeholders. The study was based on the double materiality methodology, identifying the topics relevant to the sector and assessing their relevance from both internal and external perspectives.

For this cycle, we used the 2023 materiality study. The last review consisted of updating the ratings and standards adopted that year, besides including new indicators specific to the infrastructure and water-related services sector. The study also included Copasa's actual and potential impacts on the economy, the environment and stakeholders, related to each topic. The topics were grouped by area of affinity.

THE IMPACT ASSESSMENT INCLUDED, AMONG OTHERS, THE FOLLOWING:

- The likelihood of impact
- The severity of impact
- The likelihood of risks or opportunities arising from an aspect
- The extent to which the impact is critical to the Organization's long-term performance
- The opportunity for growth for the Organization from the impact

Material topics

AXIS

10 themes



Environmental Axis

Water and water security

Effluents and waste

Environmental management

Social Axis

People management

Customers and local communities

Universalization of basic sanitation

Governance Axis

Corporate governance

Compliance, ethics and anti-corruption measures

Operational efficiency

Financial performance

Topics related to the Social Axis

Topic	Scope/description	Related SDGs	Global Compact Principles	GRI and SASB
People management	Includes the benefits and working conditions offered by the Company to its employees, programs for training and continuing education of employees, as well as issues related to human rights and compliance with labor rights. Occupational health and safety: measures to prevent accidents at work and occupational diseases, and measures to prevent these events and ensure the health and well-being of employees and third parties. Diversity and equal opportunities: topic related to the Organization's actions on representation in the headcount of employees, managers and top management, ensuring the diversity of gender, ethnicity, color, age, LGBTQIAP+ identity, People with Disabilities and other vulnerable groups.			GRI: 3-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10
Customers and local communities	Issues related to communication channels, indexes of satisfaction, and customer experience with the services provided. Also includes information related to consumer health and safety, customer relations, and their satisfaction with the Company's service. Product safety: standards and processes to ensure the quality of water and control of contaminants, including cases of non-compliance and measures taken. Local communities and social investments: includes mapping and managing economic, social, and environmental impacts (positive or negative) related to surrounding communities and engagement with them, as well as social responsibility actions and awareness programs.			GRI: 3-3, 205-1, 205-2, 205-3
Universalization of basic sanitation	In line with the New Legal Framework, encompassing aspects of investments in infrastructure and interactions with water as a shared resource, aimed at the expansion of water supply, as well as sewage collection and treatment services to rural and outlying areas of operational locations.			GRI: 3-3, 203,-1, 203-2. Sasb: IF-WU-240a.1

Topics related to the Governance Axis

Topic	Scope/description	Related SDGs	Global Compact Principles	GRI and SASB
Corporate governance	Processes, culture, regulations, and strategy that define how a company is managed, monitored, and incentivized, including how ESG aspects are considered in management. Includes all processes related to governance, as well as aspects associated with market presence and taxes. Also includes management of legality and engagement with public authorities: internal planning and diagnosis for actions at the municipal level, with the mapping and management of social, environmental, and economic impacts of new ventures, as well as communicating these practices to external stakeholders. Risk management: mechanisms to identify, assess, mitigate, and prioritize risks in a structured manner across all the areas and processes of the Organization. Supplier management: task management, incentives for good practices, and checking of social and environmental regulatory compliance of contractors (suppliers and service providers), including human rights issues.			GRI: 2-9 até 2-21; 3-3; 415-1
Compliance, ethics and anti-corruption measures	The company's values, operating principles and relations, considering the mechanisms applied by it regarding ethics, integrity and anti-corruption, as well as environmental and regulatory compliance. It also includes Data protection and cybersecurity: proper functioning of internal systems, ensuring compliance with the LGPD (General Data Protection Law).			GRI: 3-3, 205- 1, 205-2, 205-3

Topic	Scope/description	Related SDGs	Global Compact Principles	GRI and SASB
Operational efficiency	Optimization of production processes to improve financial performance and reduce the consumption of natural resources. Use of mechanisms to reduce losses, from collection to end customer, contributing to efficiency /reduction of consumption. Data related to consumption and mechanisms for the efficient use of energy in processes are also covered by this topic since they are directly related to operational efficiency. It also includes aspects related to innovation and technology: innovation of the company's processes, adoption of green technologies, innovation in the business model, operations, processes, and research and development (R&D) in order to pursue new business opportunities in light of new regulations and market trends.			GRI: 3-3, 302- 4, 302-5, 302- 1, 302-3 Sasb: IFWU130a.1, IFWU-140a.2, IF-WU-420a.2
Financial performance	Financial performance of the company with the creation or destruction of value for its shareholders and creditors in the short, medium and long term, considering environmental and social aspects, and other intangible values.			GRI: 3-3, 201-1, 201-3, 201-4, 202, 204, 207

Topics related to the Environmental Axis

Topic	Scope/description	Related SDGs	Global Compact Principles	GRI and SASB
Water and water security	Measures to manage rational water collection and reliability of the supply network infrastructure, which guarantee water security. Water security: understood as the availability of water in sufficient quantity and quality to meet human needs, to carry out economic activity, and to conserve aquatic ecosystems, accompanied by an acceptable level of risk related to droughts and floods.			GRI: 3-3, 201-2, 303-1, 303-2, 303-3, 303-4 | 3-3, 416-1, 301 Sasb: IF-WU-240a.4, IF-WU-440a.3, IF-WU-450a.4 | IF-WU-250a.2
Effluents and waste	Effluents: collection and adequate treatment of sewage at the areas of operation, considering the structure of the collection network. Includes compliance with quality standards for treated sewage. Waste: set of actions to reduce waste generation and implement improvements in the stages of segregation, collection, transportation, treatment, final disposal, and environmentally appropriate recycling.			GRI: 3-3, 303-4 Sasb: IF-WU-140b.1

In our materiality, the following stand out as the core topics of the environmental axis: (i) water and water security, (ii) effluents and waste, and (iii) environmental management. As a core business activity, sanitation is intrinsically linked to environmental impacts, especially because water is an essential element in our processes.

Among the main liabilities and challenges faced by the Company are situations when the sewage collected is not yet fully sent to the Sewage Treatment Plants, compromising the efficiency of the system. In addition, waste from the Water Treatment Plants (WTPs) is released into water bodies, a practice that still persists in some units and exposes the Company to civil, administrative, and criminal risks, with potential impacts on its results. Despite these limitations, the most recent WTPs already incorporate waste treatment systems in their design, showing the progress made in mitigating these risks.

To overcome these challenges and move ahead with the universalization of sanitation, the Company has structured a robust Investment Program worth R$16.9 billion for the period 2025-2029. The funds will be invested not only to preserve the quality of water services already universalized, but also to expand access and efficiency of sewage services, in accordance with the targets established by the New Legal Framework for Sanitation. We thus reinforce our commitment to sustainable solutions that ensure the adequate treatment of all collected sewage, contributing to environmental preservation and improving the quality of life of the communities served.

Compliance with legal requirements is essential for the continuity of operations and for avoiding sanctions or interruptions. In this context, environmental topics gain strategic importance and are strongly associated with SDG 6 (Clean Water and Sanitation), which is considered fundamental for maintaining environmental balance and promoting public health.

Note that these topics were defined after consultations with strategic stakeholders and experts, whose contribution was essential to guide our actions in alignment with society's expectations and the sector's best practices.

R$ 16.9

billion earmarked for the Investment Program structured by the Company for theperiod from 2025 to 2029

This investment aims to **improve and expand sewage services** and preserve the quality of water services



TRANSPARENCY

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Management of legality and engagement with public authorities and regulatory agencies 76

Interactive summary

Strategic Statement

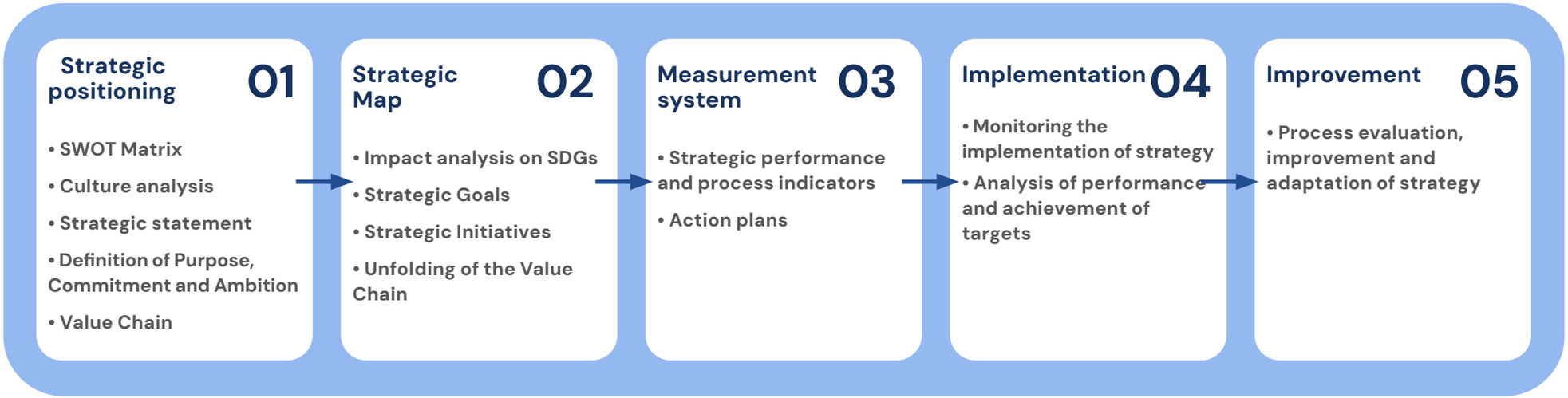
GRI 2-22 ODS (16 - GOALS 16.3, 16.7)

While preparing the Strategic Plan, we analyze internal and external environments, identify critical success factors, and define the perspectives, objectives, indicators, and targets. Copasa's ESG Agenda was formally integrated into the 2022-2026 planning cycle and is reflected in documents such as the Company's Strategic Statement and Strategic Map.

In this scenario, regulations play a central role, forming part of the Strategic Statement as one of the macro processes of our Value Chain, alongside governance. This structure reinforces our commitment to sustainability, legal compliance, and excellence in delivering public services, while operating in a responsible and transparent manner in alignment with the challenges facing the sanitation sector.

Planning is monitored using a dynamic digital dashboard that gathers the strategic initiatives, objectives, performance indicators, and action plans with clearly defined timeframes and responsibilities. This tool ensures transparency and agility in monitoring, while enabling adjustments and driving performance throughout the strategic cycle.

Strategy Formulation and Implementation Processes



Our purpose

To take care of water and create value for people

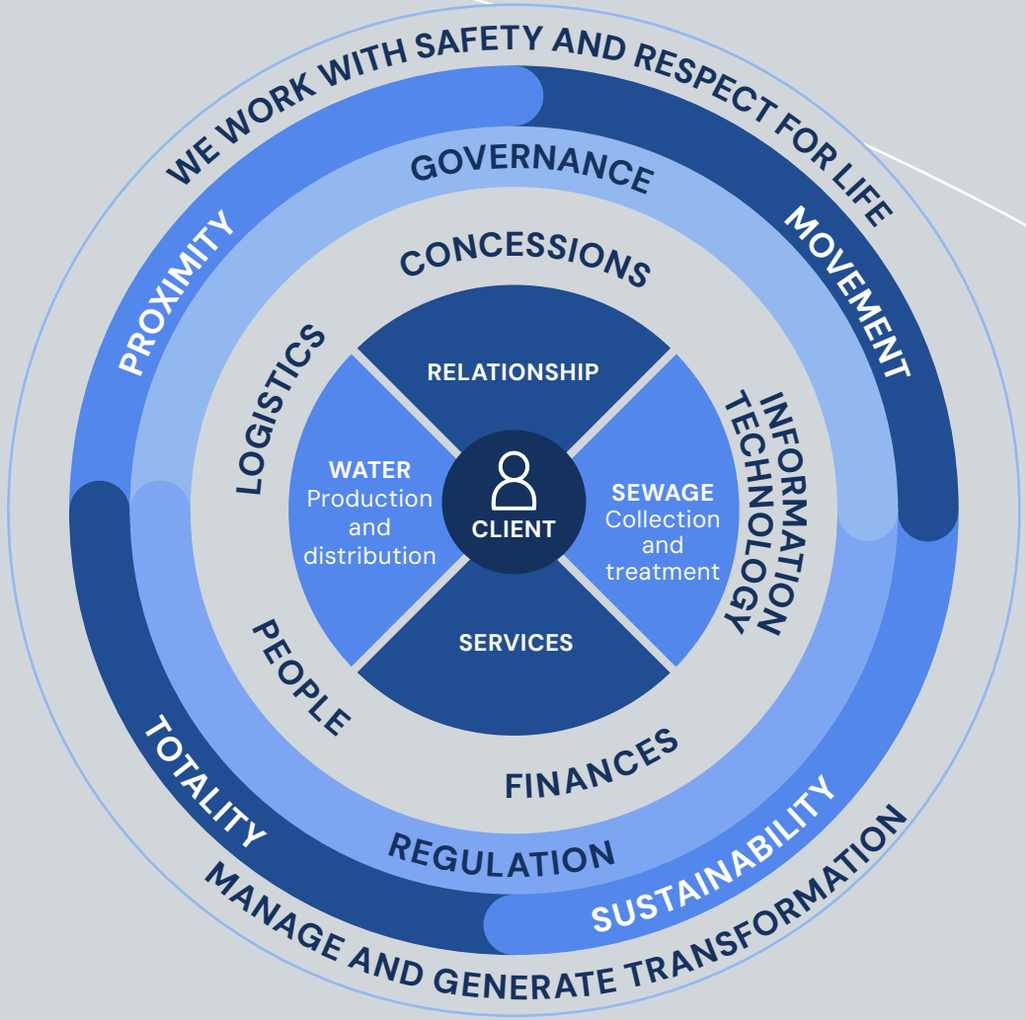
Our commitment

- We work with safety and respect for life.
- Our motivation is to serve our clients well.
- We seek to make water and sewage services universal with quality and sustainability.

Our way

- We seek to ensure safe behavior both individually and collectively.
- We value people and develop their talents.
- We turn our passion into quality services.
- We serve clients with respect and enthusiasm.
- We make it happen with creativity and innovation.
- We are committed to delivery and results.
- We respect and embrace diversity.
- We are in full compliance with integrity, responsibility, ethics and transparency.

Our processes



Our ambition

To be recognized for the quality and efficiency of our services.

Strategic Map

Our purpose
To take care of water and create value for people

Our ambition
To be recognized for the quality and efficiency of our services

SUSTAINABILITY

- To ensure economic and financial equilibrium
- To act in conformity with environmental, social and governance standards

CLIENTS AND THE MARKET

- To strengthen our market presence
- To transform the customer experience

INNOVATION

- To accelerate innovation and technological solutions
- To leverage enterprise and asset management
- To ensure service excellence

PEOPLE

- To develop and retain talent
- To value safety and well-being at work
- To promote inclusion and diversity

Strategic Management Excellence Program

Launched in 2021, the Strategic Management Excellence Program has been instrumental in expanding the implementation of the Management Excellence Model® (MEG) throughout the Company. Focused on continuous improvement and the incorporation of sustainability and ESG principles, the program has driven innovation, efficiency of internal processes, and generation of value for stakeholders.

A benchmark in organizational management, MEG is the flagship publication of the National Quality Foundation (FNQ), one of the leading centers of excellence for improving the productivity and competitiveness of Brazilian organizations. Its main characteristic is that it is an integrative and self-assessment model, which enables an accurate diagnosis of the maturity of management.

The Strategic Management Excellence Program is focused on continuous improvement and the incorporation of sustainability and ESG principles.



Actions taken in 2024

During the year, we made significant advances in the Program, rolling out initiatives that strengthen our governance and innovation. The highlights include:

- We trained 155 employees on the new edition of the Management Excellence Model (MEG), a performance indicators system, and the preparation of innovation and operational efficiency cases, preparing our teams to incorporate ESG practices into processes and increase management excellence.

- We strengthened the Inova Program, including the Cases Dimension in the Copathon regulations, which broadened the recognition of the authors of the Company's success stories, encouraging innovation and the exchange of best practices across Copasa.

- We held one more edition of the Inova Seminar, during which experiences and solutions for the Company's challenges were exchanged. More than 30 case studies signed up for the seminar.

- We held the Case Writing Workshop, training 303 professionals on sharing the best practices and solutions.

- We wish to highlight our contribution to improving the sanitation sector by registering ten case studies for the National Sanitation Quality Award (PNQS), of which six were selected for presentation at the Benchmarking Seminar. Of these, three reached the finals and two won the award, demonstrating our commitment to innovation, excellence, and continuous improvement in management and corporate governance.

FINALISTS:

i. Female Mentoring Program: driving the career of women in sanitation;

ii. Radiation monitoring management: competitive edge;

iii. Effective and innovative management of defaults in Coromandel.

WINNERS:

i. Monitoring Risk Appetite: strategic differential;

ii. Suggestion Program: innovations for management excellence.

Strategic Competitive Management Project

Federal Law 14,026/2020, known as the New Legal Framework for Basic Sanitation, brought a new reality to the sanitation sector, especially by obliging all companies to participate in bids to acquire concessions, in direct competition with private competitors, to either maintain or expand their market.

Another challenge brought about by the law is the universalization of water supply and sanitation services by 2033, as well as the achievement of certain targets for water losses and the quality of services provided.

This context brings significant opportunities, but also the need to review processes that can help achieve these goals and maintain Copasa's sustainability, which will only be achieved by raising its performance levels and competitiveness.

In light of these challenges, the Company implemented the Strategic Competitive Management Project in August 2024 with support from a specialized consulting firm. The Project, as its name implies, aims to make the company more competitive to face the challenges brought by the new scenario in the sanitation sector through actions on three work fronts:

- Investment Management;
- People and Organization;
- Advanced Data Analysis.

We expect this project to increase our competitiveness not only in relation to competitors while participating in bids and maintaining the concession portfolio, but also to improve the services provided in the pursuit of the Social License to Operate.

This transformation will result in a new way of operating, that is more connected, agile, and effective, enabling the company to achieve its strategic goals in a sustainable manner. With this, we consolidate our journey towards fulfilling Our Ambition: "To be recognized for the quality and efficiency of our services."

Business Process Office

In October 2024, Copasa's Business Process Management Office (BPMO) was set up, the Business Process Management Suite (BPMS) technological solution was deployed, and the Company's analysts were trained on modeling, automation, integration, and control of business processes.

The Strategic Competitive Management Project aims to make the company more competitive to face the challenges brought by the new scenario in the sanitation sector.

Risk Management

GRI 2-13, 2-25 / Sasb IF-WU-440A.3

We operate in accordance with the Corporate Risk Management Policy, which establishes the principles, guidelines, and responsibilities to be followed in activities related to risk management, guiding the actions to identify, assess, treat, and monitor the Company's risks. The methodology is detailed in the Corporate Risk Management Manual and also includes communication and definition of risk appetite.

The responsibilities of internal bodies regarding risk management are defined in the Corporate Risk Management Policy and, among others, the Risk Owner Department and the Risk Owner are responsible for identifying, assessing impact/probability, monitoring, and mitigating corporate risks, with support from the Risk Control Manager, who is responsible for applying the methodology in the Company, and is monitored by the Board of Directors through quarterly reports or according to the need to respond to each risk.

Our Risk Matrix lists 36 corporate risks, including Compliance risks, and related to 11 processes in the value chain: Water (production and distribution), Sewage (collection and treatment), Relationship, Services, Concessions, Finance, Governance, Logistics, People, Information Technology and Regulation. The Risk Matrix involves the mapping of causes, consequences, interdependence among risks, as well as social and environmental impacts, and helps define the treatment and monitoring of risks through response plans and indicators, considering the short-, medium- and long-term aspects.

In 2024, Copasa was honored for its management practice related to monitoring risk appetite: strategic differential, in the



Innovation in Environmental Sanitation Management (IGS) category. The National Quality Award (PNQS), known as the "Oscar of Sanitation", instituted by the Brazilian Sanitary and Environmental Engineering Association (ABES), is the only global award in the sanitation sector recognized by the International Water Association (IWA) as a benchmark in management and sustainability. The management practice related to strategic monitoring of risk appetite, implemented by the Company in 2020, has been improved over the cycles, and establishes that in case of materialization of risks (breach of the critical limit), a report must be submitted to the Board of Directors, together with the contingency actions to bring the risk back to the tolerance range previously approved by the Board. The same year, the Company deployed a software solution to optimize the risk management process in order to increase productivity, reduce rework, and provide a reliable infrastructure for monitoring and controlling risks, besides optimizing the decision-making process.

All of the Company's risks are identified by the owners or by the Risk Control Manager, and classified according to their level of criticality considering their impact/probability. These are monitored and treated according to the criteria established in the Corporate Risk Management Manual using instruments such as Risk Indicators and Response Plans, and are duly monitored by the Board of Directors.

Considering that emerging risks are new systemic risks or risks that are increasing and materializing quickly, the above-mentioned methodology enables the Company to identify and provide appropriate treatment to mitigate these risks according to their level of criticality. Emerging or systemic risks, resulting from the weakening or major collapse of natural or human systems on which society and the economy depend, such as rainfall and climate conditions, public health, and public services, are mapped in the Corporate Risk Matrix and are monitored according to the methodology explained in the Corporate Risk Management Policy and detailed in the Risk Management Manual. Following are a few risks



We were awarded the Oscar of Sanitation from PNQS 2024, for the management practice of Monitoring risk appetite.

considered by the Company as systemic, emerging, or critical:

CONCESSIONS

Description of risk: loss of concessions.

PROJECT MANAGEMENT

Description of risk: financial losses due to inadequate management of projects.

WATER SCARCITY

Description of risk: reduction in water availability in water sources.

WATER QUALITY

Description of risk: water quality below the minimum standard required by law, regulatory bodies and Copasa.

SEWAGE TREATMENT

Description of risk: losses resulting from inefficient collection and treatment of sewage.

OCCUPATIONAL HEALTH AND SAFETY

Description of risk: loss of productivity due to absenteeism, work accidents, occupational diseases and pandemics.

PRIVACY AND PERSONAL DATA PROTECTION

Description of risk: inadequate processing of personal data or inefficiency of data protection mechanisms, which enable improper access, use or sharing.

CYBER ATTACKS

Description of risk: cyber-attacks on information devices and systems, data theft, damage to equipment or downtime of servers and/or services, hijacks and breaches.

To support the structuring of the Crisis Management process, we hired a specialized consultancy. This consultancy works on the preparation of contingency and business continuity plans. Crisis management provides benefits such as the ability to resist crises and overcome adversities, ensuring greater operational stability.

Another important initiative in risk management is the Risk Mapping Program. In 2024, upon its completion, visits were made to the Business Units and Regional Managements to identify new risks, causes, and factors not listed in the matrix, in addition to other actions necessary to address risks, considering the regional peculiarities in the various units of the Company. Risk Mapping Program meetings were also held with a Business Round, involving managers and key leaders, and another operational round, with employees of the administrative and operational processes in each unit visited. The Program also included the dissemination of the risk management process, promoting the inclusion of operational teams in this process, and strengthening our risk culture.

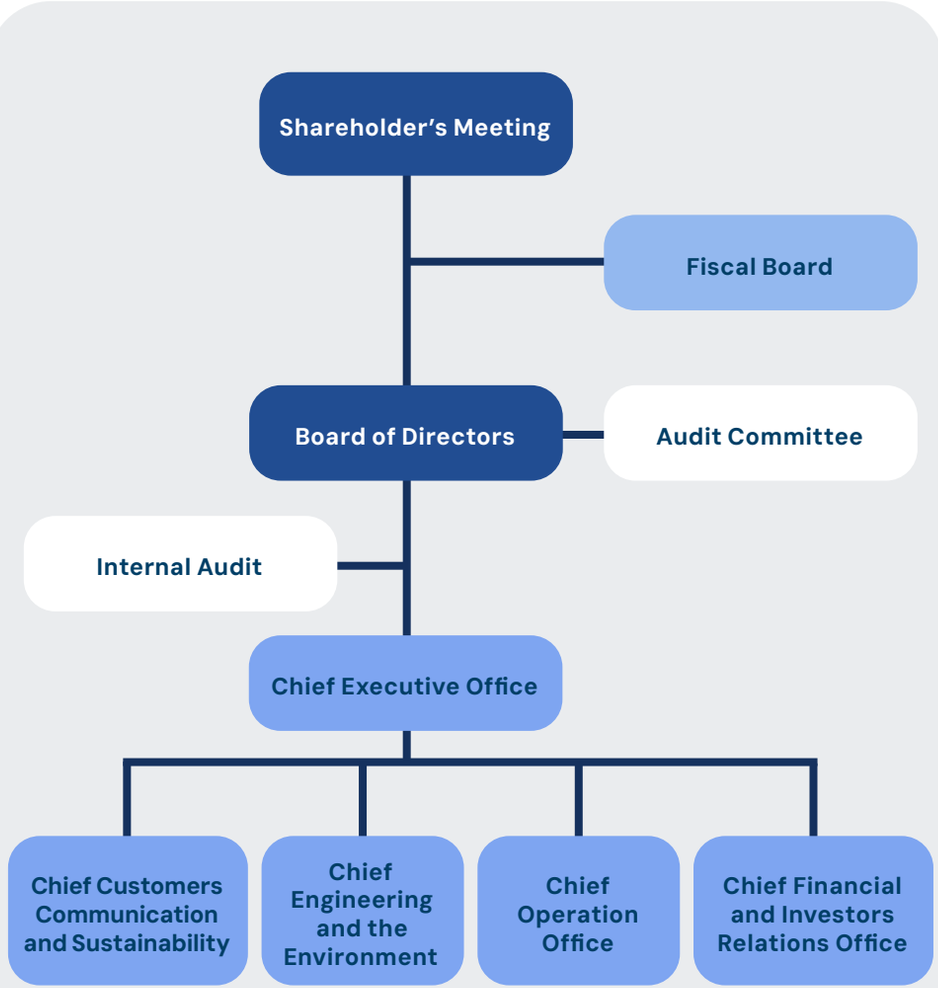
Copasa's Organizational Structure

GRI 2-9

We adopt corporate governance best practices based on the principles of transparency, equity, accountability, and responsibility. Since voluntarily joining B3's Novo Mercado segment in 2006, we have been following standards that go beyond legal requirements, reinforcing our commitment to integrity and stakeholder trust.

Our governance structure promotes sustainable development by balancing social, environmental, economic, and financial aspects. To guide our decisions, we have several policies:

- **Members' Nomination and Eligibility Policy**: defines the principles, criteria, and restrictions while nominating members of the Board of Directors, Supervisory Board, Executive Board, and the Statutory Audit Committee..
- **Corporate Governance Policy**: establishes the guidelines for management and control of the Company.
- **Conflict of Interest Policy**: ensures ethical and impartial decisions while dealing with potential conflicts.



Additional information
Click here to access the Policies:
www.copasa.com.br

Corporate Governance

GRI 2-9, 3-3 Material topic: Corporate governance

SDG (05 - TARGETS 5.5/ 16 - TARGETS 16.5, 16.6, 16.7) GLOBAL COMPACT (PRINCIPLE 10)

Shareholders Meeting

The Shareholders Meeting is the Company's highest decision-making body, responsible for deliberating on its business and for taking strategic resolutions for its growth and stability, in accordance with Federal Law 6,404/1976.

Its key duties include receiving the annual accounts of the management and deliberating on the financial statements, amending the bylaws, electing or removing members of the Board of Directors and Supervisory Board, and defining every year the overall compensation of the Management and members of the Supervisory Board, as stipulated in the Compensation Policy.

The Shareholders Meeting ordinarily meets within four months after the end of each financial year and extraordinarily whenever the company's interests require, observing the relevant legal provisions on convening and holding meetings, as well as deliberations.

Supervisory Board

The Supervisory Board is a permanent body, currently consisting of four members and three alternate members, elected by the Shareholders Meeting as per the criteria and restrictions set forth in the Members' Nomination and Eligibility Policy.

At least one member and the respective alternate member of the Supervisory Board are appointed by the state of Minas Gerais. They must be civil servants with a permanent connection to public administration. Minority shareholders are guaranteed one representative on the Board, who is elected pursuant to Federal Law 6,404/1976, which governs corporations.

The unified term of office of the Supervisory Board members is two years, with a maximum of two consecutive reappointments permitted.

The function of the Board is to supervise the management of the business, monitor the actions of the management, check compliance with the duties established by law and the bylaws, and safeguard the interests of the Company and its shareholders, among others. Meetings are ordinarily held once a quarter and extraordinarily whenever required.

Board of Directors

GRI 2-10, 2-11, 2-12, 2-13,2-14, 2-15, 2-17, 2-18

The process of appointing board members also takes into account the complementary criteria of experience, availability of time and diversity.

The Board of Directors is an autonomous, collective decision-making body with deliberative, normative, and advisory functions, whose main role is to be the link between the Executive Board and the shareholders, while also guiding and supervising the Company's relations with other stakeholders.

The Board is responsible for setting the Company's business direction, defining its mission and strategic goals, approving the Business Plan, Long-Term Strategy, Strategic Planning, Investment Program and the Business budget, electing and removing executive officers, overseeing their management, and implementing policies aimed at disseminating ethics, risk management, and internal controls.

The Board has seven members, elected by the Shareholders Meeting, one of whom represents minority shareholders and the other represents employees. At the end of the fiscal year, three of the seven members are declared independent directors. Board members have a unified term of office of two years, with a maximum of three consecutive reappointments permitted. Note that the positions of Chairman of the Board of Directors and Chief Executive Officer of the Company cannot be held by the same person.

The nomination and election of Board members must meet the criteria and restrictions set forth in the Members' Nomination and Eligibility Policy. They must be citizens with impeccable reputation, be aligned with the culture, values, and strategic goals of the Company, and must possess the expertise and professional qualifications compatible with the role. The nomination process must also consider additional criteria such as experience, time availability to perform the function, and diversity of members.

Board meetings are ordinarily held once a month and, extraordinarily, whenever necessary. The meetings discuss and deliberate on diverse topics, and monitor the economic, environmental, and social impacts. Besides deliberating on investments and operational matters, as per the scope of authority defined in the Bylaws of the Company, the Board of Directors reviews

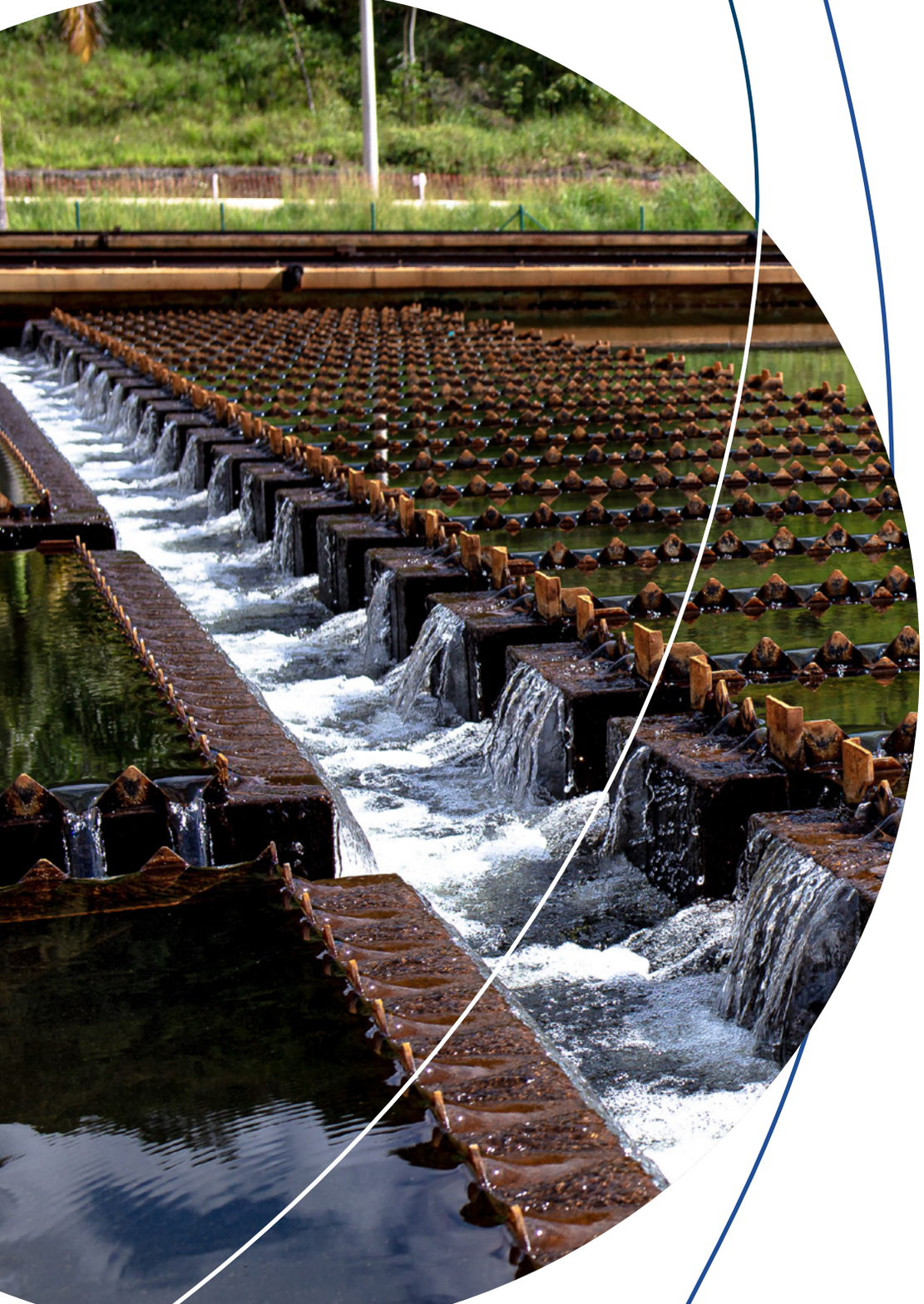
the following items before their recommendation to the Shareholders Meeting: Management Report and annual financial statements, proposal on the allocation of net income from the fiscal year, capital budget, and the Investment Program. It also deliberates on shareholder remuneration, the annual independent audit plan, and quarterly financial information.

Additionally, the Board of Directors establishes a thematic agenda for monitoring essential items, such as the business budget, regulatory budget, provisions for legal contingencies, analysis of the achievement of targets and results from the execution of the business plan and long-term strategy, regulatory balance sheet, management of the concession portfolio, plan to reduce water losses, internal audit, compliance department, integrity metrics, corporate risk management, ESG Management (including due diligence of economic, environmental, and social risks and impacts), as well as the Company's key indicators. Other important responsibilities of the Board include:

- Conducting an annual evaluation of the achievement of targets and results from the execution of the business plan and long-term strategy, publishing its conclusions and communicating them to the Legislative Assembly of the State of Minas Gerais and the Accounting Court of the State of Minas Gerais. Board members could be held accountable in case of omission.
- Approving the Company's policies and regulations, as well as the Organization Manual..
- Approving and monitoring the decisions related to corporate governance practices, stakeholder relations, people management policy, and the Code of Conduct and Integrity.

To prevent and manage conflicts of interest, Board members must promptly express their impediment and refrain from participating in any negotiation or discussion or decision-making process related to transactions with related parties, even indirectly, in order to safeguard the interests of the Company, and must withdraw from the meeting.





If a Board member has a conflict of interest and fails to announce it, any other member who is aware of the potential conflict of interest must announce the fact so that appropriate investigations can be made. Failure to voluntarily inform - by the member who has a conflict of interest or by another member who is aware of it - may be characterized as a breach of the fiduciary, loyalty, purpose, and information duties that they are subject to. Situations of potential conflict of interest must be recorded in the minutes of meetings, containing at least the information regarding the conflict of interest and the subsequent restriction on voting.

To improve the knowledge of and train statutory members, the Company provides, at the time of investiture and also annually, training on topics essential to their role. In 2024, the following topics were covered at the annual training: bids and contracts, Code of Conduct and Integrity, unconscious biases related to diversity and inclusion, internal controls and Compliance Policy, climate change and resilience, valuation of sanitation companies, models, and value leverage.

Every year, the performance of Board Members, both individually and collectively, is evaluated on aspects such as the legality and effectiveness of administrative actions, their contribution to the results of the year, the achievement of goals stated in the business plan, and fulfillment of the long-term strategy.

Statutory Audit Committee (COAUDI)

The Statutory Audit Committee (COAUDI) is an advisory body to the Board of Directors, consisting of three members, the majority being independent, with one independent Board member serving as the coordinator. The COAUDI meets at least every two months, according to a previously approved calendar, so that the quarterly, interim and annual financial statements can be evaluated by it before being disclosed. Its duties are set forth in the Bylaws of Copasa, and its functioning is governed by its Internal Charter, which establishes the procedures and responsibilities of its members in order to ensure the transparency and efficiency of its activities.



Executive Board

The Executive Board is responsible for implementing the guidelines established by the Board of Directors and the Shareholders Meeting, besides managing the Company's business and executing the actions necessary for continuous management, in alignment with the long-term strategy, multi-year plans, business plan, and annual budget.

Currently, the Executive Board has five members, who hold the following positions: Chief Executive Officer, Chief Financial and Investor Relations Officer, Chief Customer, Communication, and Sustainability Officer, Chief Operating Officer, Chief Engineering and Environment Officer. Executive officers are elected by the Board of Directors in accordance with the principles, criteria, and restrictions set out in the Members' Nomination and Eligibility Policy.

Members of the Executive Board hold office for two years, with the possibility of up to three consecutive reappointments. The Executive Board meets weekly, according to the calendar of meetings, and gathers for extraordinary meetings whenever required.

Non-Statutory Committees

The Board of Directors has three non-statutory advisory committees: Investment Committee (CINV), People Management Committee (CGP), and Corporate Governance Committee (CGC).

- **CINV:** It advises the Board of Directors and assists in decisions regarding the Company's investments. It has three directors, with one representative of the controlling shareholder being the coordinator. It meets whenever necessary to discuss matters related to investments.

- **CGP:** It advises the Board of Directors on decisions regarding people management strategies and policies, including organizational development, compensation, and benefits. It has three directors, one of whom is the coordinator. The CGP focuses on issues such as people management policies, institutional communication, labor negotiations, termination programs, Career, Positions and Salaries Plan (PCCS), compensation of boards, and performance management.

- **CGC:** Advises the Board of Directors on implementing best governance practices aimed at making sound strategic decisions and increasing the Company's value. Its members are the heads of the following units: Internal Audit, Executive Secretary – Governance, and Superintendent of Compliance. The CGC works on the continuous improvement of governance practices and periodic evaluation of internal policies.

Committee meetings are held according to the approved calendar or, when necessary, to discuss specific issues. This flexibility in the meeting schedule is aimed at ensuring that all important topics are duly discussed and evaluated according to the requirement and urgency of the issues that arise during the period.

Collegiate and Procurement Management

The Collegiate Management system is a computerized expense management tool that facilitates decision-making across the Company. In this system, all the expenses related to costing and investments are submitted for approval by committees (Management Committee, Operational Committee, Steering Committee, Executive Board, Board of Directors, and Shareholders Meeting), observing the specific authority and limits regarding amounts and categories for materials, works, and services.

In February 2024, we implemented the Procurement Management project to improve the agility and control of purchase processes. The initiative will optimize all phases of the bidding process using a completely electronic structure - from planning to contracting. As a result, the company reduced the average time for contracting by more than 50% and saved around two tons of paper per year.

Ethics and Integrity

GRI 3-3 Material topic: Compliance, ethics and anti-corruption measures, 205-1, 205-2, 205-3, 2-25

SDG (16 - TARGETS 16.3, 16.5, 16.10) GLOBAL COMPACT (PRINCIPLE 10)

In 2024, several important Copasa documents underwent significant updates, reaffirming the Company's commitment to integrity, compliance, and ethics.
The Code of Conduct and Integrity was updated to include a ban on donations and sponsorships to political parties, and to include a specific item on occupational safety, reinforcing the commitment to safe environments aligned with best practices.
The Compliance Manual also underwent updates, with several improvements to ensure that Copasa complies with the ISO 37301 standard (Compliance Management System), which strengthens compliance practices at the Company.

Information regarding pending or closed lawsuits related to unfair competition and violations of antitrust laws, as well as the outcomes of lawsuits, will not be disclosed for strategic reasons, in order to avoid undue exposure of the Company.

The Anti-Corruption Compliance Policy was also improved, with the inclusion of guidelines on conduct to regulate communication and relations with public officials in direct and indirect administration at the federal, state, and municipal levels. This reinforces Copasa's ethical and transparent stance aimed at preventing acts of corruption, in accordance with Federal Law 12,846/13 and the Relationship with Public Agents Policy. Finally, the Conflict of Interest Policy was updated to include specific items on combating nepotism as well as regulations on the subject in order to ensure fair and transparent practices within the Company.

Copasa has a Compliance Training Matrix, reviewed annually to ensure that it remains appropriate for different audiences across the Company and to improve the results of this initiative. In 2024, 12,105 people participated in the training sessions.

Integrity Program

The Integrity Plan, designed to combat corruption and investigate irregularities, was constantly strengthened during 2024. As part of our incessant efforts to streamline our mechanisms for preventing and combating corruption, during the year, we reviewed and approved the Anti-Corruption Compliance Policy to further align ourselves with the Anti-Corruption Law and corporate governance best practices.

In 2024, we introduced guidelines of conduct to regulate Copasa's communication and relations with public officials in direct and indirect administration at all levels (federal, state, and municipal), reaffirming its ethical and transparent stance. The goal is to prevent



Nearly 10,000 employees - almost all of Copasa and Copanor employees - participated in training sessions on compliance.

conduct and actions that are harmful to public administration and which could be characterized as corrupt practices, in all their forms, pursuant to Federal Law 12,846/13, which deals with the administrative and civil liability of legal entities for actions against public administration – domestic or foreign - and by the Relationship with Public Agents Policy.

The dissemination of our organizational values and principles is a shared responsibility among all Copasa units, formalized by the Organization's Manuals. In 2024, we rolled out several actions to reinforce our positioning, with the focus on integrity and ethics in our relations with stakeholders. Nearly 10,000 employees - almost all of Copasa and Copanor employees - participated in training sessions on compliance.

We have a robust system of internal controls and a Compliance area dedicated to promoting ethical and responsible conduct. In 2024, we achieved the ISO 37301 certification, reinforcing our alignment with international best practices and reducing the likelihood of adverse events. This entire structure is in place because the absence of a culture of integrity could negatively impact our image and economic sustainability, besides resulting heavy fines for non-compliance with the Anti-Corruption Law. Since we work with different stakeholder groups, we are exposed to risks such as corruption and fraud.

In 2024, we concluded investigations of five reports received through the Complaints Channel that confirmed that outsourced employees charged bribes from the Company's clients. Of the five reports, two refer to the same employee. Consequent to the investigations, all four involved were terminated.

In order to improve the knowledge of its members, the Board of Directors holds specific training programs. All the members undergo training, both at the time of taking office and annually, on topics essential to Copasa's business activity, which include company law, capital markets, internal controls, code of conduct, and Federal Law 12,846/2013 (Anti-Corruption Law), which is an ongoing requirement. In 2024, 13 members (76%) of the Board participated in specific training on combating corruption.

The Compliance area prepares an Annual Plan, approved by the CEO, which includes a training matrix targeted at different audience segments according to the risks identified, in order to promote a culture of integrity. When communication and training actions prove insufficient, we have a Complaints Channel that supports Internal Audit in investigations. The outcomes of the actions are reported quarterly, strengthening transparency and continuous improvement.



We have a system of measurement and diagnostic research, which also includes service providers, to assess the effectiveness of our actions. These diagnoses provide inputs for training programs, and, when necessary, the Superintendent of Compliance proposes corrective measures in dialogue with the parties involved. When we identify any deficiencies through these tools, we evaluate them and take appropriate corrective actions.

The findings of the diagnostic surveys are presented annually to the Executive Board, and data is constantly monitored to track the evolution of the culture of integrity. Integrity metrics are also reported every quarter to the Executive Board, the Statutory Audit Committee, and the Board of Directors, enabling them to continuously analyze the effectiveness of the actions implemented.

We monitor the progress of our Integrity Program through indicators and targets, presented every quarter to the Executive Board, the Statutory Audit Committee, and the Board of Directors, besides conducting an annual compliance diagnostic survey. This goes beyond the internal environment and also extends to our relations with suppliers. Since 2022, all of the Company's bids follow the Anti-Corruption Compliance Policy and the Code of Conduct and Integrity for Suppliers, which are included in the respective bid notices and contracts to ensure more ethical and transparent processes that are aligned with our values.

Code of Conduct and Integrity

GRI 2-25

The Code of Conduct and Integrity formalizes the principles and values that guide our relations, reinforcing business ethics and integrity practices in our daily routines and in the decisions we make. When joining Copasa, all of our employees, managers, members of committees, and the Supervisory Board formally undertake to follow these ethical principles by signing an agreement. Similarly, suppliers, service providers, and any other party with whom we have contractual relations also undertake to follow the Code at the time of signing agreements or other documents.

We guarantee access to the Code of Conduct and Integrity, as well as the anti-corruption compliance policy, through a computerized system available to all our employees. In 2024, 9,643 employees, corresponding to 99.6% of our workforce, signed these documents.

In 2024, all the members of our governance body reaffirmed their commitment to the rules and ethical principles established in the Code of Conduct and Integrity.

Furthermore, pursuant to Copasa's Procurement Regulations, in all bidding processes and while contracting suppliers, all the companies involved must adhere to the Code of Conduct and Integrity, the Code of Conduct for Suppliers, and the Anti-Corruption Compliance Policy. Failure to comply with these obligations may result in punitive administrative proceedings and sanctions. In 2024, all of our contracted suppliers were informed of these requirements and the possible penalties in case of non-compliance.

Communication and training are pillars of our Integrity Plan, and the "Compliance Superintendent" is responsible for promoting communication and training employees on integrity on an annual basis. All employees receive and undertake to comply with the Code of Conduct and Integrity and the Anti-Corruption Compliance Policy, with additional guidelines provided to service providers. The Code of Conduct and Integrity and the Integrity Policies are made available to all employees on the Intranet and to stakeholders on our website.

In 2024, there were 144 participants in our company's Compliance training.

In accordance with the Anti-Corruption Compliance Policy, suppliers subject to the Integrity Due Diligence Policy should be trained on the Company's Compliance Management System. In 2024, 144 suppliers, corresponding to 64% of the target audience, participated in this training.

Ethics Committee

GRI 2-16

The Ethics Committee is an advisory and collective decision-making body, with autonomy to make decisions, and reports directly to the CEO. It controls and deliberates on ethical complaints related to interpersonal relations in the corporate environment. Violations of the Code of Conduct and Integrity may result in behavioral recommendations or penalties, in accordance with Copasa's rules and regulations, which may include verbal or written warnings, suspension or termination.

Complaints investigated by the Ethics Committee are received through the Company's Complaints Channel. The results of the investigations are sent to the Channel, which is managed by Internal Audit. These complaints are reported directly by Internal Audit to the Board of Directors.

Internal controls

GRI 205-1

Copasa's Internal Control System is designed to provide reasonable security for achieving the goals related to operations, disclosure, and compliance, in line with the methodology of the Committee of Sponsoring Organizations of the Treadway Commission (COSO).

The Company adopts the Three Lines model, in accordance with the Position Paper of the Institute of Internal Auditors (IIA Global), which relates organizational functions to the Company's internal control levels, namely:

- **1st Line - Operational management:** unit managers and those directly responsible for processes, who manage and are responsible for risks, as they can implement corrective actions to resolve deficiencies in processes and controls.
- **2nd Line - Corporate management:** responsible for risks, compliance, and internal controls, with the role of supervising compliance, conducting checks, as well as monitoring, prevention, and integrated analysis of risk.
- **3rd Line - Internal Audit:** responsible for providing an independent assessment of the adequacy, sufficiency, and effectiveness of risk management and control systems.

As such, control activities are not exclusive to an organizational unit and must be performed at all levels.

In 2024, we identified nine risks related to the compliance area. For 2025, we updated these risks, now covering topics such as conflict of interest, bribery, fraud, and corruption. This adaptation reflects the positive changes we are implementing in order to mitigate financial losses or harm to our image caused by obtaining undue advantage in an illegal or unethical manner.

Ethics and Governance Instruments

GRI 2-25, 2-26, 3-3 Material topic: Compliance, ethics and anti-corruption measures, 205-1, 205-2, 205-3, 406-1;

SDG (05 - TARGETS 5.1/ 08 - TARGETS 8.8/ 16 - TARGETS 16.3, 16.6, 16.10) GLOBAL COMPACT (PRINCIPLES 1, 2, 10)

Complaints Channel

GRI 2-25, 406-1

We have a Complaints Channel to receive reports of breaches of the Code of Conduct and Integrity, policies, regulations, and the internal standards of Copasa or current legislation, in order to facilitate communication, investigation, and treatment of these situations.

The unit responsible for the Complaints Channel is Internal Audit, which reports directly to the Board of Directors, thus guaranteeing autonomy in handling reports. Audit is responsible for hiring the outsourced company that operates the Channel, and this company performs the initial screening of the reports received and gives a preliminary classification of the cases. The reports are then forwarded to Internal Audit, which validates the classification and defines the Investigation Unit that will conduct the investigation.

At the start of 2024, 258 reports were under investigation and we received 402 additional complaints during the year. The complaints are classified into disciplinary, interpersonal relationships, inadequate management, fraud, sexual harassment, conflict of interest, irregularities in bids and contracts, and corruption.

In 2024, investigations were concluded on 439 complaints, of which 48.7% were considered valid or partially valid, while the others were not proven or considered unfounded.

Our Channel is accessible to all – both employees and people outside the Company - and can be accessed through our website at link or the toll-free number 0800 721 5953 or by email copasa@canaldedenuncias.com.br.



Additional information

Click here to access our Complaints Channel:

www.canaldedenuncia.com.br/copasa/

Ombudsman

GRI 2-25

The Ombudsman serves as the channel of communication between users and the Company by receiving their complaints, reports, suggestions, requests for information, and other requests or compliments. It acts as a control and social participation body and represents the voice of citizens, directing improvement actions with a view to improving our services.

In dealing with complaints, the Ombudsman acts as an appellate body for customer relations and can be contacted when a request made through one of the usual service channels has not been responded to within the scheduled timeframe, or when the user does not agree with a response received or is not satisfied with the quality of the service provided.

In 2024, 18,598 complaints were registered, of which 77% were considered eligible for the Ombudsman. The ranking of top five complaints refers to issues related to the lack of water supply, billing, operational services such as connections, sewage backflow/leakage, and pavement repair.

Complaints against Copasa and Copanor made at the Ombudsman's offices of regulatory agencies (Arsae-MG, Arisb-MG and Arismig) and the Public Prosecutor's Office of the State of Minas Gerais are also handled by the Company's Ombudsman.

The Ombudsman is also responsible for handling requests for information made on the Transparency Portal and for ensuring compliance with the legal deadlines for responding to the requester, in accordance with Federal Law 12,527/2011.

In October 2024, Copasa's Internal Audit conducted an assessment of the quality of service provided to requests for access to information. Of the 30 processes analyzed, legal response deadlines were met, all the questions were answered, plain language was used, and guidance on deadlines for appeal was provided. This result reaffirms our commitment to the Access to Information Law and to transparency.

Information requests - 2024

138 **requests** received

68 valid **requests**

70 unfounded **requests**

65 **registered with** the State Controller General (CGE)

73 **registered on** the Copasa Transparency Portal (Transpar)

With regard to the Ombudsman's complaints management process, the review and improvement mechanism used is the satisfaction survey sent to customers. In the case of requests based on Federal Law 12,527/2011 (Access to Information Law), improvements are made after an assessment of the quality of service, the data extracted from the Citizen Electronic Information System (e-SIC) that serves the State Controller General, and notes received in appeals against the Company's decisions. Monitoring the effectiveness of complaint mechanisms and other redress processes is handled directly by Internal Audit.

Ombudsman satisfaction survey

Every month, the Ombudsman sends a satisfaction survey to customers in order to gauge their perception of the quality of service provided and the response time to requests received. Following is a summary of the annual results:

64%
considered the timeframe
for resolving the issue related to their complaint to be adequate

64%
opined that
the Ombudsman's responses are clear and objective.

77%
said they
would contact the Ombudsman again.



Organizational policies

GRI 2-15, 2-23, 2-24, 3-3

The main policies that guide our conduct reflect our commitment to transparency, ethics, and excellence in management. They establish guidelines for corporate governance, integrity in institutional relations, and the sustainability of our operations, as established in Copasa's Integrity Plan approved by the Board of Directors.

These policies include the practice of due diligence, pursuant to the Integrity Due Diligence Policy, which ensures that all our business interactions and contracts are conducted ethically and responsibly, mitigating risks.

Our organizational policies ensure compliance with laws and market best practices, strengthening our operations and creating value for society.

- **Conflict of Interest Policy:** defines the guidelines to identify and address actual or potential conflicts of interest. In 2024, we finetuned this policy with specific measures to curb nepotism, thereby strengthening governance and ethics in the Company.
- **Hiring Audit Services Policy:** regulates the contracting of independent audit and non-audit services, while ensuring compliance with good governance practices.
- **Gifts and Presents Policy:** establishes the criteria for receiving gifts, invitations, and other courtesies, avoiding undue favors.
- **Anti-Corruption Compliance Policy:** defines actions to mitigate risks of corruption, fraud and, embezzlement, in line with anti-corruption laws.
- **Internal Control Policy:** defines the principles and guidelines to bolster the Company's internal controls.
- **Competition Defense Policy:** provides the guidelines to prevent violations of competition defense rules.
- **Dividend Policy:** regulates shareholder remuneration practices, ensuring transparency and predictability.
- **Disclosure and Trading Policy:** guides the communication of material information to the market and the trading of securities.
- **Donations and Sponsorships Policy:** defines the rules for donations and sponsorships, ensuring transparency and integrity.

- **Due Diligence Integrity Policy:** ensures compliance in contracts and reduces integrity risks.

- **Corporate Risk Management Policy:** establishes the principles, guidelines, and responsibilities to be observed in activities related to the management of the Company's corporate risks and guides the actions for identifying, assessing, treating, monitoring, and communicating the risks.

- **Dam Safety Policy:** defines the safety standards for water dams in order to prevent accidents.



- **Corporate Governance Policy:** consolidates the Company's management principles and best practices.

- **Members' Nomination and Eligibility Policy:** defines the criteria for nominating members of corporate governance.

- **Equity Interest Policy:** regulates the Company's participation in business partnerships.

- **Privacy Policy:** defines the criteria and guidelines so that data holders can provide their personal data, with due security, in Copasa's computer systems and applications.

- **Personal Data Protection Policy:** establishes the guidelines for the processing and security of personal data and promotes a culture of privacy and data protection in line with the General Personal Data Protection Law (LGPD).

- **Relationship with Public Agents Policy:** defines the standards for communication and interaction with public agents.

- **Compensation Policy:** governs the criteria for compensation of management, directors, and employees.

- **Meeting Policy:** defines the guidelines for institutional meetings.

- **Sustainability Policy:** establishes the guidelines for the Company to manage its activities and operations, considering social, environmental, financial, and governance (ESG) aspects to create a positive social and environmental impact.

- **Climate Change Policy:** establishes the guidelines for planning and operations of the Company, considering the effects of climate variability.

- **Diversity and Inclusion Policy:** establishes the guidelines for developing and implementing diversity and inclusion initiatives to promote an increasingly inclusive environment.

- **Research, Technological Development, and Innovation Policy:** fosters the management and implementation of R&D&I initiatives to add value to the business.

- **Energy Management Policy:** establishes the guidelines for efficiently managing the costs and consumption of electricity in the Company's production processes.

- **Related Party Transactions Policy:** establishes the rules for transactions between related parties in order to prevent conflicts of interest.

- **Integrity Plan:** ensures commitment to ethical and transparent practices.

- **Information Protection Regulation:** defines the criteria for classifying and safeguarding confidential information.

- **Information Security Policy:** promotes the protection of information generated, received, and processed in management systems, besides preserving the confidentiality, integrity, and availability of information.

- **Information Security Incident Response Management Policy:** establishes the principles, concepts, guidelines, and responsibilities for the appropriate and prompt handling of cybersecurity incidents in order to guarantee the continuity of services provided to the population.

- **Solid Waste Management Policy:** establishes the concepts, guidelines, competencies, and commitments that guide our actions in relation to environmentally appropriate management of solid waste.



To learn more visit **link.**

Management of legality and engagement with public authorities and regulatory agencies

Ensuring compliance with regulatory standards is essential for optimizing our operations, by combining high performance with the responsible use of inputs. From a financial standpoint, we have taken measures to comply with these guidelines in order to ensure the stabilization or improvement of economic indicators such as tariff adjustments and revenue and also to avoid penalties that affect our stability. In addition, environmental regulations are part of this context by acting as barriers against the excessive exploitation of natural resources.

In our case, water is the basis of our operations, making compliance with regulations not only an obligation, but an essential condition for our existence. We depend on the continuous availability and quality of this resource, which requires strict alignment with environmental policies. Regulatory agencies play an important role in this regard by monitoring compliance with laws in order to ensure the:



Absence of water contamination,

positively impacting both the health of the population and our own operations, since water free of harmful substances makes it viable for use as an input.



Proper disposal of effluents ,

to help maintain the ecological balance, the depollution of rivers and lakes, the improvement of biodiversity and to increase water availability — a direct guarantee for the continuity of our services.

Regulatory compliance clearly goes far beyond just avoiding sanctions. It is a strategic pillar for ensuring our sustainability and operational efficiency and for earning the society's trust. By following the rules, we safeguard not only our business model, but also the ecosystem and communities we serve.

In this regard, the Company's management and engagement with regulatory entities bring the following benefits:

- Balance between social and the Company's interests, which could provide a high standard of quality, safety, sustainability, and equity to the business.
- Engaging with communities can facilitate their participation in decisions that

impact human rights, ensuring these rights are respected, and provide Copasa with the Social License to Operate.

- Preservation and conservation of the environment, thus avoiding accelerated degradation and creating opportunities for the sustainable use of natural resources

We have an organizational structure with a unit specifically responsible for regulatory procedures, managing operational and financial inspections, and proactively monitoring in conjunction with various units across the Company, the predictive and corrective actions in order to ensure regulatory compliance. These actions are taken and evidence of their implementation is submitted to regulatory agencies in order to mitigate the impact of potential financial sanctions, improve the quality of services provided and preserve the environment.

In this regard, the units are trained and mobilized to meet the standards established by regulatory agencies, such as the Operational Efficiency Program (PEO), which entails self-monitoring of the Company's systems, taking into account the regulatory requirements and the Company's strategic indicators.

The rollout of action plans originating from the PEO helps improve the quality of services and comply with the regulatory standards.

Pursuant to the Company's corporate risk management policy, the risk of "non-compliance with regulatory legislation" is mapped and prioritized, and includes an analysis of its probability and impact. This risk is monitored through the Regulatory Effectiveness Index (IER) and the respective Risk Response Plan, as per the key initiatives listed below:



To ensure compliance with regulatory standards and the continuous improvement of our processes, we constantly invest in training and development of our teams. In this regard, we provide training periodically on self-inspections in order to disseminate knowledge and promote a more refined regulatory perspective among our employees.

We closely monitor the achievement of targets for the indicators making up the X Factor, which defines the tariff incentives for the four-year periodic review cycle. Achieving these targets results in a tariff bonus, whereas the failure to do so may lead to lower revenues. The X Factor includes incentives related to productivity, expansion of sewage treatment, control of losses, improvement in the quality of services and user relations, and the quality of telephone-based customer service.

For this, every month we monitor the indicators established by the regulatory agency, such as the quality parameters of distributed water, water loss index, efficiency in removing Biochemical Oxygen Demand (BOD) in the sewage treatment plants, sewage treatment index, and service delivery times. This monitoring enables us to manage the operational and management processes to increasingly improve the quality of services provided to customers and to assess the tariff impacts, besides providing timely guidance to the Company's units to improve their performance.

The Company's regulatory budget is monitored closely, and the revenues and expenses are analyzed in comparison with the business budget. This information is submitted every month to the governance bodies for decision-making and strategic follow-up.

Among the strategic actions designed to ensure regulatory compliance, the following are worth highlighting:

- Training for employees so they stay up-to-date on regulations and best practices, and to meet regulatory requirements, especially during inspections.
- Preparatory and post-execution inspection meetings to instruct teams on dealing with representatives from the regulatory agency.
- Training and mobilization events to demonstrate how the activities impact the Company's regulatory indicators and financial results.
- Development and deployment of a tool to monitor regulatory indicators, both at the superintendent and the regional manager levels and, when required, by location.
- On-site follow-up during inspections in municipalities and strategic systems with the aim of guiding units to maintain compliance and mitigate possible non-compliance.
- Preparation of defense and evidence for dealing with regulatory agents during operational and economic inspections.



PROXIMITY

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Interactive summary

Stakeholder management

GRI 2-29 SDG (16 - TARGET 16.7)

Our relations are guided by our institutional values and policies, especially the Sustainability Policy, the Code of Conduct and Integrity, and the Related Party Transactions Policy, in addition to the Manage Stakeholders process.

Our goal is to ensure harmony between corporate guidelines and the expectations of stakeholders, for which we use diverse communication and interaction channels to strengthen partnerships that drive the sustainable development of both our business and that of society, always considering the unique characteristics of each stakeholder.

The stakeholder management process involves identifying and defining the stakeholders and their representatives, considering the types of interaction and prioritizing them based on relative importance, as well as defining methods to identify needs and expectations.

Based on that, we analyze and prioritize these expectations according to their impact, converting them into requirements and indicators. This cycle occurs every two years, and, as a result, the information is consolidated into an electronic model that gave rise to the Company's Sphere of Influence Matrix (MEI).

We have completed one more cycle of this process, applying the established methods. Stakeholder requirements are considered valuable inputs for reviewing our strategic guidelines and directly reflect in the analysis of institutional performance and in defining the performance factors of the processes that make up our value chain.

Customer Relations

GRI 3-3 Material topic: Customers and local communities, 418-1 | SDGs (1 - TARGET 1.4 / 2 - TARGET 2.3 / 3 - TARGET 3.3 / 6 - TARGET 6.1) GLOBAL COMPACT (PRINCIPLES 1, 2)

Placing the customer at the center of our actions is a commitment reaffirmed in our Strategic Statement. Understanding their needs and expectations drives us to constantly improve our products, services, and processes, providing increasingly satisfactory experiences.

In 2024, we took an important step in this direction by contracting a new solution for digital channels – WhatsApp and Webchat – with the integration of artificial intelligence expected in 2025. The technology will bring greater precision to interactions, as well as to reading the feelings and improve quality control, thereby improving the customer experience in these channels.

As for in-person services, we started revitalizing the branch offices to make them more welcoming and accessible. We also ramped up customer service in the Belo Horizonte Metropolitan region and Eastern Minas Gerais by hiring new outsourced teams, which has already reduced waiting times and improved efficiency.

Well-served customers recognize the value of sanitation and the importance of our services for the quality of life and the environment, which is why investing in transparent and accessible communication is essential. In 2024, we revised the content in our channels, released the Copasa Customer Guide and videos explaining the main services, with clear guidelines on documents and procedures.

To foster the culture of customer centricity, every year we organize the Customer Week around September 15th. In 2024, the event highlighted the value generated by our daily actions and unveiled the project developed by the Business Process Office (BPMO) to improve the customer experience. The agenda also included presentations on market trends and customer service strategies, which expanded knowledge and the engagement of teams.

We closely monitor our customers' perceptions through surveys conducted throughout the relationship journey. This information is essential for identifying their expectations, evaluating our image, and guiding our Strategic Planning. In 2024, our customer satisfaction index reached 76.8% — the best since 2021.

We also strive for the privacy and security of our customers' personal data. In 2024, there were no proven complaints regarding violations of customer privacy or security incidents involving personal data (leaks, data loss, unauthorized access, etc.) that could result in significant risks or damages to the holders of such personal data as per the General Personal Data Protection Law.

COMMERCIAL ACTIONS

In 2024, we continued our initiatives aimed at streamlining processes and strengthening relations with our customers, which included:



Come to the Water and Sewage Network

Educational campaign on the obligation and benefits of connection to public sanitation networks in accordance with law.



Automation of Closure of Service Orders for Confirmation of Sewage Destination

Process optimized to keep the records updated and prevent revenue loss.



Modernization of Readings and Quality of Measurement

Measures to increase the reliability of water meter readings, including photographic recording and georeferencing.



Adaptation of the Standard of Procedures for Demand Contracts

Greater regulatory security and retention of large consumers.

In 2024, we also implemented the re-issue of duplicate copies of bills to avoid negative listing, protests, and suspension of services. We have an agreement with the Instituto de Estudos de Protestos do Brasil, Minas Gerais Chapter (IEPTB-MG) and have hired a specialized company to increase collection efficiency, which has helped recover revenues and reduce defaults.

These actions reinforce our understanding that customer relations is essential for the Company's image and sustainability. Customer satisfaction, the main positive impact generated, is gauged by continuously monitoring all points of contact, which consolidates our niche in the market and our prominent position among sanitation companies, besides contributing directly to the Company's sustainability.

To monitor our customers' perceptions, we conduct surveys at different stages of the relationship journey — after customer interaction and after service delivery, in addition to an overall satisfaction survey. These actions help us to measure the level of satisfaction, identify expectations, and evaluate the Company's image and knowledge about our services. Such surveys, especially quantitative surveys, are fundamental to strategic planning.

We adopt the customer-centric model and reaffirm this commitment in our Strategic Statement, stating our purpose of caring for water and generating value for people. One of our strategic goals for the 2022-2026 cycle is to transform the customer experience.

We also monitor Customer Relationship Risk through our Corporate Risk Management Policy, mapping potential flaws and taking measures to reduce impacts, such as damage to our image and the loss of concessions. We also uphold our commitment to water quality control, sewage treatment, and efficient service management, with the focus always on healthy outcomes for customers.

Strategies to combat defaults in the residential and social categories

Copasa's Social Residential category is targeted at low-income consumers to provide them with access to water and sewage services at lower tariffs. This category includes families in economically vulnerable situations and offers them more affordable conditions to pay for essential basic sanitation services.

Though no campaign was specifically held for the Social Residential category in 2024, the Company has constantly been implementing strategic actions to reduce defaults by customers in this category.

Key initiatives include SMS messages and informative emails, as well as in-person actions with support from mobile agencies in more socially vulnerable regions. These measures are designed to increase communication with customers, informing them of overdue bills and offering affordable solutions for settling them.

Mobile agencies play a fundamental role in this regard by providing personalized service and facilitating access to financial services in areas with more serious economic challenges.

Moreover, the partnership with Serasa, through the Limpa Nome Online (LNO) service, has been essential for ensuring debt negotiations in a quick and practical manner, significantly helping to reduce defaults.



Partnership with Serasa, through the Limpa Nome Online (LNO) service

Customer Service

To manage customer relations, we invest in constantly improving our service channels to streamline processes and reduce customer dissatisfaction. Customer service is provided through agencies, local offices, operational units, 24-hour telephone channels, Virtual Agency, Copasa Digital, app and Mobile Agencies, which expand access to the service, serve remote regions, and implement social mobilization and environmental education actions.

Through our channels, we offer customers fast and secure access to self-service, such as updates to customer record, duplicate copies of bills, debt clearance certificates, consumption history, service follow-up, and interaction with the virtual assistant Chico, who also directs them to human assistance when required.



The strengthening of digital channels {such as the Virtual Agency, Copasa Digital app, WhatsApp, and Webchat has significantly improved productivity and efficiency. During the year, we registered 1,545,946 complaints related to services classified according to the regulatory agency's criteria, which shows the importance of constantly monitoring the customer experience.

To this end, our institutional communications team works strategically to disseminate information and run campaigns aligned with the needs identified through satisfaction surveys. Thanks to this joint effort, the Customer Satisfaction Index in 2024 was the best since 2021, with an approval rating of 76.8%, reflecting the integrated efforts of the operational and support areas

in devising and monitoring action plans focused on continuous improvement.

Satisfaction indicator targets are built based on active listening to customers, benchmarking with industry peers, and a comparative analysis with sanitation benchmarks. The survey results are monitored every month using BI tools, with targets set for the regional and state levels.

Finally, the critical points identified in surveys, such as continuous supply, water quality, sewage collection and treatment, customer service in the channels, and meeting of deadlines, are addressed through regional action plans, which involve integrated action by the concerned areas, reinforcing our commitment to service excellence and customer satisfaction.

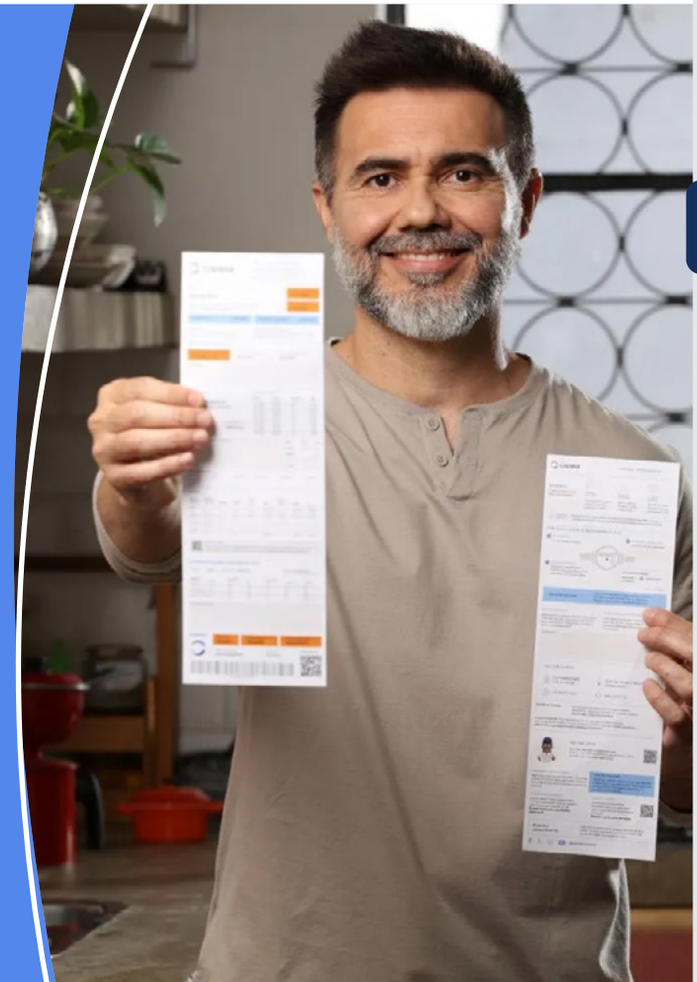
NEW COPASA BILL

GRI 417-1

In 2024, we launched our new water and sewage bill after a process of modernizing its layout, which began in 2023. The goal was to transform the customer experience and improve communication, considering that, according to the surveys conducted, 55% of customers claim that the information in the bill was either unclear or not easy to access.

The new bill was designed based on legal and visual aspects, using accessible language and highlighting the most important information. Graphic resources, colors, and lines were added to provide greater objectivity and clarity. The bill template was approved by the regulatory agency and reflects Copasa's commitment to continuous transformation and constant improvement of its services.

The official bill with a more modern and functional layout was delivered to customers in September 2024, in alignment with the Company's new brand and with the aim of offering a simpler and more effective experience.



Social License to Operate (LSO)

The Social License to Operate (LSO) involves a set of strategies, processes and actions based on integrated and participatory diagnoses of the regions. It covers the social, economic, environmental, cultural, political, and institutional dimensions, considering both the region and the population benefited.



KNOWLEDGE OF LOCAL SCENARIO



EDUCATION ABOUT THE ENVIRONMENT AND PROPERTY



ARTICULATION AND DEVELOPMENT OF PARTNERSHIPS



SOCIAL AND ECONOMIC DEVELOPMENT



INFORMATIONAL ACTIONS



MONITORING AND EVALUATION







Relationship with communities

GRI 3-3 Material topic: Customers and local communities, 413-1, 413-2

Our operations are based on obtaining and maintaining the Social License to Operate. In this regard, our flagship community relations program is Engage to Transform.

In line with the Sustainability Policy and our purpose of caring for water and generating value for people, we roll out community engagement and strengthening actions in the regions where we operate, especially focusing on regions with works aimed at universalizing sanitation.

In this regard, in 2024, we implemented 18 Social Technical Projects (PTS) in strategically selected municipalities. The PTS reflect a well-developed and targeted effort focused on socially vulnerable areas, creating significant operational impacts due to their high transformative potential.

Unlike standardized initiatives, PTS are customized projects built based on social and territorial diagnoses and after actively listening to the communities through our official relationship channels. This approach enables us to design social solutions that are aligned with the real needs of the regions and promote closer and more effective action.

This active presence in the regions also enables us to anticipate, monitor, and mitigate significant negative impacts – actual or potential – of our projects, such as traffic disruptions, increased truck traffic, dust, and noise.

As part of strengthening this agenda, in 2024 we signed a partnership with the French Development Agency (AFD), aimed at improving Copasa's social and operational performance. Based on technical criteria and external diagnostics, we selected three strategic municipalities — Montes Claros, Patos de Minas, and Belo Horizonte (Izidora settlement) — to implement actions aimed at gender equity, social inclusion, and reducing inequalities.

In 2024, we implemented 18 Social Technical Projects (PTS) in strategically selected municipalities.

All of these initiatives are aligned with our ESG agenda and reinforce our commitment to the sustainability of our projects, improving the quality of life of the communities we serve, and strengthening participatory governance in the territories.

Engajar para Transformar Program

GRI 3-3 Material topic: Universalization of basic sanitation

Aligned with our ESG Agenda and Sustainability Policy, the Engage to Transform Program (Programa Engajar para Transformar in portuguese) has been essential to consolidate our actions on diverse fronts such as social investments, universal access to sanitation, and the construction of more sustainable societies. Through these initiatives, we generate value for the business, while balancing the interests of stakeholders and strengthening our connection with the communities we serve.

The program helps us to obtain and maintain our Social License to Operate by focusing on engaging strategic stakeholder groups, promoting adhesion to our services and valuing them, more punctual bill payments, and by strengthening our institutional reputation.

More than merely providing services, the program raises awareness about the importance of basic sanitation for quality of life and sustainability. While hiring people for Social Work, we follow clear guidelines on gender and racial diversity and inclusion, reinforcing our commitment to social equity.

We also seek partnerships in the regions through participatory social and territorial diagnostics, strengthening of public policies, educational actions, and income generation initiatives. Understanding the local impacts of our efforts is essential to bring about real transformations.

In 2024, we organized campaigns to raise awareness about sewage treatment and encourage adhesion to our services. In partnership with the concession authority, we monitor operational and social indicators such as the Human Development Index (HDI) and waterborne diseases.

We also carry out structural works such as water and sewage networks, as well as sewage collection and treatment plants, and broaden our communication with the population through diverse channels, promoting transparency and engagement.

As a result, we signed up of 25,500 new customers, thus contributing to the universalization of services and generating an estimated revenue growth of over R$13 million. This is a direct reflection of our commitment to expanding access to sanitation and building sustainable relations with communities.

25,500
new customers signed up

R$ 13.2
million estimated revenue

Reviva Pampulha

Reviva Pampulha is a Copasa program focused on universalizing sewage collection and treatment in the Lagoa da Pampulha region, in alignment with the Lagoa da Pampulha Basin Action Plan implemented in partnership with Belo Horizonte and Contagem. By 2028, R$146.5 million will be invested in expanding the sewage infrastructure.

Ten new water quality monitoring points have already been installed, in addition to the 11 existing ones, and a bid notice has been published for a R$21 million contract to build collection and interceptor networks, which will benefit 35,728 properties. The project aims to improve services, preserve this Cultural Heritage of Humanity site and create value for people. The quality of water in these stretches is monitored using the Water Quality Index (WQI), a parameter that evaluates the presence of substances and the physical, chemical and biological conditions, and provides an integrated view of the quality of water bodies.

In 2024, the program promoted several actions and obtained the following results:

4,322
new connections

R$ 60 million
invested from January 2022 to December 2024.

Additional information
For more information about the Program, visit.
https://revivapampulha.com.br/



Itinerante MP

We actively participate in the Itinerant Public Prosecutor's Office (MPI), an initiative of the Public Prosecutor's Office of Minas Gerais (MPMG) that takes essential services to municipalities with difficult access to judicial services.

In 2024, the Itinerante MP took the Mobile Agency to 23 municipalities, offering a variety of services to customers, such as requesting water and sewage connections, change of ownership, information about Social Tariff, and debt negotiations. The initiative also included guidance on the conscious use of water, as well as social and environmental actions of the Chuá Socioambiental and Engage to Transform programs. The team also shared information about water and sewage treatment processes, reinforcing Copasa's commitment to sustainability and environmental education.

During the event, we held relationship-building actions with customers and society, in alignment with the ESG Agenda and our pursuit of the Social License to Operate. We provided services through the Mobile Agency in the municipalities of Claro dos Poções, Esmeraldas, Glaucilândia, Monte Azul, Mato Verde, Ribeirão das Neves, and Santa Luzia, all in Minas Gerais.



Sede de Aprender

GRI 3-3 Material topic: Universalization of basic sanitation

Officially launched in 2023 in partnership with the Public Prosecutor's Office of Minas Gerais (MPMG) and the Accounting Court of the State of Minas Gerais (TCEMG), the Sede de Aprender (Thirst for Learning) project aims to identify structural and basic sanitation problems in public schools across the state.

Covering more than 70 municipalities and 157 municipal and state schools, the project prioritizes institutions with a higher degree of vulnerability, based on a diagnosis by TCEMG and MPMG. We actively participate in technical visits, during which we collect and analyze water samples to verify the quality of water supply in schools, aligning this action with the Company's commitment to universal sanitation and the well-being of communities.

To learn more about our social programs and projects, visit our website: **www.copasa.com.br**

Suppliers

GRI 2-6, 204-1, 308-1, 308-2, 407-1, 408-1, 414-1, 414-2 SDG (3 - TARGET 3.9/ 5 - TARGET 5.2/ 6 - TARGET 6.6/ 8 - TARGETS 8.3, 8.4, 8.7, 8.8/ 12 - TARGET 12.2, 12.7/ 16 - TARGET 16.1, 16.2) GLOBAL COMPACT (PRINCIPLES 1, 2, 4, 5, 7, 8, 10)

We ensure that all our contracts reflect our values and institutional principles, demanding compliance with the requirements of our policy.

We make sure that all our agreements reflect our institutional values and principles, and require compliance with requirements that ensure agility, quality, preservation of our image, employee safety, sustainable use of natural resources, respect for human dignity, and combatting corruption. Through our Code of Conduct and Integrity for Suppliers, we encourage practices that promote sustainable development and ensure that there is no forced labor, child labor, or slave labor in our production chain. Currently, we do not select our suppliers based on social or environmental criteria, but we use environmental criteria while contracting materials and equipment.

For this purpose, we have established strict controls in bidding processes and company registrations. We require our suppliers to provide proof of labor-related obligations and submit a Debt Clearance Certificate with regard to the Workers' Severance Fund (FGTS) and the National Social Security (INSS).

Our bid notices require companies to declare, at the time of submitting their proposal, compliance with the standards established by the Brazilian Constitution for the protection of child and adolescent labor. This includes not hiring minors aged under 18 for nighttime, hazardous, or unhealthy activities, as well as prohibiting the employment of minors under 16, except as apprentices, since the age of 14.

To ensure compliance with these and other contractual requirements, we have in place a series of follow-up and inspection mechanisms. Payments for contractual measurements are made only after the labor and social security documentation of the employees is fully verified.

Our inspectors make periodic visits to workplaces to closely monitor the performance of agreements. In addition, we conduct technical visits to suppliers' facilities in order to evaluate and guide them on good practices and opportunities for advancing on the ESG Agenda.

As part of this monitoring process, we hold weekly safety discussions covering diverse topics, from the proper use of PPE to mental health, sustainability, and combating harassment. We also provide training whenever necessary and conduct periodic satisfaction surveys to monitor the work environment of outsourced professionals.

Contracting is done through a common auction and registration of prices, with the focus on transparency and expanding opportunities for new suppliers. As stipulated in the agreements, all contractors must follow the collective agreements in accordance with municipal, state, and federal laws.

We also adopt a structured process of pre-qualification and technical approval of materials and suppliers, which involves completing the Supplier Assessment Questionnaire (QAF) that specifies the environmental management criteria based on the ISO 14001 standard.

Suppliers in 2024

15,241
Suppliers active registered

529
agreements for aquisition of materials

74%
of our spending goes to **suppliers** in Minas Gerais

226
services related to contracting works and engineering services



Safety dialogues are held weekly at the company.

During 2024, the Company held five editions of the DesenvolVERDE Program, whose goal is to communicate with, train and develop suppliers, raise awareness among them, as well as inspire, share and debate ideas and experiences, besides engaging the supplier chain in making their operations increasingly aligned with ESG standards and practices.

In 2024, we also developed computerized systems that guarantee information security, agility of processes through automation of tasks, greater governance with control of timeframes and real-time monitoring of processes. These systems are:

- Canal Fale Conosco, Fornecedor!: this channel strengthens relations with suppliers, and facilitates interaction on ESG, innovation, and contract management. In 2024, 469 suppliers and 95 calls had been registered.
- ADCON: SAP solution for evaluating the performance of contractors. In 2024, we expanded the criteria with a greater focus on occupational health and safety. Moreover, we contacted 208 suppliers through 12 evaluation forms.
- Advanced Digital Records (CDA): speeds up updating of supplier records at Copasa. Documents can now be uploaded, reducing bureaucracy, paper use, and expenses with suppliers. In 2024, provided personalized information in the CDA about non-approval of documents - a good governance practice.
- Production Chain Program: strengthens micro and small businesses by making them more competitive and ensuring compliance with our requirements. In partnership with Sebrae, we support the development of these companies by creating an efficient supply chain and improving the quality of services in alignment with high ESG standards. In 2024, we held negotiations to continue the agreement in 2025.
- Punitive Administrative Procedure (PAP): implemented in 2024, the electronic PAP solution represents the automation of the Payment Approval Process for suppliers. It bolsters our governance practices by enabling 100% digital management of the process, as well as increasing control, traceability, and efficiency. Moreover, by eliminating the processing of physical documents, it helps reduce waste generation, in line with our commitments to sustainability.

Supply chain

GRI 301-1, 308-2

Our immediate supply chain covers a wide variety of products and services essential for the operation and maintenance of our systems. Key items include pipes and fittings, chemicals for water and sewage treatment, water meters for measuring consumption, electricity for powering the facilities, and engineering services for projects and construction works.

These inputs are managed with the focus on operational efficiency, sustainability, and compliance with technical and regulatory standards. We seek suppliers committed to good environmental, social, and governance (ESG) practices, thus ensuring the quality of the products and services sourced. The following table details the total quantity used in 2024 for each type of non-renewable material:

Non-renewable materials

Materials	2022	2023	2024
Polyaluminum chloride - water treatment	12.7	14.1	16.2
Ferric chloride - water treatment (UN 2582)	11.36	10.36	11.77
Liquid aluminum sulphate (UN 1760)	14.64	6.28	10.21
Hydrated lime in bulk - water treatment	9.32	8.51	9.04
Fluorosilicic acid (UN 1778)	3.51	3.75	3.87
Sodium hypochlorite 12% (UN 1791)	0	0.70	3.32
Hydrated lime - water treatment, 20 kg bag	2.83	2.98	3.0
Iron-free liquid aluminum sulfate	0	6.18	2.36
Bulk liquid chlorine tank truck	1.99	2.03	2.29
Sodium chloride – granules - 2.83 to 1.65mm 25kg	0.20	0.54	0.87
Liquefied chlorine cylinder - 900 kg	0.77	0.75	0.78
Sodium hydroxide - SC flakes 25kg (UN 1823)	0.61	0.59	0.64
Calcium hypochlorite – gran. 40kg (UN 1748)	0.67	0.52	0.50
Liquefied chlorine - 50 kg cylinder	0.38	0.37	0.36
Hydrated lime - suspension CA(OH) 2 min. 28%	0	0	0.23
Polyferric aluminum chloride - water treatment	0	0	0.20
Cationic polymer - sol/liq separation	0.10	0.11	0.14
Hydrogen peroxide - water treatment 2014-ibc 1200 k	0.11	0.09	0.14
Antifoam agent - 1,000kg container	0	0.04	0.10
Ortho polyphosphate - stabilization ag-pack. 20l	0.07	0.08	0.09

Materials	2022	2023	2024
Hydrogen peroxide - water treatment 2014 BB 60kg	0.10	0.10	0.07
Anionic polymer - sol/liquid separation	0.04	0.04	0.05
Anti-foaming agent- 50 kg barrel	0.10	0.07	0.03
Calcium hypochlorite (5.1) ii (UN 2880)	0	0	0.02
Sodium hypochlorite - 1,000 l container	0.30	1.04	0.02
Cationic polymer - sol/liq separation	0.08	0.03	0.01
Aluminum sulfate - sol. water treatment 25kg	0.10	0.04	0.01
Potassium permanganate - 25kg pack	5.79	7	0.01
Isocyanuric acid - 50kg barrel	0.9	1.6	1.1
Sodium hydroxide - 50% pp-bulk solution	0	1.0	1.0
Chlorine tablets – CL3 (NCO)3 - FR 1kg	225	982	467
Cationic polymer - separate. sun/liquid	325	0	300
Ferbax - contact solution for equipment 20l	416	175	250
Calcium and magnesium hydroxide - susp -es	0	0	219
Ortho polyphosphate base product 20l	0	0	160
No- rust - mix for artesian well. 20l	345	30	50
Box of sodium methyl cellulose - sol. 5kg	375	50	50
Descaling agent - for artesian wells unit lt	7	21	34
Sodium hydroxide - 50% w/w solution 50 kg	0	0	22
Deodorizer - sewage treatment station	1	12	18
Cationic polymer - sewage emulsion	0	0.5	0
Calcium nitrate - 52% solution (UN 1454)	2	0	0
Chlorine tablet - diam. 60 esp. 30mm 15kg	15	0	0
Sodium chloride - fine ground 25kg	0.11	0.08	0
Hydrated lime - suspension. ton without equipment	0.5	0	0
Hydrated lime - in suspension tons	0.19	0	0

To reduce environmental impact, we adopt sustainable procurement practices, such as reverse logistics for burnt-out light bulbs, reusing water meter boxes, and returning chemical product packaging. We also have contracts for the collection of expired chemicals and contaminated uniforms, as well as partnerships with companies specializing in environmental emergencies. Our team is trained to deal with emergencies involving chemicals, based on guidelines in the Emergency Response Plan (PAE) and safety information (FISPQ). The Standard Procedures and Risk Management Policy regulate the transportation and shipping of hazardous products.

In 2024, we continued to modernize and streamline our processes, besides updating the Regulation and Procurement Standard to ensure greater accuracy and legality in purchases. We will gradually implement closed electronic bidding for engineering works and services, besides contracting a digital platform for cost management, which will enable us to review consumption and price parameters, thereby increasing the competitiveness and efficiency of bidding processes.

In 2024, we identified 21 chemical suppliers as potential sources of negative environmental impact, such as contamination of soil, water sources, and conservation areas, in case of accidents during transportation or handling. However, no significant environmental impacts from our suppliers were recorded. We advise all our partners to comply with environmental legislation, through contractual clauses.

Potential regulatory risks include the failure to meet deadlines for the supply of products or services, which would directly impact our timeframes. We ended 2024 with an international bid for chemicals, with an estimated savings of R$1 million, reinforcing our commitment to operational efficiency and cost reduction. This was our second international tender - a pioneering process in the sanitation sector - in which both Brazilian and foreign bidders participated directly, increasing competitiveness and variety of brands, resulting in savings and reducing the shortage of products that are largely imported.

We advise all our partners to comply with environmental legislation, through contractual clauses. No significant environmental impacts of our suppliers have been recorded.

People

GRI 2-6, 2-7, 2-8, 2-30, 201-3, 401-2, 402-1 SDG (1 - TARGETS 1.2/ 3 - TARGETS 3.2/ 5 - TARGETS 5.1, 5.4/ 8 – TARGETS 8.5, 8.6, 8.8/ 10 - TARGET 10.3, 10.4/ 16 - TARGET 16.7, 16.10) GLOBAL COMPACT (PRINCIPLES 1, 2, 3, 4, 5, 6)

We recognize that human capital is essential for the success of an organization and, hence, we have rolled out diverse initiatives aligned with our ESG Agenda to foster the development and appreciation of our employees.

People management is one of the main pillars of our strategy. We seek to develop and retain talent, value workplace safety, and promote inclusion and diversity. We believe that each employee is an agent of transformation within the Company, who plays a pivotal role in building a Copasa that is stronger and more committed to its values.

All employment agreements are for an indefinite period, which strengthens our commitment to the stability and professional development of our employees. In addition, we provide training for new talent through internship programs and by hiring apprentices, creating a continuous cycle of learning and development within the Company.

The Company ended 2024 with 9,613 employees, 0.7% more than in the previous year, as the graph shows. This increase was largely driven by specific hires related to the public service exam held in April 2024. As a result, the indicator "number of employees per thousand connections" declined from 1.23 in December 2023 to 1.22 in December 2024. Note that 100% of the employees are covered by collective bargaining agreements.

To monitor performance and plan our strategic actions, we conduct competency-based performance appraisals. In the last cycle, 8,938 employees were evaluated, all of whom were hired in accordance with law and assigned to tasks compatible with their roles.

We also offer learning opportunities through apprenticeship contracts in partnership with Senai, which selects the candidates, while the hiring process is carried out directly by us. Apprentices are deployed in administrative activities

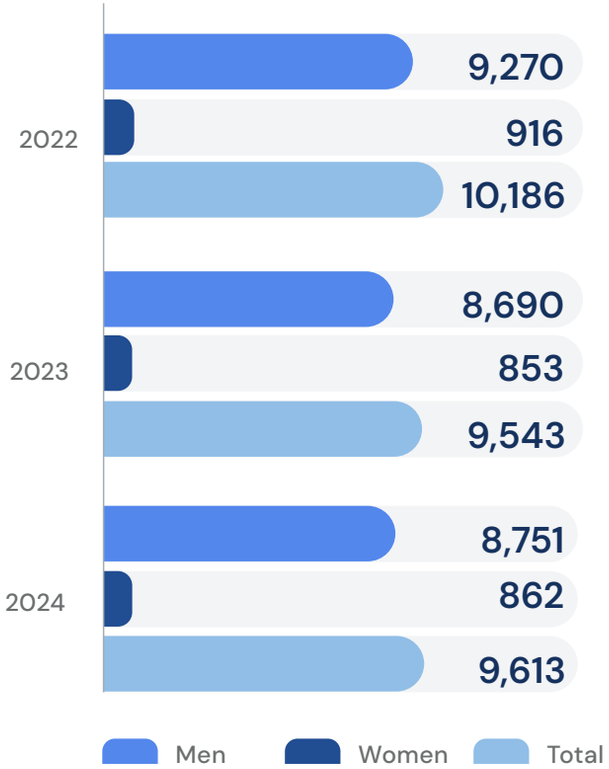
9,613
employees
at the end of 2024

8,938
employees
were evaluated in the last cycle

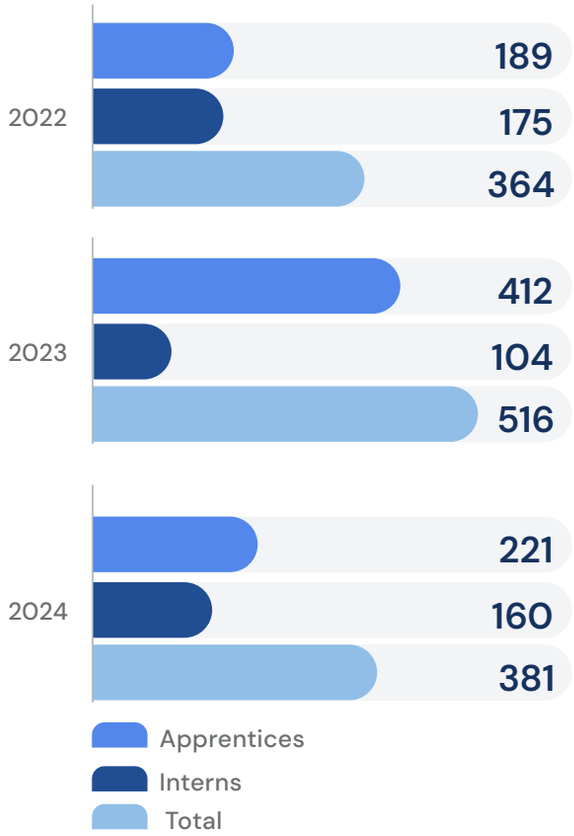
Learning opportunities in partnership with Senai

aligned with their course, which ensure they get practical training that prepares them for the job market. We strictly comply with the apprenticeship quota established by the Ministry of Labor and Employment, reinforcing our commitment to professional development and social inclusion. The hiring period follows the calendar established by Senai.

Employees by gender

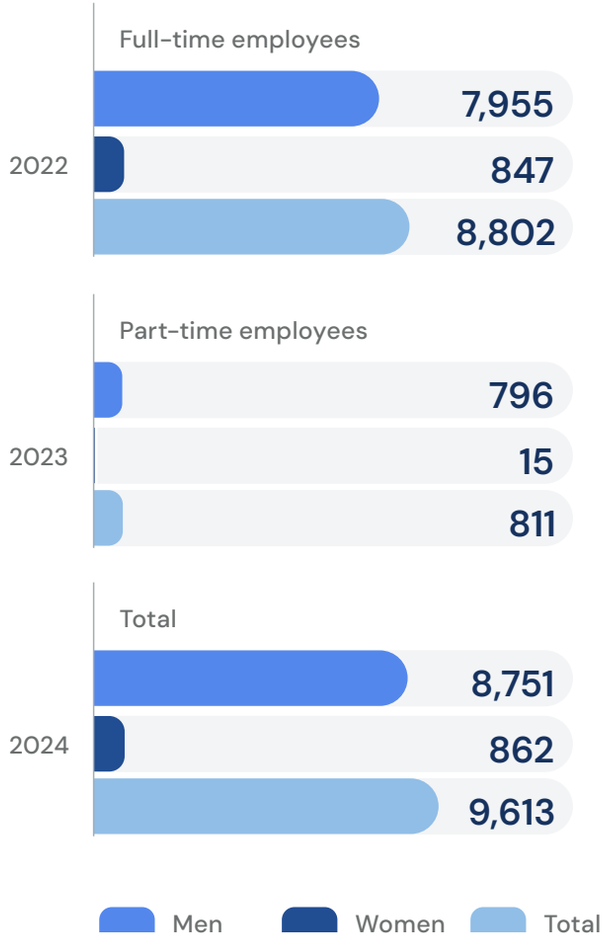


Information about apprentices and interns



Note: Information for 2022 and 2023 is not available.
There are no workers with "no guaranteed hours".

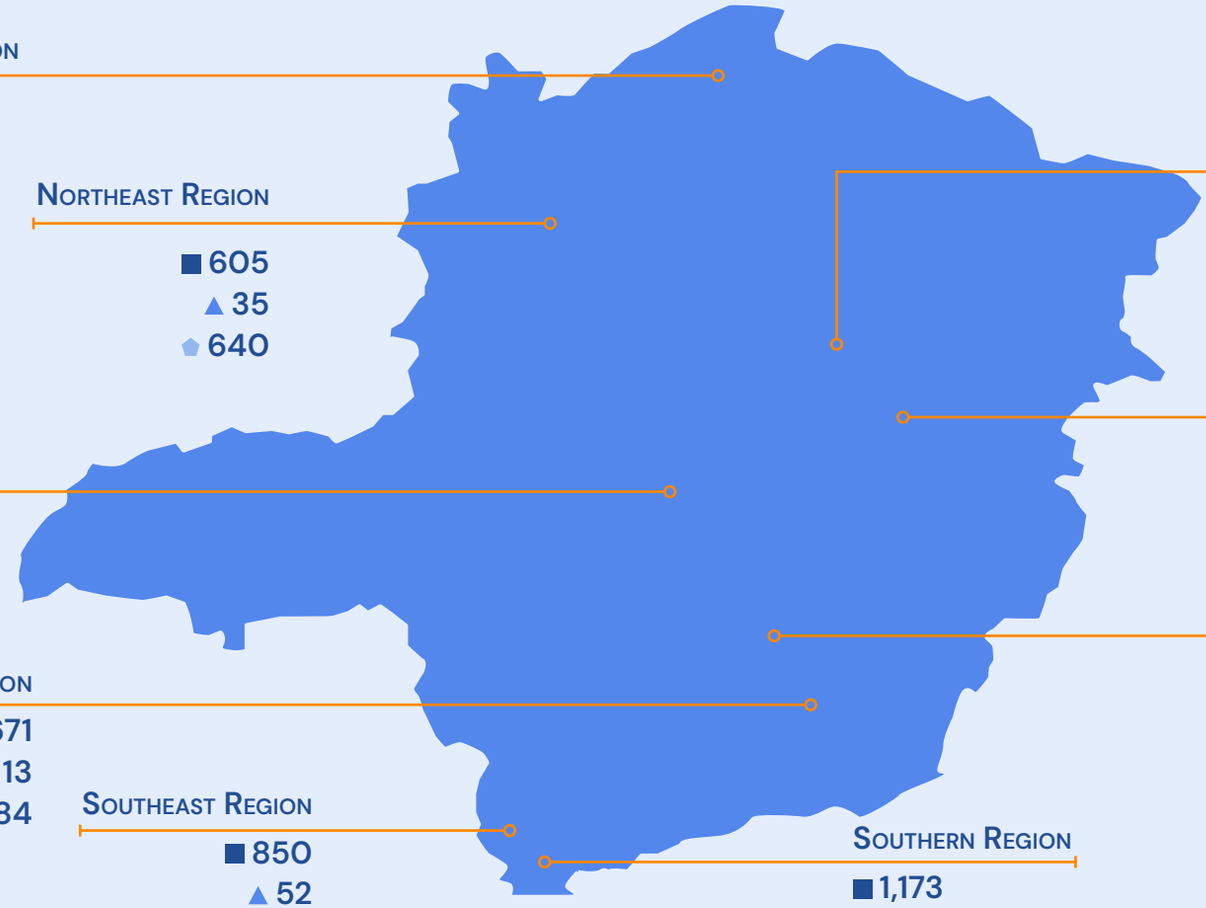
Employees by workday and gender





In December 2024, we had 221 apprentices and 160 interns, underlining our commitment to developing fresh talent. All were hired in accordance with current legislation and deployed in activities compatible with their role and age group.

Employees by region of state



Northern Region
- 551
- 32
- 583

Northeast Region
- 605
- 35
- 640

Vale do Aço Region
- 477
- 45
- 522

North Central Region
- 614
- 66
- 680

Central Region
- 627
- 84
- 711

Metropolitan Region of Belo Horizonte (RMBH)
- 3,234
- 337
- 3,571

Southwest Region
- 671
- 13
- 684

Southeast Region
- 850
- 52
- 902

Southern Region
- 1,173
- 147
- 1,320

Total:
- 8,802
- 811
- 9,613

Subtitle:
- Full time
- Part time
- Total

Note: Information for 2022 and 2023 is not available.
For classification purposes: Full time considers all employees who work 220 hours per month. Part time considers all employees who work 150 / 120 / 110 hours per month.

Compensation and benefits

GRI 2-19, 2-20, 202-1, 201-3, 407-1, 401-2

Our compensation system was built with the focus on valuing the people who, through their work, are responsible for maintaining and expanding the Company. The system, which is aligned with our Position, Career, and Salary Plan (PCCS), is designed to attract, develop, and retain the talents needed for business success, while ensuring the preservation of our organizational culture, alignment with business goals, and competitiveness in the market. Copasa thus recognizes and values the knowledge, experience, and maturity of its employees.

In this regard, compensation governance also plays a fundamental role. The Shareholders Meeting is responsible for setting the overall or individual compensation of management. If the Shareholders Meeting fixes the overall compensation, the Board of Directors will decide on the individual distribution.

The Shareholders Meeting will elect the members of the Supervisory Board and fix the compensation of its members within the legal limits. Any change in the compensation paid to management and members of the Supervisory Board, as well as benefits and perks, will, as per the guidelines of the controlling shareholder, be submitted to the competent body before being reviewed by the Shareholders Meeting. The compensation of employees is defined in the Career, Position, and Salary Plan (PCCS) Regulation, which guides the salary structure in a transparent manner and in line with the Company's guidelines.

Furthermore, we do not use the minimum wage as the benchmark for salaries paid to other employees. Salary scales are adjusted in accordance with the collective bargaining agreements signed with the unions. In 2022, 2023, and 2024, the lowest base salary was 36%, 40%, and 35% higher than the minimum wage, respectively. We do not have a notice period in any agreement, and our collective bargaining agreement does not stipulate a minimum period for notifying operational changes.

The entire compensation system is based on financial feasibility studies and market surveys. It includes fixed compensation, represented by the monthly base/nominal salary, variable compensation, which corresponds to the professionals' share in the Company's results, linked to the achievement of targets of strategic indicators, situational compensation paid to professionals in special work models, and benefits, considered as indirect compensation, granted in accordance with law, the collective bargaining agreement, and internal norms.

Our benefits program covers all our employees and offers benefits in healthcare, leisure, and assistance, through:

- Special assistance.
- Daycare allowance.
- Special education allowance.
- Education allowance.
- Funeral assistance.
- Meal/food benefit.
- Basic food basket.
- Christmas basket.
- Sickness benefit supplement.
- Payroll loan.
- Snacks.
- Health plan (medical and dental coverage).
- Supplementary pension.
- Group life insurance.
- Transportation voucher.

As for supplementary pension plans, all employees have the option of joining the New Copasa Plan, which is a Defined Contribution plan. The plan is administered by the Fundação Libertas de Seguridade Social, a closed, non-profit entity sponsored by companies from diverse sectors. Note that this plan does not have a specific fund for extraordinary obligations.

Contribution to this benefit varies between 3% and 10% of the compensation. The percentage is defined by the employee, with a matching contribution made by the sponsor. In 2024, R$56.4 million were allocated to the pension fund as the sponsor's matching contribution.

Copasa employees are represented by seven labor unions: Union of Workers in the Water Purification and Distribution Industries and Sewage Services of Minas Gerais (Sindágua-MG), Administrators Union of Minas Gerais (SAEMG), Accountants Union of Belo Horizonte (SCBH), Engineers Union of Minas Gerais (Senge), Economists Union of Minas Gerais (Sindecon-MG), Union of Architects and Urban Planners of Minas Gerais (Sinarq-MG) and Geologists Union of Minas Gerais (Singeo-MG).

We maintain a professional relationship with labor unions, recognizing their representative role and honoring the collective bargaining agreements. We make sure that all our employees, even those who are not union members, have access to the benefits established in these agreements, besides guaranteeing them the freedom of association. In 2024, we did not record any situations that put the right to freedom of association and negotiation at risk.

Proportion of compensation

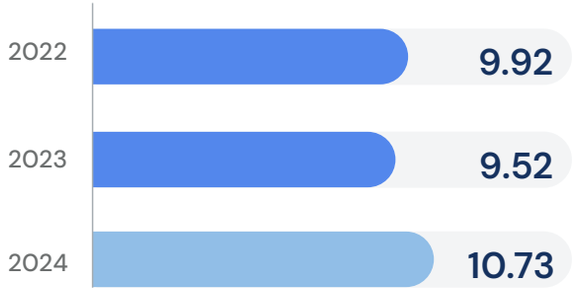
GRI 2-21, 405-2

The table shows the proportion of total annual compensation in 2022, 2023, and 2024. This indicator was calculated by dividing the total annual compensation of the highest-paid employee by the average total annual compensation of all other Copasa employees. We also present the ratio of the base salary to the compensation received by the Company's employees, compared by gender in 2024.

Ratio of base salary to compensation received by women and those received by men

Functional category	2024	
	Base salary ratio	Compensation ratio
Managerial	0.49	0.46
Senior Administrative	0.97	0.92
Senior Operational	0.51	0.48
Operational Technician	0.06	0.05
Administrative Technician	0.3	0.3
Operational	0.01	0.01
Administrative	0.15	0.15

Proportion of annual compensation | | GRI 2-21



Maternity/paternity leave

GRI 401-3

We are part of the Empresa Cidadã Program, and in accordance with Federal Law 11,770/2008, and we grant 180 days of maternity leave, more than the 120 days established by law (CLT). This extra period provides more time for mothers to dedicate themselves fully to their newborns. We offer maternity leave also for adoptions, whose duration varies between 30 and 120 days, depending on the age of the adopted child. The following table provides detailed information on maternity leave and paternity leave:

Maternity/paternity leave

	2022		2023		2024	
	Men	Women	Men	Women	Men	Women
Number of employees entitled to take maternity/paternity leave	9,270	916	8,684	859	8,751	862
Number of employees who took maternity/paternity leave	243	26	242	22	201	27
Number of employees who returned to work after taking maternity/ paternity leave	243	26	242	22	201	27
Number of employees who returned to work after maternity or paternity leave and remained employed twelve months after returning to work	241	26	241	22	198	26
Rate of return to work of employees who took maternity/ paternity leave	100%	100%	100%	100%	100%	100%
Retention rate of employees who took maternity/paternity leave	99.2%	100%	99.6%	100%	98.51%	96.3%

We offer our male employees paternity leave for five calendar days starting from the day of birth or the first day thereafter, if they had worked the full day on the day of birth. In addition, we offer the possibility of extending this leave to 20 days upon formal request and with proof of participation in a program or activity providing guidance on responsible fatherhood. It is worth noting that all employees returned to work after the leave period, with no terminations.

Female Mentoring

In 2021, we launched the Copasa Women's Mentoring Program, whose mission is to encourage and prepare women for building and growing in their careers, thus contributing to gender equity in strategic roles across the Company. The initiative bolsters our commitment to the Women Lead 2030 Movement of the UN Global Compact Brazil and UN Women, which strive for gender parity in senior leadership roles by 2030.

Our goal is to reach 37% of women in leadership positions by 2025, and the results are already beginning to appear. Since program launch, 16 mentors and 31 mentees have participated in the initiative, of whom 21 have already undergone functional changes in their careers. Also worth noting is our employees' perception of the topic, marked by an increase of around 7 percentage points in the statement on gender equality in the Copasa Organizational Climate Survey. To expand these opportunities, we have adopted a policy that prioritizes the female gender as the tiebreaker criterion in internal selection processes. We continue to implement concrete actions to build a more diverse and inclusive environment.



New hires

GRI 2-6, 401-1, 202-2

In recent years, we have observed significant changes in the profile of new hires, reflecting possible strategic adjustments and labor market dynamics. By comparing 2023 and 2024 data, we have identified trends that directly impact team composition.

The 30-50 age group saw a significant increase - from 66.4% to 74.3% - while the hiring of youth below 30 fell from 24.1% to 17.4%. In terms of gender, female hires decreased from 20.6% in 2023 to merely 8.8% in 2024, while male hires grew to 91.2%. Regionally, hiring in the RMBH fell from 35.9% to 20.6%, but grew 79.4% in the interior region of the state, indicating a greater focus outside the state capital, Belo Horizonte.

This data highlights important changes in the age, gender, and geographic distribution of new hires, underscoring the importance of evaluating the factors that influence these transformations and their impacts on diversity and inclusion in the Company.

In this context, it is important to note that joining Copasa is possible only through a public service entrance exam, which does not consider criteria such as location or community of origin. Similarly, management positions are filled through the Potential Leaders Development Program and selection processes, which too discard these criteria.

This commitment to team growth and stability is also reflected in our social initiatives. We work in partnership with the National Industrial Training Service (SENAI) on the Fica Vivo! Program, launched by the State Public Security Department to reduce the homicide rate among youth aged between 12 and 24 in regions with a history of violence around Minas Gerais. The project offers technical training and employment opportunities through the apprenticeship program, reinforcing our role in building a safer and more promising future.



74.3%

Hiring fot the **30-50 age group**



79.4%

Hiring in the **interior region of the state**

New hires by age group

Age group	2022		2023		2024	
	New hires	%	New hires	%	New hires	%
Below 30	94	23.2%	63	24.1%	65	17.4%
30 to 50	262	69.5%	174	66.4%	277	74.3%
Over 50	40	7.3%	25	9.5%	31	8.3%
Total	**396**	**100%**	**262**	**100%**	**373**	**100%**

Note: Interpretation statement: number of new hires by age group divided by total new hires in the period.

New hires by gender

Gender	2022		2023		2024	
	New hires	%	New hires	%	New hires	%
Women	95	24%	54	20.6%	33	8.8%
Men	301	76%	208	79.4%	340	91.2%
Total	**396**	**100%**	**262**	**100%**	**373**	**100%**

Note: Interpretation statement: number of new hires by gender divided by total new hires in the period.

New hires by region

Region	2022		2023		2024	
	New hires	%	New hires	%	New hires	%
RMBH	207	50.9%	94	35.9%	77	20.6%
Interior	189	49.1%	168	64.1%	296	79.4%
Total	**396**	**100%**	**262**	**100%**	**373**	**100%**

Note: Interpretation statement: number of new hires by region divided by total new hires in the period.

An analysis of the turnover between 2023 and 2024 indicates greater stability among older employees and an increase in the departure of younger professionals. The overall turnover rate was 1.29% in 2023, led by employees over 50 (4.49%) and under 30 (0.94%). In 2024, turnover among younger employees rose to 1.11%, while the 30-50 age group declined significantly to 2.04%, and those over 50 fell to 1.64%.

Note that programs such as PDVI significantly impact the assessment of layoffs among more experienced professionals, with departures in this group concentrated in certain periods, while younger professionals leave in search of new opportunities. Understanding these dynamics is essential to improve retention strategies and strengthen people management in the Company.

Turnover by age group

Age group	2022		2023		2024	
	Terminations	%	Terminations	%	Terminations	%
Below 30	17	0.86	24	0.94	19	1.11
30 to 50	82	5.14	128	4.48	149	2.04
Over 50	785	4.54	738	4.49	118	1.64
Total	**884**	**1.95**	**890**	**1.29**	**286**	**1.93**

A comparison of turnover rates by gender between 2023 and 2024 shows a significant reduction. The turnover rate among women fell from 4.06% to 1.53%, with terminations decreasing from 117 to 24, while turnover rate among men fell from 5.39% to 3.24%, with terminations decreasing from 773 to 262. These numbers indicate an overall decline in turnover, with a significant reduction among women.

Turnover by gender

Gender	2022		2023		2024	
	Terminations	%	Terminations	%	Terminations	%
Female	129	4.18	117	4.06	24	1.53
Male	755	5.82	773	5.39	262	3.24
Total	**884**	**1.95**	**890**	**1.29**	**286**	**1.93**

As for geographic location, turnover was higher in the interior region of the state, reaching 3.01% in 2024, while the metropolitan region registered a reduction of 1.35% from 2023, as the table shows.

Turnover by region

Region	2022		2023		2024	
	Terminations	%	Terminations	%	Terminations	%
RMBH	404	3.38	340	3.16	103	1.35
Interior	480	5.27	550	5.2	183	3.01
Total	**884**	**1.95**	**890**	**1.29**	**286**	**1.93**

In 2024, we observed a significant improvement in employee retention in the Metropolitan Region of Belo Horizonte (RMBH), where turnover fell from 3.16% in 2023 to 1.35%. The interior region of the state also witnessed a significant reduction, from 5.2% to 3.01%, reflecting a positive trend in people management.

We observed a significant improvement in employee retention in the Metropolitan Region of Belo Horizonte (RMBH), where turnover fell from 3.16% in 2023 to 1.35%.

Voluntary Separation Incentive Program (PDVI)

GRI 201-3

The Voluntary Separation Incentive Program aims to enable employees who meet specific requirements to resign voluntarily. Participants receive the severance pay established in the Employment Contract Termination Agreement (TRCT) and a financial incentive based on length of service and their nominal salary on the date of admission.

We offered the PDVI over the course of three years to execute a planned adaptation of the workforce. Each edition had specific rules, with defined eligibility criteria, incentive amounts, and conditions for joining.

In all, 727 employees joined the program, whose budget allocation was R$115,066,919.75. These initiatives reflect the Company's strategic people management that respects employee rights while addressing the organizational challenges in each period.

Diversity and inclusion

GGRI 3-3 Material topic: People management, 202-1, 405-1 SDG (5 – TARGET 5.1, 5.4, 5.5/ 3 - TARGETS 3.2/ 8 - TARGETS 8.5, 8.8/ 10 - TARGETS 10.2, 10.3, 10.4) GLOBAL COMPACT (PRINCIPLES 1, 2, 3, 4, 5, 6)

In line with Sustainable Development Goal 5 (SDG 5) – Gender Equality, we promote an inclusive work environment that guarantees equal opportunities, impartiality, and justice for all. In our internal selection processes, we adopt criteria that favor diversity, prioritizing female candidates and black candidates in cases of a tie. In addition, we reserve 10% of vacancies in public service entrance exams for people with disabilities to ensure greater representation in each position or specialty.

Since 2023, we have been following our Diversity and Inclusion Policy, continuously progressing towards building a more inclusive and diverse environment. Over the years, we have incorporated diversity themes and inclusive practices into our leadership development initiatives, besides implementing quotas for senior candidates and people with disabilities in our Internship Program, underscoring our commitment to equity and representation.

Furthermore, since 2003, we have allowed gay employees to include their partners as dependents in the Copasa Employee Health Assistance plan (Copass Saúde), anticipating the implementation of Normative Ruling 12/2010 of Brazil's National Supplementary Health Agency (ANS).

Our pursuit of inclusion goes beyond the corporate environment and is also reflected in our contractual relations. We adopt practices that positively impact our value chain, such as guidance given to contractors, especially for social mobilization services, to hire women who live in the areas where the contracts will be executed.

Governance bodies

The following table shows the membership percentage of the Company's highest governance bodies by gender, age group, and race, for the period 2022-2024.

Percentage of individuals who are part of governance bodies, by gender

Gender	2022		2023		2024	
	Total	%	Total	%	Total	%
Men	14	87.5%	15	93.75%	14	87.5%
Women	2	12.5%	1	6.25%	2	12.5%
Total	**16**	**100%**	**16**	**100%**	**16**	**100%**

Note: Data for 2022, 2023 and 2024 is being restated, considering CA, CF and COAUDI. In case of the Supervisory Board, both members and alternates, or only members.

In 2024, the Company's governance bodies were composed of 87.5% men and 12.5% women. This gender distribution pattern has remained stable over the years, with a total of 16 members.

Company Employees

We are committed to gender equality in alignment with SDG 5. In a predominantly male-dominated landscape, we promote inclusion and equity, ensuring that our policies create fair opportunities and meet the needs of all genders.

To increase the presence of women at all levels, we have rolled out initiatives such as the Women's Mentoring Program, which prepares our women employees for leadership positions, in line with the UN's Women Lead Movement's goal of 37% women in leadership positions by 2025. In addition, the Villages and Settlements Project hired 56 women from vulnerable areas, driving our social inclusion efforts. In 2024, we saw significant progress in our team composition: the percentage of women in the senior operational category increased to 35.3%.

The following table shows the percentage distribution of employees by functional category and gender, detailing our team composition in terms of gender diversity in different functions.

Percentage of employees by functional category by gender

Functional category	Gender	2022		2023		2024	
		Total	%	Total	%	Total	%
Executive Officers	Men	3	75%	5	100%	5	100%
	Women	1	25%	0	0%	0	0%
	Total	**4**	**100%**	**5**	**100%**	**5**	**100%**
Managers	Men	97	65.5%	97	63.8%	97	64.2%
	Women	51	34.5%	55	36.2%	54	35.8%
	Total	**148**	**100%**	**152**	**100%**	**151**	**100%**
Senior administrative	Men	139	47.6%	136	47.2%	139	48.3%
	Women	153	52.4%	152	52.8%	149	51.7%
	Total	**292**	**100%**	**288**	**100%**	**288**	**100%**
Senior operational	Men	273	67.2%	278	66.7%	278	64.7%
	Women	133	32.8%	139	33.3%	152	35.3%
	Total	**406**	**100%**	**417**	**100%**	**430**	**100%**
Operational technician	Men	1,001	93.9%	1,050	94%	1,114	94.4%
	Women	65	6.1%	67	6%	66	5.6%
	Total	**1,066**	**100%**	**1,117**	**100%**	**1,180**	**100%**
Administrative technician	Men	1,094	75.9%	1,075	78.5%	1,119	79.2%
	Women	347	24.1%	294	21.5%	293	20.8%
	Total	**1,441**	**100%**	**1,369**	**100%**	**1,412**	**100%**
Operational	Men	6,073	98.9%	5,527	98.8%	5,471	98.8%
	Women	69	1.1%	65	1.2%	68	1.2%
	Total	**6,142**	**100%**	**5,592**	**100%**	**5,539**	**100%**
Administrative	Men	593	85.8%	527	86.7%	533	86.9%
	Women	98	14.2%	81	13.3%	80	13.1%
	Total	**691**	**100%**	**608**	**100%**	**613**	**100%**
Total	**Men**	**9,270**	**91%**	**8,690**	**91.1%**	**8,751**	**91%**
	Women	**916**	**9%**	**853**	**8.9%**	**862**	**9%**
	Gross total	**10,186**	**100%**	**9,543**	**100%**	**9,613**	**100%**

In 2024, the distribution of employees by gender across the Company's different functional categories continued to improve significantly. In the operational category, although men continue to make up the vast majority (98.8%), the number remained stable in relation to 2023. On the other hand, in the senior administrative category, women continue to lead, with 51.7%, which, despite a slight reduction from the 52.8% in the previous year, continues to demonstrate the Company's commitment to gender equity in leadership roles.

We also noted a significant advance in the senior operational category, in which the percentage of women increased from 33.3% in 2023 to 35.3% in 2024, reflecting the growth in women's representation in this segment. In the administrative technician category, the percentage of women decreased slightly from 21.5% to 20.8%, but this does not overshadow the continued progress in other areas.

Percentage of employees by functional category, color or race

Functional category	Color or race	2022		2023		2024	
		Total	%	Total	%	Total	%
Executive officers	Black	0	0%	0	0%	0	0%
	Brown	1	25%	0	0%	0	0%
	White	2	50%	4	80%	4	80%
	Indigenous	0	0%	0	0%	0	0%
	Not informed	1	25%	1	20%	1	20%
	Yellow	0	0%	0	0%	0	0%
	Total	**4**	**100%**	**5**	**100%**	**5**	**100%**
Managers	Black	4	2.7%	5	3.29%	5	3.31%
	Brown	32	21.62%	33	21.71%	34	22.52%
	White	106	71.62%	107	70.39%	106	70.2%
	Indigenous	0	0%	0	0%	0	0%
	Not informed	5	3.38%	6	3.95%	4	2.65%
	Yellow	1	0.68%	1	0.66%	2	1.32%
	Total	**148**	**100%**	**152**	**100%**	**151**	**100%**

Functional category	Color or race	2022		2023		2024	
		Total	%	Total	%	Total	%
Senior administrative	Black	16	5.48%	16	5.56%	16	5.56%
	Brown	76	26.03%	75	26.04%	75	26.04%
	White	192	65.75%	188	65.28%	187	64.93%
	Indigenous	0	0%	0	0%	0	0%
	Yellow	1	0.34%	1	0.35%	1	0.35%
	Not informed	7	2.4%	8	2.78%	9	3.13%
	Total	**292**	**100%**	**288**	**100%**	**288**	**100%**
Senior operational	Black	25	6.16%	24	5.76%	24	5.58%
	Brown	110	27.09%	262	62.83%	117	27.21%
	White	255	62.81%	116	27.82%	268	62.33%
	Indigenous	1	0.25%	1	0.24%	1	0.23%
	Yellow	7	1.72%	7	1.68%	7	1.63%
	Not informed	8	2%	7	1.68%	13	3.02%
	Total	**406**	**100%**	**417**	**100%**	**430**	**100%**
Administrative technician	Black	154	10.69%	151	11.03%	159	11.26%
	Brown	650	45.11%	635	46.38%	665	47.1%
	White	588	40.8%	533	38.93%	533	37.75%
	Indigenous	2	0.14%	2	0.15%	2	0.14%
	Yellow	13	0.9%	14	1.02%	15	1.06%
	Not informed	34	2.36%	34	2.48%	38	2.69%
	Total	**1,441**	**100%**	**1,369**	**100%**	**1,412**	**100%**
Operational	Black	804	13.09%	734	13.13%	719	12.98%
	Brown	2,655	43.23%	2,443	43.69%	2,435	43.96%
	White	2,208	35.95%	1,988	35.55%	1,951	35.22%
	Indigenous	15	0.24%	13	0.23%	13	0.23%
	Yellow	71	1.16%	63	1.13%	61	1.1%
	Not informed	389	6.33%	351	6.28%	360	6.5%
	Total	**6,142**	**100%**	**5,592**	**100%**	**5,539**	**100%**

Functional category	Color or race	2022		2023		2024	
		Total	%	Total	%	Total	%
Operational technician	Black	138	12.95%	152	13.61%	161	13.64%
	Brown	520	48.78%	549	49.15%	574	48.64%
	White	359	33.68%	361	32.32%	385	32.63%
	Indigenous	3	0.28%	3	0.27%	4	0.34%
	Yellow	12	1.13%	13	1.16%	14	1.19%
	Not informed	34	3.19%	39	3.49%	42	3.56%
	Total	**1,066**	**100%**	**1,117**	**100%**	**1,180**	**100%**
Administrative	Black	81	11.7%	78	12.8%	79	12.89%
	Brown	311	45%	265	43.6%	260	42.41%
	White	238	34.4%	208	34.2%	218	35.56%
	Indigenous	3	0.4%	4	0.7%	4	0.65%
	Yellow	10	1.5%	9	1.5%	11	1.79%
	Not informed	48	7%	44	7.2%	41	6.69%
	Total	**691**	**100%**	**608**	**100%**	**613**	**100%**
Total	**Black**	**1,222**	**12%**	**1,160**	**12.2%**	**1,163**	**12.1%**
	Brown	**4,354**	**42.74%**	**4,116**	**43.1%**	**4,160**	**43.27%**
	White	**3,946**	**38.74%**	**3,647**	**38.2%**	**3,648**	**37.95%**
	Indigenous	**24**	**0.24%**	**23**	**0.2%**	**24**	**0.25%**
	Yellow	**115**	**1.13%**	**108**	**1.1%**	**111**	**1.15%**
	Not informed	**525**	**5.15%**	**489**	**5.2%**	**507**	**5.27%**
	Gross total	**10,186**	**100%**	**9,543**	**100%**	**9,613**	**100%**

Among the executive officers, 80% are white, while among managers, the proportion of brown employees increased to 22.52%. In the senior administrative category, the percentage of brown employees remained at around 26%, but increased to 47.1% in the administrative technician roles. In the operational category, the percentage of brown employees remained stable, while the number of white employees declined slightly.

Percentage of employees by functional category, by age group

Functional category	Age group	2022		2023		2024	
		Total	%	Total	%	Total	%
Executive officers	Below 30	0	0%	0	0%	0	0%
	30 to 50	2	50%	1	20%	1	20%
	Over 50	2	50%	4	80%	4	80%
	Total	**4**	**100%**	**5**	**100%**	**5**	**100%**
Managerial	Below 30	0	0%	0	0%	0	0%
	30 to 50	88	59.46%	88	57.89%	96	65.31%
	Over 50	60	40.54%	64	42.11%	51	34.69%
	Total	**148**	**100%**	**152**	**100%**	**147**	**100%**
Senior administrative	Below 30	8	2.74%	11	3.82%	4	1.38%
	30 to 50	180	61.64%	177	61.46%	187	64.48%
	Over 50	104	35.62%	100	34.72%	99	34.14%
	Total	**292**	**100%**	**288**	**100%**	**290**	**100%**
Senior operational	Below 30	24	5.91%	31	7.43%	13	3.02%
	30 to 50	220	54.19%	226	54.2%	260	60.47%
	Over 50	162	39.9%	160	38.37%	157	36.51%
	Gross total	**406**	**100%**	**417**	**100%**	**430**	**100%**

Functional category	Age group	2022		2023		2024	
		Total	%	Total	%	Total	%
Administrative technician	Below 30	33	2.29%	348	20.85%	20	1.41%
	30 to 50	733	50.87%	651	39.01%	723	51.13%
	Over 50	675	46.84%	670	40.14%	671	47.45%
	Total	**1,441**	**100%**	**1,669**	**100%**	**1,414**	**100%**
Operational technician	Below 30	20	1.88%	41	3.67%	21	1.78%
	30 to 50	698	65.48%	628	56.22%	709	60.08%
	Over 50	348	32.65%	448	40.11%	450	38.14%
	Total	**1,066**	**100%**	**1,117**	**100%**	**1,180**	**100%**
Operational	Below 30	253	4.12%	253	4.52%	128	2.31%
	30 to 50	3,736	60.83%	3,221	57.6%	3,391	61.22%
	Over 50	2,153	35.05%	2,118	37.88%	2,020	36.47%
	Total	**6,142**	**100%**	**5,592**	**100%**	**5,539**	**100%**
Administrative	Below 30	33	4.78%	32	5.26%	10	1.63%
	30 to 50	359	51.95%	273	44.9%	310	50.57%
	Over 50	299	43.27%	303	49.84%	293	47.8%
	Total	**691**	**100%**	**608**	**100%**	**613**	**100%**
Total	**Below 30**	**371**	**3.64%**	**416**	**4.36%**	**196**	**2.04%**
	30 to 50	**6,014**	**59.04%**	**5,264**	**55.16%**	**5,676**	**59.05%**
	Over 50	**3,801**	**37.32%**	**3,863**	**40.48%**	**3,741**	**38.92%**
	Gross total	**10,186**	**100%**	**9,543**	**100%**	**9,613**	**100%**

The majority of our employees are aged between 30 and 50. In the operational technician category, the percentage of employees over 50 decreased from 40.11% in 2023 to 38.14% in 2024. In the operational category, percentage of employees over 50 decreased slightly, while the "30 to 50" age group corresponded to 61.22% in 2024.

Professional development and corporate education

GRI 3-3 Material topic: People management, 404-1, 404-2, 404-3 SDG (4 - TARGETS 4.3, 4.4, 4.5, 4.7/ 5 - TARGET 5.1/ 8 – TARGET 8.2, 8.5, 8.6/ 10 - TARGET 10.3) GLOBAL COMPACT (PRINCIPLES 6,8)

We invest in training our teams to develop leaders who are prepared and drive innovation. Through initiatives that foster professional development, we broaden the opportunities for learning and encourage the sharing of knowledge, which ensures a more dynamic and productive environment.

In addition to in-person courses, we have the Manancial do Saber Distance Learning platform, which provides access to training modules, thus reducing travel costs while expanding the scope of training. Through the platform, we offer both mandatory and optional courses on specific areas of knowledge about our operations, as well as courses on a wide variety of topics available on the market.

Some of the courses available on the platform are Feedback - How to Ask, Give, and Receive, Communication Trail, Power BI and Project, LGPD for All, Collection of Sewage Samples, Prevention of Harassment, 8S Program, Integrity 2025 Workshop, Ergonomics in Computerized Stations, PLC Programming, Training on Jar Tests, Onboarding for Apprentices and for Interns, Apprentice Tutor Training and Internship Supervisor Training.

Another initiative launched in 2024 is the Vocational School, a project designed to provide our employees and outsourced workers with technical training and professional qualifications. It is a permanent training structure focused on refreshing their skills and disseminating knowledge specific to the sanitation sector.

Ongoing actions include adapting the physical structure to set up the school, developing courses and training programs aligned with Copasa's operational and strategic needs, and acquiring innovative educational technologies such as Virtual Reality (VR) and Augmented Reality (AR) resources, which will be incorporated into teaching methodologies.

On our Manancial do Saber Distance Learning platform, we offer courses covering specific knowledge about our operations and courses on topics available on the market.

We recognize the importance of valuing inhouse knowledge and hence have launched a training program for internal instructors. This will enable the knowledge and experience acquired over the years by our employees to be shared in a structured manner.

Following are some of the results presented by our Vocational School:

104

internal **instructors** trained

29

training sessions held within the scope of the Copasa Vocational School

535

employees directly benefited

5,000

partner employees from diverse locations across Minas Gerais in onboarding programs scheduled to be held by late 2025.

The Copasa Vocational School is a dynamic learning space that combines in-person activities, distance learning, and new educational technologies with the mission of expanding the scope of training actions and ensuring the quality of professional development offered by the Company.

To drive competitiveness and continuously improve the services provided, Copasa organized the Sanitation Cup in 2024. This internal competition event among employees working in the operation and maintenance of water supply and sewage systems was held in a technical and recreational space. The teams, designated by regional managers, honed their skills and capabilities by competing in tests that simulated real work conditions, with the focus on agility, quality, and, above all, safety.

We also reinforced our training agenda by releasing nine videos on the ISO 14001:15 Standard and Internal Auditing.

In 2024, we made further adaptations to align with the General Data Protection Law (LGPD) through actions such as the Personal Data Protection Week and providing training for employees, partners, and service providers. We offer programs such as LGPD for All and Compliance for Leaders, besides organizing events such as the Compliance Leaders Meeting and the Integrity Caravan. We also started deploying software to manage the Privacy Governance Program, designed to improve control of personal data and ensure compliance with the LGPD.

For this, we invest in grooming successors and valuing talent. The Potential Leaders Development Program (PDPL) is one of our flagship initiatives designed to prepare professionals to take on strategic roles in the future.

Furthermore, we have implemented matrix management and created spaces for exchanging knowledge, which bolster the dissemination of good practices, standardization of processes, and discussion of real cases, thus contributing to the continuous improvement of our teams.

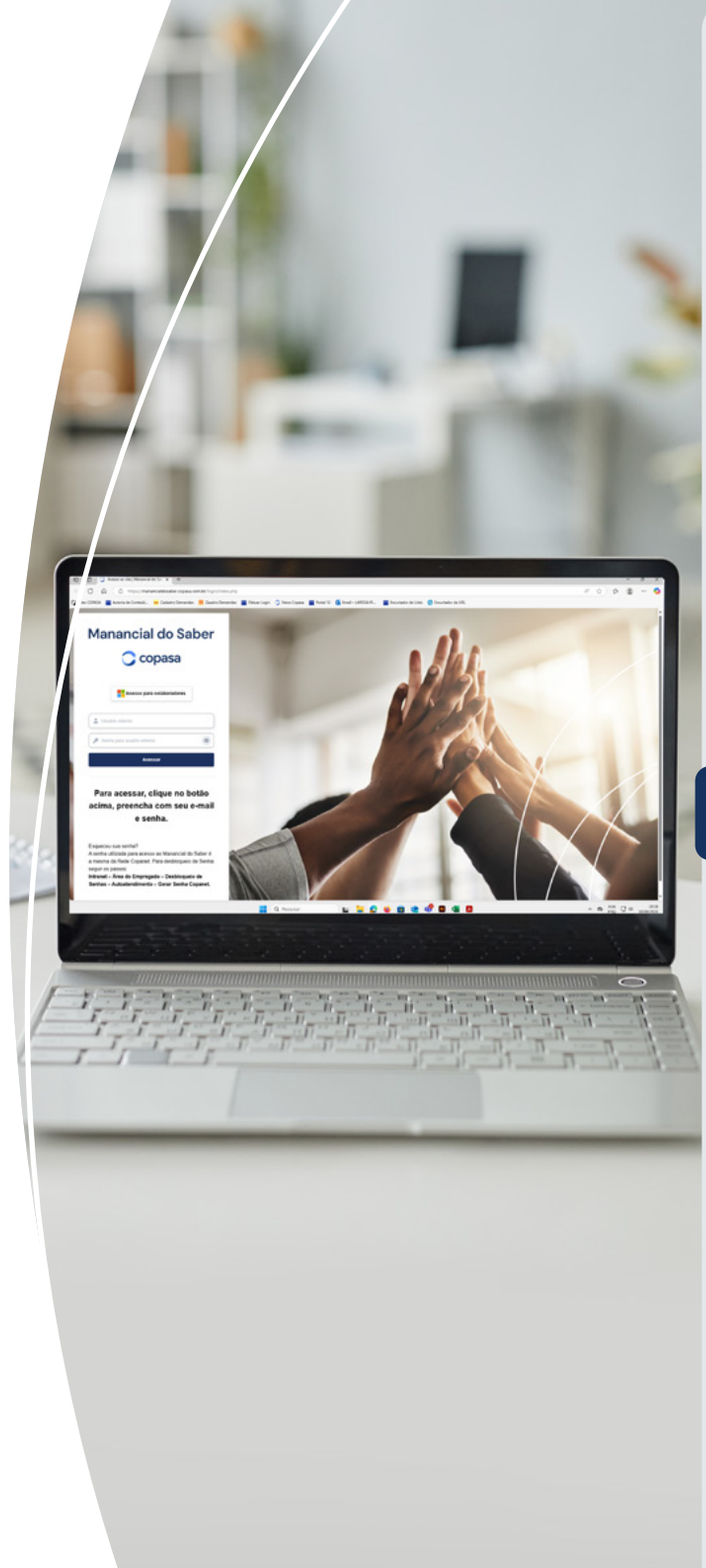
Reinforcing this commitment to training and development, in 2024 we expanded our partnership with the National Industrial Training Service (Senai) to offer training programs for honing the essential skills for our professionals. Among the training modules offered through this partnership are automation, as well as health and safety at work.

Other notable training programs offered to our employees in 2024 were:

- Courses on the Manancial do Saber platform.
- Onboarding of new employees (new version of training at Manancial and the Sanitation Circuit).
- Project management, customer service, SAP 4 Hana, contracts, ESG, soft skills, and specific technical training for each area.

Finally, we encourage professional development through subsidies for vocational and graduate courses, the Engineers Improvement Program, operational training programs, and for participation in conferences, fairs, and seminars. In all, 100 employees received subsidies for technical courses and another 100 employees for graduate courses in the 2023/2024 biannual period. For 2025/2026, the application notice for subsidies for vocational courses has reserved 20 spots for women, with a 90% subsidy on registration and monthly fees, limited to R$5,850.00 for in-person courses and R$3,500.00 for distance learning or hybrid learning courses. For graduate courses too, the subsidy was 90% on registration and monthly fees, with a ceiling of R$15,000.00.

Topics covered by the Engineering Improvement Program include an overview of sanitation in Brazil, hydraulics (water and sewage), water supply system, water balance sheets and economic level of losses (NEP), sewage system, Precend, operational routines, measurement systems and commercial processes, project management (projects, works and structures), construction management, fundamentals of geotechnics (structural projects, installation and recovery of structures), electrical, mechanical and automation fundamentals, environment and water resources, bidding, contract management, concessions, management by results, regulation, risk management and integrity, occupational safety and people management.



In the 2024 Cycle of the Organizational Climate Survey, we recorded a favorability index of 75.3%, an increase of 2.9% from the previous year.

We also launch initiatives aimed at developing and strengthening the skills of our employees, with a special emphasis on promoting equity and a more active role for women. Throughout 2024, we rolled out actions specifically targeted at women in the Company to boost their career and support their professional growth, notably the following:

- Women's Day – Risk Management in Practice, in celebration of Women's Month.
- Training on Communication and Public Speaking, with the focus on training mentees.
- Supervision of Mentoring and Closing, a moment dedicated to reflections and closing the mentoring cycle.

Training and development

We believe that the continuous development of people is fundamental to the sustainability of the business.

Average training hours per employee, by gender

Gender	2022	2023	2024	Δ 2024/2023
Men	48.41	57	41.63	-26.96%
Women	75.01	105.23	74.68	-29.03%
Total training hours	**50.94**	**61.3**	**44.6**	**-27.24%**

Training data for 2024 indicates a reduction in training hours compared to 2023. The average for men fell 26.96%, from 57 to 41.63 hours, and for women by 29.03%, from 105.23 to 74.68 hours. Overall, average training hours decreased 27.24%, from 61.3 to 44.6 hours.

Average training hours per employee, by functional category

Functional category	2022	2023	2024	Δ 2024/2023
Administrative	37.16	46.06	24.95	-45.83%
Managerial	155.77	122.01	107.33	-12.03%
Operational	37.21	44.1	33.9	-23.13%
Senior administrative	68.36	83.6	83.94	0.41%
Senior operational	106.5	164.22	98.73	-39.88%
Administrative technician	60.8	77.69	52.67	-32.2%
Operational technician	86.01	83.26	58	-30.34%
Total training hours	**50.94**	**61.3**	**44.6**	**-27.24%**

Note: the variation in training hours between 2024 and 2023 is due to the course workload, since there were more opportunities in 2024 greater than in 2023.

We have significantly expanded training opportunities, offering more than 100,000 vacancies and over 428,000 hours of training. The distance learning platform was essential for this expansion by providing greater access to a variety of courses.

Within this context, the Potential Leaders Development Program is designed to identify and groom internal talent, while strengthening management skills and preparing our employees for leadership positions in the future. Employees whose performance is above 80% are included in the Succession Bank for Positions of Trust and may be invited to take up strategic roles in the Company.

Complementing these initiatives, the Technical Mentoring Program, aligned with our Strategic Planning, promotes the systematization, registration, and sharing of



essential technical knowledge. The program not only preserves the Company's intellectual capital, but also ensures service continuity and excellence.

As part of our commitment to continuous development, the management category witnessed a significant increase in training hours, especially with the CopaLíder Program. In 2024, the program was successfully concluded, totaling 79,336 hours of training and covering more than 1,000 employees, from senior and middle management to potential leaders (employees in the succession bank). The program received positive feedback, with 256 projects for operational and corporate process improvement, resulting in a potential gain of more than R$130 million a year for Copasa. The overall average rating for the programs assigned by participants was 9.1, and the average rating of instructors was 9.5.

We continue to firmly invest in programs and platforms that enhance the skills of our employees, besides strengthening leadership and organizational sustainability.

Anti-corruption training by functional category | GRI 205-2

	2023		2024	
	%	Total	%	Total
Agents/Technical Assist.	89.6%	7,335	88.3%	8,790
Analysts	7.8%	633	8.8%	879
Leadership/Advisory/Audit	1.2%	101	2.9%	290
CEO's office	2%	166	2.8%	277
Operations department	72.1%	5,882	74.3%	7,399
Technological Development, Environment and Projects department	6.3%	517	6.0%	595
Finance and Investor Relations department	6.7%	543	7.0%	703
Customer Relations and Regulation department	12.9%	1,052	9.9%	985

Performance evaluations by category

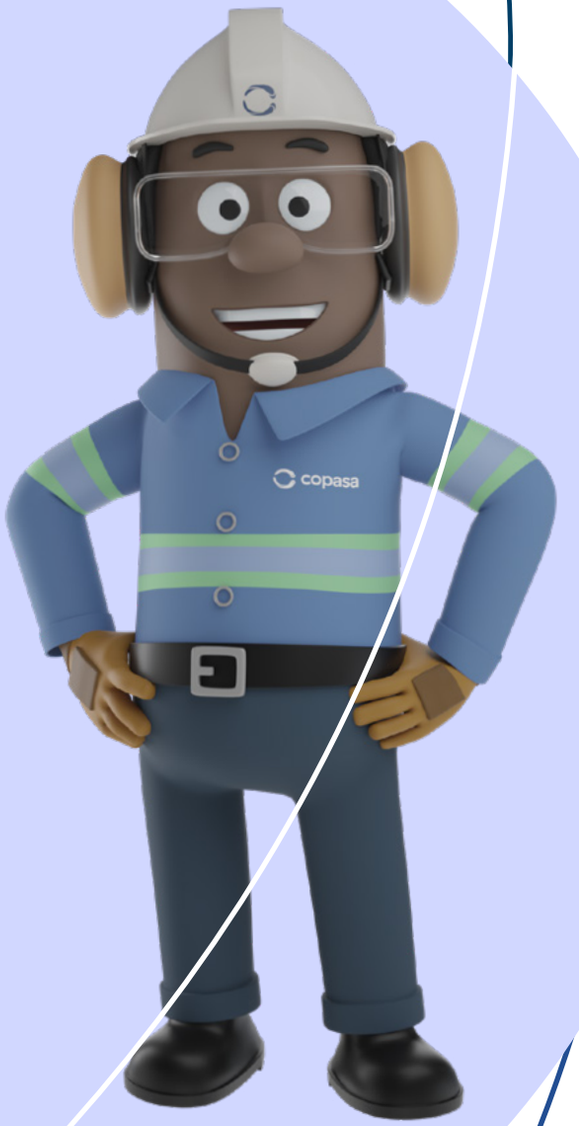
Apart from the training offered, 92.7% of the Company's employees were evaluated on their performance in 2024, distributed by functional category, as the table shows:

Performance evaluations by category	2022/2023			2023/2024		
	Female	Male	Total	Female	Male	Total
Administrative	0.9%	5.3%	6.1%	0.8%	5.1%	5.9%
Operational	0.6%	52.7%	53.3%	0.6%	50.0%	50.6%
Administrative technician	2.9%	8.8%	11.7%	2.6%	9.2%	11.8%
Operational technician	0.6%	8.4%	8.9%	0.6%	9.1%	9.8%
Middle management mid-level	0.3%	5.7%	5.9%	0.4%	6.0%	6.4%
Middle management senior level	0.1%	0.1%	0.2%	0.1%	0.1%	0.2%
Senior adm. and operational	2.6%	3.5%	6.1%	2.9%	3.9%	6.8%
Managerial	0.4%	0.8%	1.2%	0.4%	0.9%	1.3%
Total	**8.4%**	**85.3%**	**93.4%**	**8.3%**	**84.4%**	**92.7%**

Note: There is a slight variation in the percentage of employees evaluated in relation to the previous evaluation cycle (2022/2023), due to the company's performance management rules. For example, employees with less than six months of employment or those who have changed specialties less than six months ago are not evaluated. In addition, employees who are on leave or on assignment are also not evaluated.

Investments in Professional Development

Specification	2021	2022	2023	2024
Investment in professional development (R$ million)	2.8	5.1	8.3	8.2
Number of participants ('000)	92.1	77.2	78.9	100.0
Number of hours of professional development ('000 hours)	579.0	508.2	585.1	428.7
Average hours per employee (hours)	**54.2**	**50.9**	**61.3**	**44.6**



Occupational health and safety

GRI 3-3 Material topic: People management SDG (3 – TARGETS 3.3, 3.4, 3.5, 3.6, 3.7, 3.8, 3.9/ 8 - TARGET 8.8/ 16 – TARGET 16.1, 16.7) GLOBAL COMPACT (PRINCIPLES 1, 2)

Occupational Health and Safety Management System

GRI 403-1, 403-4, 403-8

At Copasa, safety — both individual and collective — is an essential value that guides our actions. Promoting a safe and healthy work environment is more than a legal obligation – it is a genuine commitment to the integrity of people and the sustainability of our business. This topic is recognized as strategic and has the direct backing of senior management, as reflected in our ESG agenda and Strategic Statement: we work with safety and respect for life.

Our Health and Safety Management System is designed to protect the physical integrity and health of our entire workforce, ensuring that everyone returns home safely at the end of each day. The system is supported by a policy approved by the Board of Directors, which incorporates principles such as respect for life, prevention of risks, promotion of health, a zero-accident philosophy, and continuous training. The policy applies to everyone who works on behalf of Copasa — directors, executive officers, employees, interns, suppliers, and service providers — underscoring our commitment to a safe and responsible work environment.

We fully comply with law, as established by the Regulatory Standards of the Ministry of Labor and Employment. Specialized Services in Safety Engineering and Occupational Medicine (SESMT) are mandatory as per NR-4, while the Occupational Health and Medical Control Program (PCMSO) follows the guidelines of NR-7. The Company's Health and Safety structure is under the responsibility of the OHS Manager, whose mission is to manage and mitigate occupational risks.

The system operates on diverse fronts, notably through the Zero Accident Program, a permanent initiative aimed at eliminating accidents and consolidating a safety culture. As part of this effort, we updated the Operational Protocol for OHS in Contracted Works and Services, specifying the responsibilities in greater detail, unifying documents, making the reporting of accidents mandatory, and creating a prior flow for issuing service orders. We also structured, for the first time, an onboarding program for third parties, with monthly sessions on health and safety.

The program's actions also include emergency preparedness.
During the year, we conducted 140 simulated evacuation exercises, monitoring indicators and correcting all non-compliance. Of these, 70 involved contention of chlorine gas leaks to be prepared for critical scenarios. The training resulted in the demarcation of meeting points, acquisition of signage and alarm devices, and other structural improvements. We also trained 151 new firefighters, expanding the Company's response capacity.

Preventive action also involves strengthening governance. Health and safety actions are monitored every month by the Executive Board and by specific units, such as Critical Analysis Committees, consisting of leaders from all hierarchical levels, who evaluate indicators and deliberate on actions in their areas. The subject is also monitored by a unit specializing in Corporate Risk Management, responsible for monitoring and reporting the progress on mitigating Risk R-025 – Occupational Health and Safety.

As an extension of the Zero Accident Program, we launched an exclusive digital portal in which employees can send questions, point out dangers, share good practices, and suggest improvements, thus reinforcing the preventive and engagement culture.

10 GOLDEN SAFETY RULES

- Safe Behavior
- Confined Space
- Working at Height
- Trench Service
- Defensive Driving
- Tools and Equipment
- Electricity
- Cargo Handling
- Chemicals
- Promotion of Health and Well-being

Our safety management system is based on four strategic pillars:

Managers' commitment:

leading by example is the foundation of our safety program. The Leader's Journey, which totaled 32,244 actions in 2024, reinforces this commitment by combining presence on the field with awareness of safe behaviors. We have improved the previous Manager's Journey, which focused only on unsafe conditions, to a more comprehensive and engaging approach also focused on employee behavior.

Employee involvement:

Active employee participation is equally essential. We use tools such as the Zero Accident Program Portal, where employees can access content, interact, and suggest improvements. We also hold periodical meetings with the CIPAs to foster continuous cooperation in order to prevent accidents.

Communication:

Effective communication is essential to combat underreporting and strengthen the safety culture. Strategies such as publishing the weekly Safety Tip, publication of Incident Bulletins, sharing videos from the Zero Play Accident series, and seasonal awareness campaigns are used to keep everyone informed and engaged with safe practices.

Implementation of safety practices:

we are committed to the continuous improvement of the safety culture by adopting the best practices and initiatives, such as Safety Dialogues, Value Contact, and the Health and Safety Culture Evolution Project, launched in 2023, which conducts diagnostics, training, and process reviews to bolster operational sustainability.

The effectiveness of the actions is monitored by proactive and reactive indicators, as well as by the progress of the action plans. The targets are monitored by the Business Development Manager, who reports the results to senior management through governance procedures and the Management Report.

Complementing this effort, the Golden Safety Rules serve as practical guidelines based on key business risks. They facilitate the assimilation of essential precautions and reinforce - in a simple and objective manner - safety in the day-to-day operations.

OSH Training

GRI 403-5

The safety and development of our employees are priorities, and that's why we offer specific training for each activity, ensuring that everyone is prepared to recognize risks, correctly use protective equipment, and follow safety procedures.

The year 2024 was marked by a broad range of actions focused on health and safety, marked by high attendance in workshops, meetings of the Internal Accident Prevention Committee (CIPA), Internal Work Accident Prevention Week (SIPAT) and formal training programs, totaling:

OCCUPATIONAL HEALTH AND SAFETY TRAINING

27,156
participants

158,476
hours
of training

44
hours, on average per employee

1,961 **inspections** to ensure compliance with Regulatory Standards (NRs) and Copasa's internal regulations

Periodic inspections are carried out by safety technicians at all Copasa facilities using the Click de Segurança app, in which cases of non-compliance with occupational safety are recorded, improvement and/or correction actions are proposed, and the respective area is notified.

The year 2024 was also marked by a wide range of health and safety events, including workshops, as well as CIPA and SIPAT meetings, which saw high attendance.

We have reinforced our commitment to employee safety and development through diverse, notably the Risk Perception Development Program, which trained 49 multipliers to impart training spanning 16 hours. The content reiterates the importance of personal safety and expands risk perception, besides addressing motivational factors and their impact on decision-making based on positive psychology. It is a transformative training program that received excellent feedback and trained 3,984 employees during the year.

We also offer courses in partnership with the National Industrial Training Service (Senai) and distance learning programs on the Manancial do Saber platform on diverse topics related to occupational health and safety.

In 2024, the following training programs were offered: Basic NR10 and SEP, NR35 – Working at Height, NR33 – Confined Space, NR11 – Forklift, Crane, Overhead Crane, Wheel Loader, Backhoe, NR12 – Brushcutter, Chainsaw, NR23 – Building Firefighter, NR15 – Safety in Handling Chlorine Gas, NR18 – Trench Support, Welding and Cutting, and MOPP – Operational Movement of Chemical Products.

At Manancial do Saber, training on NR17 – Handling Cargo and Ergonomics at Computerized Stations was made available to employees, in addition to training on the updated NR05, and all members of the CIPA were asked to take it.

Internal programs were also conducted by safety technicians and engineers, such as Introduction to Occupational Safety for employees of contractors, Leader's Journey, Risk Perception, and in-person training on NR05 - CIPA. As for mental health, the 2nd Congress on Occupational Mental Health (Cosmo) was held, in addition to internal presentations, such as White January, Golden August, and Urban Arbovirus.

The Risk Perception Development Program is a transformative training that reiterates the importance of personal safety.

The SIPAT Week organized in October featured presentations on topics such as emotional intelligence, zero tolerance for risky behavior, work-life balance, defensive driving, generation gap, nutrition, nonviolent communication, first aid and gender equality. One of the highlights was the presentation by Izabella Camargo on the topic "Where is the PPE for Mental Health?", which promoted an important reflection on emotional well-being in the workplace.



Hazard identification and risk analysis

GRI 403-2, 403-7, 403-9

In compliance with NR-1, we systematically exercise Management of Occupational Risks, with the focus on identifying, assessing, and controlling risks. This process is conducted through the Risk Management Program, which includes the Inventory of Occupational Risks and the respective Action Plans. Each facility or activity has its risks mapped and recorded in the SAP system, including those with the potential to cause serious accidents, such as working at heights, confined spaces, excavations, and risk of drowning. These risks serve as the foundation for processes such as the delivery of Personal Protective Equipment (PPE), occupational exams, and additional payments for unhealthy or hazardous working conditions.

Non-compliance incidents and risks are treated according to the hierarchy of controls. Initially, we seek to eliminate or replace the source of the risk. When this is not possible, we implement engineering controls, such as the installation of guardrails, lifelines, detection sensors, and enclosure of moving parts based on our basic occupational safety premises for projects, which guide the installation of assets with adequate safety devices.

We also use administrative controls to guide employees on how to perform their activities, which include continuous training, actions to raise awareness on existing risks, signage of areas, and completion of work authorization forms, such as the Preliminary Risk Analysis (APR), the permit to enter and work in confined spaces, and the permit to work at heights. If an uncontrolled risk is identified, the activity is reassessed and, if necessary, suspended.

Authorization forms require that the activity be performed only if all safety procedures are followed. Employees must sign them, undertaking to follow the rules. In addition, Golden Rule 1 (Safe Behavior) states that “Only perform your activities

if you are safe and are capable of doing it. Refuse to perform activities in unsafe conditions." All the documents are widely disseminated to protect against reprisals. We also make sure that all employees have access to protective equipment (individual and collective), with instructions on how to use and when to replace it, in accordance with the Protocol for the Use of Protective Equipment.

In addition, we structured a Health and Safety Recognition and Consequences Management process focusing on behavioral modeling and encouraging exemplary conduct. The first recognition cycle was held between September and December 2024, and results indicate a 3.6% reduction in accidents among our employees, no deaths, and an 18.6% decline in social security benefits that impact the Accident Prevention Factor (FAP).

We also monitor compliance with OSH standards by our contractors in accordance with the guidelines of the OSH Operational Protocol for Works and Services. In 2024, we organized workshops with representatives of these companies and held monthly meetings to disseminate good practices. The Safety Culture Evolution Project, with assistance from a specialized consulting firm, also progressed during the period. We also launched a bidding process to hire a company responsible for accreditation and document analysis of labor obligations, in order to bolster compliance and operational safety.

To foster engagement, we have the Zero Accident Program Portal, where employees can access content, interact, and post comments. There is a "Consultation and Participation of Workers" mechanism, a specific field for employees to send suggestions and/or criticism, point out hazards and risks, ask questions, and suggest content and news for publication.

Finally, we hold periodic meetings with the Internal Accident and Harassment Prevention Committees (CIPA), in line with institutional guidelines, strengthening continuous collaboration in preventing accidents and promoting a healthy and safe work environment.

Reporting and investigation of incidents

GRI 403-4

We have published a specific, institutionalized protocol for reporting and investigating workplace incidents and accidents in order to identify their causes and prevent recurrence. For this, we have established a multidisciplinary investigation committee, whose membership varies according to the degree of risk of the incident, and may include managers, engineers, supervisors, the occupational safety team, representatives of CIPAs, and, when required, witnesses. In addition, we have structured a Health and Safety Recognition and Consequences Management process focused on behavioral modeling. The goal is to reinforce exemplary behaviors and appreciate outstanding employees. The first recognition cycle was held between September and December 2024. Performance rates were calculated based on 1,000,000 hours worked.



To combat underreporting, we have provided an exclusive communication channel to receive reports of accidents, with or without injuries. All accidents must be reported immediately, and the Executive Board must be informed within 24 hours.

All accidents, even those involving minor injuries, are recorded in SAP, and, after investigation, a Work Accident Report (CAT) is generated. In 2024, the main types of accidents recorded were in the categories “Struck by” and “Fall from the same level”. Although no accidents with serious consequences were recorded involving the company’s employees in 2024, unfortunately, a fatal accident involving a professional from a contractor occurred in December.

Governance

GRI 403-4, 403-7

Actions and indicators related to health and safety are monitored through a specific governance structure consisting of several Critical Analysis Committees. In these committees, leaders from all hierarchical levels hold monthly meetings to monitor the indicators and define the actions to be taken in their respective areas. The operational protocol clearly describes the functions of each member and the methodology of the meetings. The structure also allows for the reception of feedback, including from workers, to improve the management system.

Moreover, the issue is monitored by a specific Corporate Risk Management unit, which periodically reports the progress of actions taken to mitigate Risk R-025 (Occupational Health and Safety). All employees can access the complete history of the accident via the Intranet.

To facilitate the monitoring and analysis of accident data, a Business Intelligence (BI) system was created, which enables a detailed analysis of information such as the number of accidents per unit, main causes, most affected specialties, age groups of accident victims, and the days and times of highest occurrence. In addition, the Company uses a georeferenced heat map, which shows the location of accidents, both with and without time off, as well as fatal accidents, to support the formulation of specific strategies in different regions.

In the Critical Analysis Committees, leaders hold monthly meetings to monitor the indicators and define the actions to be implemented.



Key indicators

GRI 403-9, 403-10

Following are the key indicators used to evaluate the occupational health and safety system adopted by the Company.

Information about employees	2022	2023	2024
Number of deaths resulting from work accidents	1	0	0
Rate of deaths resulting from work accidents	0.05	0	0
Number of work accidents with serious consequences (except death)	1	1	0
Rate of work accidents with serious consequences (except death)	0.05	0.05	0
Number of work accidents requiring mandatory reporting[1]	149	139	134
Rate of mandatory reportable work accidents	7.97	7.52	7.55
Number of hours worked	18,691,646	18,488,951	17,750,950

[1]Includes all accidents, including simple injuries (without lost time).

Information about contractors	2022	2023	2024
Number of deaths resulting from work accidents	0	1	1
Rate of deaths resulting from work accidents	-	0.12	0.06
Number of work accidents with serious consequences (except deaths)	0	0	0
Rate of occupational accidents with serious consequences (except deaths)	-	0	0
Number of work accidents requiring mandatory reporting[1]	-	62	132
Rate of mandatory reportable work accidents	-	0.76	0.73
Number of hours worked	-	8,167,430.18	18,010,608.29

[1]This indicator began to be tabulated since 2023.

Occupational diseases in employees[1]	2022	2023	2024
Number of deaths resulting from occupational diseases	0	0	0
Rate of deaths resulting from occupational diseases	0	0	0
Number of reportable cases of occupational diseases	0	5	2

[1] No deaths resulting from occupational diseases were identified.

Information regarding contractors	2022	2023	2024
Number of deaths resulting from occupational diseases	0	0	0
Number of reportable cases of occupational diseases	0	0	0



Occupational Health Medical Control

GRI 403-3, 403-9, 403-10

Through the Occupational Health and Medical Control Program (PCMSO), we adopt a preventive approach, monitoring the health of employees through occupational exams (admission, periodic, termination, change of function, and return to work). The exams are planned based on the inventory of risks defined by the Risk Management Program (PGR). According to this mapping, the main risks of occupational diseases identified in our operations are biological risk (related to sewage) and ergonomic risk, with the diseases registered in 2024 being related to the latter.

In 2024, two cases of occupational diseases were recorded: one related to the musculoskeletal system and connective tissue, and the other related to mental and behavioral disorders. Among the CATs presented by contractors, there were no records of occupational diseases or deaths associated with these causes.

The interface between risks and specialties, as well as the work environment, is managed in the SAP System. Occupational examinations performed include:



Clinical evaluation (mandatory)



Specific complementary exams according to the identified risks (mandatory)



Routine laboratory exams to detect non-occupational health conditions (optional)

In addition to mandatory exams, medical and psychosocial assessments are conducted on employees who complain of possible work-related illnesses or physical limitations in performing their duties. In 2024, 613 preliminary ergonomic assessments were conducted, covering all ergonomic risks (biomechanical, furniture/equipment, organizational, environmental, and psychosocial/cognitive). Notable actions include a 24-hour telepsychology channel, psycho-occupational care with free guides, workplace gymnastics, itinerant events (lectures, yoga, discussion groups, health campaigns), and support for maternity and breastfeeding with adequate spaces.

Complementing these initiatives aimed at providing employees with comprehensive health care, the Alcohol and Drug Abuse Assistance Program (PASA) has been one of the Company's most successful practices. In existence for over 30 years, PASA is a corporate health promotion initiative focused on preventing and treating drug addiction. The program seeks to improve interpersonal relationships and working conditions of employees, and to create a positive impact on their family and social lives.

Since 1989, PASA has been rolling out initiatives to encourage changes in habits and behaviors that contribute to the overall health of workers. The program offers medical and psychological support to employees who have signed up, as well as support and guidance for their families.

In 2024, in addition to continuing its regular actions, PASA held four meetings aimed at raising awareness and strengthening care. It established Regional Support Groups, a novel initiative that offers a space for listening and exchanging experiences. These groups play an essential role in maintaining and managing abstinence, reinforcing the commitment to continuous recovery.

To expand access to, and the effectiveness of, the actions, five decentralized outpatient clinics were set up, bringing care closer to local realities and providing quicker and more efficient assistance.

The Company also rolled out an Inclusion Program for People with Disabilities, expanding accessibility and improving working conditions, and intensified its campaigns to ensure compliance with the legal inclusion quota.

Promoting health and well-being

GRI 403-6

To promote health and reduce absenteeism, in 2024 we launched a flu vaccination campaign at our units in partnership with Copass Saúde, delivering 2,338 doses of the quadrivalent vaccine, which protects against four types of influenza virus. Since the outbreak of the COVID-19 pandemic, we have adopted strict measures to prevent the spread of the virus, including awareness campaigns and requiring proof of vaccination for employees, except in cases of technical impediments. Disciplinary measures may be taken in case of non-compliance, in accordance with the duty to protect the work environment. In 2024, all employees were duly vaccinated, which helped reduce risks for the population. The medical team continues to monitor employee health despite the improvement in the epidemiological scenario.

In line with SDG 3, which aims to ensure a healthy life, and promote the well-being of all, we implemented the Health and Well-Being Promotion Program, which consists of preventive actions aimed at supporting employees, including on issues that go beyond the workplace. We distributed informational materials, organized educational campaigns, lectures on health, meetings, and offered psychological support and even financial assistance. The program is structured from diverse processes and initiatives, such as the:

Special Assistance Program: offers financial assistance to employees and their legal dependents until the age of 24 in the form of reimbursement of expenses and/or provision of free medical treatment forms for treating illnesses. It covers a list of 31 illnesses that are not necessarily related to work, such as Alzheimer's, Down syndrome, and cancers, among others. The program also offers special school care for dependents, as well as reimbursement of school transportation expenses if dependents study in public schools. The program's mission is to provide comfort and security to the employee's family. In 2024, 167 employees were added to the program.

Alcohol and Drug Abuse Assistance Program (PASA): focuses on the prevention and treatment of alcoholism, smoking and other addictions that affect interpersonal relationships and performance in the workplace by adopting a biopsychosocial approach to improve the quality of life of employees.

STI/AIDS Prevention Health Care Program (APA): targeted at employees and their legal dependents, it offers psychological assistance during the treatment process through interviews and analysis of reports by the professionals involved (doctors and psychologists). In 2024, 12 psychological assistance sessions were held for employees registered in the program.

Functional reassignment: is the process of redeploying an employee, whose physical or psychological conditions – due to incompatibility of profile, difficulties in interpersonal relationships or changes in the unit structure or illness – are compromising their professional performance. In 2024, 37 reassignment processes were completed.

Ergonomic analyses: to identify factors that may affect the physical or mental integrity of workers, as well as physiological or psychological disorders that may impact health, safety, and productivity. In 2024, 195 ergonomic assessments were carried out.

Telepsychology (24-hour psychological assistance): since 2023, it has been offering emotional support to employees during times of crisis. Employees can schedule online appointments with psychologists from 8 a.m. to 8 p.m., Monday to Friday, and access the telephone support hotline, available 24x7.

AMA Program (Maternity and Breastfeeding Support Rooms): is designed to provide greater comfort and meet the needs of women employees. The first room was inaugurated in 2023 together with the Golden August campaign. In 2024, new maternity and breastfeeding support rooms were established in other locations.

Workplace gymnastics: practice that promotes well-being and prepares the muscles for work, helping to prevent accidents. In 2024, the program was expanded to 65 locations.

In-person itinerant campaigns (mental health): the Health Promotion team visits operational units to present the health programs and offer psychological assistance. It also organizes seasonal mental health awareness campaigns and other support activities, such as discussion groups, laughter therapy, and presentations.

Health Culture Evolution Project: consists of actions designed to provide training, deploy new tools, and review processes in order to make operations more sustainable.



Other initiatives implemented in 2024:

- Alcohol and Drug Abuse Assistance Program (PASA): the Program has been in existence for over 30 years. One important initiative under the program was the establishment in 2024 of Regionalized Support Groups, in which participants find a space for increasing awareness and sharing experiences that are essential for the process of maintaining and managing abstinence.

- Awareness events: agreements with Copass Saúde to organize campaigns such as White January, Golden August, and Yellow September, among others.

- Establishment of five decentralized outpatient clinics.

Apart from the success of the Health and Safety Culture Evolution Project, another important advance made in 2024 was the revised health and safety management process for outsourced employees. For the first time, we implemented a Third Party Integration Program focused on health and safety, with monthly training sessions covering the pillars of the Zero Accident Program, the Health and Safety Policy, key proactive and reactive indicators, Golden Rules, essential protocols, and main risks, among others.

Classes for the first batch of the Program began in March and, during the year, we trained 798 outsourced employees. Building up on this action, after extensively prospecting for solutions in the market, we launched a bidding process to hire a company for accreditation and document analysis of the labor obligations of service providers. The process was concluded in November 2024, and we are currently preparing for launching the project - a structural action designed to bolster the inspection of contractors, especially with regard to compliance with labor obligations.

Other initiatives to reinforce the theme of mental health include the participation of two women employees in the 2nd Occupational Mental Health Congress (Cosmo), as well as internal presentations on topics, such as White January, Golden August, and the Urban Arbovirus.



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Interactive summary

The path of sanitation

The impact caused by sanitation processes is evident, especially when water is treated as an essential component. In this context, social and environmental education for sanitation has resulted diverse awareness actions that promote the sharing of knowledge on the importance of sanitation in the daily lives of people and communities, as well as its effects on health and well-being.

As such, the Sanitation Circuit was implemented by Copasa as an opportunity to provide practical experiences in the urban and natural environments. The project aims to broaden participants' understanding of the importance of preserving water sources, water supply, sewage, drainage, solid waste management, and vector control, offering a structured view of the regulatory and technical aspects of the Company's environmental policy.

The goal of the Sanitation Circuit is to disseminate knowledge that enables us to value sanitation services and professionals, and understand the role of each one of us as a conscientious citizen that is truly concerned with sustainability.

Agenda 2030



The Circuit is an instrument of environmental education that brings society closer to the need to understand and discuss the existing sanitation scenario in the city.

Negative impacts, whether real or potential, can affect water management and water security in both the short and long terms, most notably the operation of water supply and sewage collection and treatment systems without proper environmental regulation or carried out in an unsustainable manner, disregarding the environmental performance of production systems. There are also risks of environmental degradation resulting from the implementation of projects or chemical leaks in both the units and during their transportation. In addition, factors such as disorderly population growth, irregular water use, and low adhesion to sanitation services directly influence the quality of water resources. Copasa has mechanisms to prevent, mitigate, and manage all these impacts in its operations.

We protect water sources (both surface and underground) and implement actions aimed at protection, restoration and environmental education in river basins. The

real positive impacts generated in the short and long term by these actions include the prevention of diseases, promotion of health and productivity of the population, appreciation of real estate, attraction of investments, protection of the environment and greater climate resilience through the construction of water and sewage treatment plants.

Sanitation Circuit

The Sanitation Circuit is an initiative launched to bring the population closer to the water and sewage treatment processes carried out by the Company. Through this action, people have the opportunity to see the facilities up close and understand the workings of the water supply and sewage collection and treatment systems.

The environmental education initiative is part of the Chuá Program. Targeted at both the internal and external audiences, the Circuit provides a perspective of the work environment, improves environmental perception of urban space, and encourages reflections on the path taken by raw water, treated water, and domestic effluents.

In 2024, we held five editions of the Sanitation Circuit, which included visits by the Company's apprentices and interns to learn about and value the work of sanitation professionals and services. We received a total of 111 visitors at the Morro Redondo Water Treatment Plant and the Arrudas Sewage Treatment Plant. In addition, we organized four visits to the Riverwater Treatment Plant during Environment Week, providing apprentices with an immersive experience in the processes at the treatment plant and refining their knowledge about our sector.



The path of water

GRI 3-3 Material topic: Water and water security, 303-1, 303-2, 303-3, 303-4, 303-5 |,SDGs (1 - TARGET 1.2, 1.4/ 3 - TARGETS 3.3, 3.8, 3.9/ 5 - TARGET 5.4/ 6 - TARGETS 6.1, 6.3, 6.4, 6.6/ 8 - TARGET 8.2, 8.3, 8.5/ 12 - TARGETS 12.2, 12.4, 12.5, 12.8/ 15 - TARGETS 15.1, 15.5) GLOBAL COMPACT (PRINCIPLES 1, 2, 7, 8, 9)

The importance of selecting a water source for supply is directly related to the construction of an efficient system. For this, it is necessary to evaluate diverse criteria, such as the location and topography of the region, besides conducting studies on water availability, which define the reference flow rates of water sources. It is also essential to consider potential contamination sources, taking into account qualitative, quantitative, social, technical, and economic aspects.

The water supply system includes collection, supply, treatment, storage, and distribution networks, and must be designed to meet current and future demand, considering both population and industrial growth. In a Water Treatment Plant (WTP), raw water goes through several stages in order to become potable, such as coagulation, flocculation, decantation, filtration, chlorination, fluoridation, and pH correction, while water quality is constantly monitored.

Water can be collected from surface or underground sources, through deep wells, both of which are essential to ensure an adequate supply. We currently have 668 surface sources and 1,298 underground sources with a total available flow of 65.54 m³/s.

Surface water collection: it is made directly from rivers, streams, and reservoirs through structures such as dams and pumping stations. Raw water is taken to treatment plants, where it goes through diverse processes to improve its quality and make it for human consumption. This type of collection is dimensioned based on local water availability and the needs of the population. We conduct special studies to monitor key water sources, such as the Rio das Velhas river, the Rio Manso dam, and the Serra Azul dam, to check for alterations caused by environmental degradation.

Underground collection: this is done through deep tubular wells and springs, with the permitted flow defined based on records during dry periods. Planning takes into account population growth and ensures long-term supply.

Underground collection is monitored, taking into account seasonal variables and special demands, in order to ensure sustainable consumption and preserve the water resources. In 2020, we signed an agreement with the Minas Gerais Water Management Institute (IGAM) and the Mineral Resources

Research Company (CPRM) to improve our monitoring network by integrating data from underground and surface water sources. In addition to quantitative monitoring, we conduct qualitative analyses of water, checking the physical, chemical, and biological variables to ensure compliance with legal requirements.

The following table presents data on the collection, disposal, plants and consumption of groundwater and surface water in 2022, 2023 and 2024:

Monitoring plants	2024	2023	2022
Surface springs	726	728	734
Underground springs	1,583	1,607	1,544
WWTP Monitoring	1,450	1,221	1,218
Special studies	84	88	88
Water consumption (in ML) | GRI 303-5 2024			
Total water consumption		1,442,891,000,000	

Our quantitative monitoring aims to identify the impact of hydroclimatic variables on our water intakes, for which we carry out measurements, set up conventional fluviometric monitoring stations, and operate a rain gauge network, as the table shows.

Year	Rain gauge network (number of rain gauges)	Flow measurement points	Flow measurements performed	Number of automatic telemetric stations
2024	594	371	2,408	11
2023	614	404	2,458	12
2022	610	352	2,225	11
2021	607	369	1,017	10

Environmental licensing

We obtain environmental licenses from the competent agency to get the necessary authorization for the location, implementation, expansion, and operation of projects that use natural resources, whether they are potentially polluting or at risk of environmental degradation. We also follow the recommendations of the licensing authorities to prevent, minimize, or offset environmental impacts.

Legislation followed

GRI 303-2

We ensure compliance with environmental laws and the requirements established in the authorizations to monitor our projects. Waste disposals from our operations strictly follow the applicable regulations, which include:

- Joint Normative Deliberation of the State Council for Environmental Policy (Copam) and the Minas Gerais State Water Resources Council (CERH/MG 8/2022) – defines the classification of water bodies, guidelines for classification, and effluent discharge standards.
- Resolution 430/2011 – complements and amends Resolution 357/2005 of the National Environmental Council (Conama), establishing the criteria for releasing effluents.
- Arsae-MG Resolution 130/2019 – regulates the provision of public sewage services in the state of Minas Gerais.
- CERH-MG Normative Deliberation 65/2020 – defines the guidelines and procedures for the direct reuse of non-potable water from the municipal Sewage Treatment Plants.
- Technical Note DIMOG/DISAN NT – 002/2005 – establishes the criteria for monitoring liquid effluents, as well as surface and groundwater associated with municipal Sewage Treatment Plants.

Our commitment includes obtaining the necessary environmental and water resources authorizations, in addition to licenses for our projects. We seek to minimize impacts, adopt mitigating and compensatory measures, carry out the environmental monitoring required by regulatory agencies, and roll out initiatives to protect and restore aquifers through structured programs.

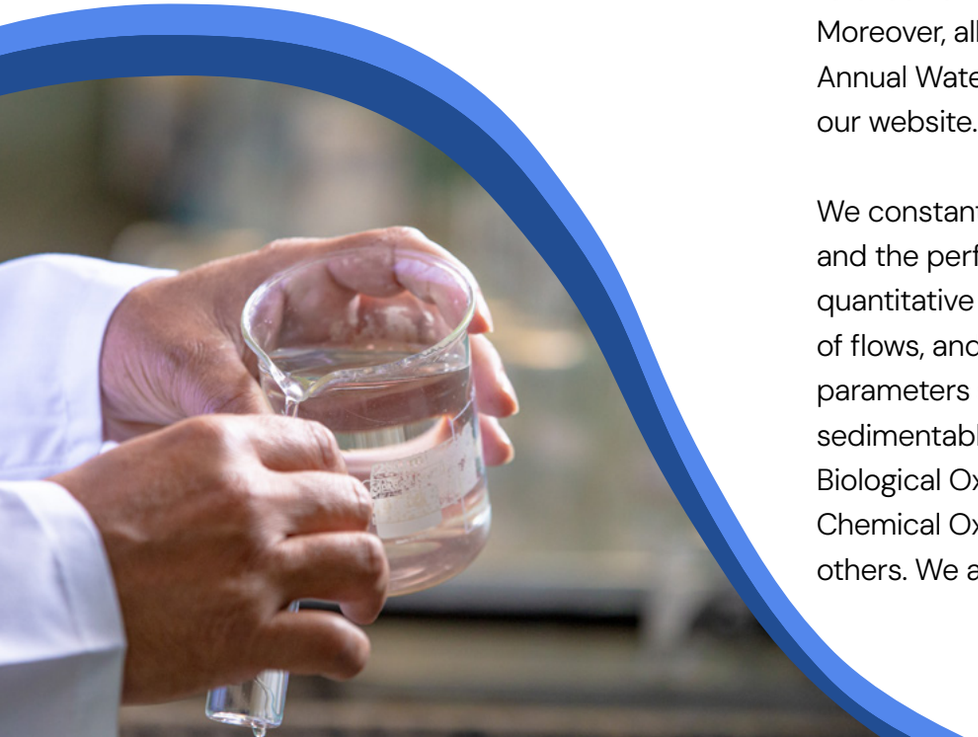


We comply with environmental laws and the requirements established in the authorizing acts in our projects.

Water quality

GRI 3-3 Material topic: Water and water security, 303-1, 303-2, 416-1 | SASB IF-WU-250a.2

Ensuring water quality is one of our core responsibilities, for which we have an advanced laboratory structure. Our laboratories are equipped to perform physical-chemical, radiological, microbiological, and hydrobiological analyses, which ensures the continuous and rigorous monitoring of the water distributed to the population, always in compliance with the standards and legislation.



We perform approximately 1.6 million analyses every month and 20 million annually, which cover operational control and water quality. These tests are conducted in our Central Laboratory, as well as in regional and district laboratories and at operational units. To guarantee transparency, we provide customers with monthly information on water quality directly on their bills, including parameters such as chlorine, color, fluoride, total coliforms, turbidity, and *Escherichia coli*. Moreover, all the detailed information and the Annual Water Quality Report are available on our website.

We constantly monitor treatment processes and the performance of units, evaluating both quantitative aspects such as measurement of flows, and qualitative aspects, analyzing parameters such as temperature, pH, sedimentable solids, suspended solids, Biological Oxygen Demand (BOD5) and Chemical Oxygen Demand (COD), among others. We also conduct studies of the recipient bodies in order to devise actions to mitigate the impacts of treated effluents.

In addition, we have launched initiatives to reuse effluents and recycle water in our processes. The Rio Manso WWTP System in Brumadinho treats the waste generated in the water treatment process, allowing it to be recirculated to the plant's inlet channel. Although the volume reused has not yet been measured, we are seeking to optimize this practice. In the case of wastewater resulting from the washing of decanters and filters at the WWTPs, we are investing in the construction of Wastewater Treatment Units, which will enable the reuse or safe return of treated effluent to water bodies.

Water security

GRI 3-3 Material topic: Water and water security, 303-1, 303-2 | SDGs 3, 4, 6, 11, 12, 13, 15

To ensure the continuous and quality supply of water to our customers, we constantly invest in the collection, production, and distribution of water, seeking greater operational flexibility, reduction of losses, and take actions to protect river basins.

We monitor and preserve underground and surface water sources, taking measures that promote the sustainability and quality of water resources. Furthermore, all our actions are authorized by the National Water and Sanitation Agency (ANA) and the Minas Gerais Water Management Institute (IGAM), which guarantees responsible water use and environmental protection.

The increased use of water meters has had a positive impact on both loss reduction and revenue.

Water losses and water metering

To preserve the environment and manage water resources in a sustainable manner, we strive to minimize losses, for which our strategy is to constantly install and replace water meters, meeting both legal requirements and operational efficiency criteria. The increased use of water meters has had a positive impact on both loss reduction and revenue. We know that one of the major challenges facing the sanitation sector is to minimize the high rates of losses in distribution, and we remain committed to developing innovative solutions to make our system increasingly more efficient and sustainable.

We operate in a strategic and integrated manner on diverse fronts, quickly correcting leaks, controlling pressure in the networks, and combating illegal use. Each water meter replaced in the supply systems generates an estimated average gain of 1.35 cubic meters in volume consumed per connection per month.

We also invest in detecting and eliminating leaks that are not visible and in reducing losses due to fraud. Notable initiatives in this regard are the Self-Reporting Program and the Engage to Transform Program, which encourage voluntary regularization

and also raise awareness among the population about the importance of using sanitation systems properly. People also have specific channels for making reports and complaints, which strengthens the collective commitment to sustainability and the responsible use of water.

We constantly monitor the effectiveness of these actions, conducting internal audits and setting deadlines for their implementation. In 2024, we bolstered initiatives to reduce losses in socially vulnerable areas, especially in the municipalities in the Belo Horizonte Metropolitan Region, eliminating fraud and irregular connections in the distribution network. To assist in this process, the Infractions Control Center was set up to streamline and standardize the confirmation of infractions and the application of sanctions on irregular conduct by users of water supply and sanitation services. This control is centralized in the Belo Horizonte Metropolitan Region, which enables for more efficient and integrated management of inspections.

By this, we not only seek to ensure compliance with the rules, but also to obtain tangible results such as recovery of revenue and reduced water losses. Standardizing processes and complying with regulatory standards are essential for transparency and uniformity of operations. The expected outcomes include optimization of resources, increased efficiency in inspections, and more responsible management of water and sewage services, all of which benefit the population and the environment.

In this regard, we now classify as investments in asset replacement, the replacement of stretches of the network with a high maintenance rate and preventive maintenance works.

Furthermore, micro- and macro-measurement actions have enabled more precise control of the factors that contribute to losses in the distribution system, preventing interruptions or shutdowns of operations. To ensure efficient water metering, we use monitoring platforms that help manage and analyze the performance of water meters.

Replacement of water meters in 2024:

837,706
replacement target

868,851
replacements

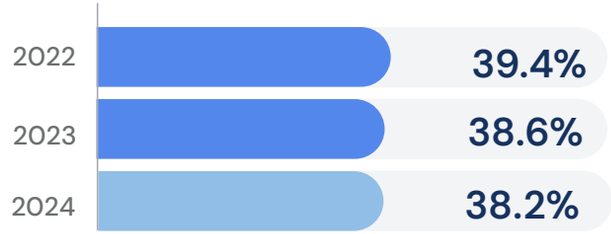
104%
of replacement target achieved

1,172,949 m³
increase in volume consumed

Water metering index greater than
99%

This result helped reduce the average age of water meters from 3.79 years in December 2023 to 3.54 years in December 2024

Specification - Copasa (Parent company)
Loss Rate (%)



The transformation of sewage

GRI 3-3 Material topic: Wastewater and effluents, 303-2, 303-4, 304-2, | SASB IF-WU 140B.1, IFWU-140B.2 SDGs (3 - TARGETS 3.3, 3.8, 3.9/ 5 - TARGET 5.4/ 6 - TARGETS 6.2, 6.3, 6.4, 6.6/ 9 - TARGETS 9.1, 9.4/ 11 - TARGET 11.2/ 12 - TARGETS 12.4, 12.5/ 15 - TARGETS 15.1, 15.5) GLOBAL COMPACT (PRINCIPLES 1, 2, 7, 8, 9)

The sewage transformation process starts with the collection of domestic and non-domestic sewage from residences, businesses, and industries. The waste is then transported to the Sewage Treatment Plants through collection networks, sewage pumping stations, and their respective pumping lines and emissaries. In the Sewage Treatment Plants, waste that would cause damage to the environment and health if directly dumped into water bodies is removed through physical separation and biological processes that decompose the material and reduce the content of harmful organisms and chemical substances.

The collection, transportation, and treatment of sewage are essential for preserving ecosystems and for sustainable urban development. In addition to SDG 6 (Water and Sanitation), these actions directly influence other Sustainable Development Goals prioritized in our strategy: SDG 3 (Good Health and Well-being), SDG 9 (Industry, Innovation, and Infrastructure), SDG 11 (Sustainable Cities and Communities), SDG 13 (Climate Action), and SDG 15 (Life on Land). Our work focuses on protecting water sources, conserving watersheds, recovering degraded areas, preserving biodiversity, preventing desertification, reducing pollution, improving public health, and strengthening urban infrastructure – all this to make sewage beneficial for the environment and for communities.

The nature of sewage services is exposed to a few risks that are monitored and require which immediate solutions, such as discharges that could occur since the sewage collection network in a certain region is not connected to the interceptor pipe that takes the effluents to the Sewage Treatment Plant, or due to technical issues in pumping stations, or power outages, which prevent the pumps from functioning; or the rupture of pipes due to unscheduled maintenance at the Plant or at other points



across the network, or due to blockages, among other causes.

Furthermore, there is a risk of odors emanating from the surroundings of Sewage Treatment Plants and sewage system units, such as pumping stations, transition boxes, and interceptors, among others.

These problems could result in civil, criminal or administrative sanctions relating to, for example, the charging of sewage collection and treatment services that may not have been provided, and in lawsuits that oblige the Company to make the agreed investments within a shorter timeframe than that agreed in the concession/program agreements.

The Company considers the correction of any identified non-compliance a priority, especially in matters related to environmental legislation, given its importance to the sustainability of its operations. Failure to comply with legal deadlines and requirements may result in legal risks, such as infraction notices, fines, and, in critical situations, the suspension of operations in certain locations.
When any non-compliance is identified, corrective measures are taken within the deadlines established by the competent bodies, reaffirming the Company's commitment to legal compliance and environmental management.

We thus realize that there exists a cyclical relationship between our actions and SDG 15. Protecting ecosystems is crucial for the continuity of our business and has a positive impact on the business and our stakeholders. This relationship sustains our commitment to the principles of the Global Compact.

The positive and negative impacts of effluent management are related to the implementation and operation of our projects and their supply chain.

The notable positive impact is the significant removal of pollutants present in sewage, which cease to be released directly into the environment, thereby helping to reduce the contamination of watercourses and improving the environmental conditions and sustainability.

Regarding sewage services, we have contributed significantly to public health and environmental preservation – our coverage and service rates exceed the national average. In 2024, we invested R$ 801.3 million in expanding sewage collection and treatment services, we licensed 31



Positive impact

Significant removal of pollutants present in sewage, which cease to be released directly into the environment, thereby helping to reduce the contamination of watercourses and improving the environmental conditions and sustainability.

new WWTPs and started operating plants in three new municipalities. We also periodically monitor the impacts of sewage discharge into water bodies and make efforts to reduce this discharge, promoting the reuse of treated effluent and raising awareness in society about the importance of proper waste disposal and connecting properties to the sewage network.

Besides directly impacting SDG 6 (Clean Water and Sanitation), which is intrinsically linked to our services, we also indirectly contribute to SDG 3 (Good Health and Well-being), given that basic sanitation has a direct effect on the health of the population. Universal sanitation and access to quality drinking water are essential to reduce child mortality (target 3.2) and combat waterborne diseases (target 3.3). These actions also help prevent avoidable diseases (target 3.9) and optimize the use of public resources (target 3.8), guaranteeing the promotion of universal rights, in accordance with the principles of the Global Compact.

We have made significant progress in meeting the parameters monitored by Copasa. In 2023, 71 of the 24,494 parameters (approximately 0.29%) analyzed in the treated effluents did not meet the discharge standards, while in 2024, only 37 of 26,906 analyses (approximately 0.14% of the analyses) did not meet the standard, which proves the effectiveness of our controls.

Regarding the performance and efficiency of treatment by the WWTPs, note the progress in the BOD Removal Efficiency indicator, in which the overall result of all the Company's WWTPs in 2023 was 97.70%, which rose 0.60% to 98.30% in 2024.

The quality of raw water in water sources, effluents resulting from sewage treatment and the respective recipient bodies are monitored in accordance with environmental law.

Regarding the performance and efficiency of treatment by the WWTPs, note the progress in the BOD Removal Efficiency indicator, in which the overall result of all the Company's WWTPs rose by 0.60%.

In light of all that it represents, a quality sewage service improves the health

of the population, helps preserve the environment and is essential to maintain water supplies.

What is domestic sewage?

Domestic sewage originates in residences and in plumbing and sanitary installations, such as showers, sinks, washbasins, toilets, bathtubs, drinking fountains, and urinals. The purpose of the sewage system, composed of a collection network, interceptors, emissaries, pumping stations, and treatment units, is to collect, transport, and treat this sewage.

What is non-domestic effluent?

Non-domestic effluent is that which differs from sewage generated in residences, either in terms of quality, quantity or both.

Sewage Hunting Program

The goal of the Sewage Hunting Program is to identify and eliminate improper discharges into stormwater networks and streams in order to reduce the environmental and social impacts resulting from the improper use of sewage and stormwater drainage systems. By correctly directing the sewage generated in the contribution basins to the existing Sewage Treatment Plants, we seek to depollute the streams and rivers. It also enables an increase in the inflow rates to the Plants, resulting in a better quality of the effluents and in the operational conditions of these units.

Since its launch, we have obtained highly positive results through the implementation of numerous projects that interconnect several discharges in the sewage collection system. In the basins of the Arrudas and Onça streams alone, in the Metropolitan Region of Belo Horizonte, the program has already detected and corrected more than 1,500 irregular discharges.

Non-domestic effluents

We have launched the Non-Domestic Effluent Receipt and Control Program (Precend) as an environmentally responsible alternative for commercial and industrial establishments and service providers to discharge their liquid effluents appropriately. The program contributes to the decontamination of waterways, protects the collection networks, and optimizes biological treatment in the WWTPs. It controls the receipt of non-domestic sewage in the public sewage collection network in accordance with the technical standards and guidelines approved by Arsae-MG.

Treatment

Our WWTPs use technologies that

are appropriate for sewage treatment, considering the requirements of environmental legislation. The technologies vary according to the size of the units, available area and the optimization of investments and operations. All WWTPs have mechanisms for preliminary treatment through grating and desanding and employ diverse technologies, such as the UASB upflow anaerobic reactor (present in 85% of WWTPs), activated sludge, and anaerobic lagoon, among others.

An important aspect of our operation is the management of the sludge generated by the treatment processes. The sludge is dehydrated by centrifugation or natural drying in drying beds before being sent to landfills or used in the area around the plant itself. In specific units, such as the Arrudas and Ibirité WWTPs, the biogas produced during the anaerobic process is used to generate energy, thus helping to reduce greenhouse gas emissions.

Our commitment to reducing the discharge of raw sewage and increasing the efficiency of WWTPs is reflected in constant investments in sewage collection and treatment. If sewage treated outside of established environmental standards is released, it may have a specific impact on the vicinity of the plant or on a wider region depending on the magnitude of the discharge. WWTPs adopt technologies compatible with local needs, considering the required efficiency of pollutant removal, size of the unit, available area and the optimization of investments and operations. Monitoring is done both quantitatively – with measurement of flows – and qualitatively, with the analysis of temperature, pH, sedimentable solids, suspended solids, Biological Oxygen Demand (BOD5) and Chemical Oxygen Demand (COD), among others. The recipient water bodies are also evaluated, based on which mitigating actions are taken.

Waste generated at water and sewage treatment plants is monitored via the Waste Transport Manifest System (MTR) in accordance with Copam Normative Resolution 232/2019. The effluents treated at the WWTPs have been reused internally to clean equipment and prepare solutions, such as polymer solutions for sludge dehydration.

For effluents coming from commercial and industrial establishments and service providers, we have the Non-Domestic Effluent Receipt and Control Program (Precend), which ensures that the discharges meet the standards required by Arsae-MG, thus contributing to the protection of collection networks and the quality of biological treatment.

The control and efficiency of processes

The effluents treated at the WWTPs have been reused internally to clean equipment and prepare solutions, such as polymer solutions for sludge dehydration.

are monitored by computerized systems, such as the WWTP Digital app, ISAA, Copagis, Qualiágua, and various business intelligence tools. Performance indicators are monitored in real time and discussed in monthly meetings of the Company's four Regional Sewage Treatment Manager, which cover the operation of hundreds of WWTPs and the Pampulha RWTP. When any deviation is identified, corrective action plans are immediately drawn up.

The treatment process is also monitored by Arsae-MG through inspections and the regulatory indicator BOD Removal Efficiency (BRE). This indicator improved from 97.70% in 2023 to 98.30% in 2024, while the number of parameters outside the discharge standard decreased by almost 50%.

Treated effluents follow the standards established by Copam/CERH resolution 08/2022, ANA concession rules and IGAM's guidelines, to ensure the environmental compliance of discharges into state and federal watercourses.

The results are broadly shared internally — in meetings, workshops, and technical publications — and with external stakeholders through technical reports, institutional communications, and the Company's Sustainability Report.



Solid waste

GRI 306-1, 306-2, 306-3, 306-5, 306-6 SDG (3 - TARGET 3.9/ 6 - TARGET 6.3/ 11 - TARGETS 11.1, 11.3, 11.6/ 12 - TARGETS 12.4, 12.5) GLOBAL COMPACT (PRINCIPLES 1, 2, 7, 8, 9)

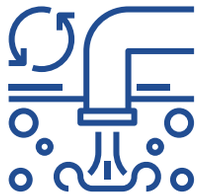
The Solid Waste Management Policy was formulated to promote sustainable practices at all stages of our operations, ensure efficient waste management, and minimize environmental impacts. It establishes clear guidelines, levels of authority, and internal commitments, and encourages the reduction, reuse, and recycling of waste, aligning us with sustainable development and environmental regulations.

According to our policy, waste management covers waste generated during the implementation and operation of our projects, as well as waste from works carried out by third parties, as in the case of sanitation. In these cases, third-party service providers are responsible for the correct disposal of waste in accordance with the guidelines established by contract managers.

We manage waste through the Waste Transport Manifest System (MTR), by which we monitor the generation, transport, and final disposal of waste. We issue Waste Movement Declarations (DMR) every six months, which consolidates the quantitative data. To improve the efficiency of this process, we are developing a Waste Management System.

Since 2017, we have had a concession to use the Varginha Sanitary Landfill located in the south of Minas Gerais. To ensure the safety and efficiency of the process, we compact the waste and cover it daily with local soil, reinforcing the structure of the landfill. In addition, a drainage system collects the liquids resulting from the decomposition of the waste and sends them to a storage pond and later for treatment at the effluent treatment plant.

To complement this process, gases produced from the decomposition of organic matter are captured and burned in order to reduce atmospheric emissions and minimize odors. The operation also includes continuous monitoring of waste compaction, as well as the liquid and gas drains, and an assessment of solids, always with the focus on minimizing environmental impacts.



The Solid Waste Management Policy establishes clear guidelines, levels of authority, and internal commitments, and encourages the reduction, reuse, and recycling of waste, aligning us with sustainable development and environmental regulations.

Weight of waste generated (tons) – Varginha landfill

Year	Recipient		Gross total
	Copasa	PMV	
2022	420.58	36,148.15	36,568.67
2023	495.52	44,670.55	45,166.07
2024	923.32	44,266.42	45,189.74

1. Amounts in tons.
2. Reference: Copasa - sludge from WWTPs and waste from units.
3. Reference: PMV (Varginha City Hall) - urban waste received billed.
Data resubmitted (GRI 2-4).

Waste generated in metric tons by composition of waste (tons) | GRI 306-3

	2022	2023	2024
Hazardous waste (Class I)	1.50	1.50	0.30
Non-hazardous waste (Class II)	90,215.2	134,495.30	233,042.60
Total	**90,216.70**	**134,496.80**	**233,042.90**

Waste not intended for disposal by composition of waste and recovery operations

(tons) | GRI 306-4

	2022	2023	2024
Hazardous waste (Class I)	0	0	0
Non-hazardous waste (Class II)	2,445.60	4,033.80	4,614.50
Preparation for reuse	2,402.80	3,986.40	4,581.30
Recycling	42.80	47.40	33.20
Gross total	**2,445.60**	**4,033.80**	**4,614.50**

Note: Recovery of waste is done outside Copasa.



Waste destined for disposal by composition of waste and disposal operations (tons) | GRI 306-5

	2022			2023			2024		
	Disposal within Copasa	Disposal outside Copasa	Total	Disposal within Copasa	Disposal outside Copasa	Total	Disposal within Copasa	Disposal outside Copasa	Total
Hazardous waste (Class I)	0	11.50	11.50	0	17.50	17.50	0	5.10	5.10
Other disposal operations	0	11.50	11.50	0	17.50	17.50	0	5.10	5.10
Non-hazardous waste (Class II)	22,664.70	67,138.70	89,803.40	50,715.60	83,277.60	133,993.20	81,851.10	150,574.70	232,425.80
Landfill confinement	22,664.70	64,578.80	87,243.50	50,715.60	79,180.40	129,896.00	81,851.10	145,975.45	227,826.50
Other disposal operations	0	2,559.88	2,559.90	0	4,097.19	4,097.20	0	4,599.30	4,599.30
Total	**22,664.70**	**67,150.20**	**89,814.90**	**50,715.60**	**83,295.10**	**134,010.80**	**81,851.10**	**150,579.80**	**232,430.90**

SELECTIVE COLLECTION

We support selective waste collection by collaborating directly with associations of recyclable material collectors. This not only encourages community awareness about sustainable consumption, but also helps extend the useful life of landfills and preserve the environment.

Results

GRI 3-3, 2-25, 201-1, 201-3 | SDG (1 - Target 1.4/ 6 – Targets: 6.1, 6.2, 6.3, 6.4/ 8 - Targets 8.1, 8.2/ 9 - Target 9.1, 9.4, 9.5/ 10 - Target 10.2/ 12 - Target 12.4)

We are committed to providing universal access to quality water and sewage services in a sustainable manner, for which we constantly assess the economic, social, and environmental impacts of our operations in order to strengthen society's trust in us and generate value for all stakeholders.

We have intensified results-based management, using performance indicators linked to process efficiency, the materiality matrix, and sustainability. The continuous monitoring of performance through business intelligence dashboards has encouraged team engagement in the pursuit of results. Furthermore, the adoption of this management tool has brought about a greater critical sense to out teams, stimulating comparative analysis and the pursuit of solutions to optimize our performance.

Our focus is on mitigating the negative impacts and increasing the positive ones, besides championing the development of the regions where we operate. We invest in improving our relations with stakeholders and always strive to exceed the expectations of our customers and partners.



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Stock performance

In 2024, Copasa's subscribed and paid-in share capital was R$3,606,531,178.45, represented by 380,253,069 common shares, all registered and with no par value. The Company is controlled by the State of Minas Gerais, which holds approximately 50.03% of the shares, and entities related to the controlling shareholder hold 0.12% of the shares. Free float corresponds to around 49.56%, while treasury stock is approximately 0.28%. In December 2024, the shareholder base had approximately 158,000 shareholders from 29 different countries.

Shareholders	Shares	(%)	Number of shareholders
State of Minas Gerais	190,249,612	50.03	1
Domestic (minority) shareholders	87,030,324	22.89	157,776
Foreign (minority) shareholders	101,901,494	26.80	350
Treasury shares	1,071,639	0.28	1
Total	**380,253,069**	**100.00**	**158,129**

In 2024, the unit price of our shares, adjusted for dividends declared, rose 14.4% to close the final trading session of the year at R$20.82. In comparison, the Ibovespa index declined by more than 10% during the period. Average daily trading volume was R$34.4 million, slightly lower than the R$36.7 million recorded in 2023, while the average number of daily trades was 6,000.

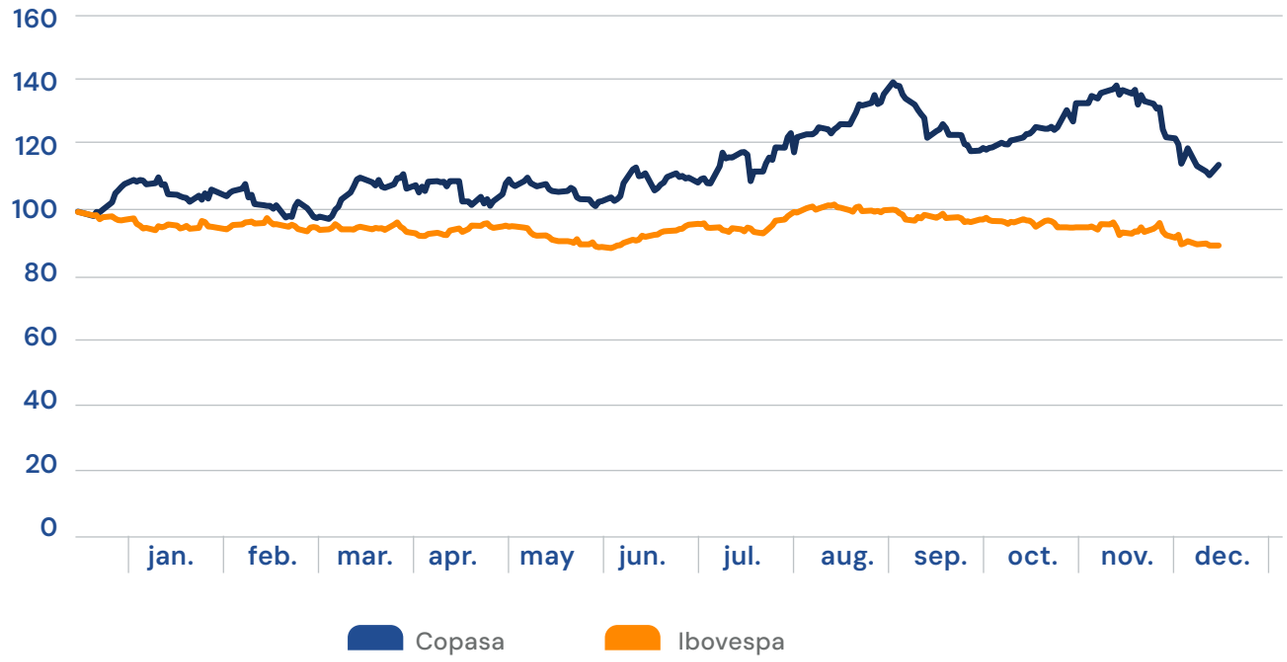
158
thousand
shareholders

6,000
daily trades



The Company is controlled by the State of Minas Gerais, which holds approximately **50.03% of the shares**

The following graph compares the performance of the Company's shares and that of the Ibovespa (IBOV) in 2024:



Note that at the end of 2024, we were included in 10 B3 indexes, including the Corporate Sustainability Index (ISE), the Brazil 100 Index (IBRX 100), the Brazil Broad-Based Index (IBRA), Dividend Index (IDIV), Corporate Governance Trade Index (IGCT), Special Corporate Governance Stock Index (IGCX), Novo Mercado Corporate Governance Equity Index (IGNM), Special Tag-Along Stock Index (ITAG), Small Cap Index (SMLL), and the Public Utilities Index (UTIL).

Direct economic value generated and distributed (R$ '000)

	2022	2023	2024
Added value to be distributed	6,176,855	7,404,379	7,878,006
Net revenue	6,176,855	7,404,379	7,878,006
Economic value distributed	3,671,470	4,680,119	4,897,210
Personnel (compensation and benefits)	1,357,814	1,593,458	1,493,214
Taxes, fees and contributions	899,194	1,230,987	1,227,007
Debt remuneration	571,100	476,328	860,069
Interest on equity and dividends	843,362	637,783	605,763
Economic value retained	**2,505,385**	**2,724,260**	**2,980,796**

Operational performance

Sasb IF-WU-450A.2, IF-WU-240a.1

Water

Copasa and Copanor ended 2024 with 5.70 million households with water supply, an increase of 1.0% from 2023, while network length reached 68,000 km, an increase of 3.1% in the period.

The table presents key operational data and the evolution during the periods compared:

Operational data — water Copasa + Copanor	2022	2023	2024	2024 x 2023 (%)
Connections (1,000 units)	4,636	4,681	4,724	0.93
Households (1,000 units)	5,589	5,644	5,698	0.97
Population served (1,000 inhabitants)	11,848	11,789	11,803	0.11
Distributed volume (1,000 m³)	1,067,482	1,111,985	1,150,278	3.44
Measured volume (1,000 m³)	642,673	676,127	691,974	2.34
Network length (km)	64,737	65,946	67,979	3.08

Sewage

At the end of 2024, Copasa and Copanor had 4.14 million households with sewage services, an increase of 2.29% from 2023, while the length of the sewage network reached 34,200 km, increasing 1.58% in the period. The table highlights key operational data and the evolution during the year:

Operational Data Copasa + Copanor	2022	2023	2024	2024 x 2023%
Connections (1,000 units)	3,122	3,194	3,247	2
Households (1,000 units)	3,963	4,052	4,144	2
Population served (1,000 inhabitants)	8,539	8,603	8,695	1
Measured Volume (1,000 m3)	441,383	463,808	476,513	3
Treated Volume (1,000 m3)	310,984	363,959	356,952	-2
Network Length (km)	33,440	33,666	34,200	2

Note: Volume of treated sewage refers exclusively to Copasa operations.

Other metrics related to commercial and operational performance

The following table shows the operational indicators for 2023 and 2024:

Operational Indicators COPASA MG	Units	2023	2024	2024 X 2023%
Water metering Index	%	99.9%	99.9%	-0.8 p.p.
Distribution Loss Index(²)	%	38.6	38.1	0.5 p.p.
Distribution Loss Index(³)	(L/conxday)	252.2	253.2	0.4%

Note: Difference between distributed volume and measured volume, divided by distributed volume, for the last 12 months.

The Company's operational indicators delivered consistent performance, remaining above 99% in the periods under comparison, underlining the efficiency of processes and the regularity of operations, and reflecting our commitment to the quality of services provided to the population.

Operational efficiency, innovation and sustainability programs and measures

GRI 3-3 Material topic: Operational efficiency

Operational Efficiency Program

The Operational Efficiency Program (PEO), based on the 5S methodology, aims to improve the Company's management and operation systems by meeting the quality criteria and requirements established by Arsae-MG. Through a self-assessment mechanism, the Program enables the Company to map the operational units, take corrective action, comply with legal requirements, and continuously improve its operational performance.

In this process, the Program is supported by a computerized platform developed specially to meet its needs. In it, self-assessments are carried out and accompanied by documentary and photographic evidence input in the system, which is later made available for the audit process. In addition, the platform enables the creation of structured and organized indicators.

In 2024, the Operations Department recorded a significant 24.5% reduction in the number of non-compliance cases identified during inspections made by the regulatory agency, compared to in 2023.

In the 2023/2024 evaluation cycle of the Program, awards were given to the locations that stood out among the 588 municipalities and more than 16,000 operational units evaluated. This recognition is based on compliance with regulatory standards and strategic indicators of the Company, thus contributing to improving the quality of services and reducing regulatory risk.

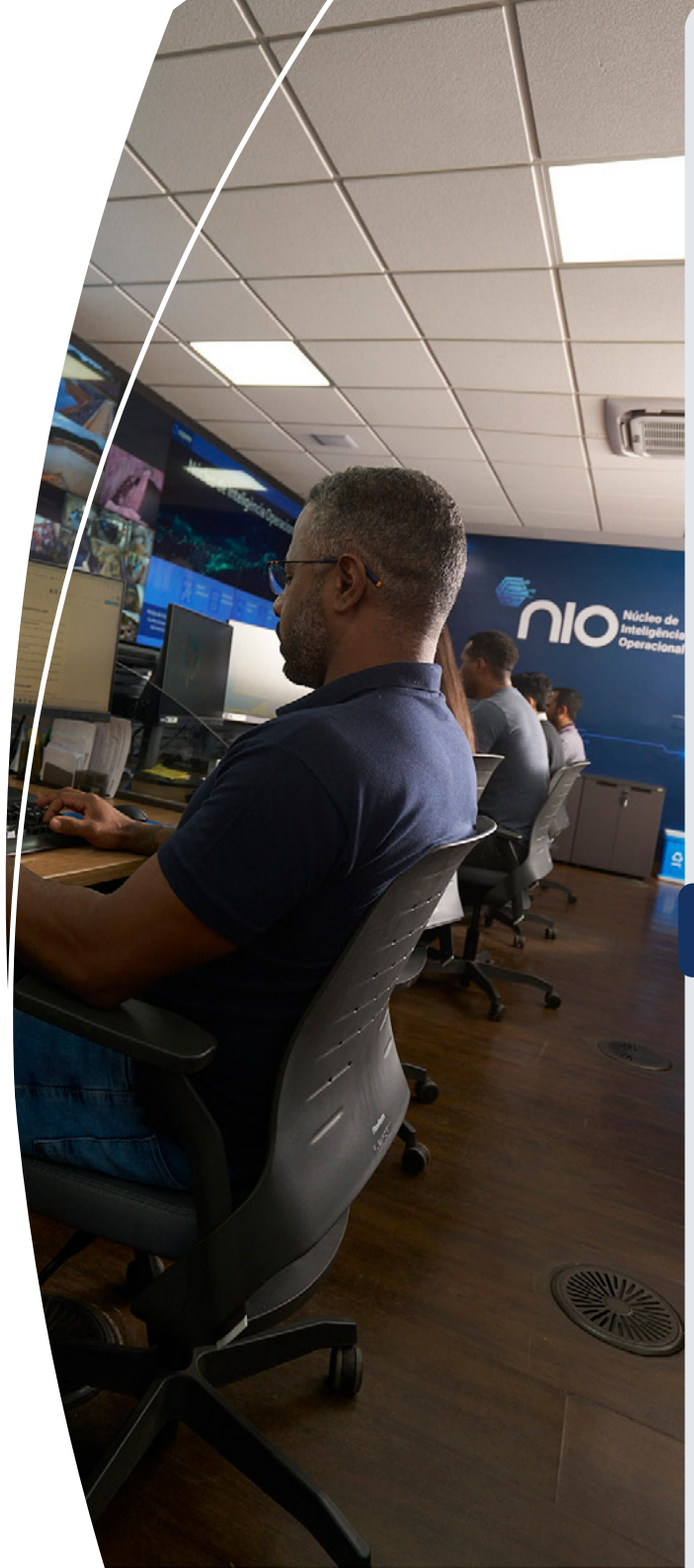
Operational Intelligence Center

The Operational Intelligence Center (NIO) consists of a multidisciplinary team that integrates different strategic areas to optimize our operations. It enables us to consolidate information from the Operational Control Centers (CCO) at our business units, which speeds up our responses to demands and improves proactivity in the Company's operational actions.

The NIO brings together the operations, communication, service management, operational surveillance, water loss control, and operational control areas in a single environment. This facilitates the monitoring of major incidents and the alignment of operational information.

Moreover, in collaboration with other areas, the NIO has launched several projects to improve the efficiency, monitoring, and control of our operational processes, some of which are:

- **Sanitation information by subject:** a web platform that facilitates real-time viewing of the main operational incidents in the state.
- **ETA Digital:** a project that enables the real-time monitoring of analyses of the quality of treated water, thereby speeding up the identification and correction of potential deviations.
- **Operational video monitoring:** this solution enables the remote monitoring of operational units, investigating the alerts and problems reported, and supporting the Operational Efficiency Program by constantly monitoring the conditions at the units and the actions of our employees.
- **Dam monitoring:** enables remote, real-time monitoring of Copasa's eight main dams through technical data and images.



Automation and research, development and innovation

Automation Project

The Automation Expansion Project was launched to modernize and optimize operations across our units to drive efficiency.

Since its launch, we have introduced telemetry in 2,580 units, covering both new facilities with enabling technology and legacy units that were modernized for the 4.0 format. This technological advancement was directly reflected in the 2024 results, with the implementation of 1,260 monitoring points throughout the state, covering reservoirs, pumping stations, water treatment plants, sewage treatment plants, and other operational assets.

The expansion of these control points enables more efficient management of processes, resulting in the better quality of services provided to the population. The data collected is transmitted remotely to the central Scada system (Copasa Integrated Supervision System – Copasis) and sent in real time to the smartphones of operators, supervisors, technicians, engineers, and managers of the areas involved, resulting in quick decision-making and rapid response to operational incidents.

Research, development and innovation

Our business model encompasses diverse economic, social, and environmental areas and is deeply aligned with the demands for innovation and sustainable industrialization. We serve not only the population, but also public and private entities, highlighting the importance of basic sanitation for the functioning of society. In alignment with SDG 9, we have formulated a Research, Technological Development, and Innovation Policy that prioritizes innovation to ensure the quality of services provided. Our initiatives generate positive impacts on the environment and promote more sustainable technologies. The pursuit of innovation is essential to strengthen

Our business model encompasses diverse economic, social, and environmental areas and is deeply aligned with the demands for innovation and sustainable industrialization.

infrastructure, use resources more efficiently, as well as foster sustainable economic and social development.

Furthermore, in 2024, we continued our strategic alliances with the Federal University of Minas Gerais (UFMG), notably the strategic alliance on sewage treatment, which includes the Reference Center for Sustainable WWTPs. This project covers diverse aspects, including research, training, and consulting, with the focus on universalizing sewage treatment and the transition to a circular economy.

We are rolling out a series of technological development and innovation initiatives, one of which is the ongoing research (in 2024) to adapt Industry 4.0 solutions for sanitation. The main objective of this research is to reduce the cost of producing smart sensors for water and sewage treatment processes to drive efficiency and sustainability in our operations.

The Copasa 4.0 project is structured around three essential pillars - Technology, Information and People – which we believe are essential to ensure perpetuity and resilience, both internally and externally, in order to allow innovative automation actions that bring tangible benefits to our operations and to society. A unique feature of this project is the active participation of our employees, who are directly involved in all stages of development and implementation of innovations.

In the Technology pillar, we wish to highlight the standardization of automation projects and the pursuit of emerging technologies, such as the use of IoT equipment to promote digital transformation. In the People pillar, constant training of our employees is a priority, especially of those involved

We are rolling out a series of technological development and innovation initiatives, one of which is the ongoing research (in 2024) to adapt Industry 4.0 solutions for sanitation

in automation projects, so that they can keep up with the changes and improvements.

As part of the partnership with UFMG, innovation received remarkable attention in 2024 in the form of strategic projects aimed at streamlining operational and environmental processes. One of the highlights was the improvement of scum and sludge removal systems with support from the Dutch government and in collaboration with international institutions such as NHL Stenden, Lamp-Ion and Ynovio.

Other important subjects included the management of odorous emissions in the sewage system, the analysis of greenhouse gas (GHG) emissions in sewage treatment, and the improvement of sampling techniques for the siloxanes present in biogas generated in the WWTPs.

We also made progress in the research on the potential use of biosolids in agroforestry activities, besides building models for applying sludge to soil. These initiatives culminated in a master plan to guide the use of biosolids in Minas Gerais, which would contribute to a more sustainable and efficient management of the waste generated.

In 2024, we signed a pioneering agreement with a steel company to use treated effluents as water for industrial reuse. We will supply effluents from the Betim Central Sewage Treatment Plant for use by Metalsider, which will save treated water equivalent to the annual consumption of approximately 14,400 inhabitants.

The 2024 initiatives also include the launch of the Copasa Hub, an open innovation platform with the mission of developing disruptive solutions in the sanitation sector. Through partnerships with startups and innovative companies, we seek to drive digital transformation and sustainability across the sector. The call for proposals, published in June, was based on the Public Agreement for Innovative Solutions (CPSI) established by Supplementary Law 182/2021. Five core challenges were covered by the call notice: improving the customer experience while paying bills, optimizing the inspection of constructions, monitoring water meters, treating sewage in small locations, and calibrating flow meters. Fifty-three technical proposals were received, of which nine were selected for the negotiation and contracting stage, slated for early 2025.

Copasa Hub is an open innovation platform with the mission of developing disruptive solutions in the sanitation sector, driving digital transformation and sustainability.

Actions in the fields of Logistics and Supplies

We continued to advance on diverse strategic projects focused on modernization, cost reduction, and improving the management of logistics and supply processes. In the area of acquisitions and contracting, the Regulations and Standards of Contracting have been constantly updated to ensure greater precision, legality, and alignment with the opportunities brought by legislation and case law. As part of this effort, during the year we conducted closed electronic bidding for engineering works and services, which made the bidding process more agile, transparent, and accessible to stakeholders.

To meet the requirements of the New Regulatory Framework for Sanitation and promote universal access to sanitation, the Company focused on improving cost management to become more efficient and optimize resources. In this regard, in 2024, we contracted a digital platform that constantly updates the parameters for the consumption of materials, manufacture of equipment, and labor. It will enable us to review, create, and maintain cost breakdowns, calculate the benchmark prices, research price indexes, and conduct special studies on the cost engineering of drinking water treatment and distribution services, as well as sewage collection and treatment. With this information, we can review the templates of contracts for inputs, ensuring greater precision in purchases, minimizing the risk of contractual imbalances, increasing competitiveness in bidding processes, and reducing administrative costs.

To improve procurement planning, we implemented the Plan Solution – Planning Solution, to improve the effectiveness of planning the purchase of materials and equipment. The use of a specific environment in the SAP system to record the procurement needs of the requesting units will bring greater agility, control, precision, and economy to the contracting process.

Moreover, as part of the strategy to improve its purchasing processes, the Company has focused on centralizing acquisitions by implementing Unified Purchases (plumbing and sanitary materials) and Centralized Purchases (equipment). In 2024, this strategy resulted in an increase of around 25% in the volume of acquisitions compared to the previous year, significantly reducing acquisition costs and delivery times, and driving operational efficiency with the purchase of materials in the planned quantities at the right time and with punctual deliveries.

Actions in the field of Information Technology

Through Copasa Hub, we have projected a series of challenges to drive the digital transformation of our business. The first of these challenges is to create a digital payment journey for our customers. The solution we seek is a single app with all banking functionalities and easily accessible to customers, improving payment management and revenue control. Another challenge is to improve the process of inspecting our works using smart technologies for remote monitoring and analysis.

For this challenge, we are seeking technologies such as advanced drone analysis with Artificial Intelligence, integration of images from drones, satellites, and 3D scanners with BIM and IoT sensors, use of AI to analyze data from drones, surveillance cameras, and mobile devices, AI and machine learning algorithms to monitor construction works, identifying changes and anomalies, and digital twins to simulate future scenarios and identify deviations. The third challenge is to monitor direct and reverse logistics throughout our water meter distribution and receipt chain to ensure the correct installation and return of replaced water meters to the meter inventory. The solution we are looking for must enable the digital tracking of water meter movements, with visualization both online and in the mobile systems of the actual position of the water meters, especially those in transit.



Financial performance

GRI 3-3 Material topic: Economic and financial performance

Economic and financial management

R$ 641 million
Adjusted EBITDA in 4Q24 **(36.0%)** and **R$ 2,8 billion** in 2024 **(39.7%).**

R$ 480 million
Operating cash flow in 4Q24 and **R$ 2.1 billion** in 2024.

R$ 906 million
in dividends distributed in 2024
Dividend yield of 11,5%[1].

38.1%
losses in December 2024, down 0.5 p.p. from the previous year

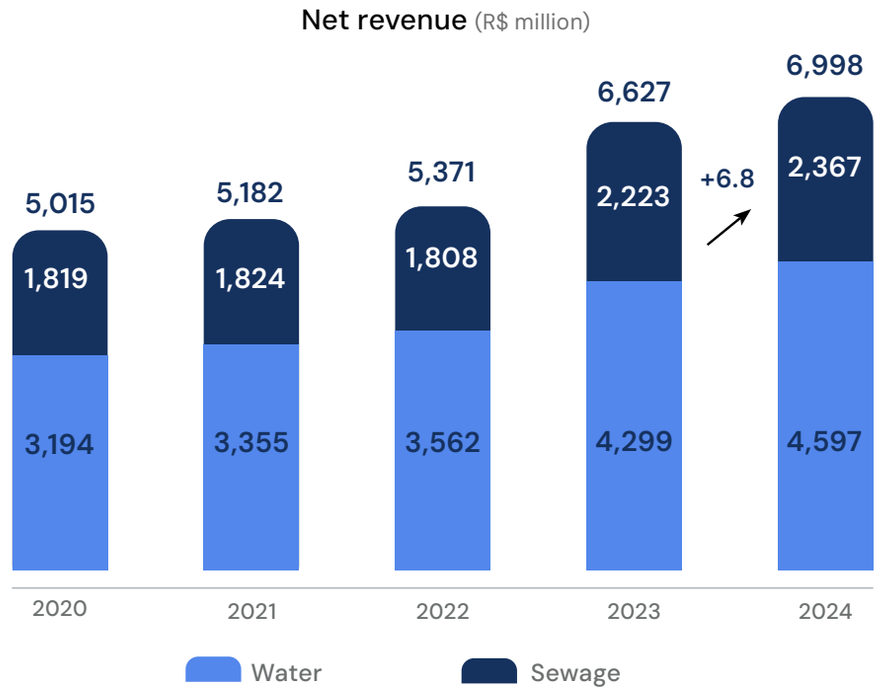
R$ 2.2 billion
(+33.2% vs. 2023) – Highest ever Capex.

2.92%
Default rate at the end of 2024, **the lowest in history.**

[1]Dividend yield: dividends in 2024 divided by closing price in December 2024 (R$20.82).

Net revenue

Net revenue from water, sewage, and solid waste reached R$6.97 billion in 2024, an increase of 6.8% from 2023, mainly reflecting the positive impact of tariff adjustment at the start of 2024, as well as the increase in the volume consumed of services, especially with regard to water distribution and sewage collection. The following graph details the evolution of revenue over this period.

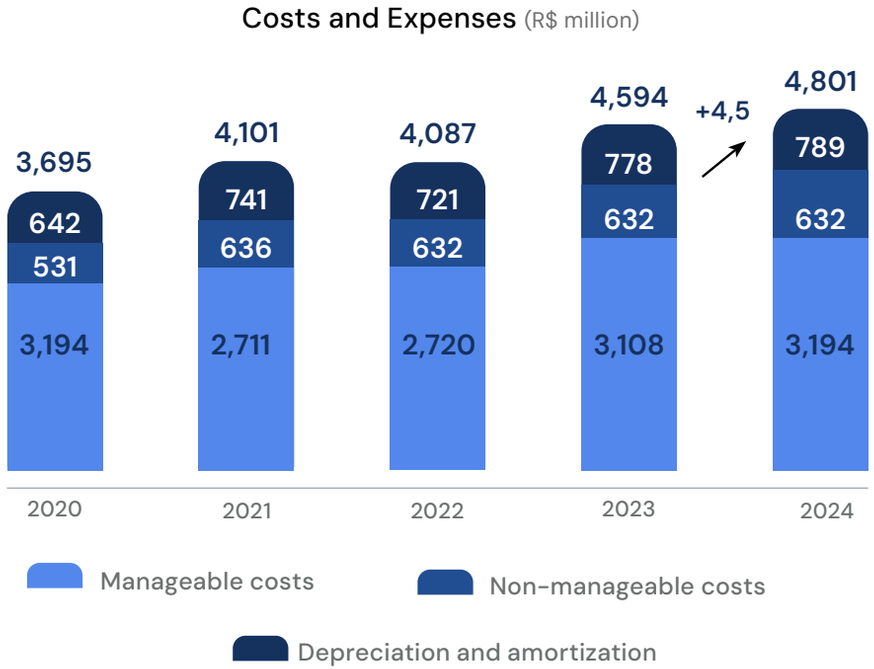


*Total Net Revenue includes solid waste, which was around R$2 million in 2020 to 2022 and R$5 million in 2023 and 2024.

Costs and expenses

GRI 302-4

As the following chart shows, total costs and expenses came to R$4.80 billion in 2024, an increase compared to R$4.59 billion in 2023. Compared to 2023, energy consumed for water production increased 45,617 MWh (5.02%), and energy consumed for sewage collection increased 2,800 MWh (3.59%). The volume considers all types of electricity used in the Company's supply.



The records are monitored through the Electricity Control Information System (Sicoe). The increase in electricity consumption, both for water production and sewage collection, is directly related

to the increase in the number of billed households and the higher production and collection volumes during the period.

Below are our comments on the main items that make up the costs of sales, services provided, as well as sales and administrative expenses (excluding construction costs), highlighting the most significant variations between 2023 and 2024:

Personnel: 0.3% reduction in personnel expenses in 2024 in relation to 2023, mainly due to:

- Impact on salaries, vacations, 13th salary, and other benefits on account of the collective labor agreements (ACT) of November 2023 and 2024, whose rates were 4.14% and 4.62%, respectively.
- Wage increase of 2% in February 2024, corresponding to one salary slab, applicable to approximately 65% of the total workforce, in accordance with the 2023 collective labor agreement.
- Increase of R$11.1 million in expenses with the Health Program.
- 0.7% growth in employee headcount.
- Reduction of R$13.3 million in provisions for profit sharing due to the decline in the Company's net income between the periods.
- Reduction of R$9.9 million in overtime expenses due to the reassessment of work schedules and initiatives to reduce this cost.
- Increase of R$21.5 million in capitalizable labor costs, which were reallocated from costs to investments.



-0.3%
in personnel
expenses



+20.7%
third-party
services

Third-party services: increased 20.7%, chiefly caused by the:

- Increase of R$25.1 million in professional technical services.
- Increase of R$18.3 million in IT services.
- Increase of R$16.2 million in cleaning, security, messenger and receptionist services.
- Growth of R$14.5 million in water truck services due to higher demand and contractual adjustments.

- Increase of R$11.1 million in outsourced meter reading and bill delivery services due to service expansion.

- Increase of R$9.6 million in maintenance, disconnection and reconnection services;

- Growth of R$8.9 million in conservation and maintenance services for assets and administrative systems.

Materials: decreased 6.7%, largely due to lower spending on conservation and maintenance materials for operating system assets, partially offset by the increase in spending on parts, accessories, and components for vehicles.

Tariff transfer to municipalities: increased 9.3%, mainly due to the increase in the tariff transfer amounts resulting from the 6.8% growth in revenue and the increase in the number of municipal sanitation funds authorized to receive said transfer. According to Technical Note GRT 06/2023 from Arsae-MG, 13 new municipal sanitation funds were authorized to receive transfers, totaling 307 municipalities, compared to 294 in the same period in 2023. Note that the amounts transferred to the municipal sanitation funds are included in the tariff.

Miscellaneous operating costs: the 15.8% increase in relation to 2023 was mainly due to higher spending on transportation, travel, and accommodation, in addition to other miscellaneous costs.

Electricity: the 6.9% increase in electricity expenses in 2024 compared to 2023 was driven mainly by the following net factors:

- 5.8% increase in the Company's electricity consumption.

- 13.27% increase in energy tariffs made by Cemig to the captive market, in effect since June 2023, and a fresh increase of 7.32% in effect from May 2024.

- Elimination of the 3% subsidy on electricity tariffs for public water and sewage service concessionaires in the captive market since June 2023.

In 2024, 13 new municipal sanitation funds were authorized to receive transfers, totaling 307 municipalities

- Exclusion of the ICMS tax from the calculation basis for PIS/Cofins tax credits since May 2023.

- Recurrence of ICMS on the Tariff for Use of the Electricity Transmission System (TUST) and the Tariff for Use of the Electricity Distribution System (TUSD) since February 2023.

- Increase in costs due to the application of higher tariff flags during a part of 2024, while in 2023, the flag was green (cheaper) throughout the year.



We made significant progress in the transition to more sustainable and economical energy sources: Free Energy Market and photovoltaic sources.

- Reduction in electricity expenses due to the increase in units that migrated to the Free Energy Market, from eight in January 2023 to 26 in December 2024, corresponding to 49% of the Company's total energy consumption.

- Reduction of R$6.5 million in electricity expenses at units that migrated to photovoltaic sources.

In 2024, we made significant progress in the transition to more sustainable and economical energy sources. The units that migrated to the Free Energy Market and to photovoltaic sources represented a growing share of total consumption, reaching 49% and 13%, respectively, in December. This change was accompanied by an increase in self-generation, especially with the introduction of distributed generation from photovoltaic plants, which reduced the need to purchase energy from distributors and ensured the use of renewable sources.

Throughout the year, we also maintained a stable energy intensity rate since 2020, with slight variations in both water production (-1.42%) and sewage collection (1.6%). These results were caused by the expansion of operations, reflecting the increase in billed households, as well as the volume of water and sewage produced and collected.

Other operating income (expenses), equity income and financial result

Other items (R$ million)	2022	2023	2024	2024x2023
Other operating income	135.0	67.1	43.2	-35.6%
Other operating expenses	(151.3)	(193.5)	(200.5)	3.6%
Equity income	(11.2)	(18.3)	(9.5)	-48.2
Financial result	(211.6)	(2.1)	(327.5)	n.a
Total	**(239.0)**	**(146.9)**	**(494.3)**	**236.6%**

The 35.6% decline in 2024 results in relation to 2023 was mainly due to the following factors:

- Decrease of R$67.2 million related to expenses with legal proceedings, impacted by the agreement signed in 2023 in a labor lawsuit involving retirees, as described in the Financial Statements.
- A positive impact of R$29.8 million in the two comparative periods due to expenses with contractual indemnity paid in 2023, which did not repeat in the same amount in 2024.

R$ 494.3
million of financial results

R$ 43.2
million in operating income

R$ 2.8
billion in Ebitda

Financial result

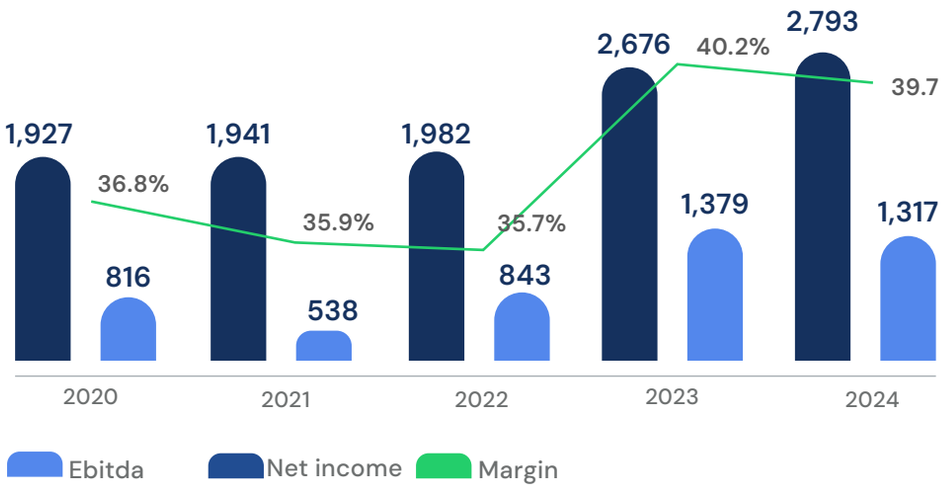
EBITDA and net income (consolidated)

EBITDA is a non-accounting metric, calculated in accordance with Resolution 156/2022 of the Brazilian Securities and Exchange Commission (CVM). It is obtained from net income, plus income tax, financial results, depreciation, and amortization.

In 2024, EBITDA reached R$2.80 billion, with margin of 39.7%. Net income stood at R$1.32 billion, compared to R$1.38 billion in 2023. The following graph shows the evolution in greater detail.

Shareholder remuneration

Ebitda, margin and net income (R$ million)



(*) In 2023 and 2021, the amounts refer to adjusted EBITDA and adjusted EBITDA margin.

Detailed information on the Company's performance in 2024 is available in the Earnings Release, published simultaneously with the Financial Statements for the year 2024.

For more information,
read our Earnings Release .

For fiscal year 2024, the Board of Directors has defined the percentage of regular dividends at 50% of net income, adjusted by adding or deducting the amounts specified in items I, II, and III of article 202 of Federal Law 6,404/1976, in the form of Interest on Equity (JCP) and/or dividends.

For fiscal year 2024, we declared R$605.8 million as regular dividends, of which R$452.2 million have already been paid and R$153.5 million will have the payment date set at the Annual Shareholders Meeting to be held in April 2025, as detailed in Note 20 to the Financial Statements.

In addition, at the Annual and Extraordinary Shareholders Meeting held on April 26, 2024, we approved the declaration of R$300.0 million as extraordinary dividends using a portion of the balance in the retained earnings reserve on the balance sheet for the year ended December 31, 2023.

The distributions were made after internal studies and projections indicated that said distribution of these earnings does not affect our investment plan, liquidity or compliance with covenants in the coming years, considering the Company's current leverage levels.

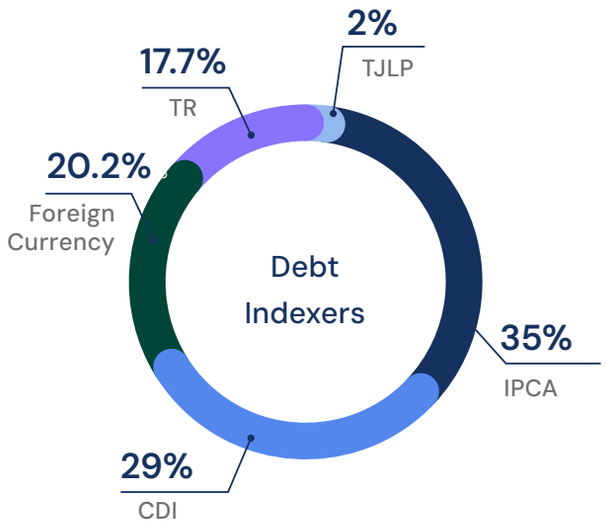
Debt, covenants and ratings

Debt

The total amount of loans, financing, and debentures stood at R$6.1 billion in December 2024, while net debt was R$5.4 billion. The table shows the Company's debt over the last five years.

Debt (consolidated data) (R$ million)	2020	2021	2022	2023	2024	2024 x 2023
(+) Loans and financing	1,274	1,068.4	976.9	1,429.1	1,964.9	37.5%
(+) Debentures	2,507.1	2,917	3,163	3,314.4	4,148.3	25.2%
(+) Other onerous obligations (Libertas)	4.7	-	-	-	-	-
(=) Total loans, financing and debentures	3,785.8	3,985.3	4,139.9	4,743.5	6,113.2	28.9%
(+) Lease liabilities	-	-	106	92.3	79.4	-14%
(-) Cash and cash equivalents	805.6	1,309.7	1,122.3	1,031.4	820.1	-20.5%
(=) Net debt	2,980.2	2,675.6	3,123.5	3,804.4	5,372.5	41.2%

The following graph shows the composition of Copasa's debt according to each of its indexers in December 2024:



We have sought greater exposure to debt linked to the IPCA index, which has directly impacted the indexers. In December 2024, the Broad Consumer Price Index (IPCA) and the Bank Deposit Certificate (CDI) were the main debt indexers, corresponding to 35.0% and 29.0%, respectively.

As the "Debt Indexers" graph shows, the balance of foreign currency debt in December 2024 was approximately €193 million, which is equivalent to R$1.25 billion, based on the exchange rate of Euro in December 2024, and is related to agreements with the German bank KfW, the European Investment Bank (EIB) and the French Development Agency (AFD).

Note that the accounting impact of exchange rate variation on foreign currency debt will only affect cash at the time of the respective maturity dates. Although there is no hedge mechanism for these transactions yet, the Company is weighing about contracting a hedge instrument. Of the balance due in foreign currency, the amount due in the short term is R$62.4 million.



Covenants

We have loans, financing, and debentures that require the fulfillment of financial and non-financial covenants, and for covenants related to compliance with certain financial indexers, the frequency of calculation varies according to each agreement.

Note that article 4 of our Company's Bylaws lists the financial covenants to be honored:

- Consolidated net debt must be equal to or less than three times EBITDA (earnings before interest, taxes, depreciation, and amortization)
- EBITDA must be greater than 1.2 times debt service

The Bylaws also establish that the consolidated net debt may reach a maximum of four times our Company's EBITDA due to circumstantial reasons, upon justification and specific approval by the Board of Directors.

At the end of the year, we were within the limits established for all the financial covenants in contracts and our Bylaws, with the latter having the following values in the last five years:

Bylaws covenants	Limit	2020	2021	2022	2023	2024
Net debt/EBITDA (number of times)	≤ 3.0x	1.6	1.7	1.6	1.5	1.9
EBITDA/debt service	> 1.2	3.9	1.5	1.7	1.9	2.4

Ratings

Rating agency Fitch published a report in June 2024 confirming the National Long-Term rating of the Company and its unsecured debenture issues at AA+(bra), and revising the corporate rating outlook from Stable to Positive.

Moody's published a report reaffirming the Company's Corporate rating at AAA.br and maintaining the Stable outlook.



MOVEMENT

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Interactive Summary



The Multi-Year Research, Technological Development, and Innovation Plan (PPPD&I) guides the spending on R&D&I.

Innovation

We believe that innovation is an essential differentiator for growth, and this process is highlighted in our Strategic Statement and reflected in our Way: “We make it happen with creativity and innovation”. This commitment to innovation drives us to constantly seek new solutions that add value, streamline our processes, and place us in a competitive position in the market

We follow our Research, Technological Development, and Innovation Policy, which establishes institutional guidelines, creates a robust governance structure with an R&D&I Management Committee, and defines the focus areas for the formulation and prioritization of projects, ensuring that innovation is always aligned with the Company’s strategic goals.

Since 2023, we have been working in line with our Multi-Year Research, Technological Development, and Innovation Plan (PPPD&I), which outlines the broad thematic lines and establishes possibilities for implementing projects over a four-year horizon. This plan guides the spending on R&D&I through partnerships (open innovation) and projects led by employees (Ideas and Intrapreneurship Program).

Although we use our own resources in R&D&I projects, we also seek incentives for innovation and external resources. One example of this is the Regulatory Program for Research, Development, and Innovation (PRPDI) launched in 2023, which allocates R$22 million for R&D&I projects within the tariff cycle.

This commitment to innovation was reaffirmed at the Inova 2024 Seminar, as part of the Inova Copasa program, held at our head offices on May 16 and 17, in which approximately 150 employees participated. During the event, 16 innovation cases were presented, which were selected by a technical jury from the 57 submitted cases. The initiatives ranged from sustainable solutions to advanced technologies, reflecting the commitment and talent of our employees.

We also have the Inova Copasa Program, which offers tools to implement projects aimed at generating innovation within the Company. The program values creativity and inventiveness within the Company, besides fostering institutional partnerships with the scientific community, companies, startups, as well as governmental and non-governmental organizations. This way, it contributes to achieving our Strategic Objective "Accelerate innovation and technological solutions" and, thus, fulfilling our Purpose of "Caring for water and generating value for people".

THE INOVA PROGRAM IS STRUCTURED AROUND FOUR THEMATIC AXES:



Axis 1: Challenge to Technological Innovation (Copathon)

Targeted at the Company's employees, the program encourages inventiveness, ideation, and dissemination of good practices. It seeks to value the creativity and ideas of the employees by giving prominence to best practices and the resolution of everyday problems that interfere with the efficiency and quality of services.



Axis 2: Copasa R&D (Copajump)

As part of its mission to foster research, development, and innovation, it provides incentives to improve training and development through stricto sensu and lato sensu courses on topics of strategic interest to the Company.



Axis 3: Copacademy

Targeted at academia and the scientific community. Among the diverse partnerships that Copasa has with universities and research centers, the most notable is the Strategic Alliance between Copasa, the Federal University of Minas Gerais (UFMG), and the technology company Reference Center for Sustainable Sewage Treatment Plants (CR-ETE) to create an environment that fosters innovation with the goal of universalizing sewage collection and treatment and the transition to a circular economy in the sewage sector in Minas Gerais.



Axis 4: Copapartner

It is dedicated to open innovation and the ecosystem of startups in the pursuit of innovative solutions that can enhance Copasa's competitive advantage. It is currently preparing to publish an open innovation notice for important challenges facing the Company and whose solutions will be sought in the startup ecosystem.

Main projects and results

To drive innovation, develop new solutions, and disseminate technologies, in 2023 we launched the Strategic Alliance, a four-year partnership with the Federal University of Minas Gerais and the Reference Center for Sustainable Sewage Treatment Plants (CR-ETEs), mediated by the Research Development Foundation (Fundep). This initiative seeks to improve sewage treatment processes across Minas Gerais by driving efficiency, sustainability, and technological advancement in the sector.

In 2024, the Strategic Alliance made significant progress. One of the notable projects was Solidus, launched in collaboration with the Dutch institutions NHL Stenden, Lamp-Ion and Ynovio, and with funds from the Dutch government through the Partners for Water fund, which monitors in real time the concentration of solids in UASB reactors. Full-scale tests were commissioned at a Copasa Sewage Treatment Plant, evaluating commercial sensors and prototypes developed in Brazil. As part of the Alliance, projects were also implemented for managing odorous emissions in the sewage system, diagnosing GHG emissions in the sewage treatment system, improving the sampling techniques and analysis of siloxanes present in biogas coming from the WWTPs, assessing the potential use of biosolids in agroforestry activities, developing a model for applying sludge to soil to aid in the preparation of a master plan for using sludge in soil across Minas Gerais, and evaluating different flowcharts for decentralized and small WWTPs, from a technical, economic, and environmental perspective. We also organized training workshops on sludge and scum management, and a technical forum to discuss the challenges and the outlook for WWTPs.

At an investment of almost R$5.5 million, 27 projects were launched on applied research, technological development, as well as training and consulting, to improve the efficiency and sustainability of sanitation processes.

Another innovative front is the CompostTree RD&I Project implemented in partnership with Transplantar Tree and with support from Cemig, which aims to transform the sludge generated at the sewage treatment plants into organic fertilizer. Using the composting process, the project combines sludge from the plants with urban pruning waste, resulting in a class B organic

R$ 5.5

million in investment.

27

projects on applied research.

Strategic Alliance: partnership with the Federal University of Minas Gerais and CR-ETES, mediated by the Fundep.

fertilizer. The project will produce class B organic fertilizer from sewage sludge and plant pruning waste. Using 230 tons of sludge in the pilot unit, it aims to promote the circular economy and add value to waste, in line with the Legal Framework for Sanitation and the UN Sustainable Development Goals. The process involves controlled composting, combining the material with sanitized sewage sludge, which results in a fertilizer validated according to the standards required by the Ministry of Agriculture, Livestock, and Food Supply (Mapa). After validation, the product is applied to seedlings and as fertilizer in municipal green areas. The project is being expanded to other cities such as Pirajuba, Araxá, and Montes Claros.

IN 2024, THE PROJECT ACHIEVED SIGNIFICANT MILESTONES:

- Practical application: since April, the fertilizer produced has been used to recover degraded areas in the municipal parks in Belo Horizonte, through a partnership with the municipal government.
- National recognition: the project received the Aevo Intrapreneurship Award for its contribution to environmental sustainability by transforming waste into valuable resources.
- Expansion and sustainability: the initiative not only reduces the costs related to the transportation and disposal of sludge in landfills, but also contributes to achieving carbon neutrality, while promoting the circular economy in alignment with the environmental agenda.

Another important project is the Inova 2030 Program – Young Innovators in SDGs, which trains young professionals to develop solutions aligned with the UN Sustainable Development Goals. We participate in the Copasa Transforma project, which processes sludge from the WWTPs, in order to minimize environmental impacts and encourage grassroots entrepreneurship.

Furthermore, our employees took part in the 4th edition of the program with the Copasa Aberta project: our way of informing, which reinforces transparency and facilitates external public's access to the Company's operations, in line with the SDGs of the 2030 Agenda.

Investments in enterprises

GRI 203-1, 203-2

Investment Program – 2024

The Parent Company's investments in 2024 totaled R$2.17 billion, including capitalization of interest, personnel, materials, and other expenses, increasing 33.2% from 2023. These investments reflect the Company's commitment to expanding and modernizing its services.

In continuation of this planning, on December 12, 2024, the Board of Directors approved the Multi-Year Investment Program for the period 2025-2029, the details of which are shown in the table:

Investments made (R$ million)

Area	2024	2025	2026	2027	2028	2029
Water, sewage and business development	1,670	2,316.0	3,200.0	3,200.0	3,500.0	3,600.0
Capitalizations	221.5	226.2	226.2	226.2	226.2	226.2
Total	**1,891.5**	**2,542,2**	**3,426.2**	**3,426.2**	**3,726.2**	**3,826.2**

Investments made (R$ million)	2022	2023	2024
Water	579.4	680	1,014.2
Sewage	449.3	671	801.3
Business and operational development	100.8	78.5	70.9
Subtotal	**1,129.5**	**1,429.5**	**1,886.5**
Capitalizations	176.1	198.6	282.5
Total — Parent company	**1,305.6**	**1,628**	**2,169**
Copanor (including capitalizations)	39.6	31.5	53.9
Total — Copasa and Copanor	**1,345.2**	**1,659.5**	**2,222.9**

The construction works carried out are part of a strategic initiative aimed at revitalizing the physical infrastructure and adopting a new visual identity in order to improve the customer experience and strengthen asset management.

We signed an agreement to update the commercial registry and incorporated technological innovations, such as facial authentication, document scanning, and meter readings with photo registration via app, thus optimizing service and increasing operational efficiency.

The investments planned under the Program are focused on expanding water and sewage systems, water security, combating losses, business development, and meeting regulatory and contractual targets. These actions are aimed at ensuring the Company's sustainability and expanding service coverage. We also invest in replacing water assets in diverse municipalities where we operate.

Funding

To finance its Investment Program, the Company plans to use funds derived from its cash generation and third-party loans.

At the end of 2024, the Company had R$1.2 billion in funds already contracted but not yet released, as the table shows. The debt will be booked only when these funds are effectively released.

Financing line	Balance to be released (R$ million)
Caixa Econômica Federal	114.5
KfW[1]	232.2
AFD[2]	868.9
Total balance to be released	**1,215.6**

Note: the above financing lines were contracted in euros, with the balances converted to reais (R$) at the end of December 2024 (€1.0 equivalent to R$6.4363).



Water supply systems

Investments made in water supply systems included:

- The construction, expansion, and improvements to water supply systems in Alfenas, Belo Horizonte, Brumadinho, Cambuquira, Capelinha, Caratinga, Conceição do Mato Dentro, Conselheiro Lafaiete, Contagem, Diamantina, Divinópolis, Esmeraldas, Fronteira, Frutal, João Pinheiro, Lavras, Mesquita, Montes Claros, Nova Lima, Nova Serrana, Paracatu, Patos de Minas, Perdigão, Riacho dos Machados, Ribeirão das Neves, Santa Bárbara, Santa Luzia, Santo Antônio do Monte, Timóteo, and Vespasiano, among others.
- Emergency works to recover adductors in the Belo Horizonte Metropolitan Region (RMBH), especially the Paraopeba System Adductor – Serra Azul WTP;
- Actions designed to make water metering more efficient and reduce losses, notably through the acquisition of macro and micro flow meters.
- Acquisition of operational equipment to modernize and optimize the water supply system in several municipalities operated by the Company.
- Construction of Waste Treatment Units (UTR) at the Water Treatment Plants (ETA) in Araxá, Belo Horizonte, Betim, Caratinga, Carmo do Rio Claro, Diamantina, Guaxupé, Ibirité, Lavras, Nova Lima, Patos de Minas, São Gotardo, Três Corações, and Varginha, among others.



Sewage systems

Investments made in the sewage systems were:

- Construction, expansion, and improvements to sewage systems in Abaeté, Além Paraíba, Belo Horizonte, Betim, Bonfim, Buritis, Campanha, Carmo da Cachoeira, Confins, Conselheiro Lafaiete, Contagem, Cruzília, Diamantina, Divino, Divinópolis, Guaxupé, Igarapé, Inhapim, Itaobim, Jacinto, Januária, Juatuba, Madre de Deus de Minas, Mateus Leme, Montes Claros, Mutum, Nova Lima, Paracatu, Patos de Minas, Pedro Leopoldo, Perdões, Presidente Bernardes, Presidente Juscelino, Ribeirão das Neves, Rio Pomba, Sabará, Santa Luzia, Santana do Paraíso, Santos Dumont, São Francisco, São João Nepomuceno, São Joaquim de Bicas, Sarzedo, Teófilo Otoni, Timóteo, Ubá, and Visconde do Rio Branco, among others.
- Replacement of sewage assets in diverse municipalities operated by the Company.
- Acquisition of operational equipment to modernize and optimize the sewage system in diverse municipalities.



Social investment

GRI 201-1, 201-3, 3-1, 3-2, 3-3, SDGs (1 – TARGET 1.1, 1.2, 1.4, 1.5/ 3 - TARGETS 3.3, 3.4, 3.9/ 4 - TARGETS 4.4, 4.7/ 5 - TARGET 5.1, 5.5/ 6 - TARGETS 6.1, 6.2/ 8 - TARGETS 8.5, 8.7, 8.8/ 10 - TARGETS 10.2, 10.3/ 12 - TARGET 12.8/ 16 TARGET 16.6/ 17 - TARGET 17.17) GLOBAL COMPACT (PRINCIPLES 1, 6)

We ensure that private social investment is aligned with the public policies for sustainable development. As such, we support social projects dedicated to culture, sports, and health, using both tax incentives and our own resources. We also roll out actions that reinforce our institutional guidelines for combating discrimination and valuing diversity.

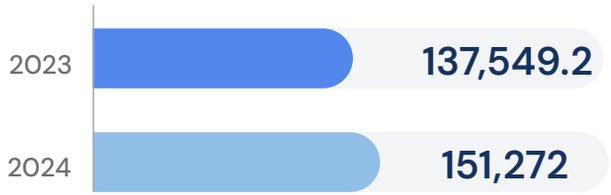
To support the municipalities where we operate, we offer a special tariff discount, encouraging the municipal governments to pay for sanitation services promptly. If municipalities pay their water and sewage bills on time, without any previous overdues, they get a 50% discount on tariffs, which reduces their operating costs and frees up investments in public works and social projects.

We also strengthen initiatives through partnerships with institutions dedicated to social action, and promote corporate volunteering actions, which will be detailed throughout this report.

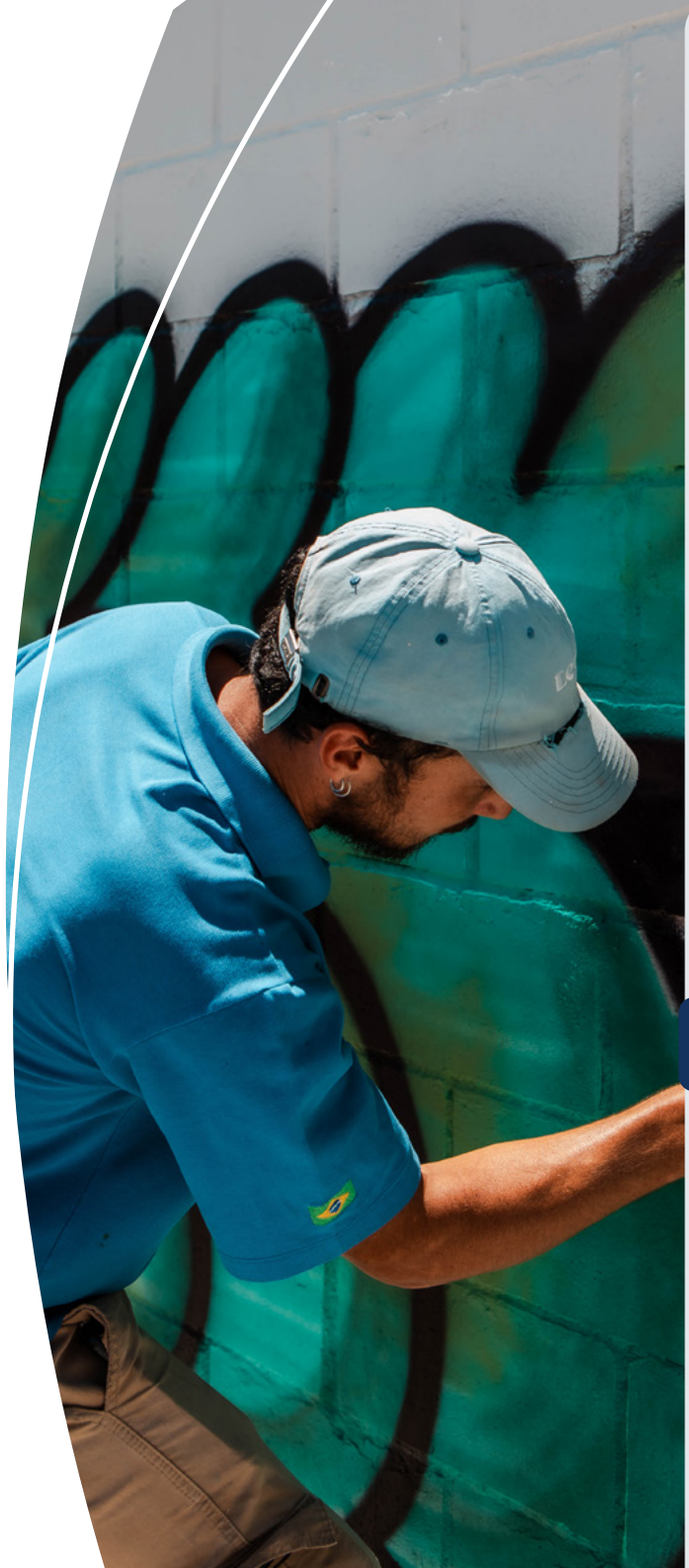
The 2024 Private Social Investment (ISP) was calculated based on the Corporate Social Investment Benchmarking (BISC) methodology, considering the gross operating income of R$8,594,982.

Investments for society/community

(R$ thousand)



Note that the methodology used by the Corporate Sustainability Index (ISE) does not consider private social investments as those made due to regulatory or contractual requirements, or by court order or settlement,



We continue to ramp up our social responsibility and sustainability efforts by allocating a limited percentage of our revenue to philanthropic organizations and actions that promote the well-being of society.

R$ 3.37 million

was raised in 2024, by the Sponsorship Program, focused on education, public safety, and social assistance.

R$ 4.29 million

raised, in 2024, by the Solidariedadedágua targeted **public and philanthropic hospitals**.

or using public or third-party funds. In this regard, considering the gross operating income, our proportional result is 4.47%, which is slightly lower than last year's result, which, when the new methodology was applied, came to 4.50%.

We continue to ramp up our social responsibility and sustainability efforts, allocating up to 0.6% of our revenue to charitable organizations and launching actions aimed at promoting the well-being of society. As part of this commitment, we offer two programs that enable customers to make donations through their bills.

The Sponsorship Program, focused on education, public safety, and social assistance, raised R$3.37 million in 2024, benefiting 200 institutions. The Solidariedágua Program, targeted at public and philanthropic hospitals, raised R$4.29 million in the year, benefiting 42 institutions. These initiatives underline our social commitment by expanding support to entities that play an essential role in the community.

Furthermore, the procedural rule for progressive discounts was revised, allowing municipalities making prompt payments to receive up to 50% reimbursement on subsequent bills, thus encouraging regular payments and increasing the sustainability of the services provided.

In 2024, this program generated savings of approximately R$66.6 million for municipal governments, reducing their operating costs and enabling these funds to be allocated to social projects and works. As part of the restructuring, the proposed new rule establishes discounts from 10% to 50%, depending on the regularity of payments.

Pix do Bem

In 2024, this innovative program transferred R$ 294,000 to environmental and social entities serving the needy population in the municipalities.

Pix do Bem is another innovative program designed to increase revenues through the use of this payment method, thereby reducing collection expenses. The savings generated are allocated to environmental and social entities serving the needy population in the municipalities. In 2024, the amount transferred to these entities totaled R$294,000.

Complementing this social commitment, we also strengthen social assistance entities through the Subsidy Program, which offers benefits to public or private non-profit institutions that continuously work in the fields social assistance, health, and education. The subsidy is in the form of discounts of up to 50% on tariffs for registered entities and 50% for philanthropic hospitals.

In 2024, a sum of R$25 million was allocated, benefiting approximately 512 entities through discounts on water and sewage tariffs up to the limit of subsidized demand. In addition, Arsae-MG Resolution 189/2024 established the general guidelines for the program and started including these amounts in the Company's tariffs.

These initiatives reaffirm our commitment to sustainable development. In 2024, 46% of our net revenue was directed to strategic investments in three main areas: internal social (24.42%), external social (11.84%), and environmental (10.08%), which shows the balance between growth and social and environmental responsibility.



200

institutions benefited from the Sponsorship Program



42

institutions benefited from Solidadiedágua

Commitment to sustainable development:

46%

of our net revenue was directed to strategic investments in three main areas:

24% internal social

11.8% external social

10.08% environmental

Social Tariff

The Social Tariff is a benefit given to low-income families registered with the Brazilian Government's Unified Register of Social Programs (CadÚnico) and with monthly per capita income of up to half the minimum wage. The program offers a discount of up to 50% in water and sewage tariffs, calculated according to the monthly consumption of each family, limited to 20m³ (20,000 liters). In 2024, the program was expanded to include beneficiaries of the BPC, a social assistance program targeted at elderly people and people with disabilities.

During the year, the average monthly households covered by the Social Residential Tariff was R$594.6 thousand for water supply and R$404.9 thousand for sewage. In addition, a sum of R$46 million was negotiated for Social Tariff users, public and private hospitals, charities, and municipal governments. For other customers, negotiations totaled R$40 million, of which R$2 million were recovered through upfront payments and installment payments.

This initiative underlines our commitment to social inclusion and universal access to sanitation services, in alignment with the Sustainable Development Goals (SDGs), especially SDG 6, which deals with the supply and sustainable management of water and sanitation services.



14,804
properties registered
until December 2024

50%
discount in tariffs



Copasa Volunteers Program

Copasa Volunteers is corporate volunteer program aimed at planned action and employee engagement in relevant social actions, while strengthening the practice of citizenship and creating positive impacts.

In 2024, the program expanded its coverage, serving 40 cities and exceeding its target by 103%, carrying out a total of 55 actions.

The Copasa Volunteers program continues to transform lives through social engagement and commitment to citizenship. In 2024, in addition to exceeding targets and expanding its impact, the program won the VOL 2024 – Best Volunteer Management Practices in Companies Award, and was featured at important events in the sector, such as the 35th AESabesp Technical Meeting and the Luso-Brazilian Symposium on Sanitary and Environmental Engineering (Silubesa).

One of the initiatives, the "Confia em 6%", which encourages employees to allocate a part of their income tax to the Childhood and Adolescents Fund (FIA), raised R$ 621,000 for the social development of communities. In line with its commitment to gender equality, the program launched the Florescer Financeiro Project to train 30 women from Ribeirão das Neves on personal finance, promoting autonomy and inclusion.

We also participated in the Natal Solidário em Rede campaign, which benefitted more than 3,000 children and teens aged between 2 and 18 from the Cidade dos Meninos Children and Youth Center. The action included a series of cultural and social activities, reaffirming our commitment to supporting and promoting the well-being of the community.

55
actions carried out in the **Copasa Volunteers program**

3,000
children benefitted in the Natal Solidário em Rede

Environmental investment

GRI 203-1, 203-2, 2-25, 304-3

To guarantee the quality and availability of water in the sources that supply the population, we implement diverse actions to conserve the natural resources of the river basins.

Basic sanitation is directly linked to the principles of the Global Compact and the Sustainable Development Goals. It is essential for more sustainable cities (principle 9) and is a fundamental right of the population (principle 1), with the potential to drive SDG 11 (Sustainable Cities and Communities) goals that go beyond infrastructure. Moreover, it is intrinsically related to environmental impacts - positive or negative - especially when water is treated as an essential resource for the quality of life and for the preservation of ecosystems.

Access to safe housing depends on basic services such as sanitation (target 11.1), which promotes a more inclusive and sustainable urbanization (target 11.3; principle 8). In addition, an efficient sanitation structure strengthens the resilience of communities to environmental and health disasters, especially for vulnerable groups (target 11.5; principle 6). Improved water quality and waste management also reduces negative environmental impacts by offering a healthier environment (target 11.6; principle 7).

Our investments go beyond infrastructure and cover social and environmental education programs, which contribute to the appreciation of cultural and environmental heritage (target 11.4).

To preserve the environment where we operate, we protect around 25,000 hectares of environmental areas in partnership with the State Forestry Institute (IEF) with the focus on conserving water sources. These areas include Special Protection Areas (APE), as well as state and federal conservation units that are home to the rich biodiversity of the Atlantic



Our investments go beyond infrastructure and cover social and environmental education programs, which contribute to the appreciation of cultural and environmental heritage (target 11.4).

Forest and the Cerrado region, inhabited by endemic and endangered species.

We are also partners with the IEF in the shared management of the Serra do Rola-Moça and Lapa Grande State Parks and the Cercadinho and Fechos Ecological Stations, besides serving on their advisory boards. We also serve on the boards of the Carste Lagoa Santa, Sul RMBH, Vargem das Flores, Fernão Dias, Rio Pandeiros, Cochá Gibão, and Lagedão Environmental Protection Areas, the Rio Doce, Paracatu, Veredas do Peruaçu, Lagoa do Cajueiro, Verde Grande, and Serra das Araras State Parks, the Rio Pandeiros Wildlife Sanctuary, the Jaíba Biological Reserve, and the Veredas do Acari Sustainable Development Reserve. Our actions include continuous monitoring, protection of surface and underground water sources, combating illegal hunting and fishing, maintenance of firebreaks, prevention of forest fires, as well as environmental education and preparation of management plans.

Our actions strictly comply with federal and state laws, including the rules for Conservation Units (Federal Law 9,985/2000, Federal Decree 4,340/2002, and State Law 20,922/2013), reaffirming our commitment to sustainability and responsible management of water resources.

Following are some of the main programs and tools used by the Company.



Environmental management and monitoring tools for water sustainability

GRI 3-3 Material topic: Water management and water security, 304-2

To bolster our commitment to sustainability and responsible management of natural resources, we have developed an innovative tool that consolidates and streamlines environmental control across the Company. It enables us to efficiently monitor issues such as environmental regularization of projects, monitoring of water sources, and management of environmental actions, among others. The result is the preservation of ecosystems, water security, and full compliance with legal requirements.

To protect biodiversity and natural heritage, we roll out strategic actions, such as monitoring surface and underground water sources, controlling illegal activities, recovering degraded areas, and fighting forest fires. These actions are backed by technical studies, management plans, and initiatives focused on environmental research and education.

In the context of river basins, programs such as Pró-Mananciais, Chuá de Educação Sanitária e Ambiental, Chuá Socioambiental, and AmbientAÇÃO underscore our commitment to protecting, recovering, and raising awareness about the environment, while also ensuring the quality and availability of water for public supply.

A unique feature is our adoption of the participatory monitoring model for the protection and recovery of micro-basins and aquifers that supply the public water system through the Pró-Mananciais Program, which engages the community in collecting and analyzing data on water resources. This strategy enables us to evaluate the effectiveness of our actions and serves as an indicator of the recovery of the water capacity of micro-basins.

To further expand our results, we have established partnerships with



institutions dedicated to preserving the environment, notably the Technical Cooperation Agreement with The Nature Conservancy (TNC), which will operate in the Mantiqueira region with the focus on monitoring the areas worked on and proposing innovative ideas to constantly improve the program's practices.

Complementing these initiatives, we implemented the Environmental Management System (EMS) in 21 pilot projects covering WTPs, WWTPs, and the Varginha Sanitary Landfill. Despite its simplified format, the system follows the principles of ISO 14001:2015, promoting effective management of environmental impacts, and aligning legal compliance and sustainability with the Company's operations.

To ensure compliance and effectiveness of treatment systems, the quality of water, effluents, and the recipient bodies is monitored in accordance with environmental law. The Annual Socio-Environmental Performance Improvement Plan (PAMDA) identifies the social and environmental aspects and impacts, and guides action plans and continuous improvements.

A simplified Environmental Management System (EMS) aligned with NBR ISO 14001:2015 was implemented in May 2024. The initiative, which is part of the Sustainability Policy and the Total Environmental Compliance Program, is designed to minimize the negative impacts while enhancing the positive impacts and promoting continuous improvement. Once non-compliance is identified, corrective actions are taken with the focus on prevention and on strengthening the environmental management culture.

Notable among the tools adopted are the Environmental Compliance Forms (FCA), based on ISO 14001:2015, which assess the impacts and environmental performance of projects through a scoring system. The data obtained serves to make more accurate decisions and the sustainable management of water resources.

Environmental regularization also involves obtaining authorizations and using the Water and Environmental Resources Information Management System (GERHA), which centralizes the processes for licensing and monitoring water sources and other environmental actions. Reports generated by the system serve to prove compliance with legal requirements as well as environmental compliance, thus strengthening management transparency and efficiency.

To complement these actions, we run diagnostics, prepare manuals and reports, conduct simulations, and provide technical training, all of which are available in the Manual do Saber corporate platform. Moreover, 22 employees were trained for internal audits, and the certification was included in their employee records. We have thus built a team prepared to uphold the Company's environmental excellence standards.

In 2024, 22 employees were trained for internal audits, and the certification was included in their employee records.

Pró-Mananciais Program

GRI 3-3 Material topic: Water management and water security, 304-3 6 13 15 17

Pró-Mananciais was launched in 2017 by the Company in partnership with diverse initiatives to protect and recover the micro-basins and aquifers that supply the public water system. Aligned with the ESG Agenda and SDGs 6, 13, 15, and 17, the Program aims to recover and preserve the micro-basins and recharge areas of surface and underground water sources used for public water supply. Through integrated actions and strategic alliances, the program seeks to improve the quality and quantity of the water collected.

The Program envisages the creation of a Local Environmental Collective (Colmeia) in each municipality covered by it, which will consist of representatives of diverse local entities and the government. It is responsible for coordinating all the stages of implementation of the Program, which include mobilizing the community, defining the environmental actions, and preparing the annual reports. The specific goals were established considering the unique characteristics of each community:

- Systematize and restructure actions to protect the surface and underground water sources.
- Coordinate with the Company's environmental education and climate change programs to implement socio-environmental actions and initiatives in an integrated manner with the aim of involving communities around micro basins.
- Reiterate, through environmental education actions, the importance of sanitation services as activities essential to health, life, and the environment.
- Ensure more effective planting, maintenance, and preservation of vegetation, especially that located around water source protection areas.
- Contribute to the expansion and consolidation of planted and preserved green areas.
- Promote agroecology and sustainable land use practices.
- Devise actions and projects aimed at preserving and recovering the quality and quantity of water, considering the river basin as the planning and management unit.
- Broaden the process of monitoring and evaluating basin conditions.
- Build closer relations with the community served.
- Propose partnerships with public and private institutions, as well as organized civil society to execute the activities established in this program.
- Provide spaces and encourage the exchange of knowledge on the culture of sustainability.

- Add efforts and resources to existing local initiatives and skills to improve the socio-environmental aspects of the basin.
- Implement and, where they exist, strengthen the fire surveillance, prevention, and fighting initiatives in each micro-basin, with the community's participation.
- Acquire water source protection areas, whenever necessary.
- Work together with communities and partners to improve the reality of the basins where the Company operates.

Key outcomes of the Pró-Mananciais Program:



Integration of 291 municipalities covered by its actions since 2017.



Formation of 261 Local Environmental Collectives (Colmeia)



around 3,500 members.



R$ 20.1 million in committed investments in 2024.



R$ 136.1 million in investments committed in 2024.

In 2024, the Pró-Mananciais Program was a finalist at the Seriema Trophy - Crea Environmental Award, ending up in the 2nd place in the Natural Elements category.

Among the partnerships of Pró-Mananciais are agreements with municipal governments, Arsae-MG, Emater, Fundep (Manuelzão Project), The Nature Conservancy (TNC), Consórcio Intermunicipal Multifinalitário do Baixo Jequitinhonha (Cimbaje), federal institutes, and universities.

These initiatives are monitored through the Water and Environmental Resources Management System (GERHA), developed by Copasa based on the Geographic Information System (GIS) technology, which enables detailed monitoring and strategic management of environmental protection and conservation actions in the program's areas of operation.

Maintenance of Natural Environments in Protected Areas

GRI 304-1

We manage approximately 25,000 hectares of protected areas with the core objective of preserving water sources intended for public water supply, beside balancing environmental conservation with operational activities.

These areas, which comprise, entirely or partially, Special Protection Areas (APE) and/or state Conservation Units, are home to a rich diversity of flora and fauna species from the Atlantic Forest and Cerrado biomes, including endemic and endangered species.

To preserve biodiversity and protect the natural heritage of these regions, in addition to constant surveillance, we carry out qualitative and quantitative monitoring and protection actions for surface and underground water sources and the rainfall network, build and maintain firebreaks and combat forest fires, we contract the preparation of management plans (in accordance with the National Conservation Units System – SNUC), and we hold environmental education activities.

COPASA AND PRESERVATION OF RIO DAS VELHAS

In 2024, we carried out hydraulic maneuvers in partnership with Convazão to replenish the Rio das Velhas during the dry season, in order to supply water to the Metropolitan Region of Belo Horizonte.

We also announced the expansion of the Onça WWTP, increasing the sewage treatment capacity to 2,700 l/s and improving water quality in the basin. Though we have not directly implemented reforestation projects, we continue to collaborate with CBH Rio das Velhas on environmental preservation initiatives.

Chuá Sanitary and Environmental Education Program

This environmental education program is run in partnership with the school community and consists of sustainability initiatives focused on raising awareness about sanitation and the importance of preserving and restoring water sources for water supply. Its primary objective is to disseminate knowledge and strengthen the ties between Copasa and the community.

6,427
students impacted

238
educational activities



The program includes on-site environmental education projects that reinforce the Company's socio-environmental commitment and social responsibility. The program's interactive approach involves discussions on topics such as sanitation and protection of water sources. It is also aligned with institutional programs, especially Pró-Mananciais, environmental licensing conditions, and the system visit program.

The Chuá Program was recognized as one of the three most impactful initiatives in the Rio das Velhas basin by the Diagnosis of the Environmental Education Plan for the Rio das Velhas Watershed.

In 2024, all the schools participating in the Chuá Socioambiental program received the Chuá Environment-Friendly School Seal. During the year, 34 schools received the certification, impacting 6,427 students through 238 educational activities. In recognition of the socio-environmental gains, these schools were also chosen for the Mural das Águas – Arte Chuá nas Escolas initiative which, in 2024, mobilized 1,086 students across 43 schools.

All the schools participating in the Chuá Socioambiental program received the Chuá Environment-Friendly School Seal.



Chuá Socio-Environmental Program

The program, launched in alignment with SDG 6 and the principles of the Earth Charter, aims to promote interaction between schools and Copasa with the focus on sanitation, the water cycle, and river basins. Through interactive dialogues, workshops, and campaigns, the program encourages student leadership, addressing topics such as access to water, protection of water sources, circular economy, climate change, and water scarcity. Following are the Program highlights in 2024:

Interactive dialogues

19 socio-environmental themes addressed

Flea Market

18,440

pieces exchanged/ donated

Green Fair

435

seedlings received

You Reporter

62 videos/news items produced

Used cooking oil

1,061

containers collected

Wheelchair campaign

322

PETs collected.

AmbientAÇÃO Program

AmbientAÇÃO is a socio-environmental management and education program aimed at building an organizational culture that encourages critical and insightful questioning about conscious consumption and waste management.

The objective of the program is to engage the Company's employees in actions aimed at the rational use of water, as well as reducing electricity consumption and waste generation, besides promoting selective collection at the Company's units.

Some of the noteworthy actions implemented in 2024 include the Green Fair, AmbientAÇÃO with employees (introduction of the AmbientAÇÃO Program to new employees), visual campaigns, cinema and debate, installation of the Waste Terrarium in the region, and the Yard Sale.

The partnership with the Lacre do Bem Association mobilized the collection of aluminum tabs for donation of wheelchairs. In 2024, 577 2-liter PET bottles filled with aluminum tabs were collected, resulting in the donation of four wheelchairs and bringing the number of wheelchairs donated since the start of the partnership in 2016 to 104.



The partnership with the Lacre do Bem Association 577 2-liter PET bottles filled with aluminum tabs were collected, resulting in the donation of four wheelchairs.

Feira Verde

The Green Fair (Feira Verde in portuguese) is an internal educational initiative that promotes the exchange of plant seedlings among the Company's employees. The initiative seeks to stimulate interest in various species, encourage urban afforestation, diversify gardens, orchards, and vegetable gardens, and strengthen the culture of environmental care in the corporate environment. Through this collaborative effort, the initiative also contributes to the sharing of knowledge and engagement in sustainable practices in everyday life.

Feira do Desapego

The Flea Market (Feira do Desapego in portuguese) is an educational initiative that promotes the exchange of items among employees and contractors of the Company. The initiative encourages the practice of conscious detachment: for each item delivered, participants receive a social currency specifically created for use in the market.

More than merely encouraging donations, this initiative reinforces values such as reuse, repurposing, and waste reduction, directly helping to reduce the inappropriate disposal of materials and, consequently, to preserve the environment.

Environmental Education Centers

Copasa's Environmental Education Centers (CEAM) are spaces created to raise awareness among visitors about the importance of caring for and preserving the environment, with the focus on sanitation and the conscious use of water resources, especially with regard to public water supply. The aim is to establish bonds of respect for – as well as knowledge and protection of – preserved areas and their water sources. The target audience includes students, especially those in elementary school, the community in general, partner organizations, and employees of the Company.

The Company currently has three CEAMs in operation: CEAM Barreiro in Belo Horizonte, CEAM Curvelo, and CEAM Teófilo Otoni, where interpretive trails, educational games, recreational activities, and educational presentations are held. In 2024, the CEAMs received 102 visits from 3,438 visitors. Copasa also completed the construction of CEAM Mocambo in Patos de Minas, the result of a technical and financial cooperation agreement with the municipality.

These centers are strategic for Copasa since they promote the inclusion of the people of Minas Gerais in environmental education activities and help form citizens who are more conscientious and responsible about public and environmental assets. The centers also strengthen society's ties with the production and treatment of water intended for public supply.

102
visits at CEAMs

3,438
visitors



Climate change

GRI 201-2, Sasb IF-WU-450A.4

We are aligned with SDG 13 – Climate Action, and recognize that climate change poses significant challenges to our operations, especially with regard to the availability of water, an essential resource for the Company (target 13.2). Changes in rainfall patterns may reduce water supply or increase the risk of environmental disasters due to excessive rainfall, directly impacting the provision of our services. In light of this scenario, we have reinforced our commitment to sustainability by deploying strategies to mitigate risks and strengthen water resilience in our operations.

To address the risks of climate change, we have adopted principle 8 of the Global Compact, aligning environmentally responsible actions with the preparation of mitigation plans (target 13.3). By understanding its responsibility to reduce environmental impacts, the Company plays a prominent role in revitalizing and protecting the water sources. Moreover, by transforming GHG emissions into energy, it not only mitigates its environmental impacts, but also generates potential economic gains (target 13.1; principle 9).

To promote practices that help mitigate global warming, we created the Climate Committee, which is responsible for



defining the strategies and goals to control greenhouse gas (GHG) emissions, preparing the Company's GHG Inventory, and reporting the relevant information to various public and private institutions. Every year, Copasa's GHG emissions and other sustainability-related information are shared on the global Carbon Disclosure Project (CDP) platform.

We remain committed to addressing the causes and effects of climate change, for which we formulated the Policy on the Effects of Climate Change and Variability, which guides the Committee and defines the Program's guidelines.

GHG emissions play a significant role in climate change, and the urgency to combat them is recognized worldwide. Some of our activities cause GHG emissions and, at the same time, are affected by the impacts of climate change, such as changes in the hydrological regime, which affects the availability of water for supply systems.

Copasa's GHG Inventories (IGEE) follow the Greenhouse Gas Protocol methodology, and the results have been reported to the GHG Protocol since 2023. The GHG Inventory for 2024 will be published on the Public Emissions Register of the Brazilian GHG Protocol Program and on the Company's website.

The main sources of our greenhouse gas emissions include sewage treatment, the Varginha landfill, and energy consumption. With this information mapped, we can adopt a strategic approach in which waste and effluent management becomes an opportunity to generate energy and, at the same time, reduce GHG emissions.

The mapping of GHG emission sources indicated that Scope 1 emissions come from the operation of sewage collection and treatment systems, the operation of the Varginha Sanitary Landfill, fuel consumption by the fleet of vehicles and stationary equipment, as well as air conditioning and fire extinguishing equipment. Scope 2 emissions originate from the consumption of electricity used in administrative processes, water and sewage treatment systems, and the operation of the Varginha Sanitary Landfill. Scope 3 indirect emissions come from solid waste generated at the operations and sent to third parties (category 5), domestic and international air travel by our employees on business (category 6), and daily employee commutes (category 7).



Guidelines for addressing climate change

In order to deal with the causes and effects of climate change, the company has formulated a Policy on the Effects of Climate Change and Variability.

The GHG Inventory covers Scopes 1, 2, and 3, with net emissions from the GHG Inventory for the base year 2024 detailed below.

Scope 1: 698,455.486 $tonCO_2e$.

Scope 1 biogenic emissions: 132,554.236 $tonCO_2$.

Scope 1 biogenic removals: 264.469 $tonCO_2$.

Scope 2: 20,552.392 $tonCO_2e$ (purchase choices).

Scope 2: 56,907.966 $tonCO_2e$ (location).

Scope 3: 85,513.211 $tonCO_2e$ (categories 5, 6 and 7).

Scope 3 biogenic emissions: 4,338.863 $tonCO_2$.

This data has been externally audited by OVV ECOGEST.
See the details here .





Regarding GHG emissions, Copasa has rolled out diverse mitigation actions, such as:

- Biogas burners: installation of biogas burners at all Sewage Treatment Plants and the Varginha Sanitary Landfill, replacing the existing burners with enclosed models, which increase burning efficiency and reduce GHG emissions.

- Energy use of biogas: implementation of biogas energy use systems at the Arrudas (Belo Horizonte), Ibirité (Ibirité), Betim Central (Betim), and Vieiras (Montes Claros) Sewage Treatment Plants, which are the Company's largest operating plants.

- Flexible-fuel fleet: use of flexible-fuel light vehicles, with priority implementation of the use of biofuels (ethanol), established in the Company's Fleet Management policy, significantly reducing the consumption of fossil fuels (gasoline) in the transport sector.

- Benchmarking with sanitation companies: pioneering technical cooperation with other sanitation companies in order to deepen the debate on climate change and discuss the major challenges facing the sector.

- Migration to the Free Energy Market: gradual transition of electricity purchase agreements to the Free Market, with the acquisition of sustainable, low-carbon, traceable energy with certification (I-REC and CEMIG-REC).

Our mitigation actions include using biogas for energy and a flex-fuel fleet.

To mitigate GHG emissions from the use of electricity, Copasa worked in 2024 to reformulate its energy matrix, based on the acquisition of energy from duly certified clean and renewable sources. The certificates were obtained from Comerc Energia (I-REC) and Cemig SIM (CEMIG SIM REC). The consumption of electricity purchased in 2024 for operational and administrative activities was 1,035,683.14 MWh, an increase of 4.8% from 2023. The acquisition of certified renewable energy was 649,162.38 MWh, which corresponded to 62.7% of all the energy used by the Company. As a result, we ceased to emit 36,355.57 tons of CO2e, increasing sustainability in the universalization of sanitation.

Another voluntary initiative by the Company to reduce carbon in operations was the implementation of the priority use of renewable fuels (ethanol) in the fleet of flexible-fuel light vehicles. Despite a 12.5% increase in fuel liters in 2024, GHG emissions declined 15% due to the replacement of fossil fuels with renewable, cleaner, and more sustainable fuels.

For 2025, we have planned to contract an assessment of climate vulnerability and risks associated with climate change, and a climate adaptation plan for Copasa's assets, to be carried out through a public bidding process. This study will be essential to underpin the review of the risk and opportunity matrix, which will directly impact the Company's corporate strategy.

The study will also have an impact on the scores of sustainability reporting frameworks such as the Carbon Disclosure Project (CDP) and ISE, and will make up the financial report containing information related to sustainability, according to the international standard issued by the International Sustainability Standards Board (ISSB), which is mandatory from January 1, 2026, as determined by CVM Resolution 193 of October 20, 2023.



Energy efficiency

GRI 3-3, 302-1, 302-3, 302-4, 302-5 | Sasb IF-WU-130A.1, SDG (7 - TARGETS 7.2, 7.3/ 13 - TARGET 13.2) GLOBAL COMPACT (PRINCIPLES 8 AND 9)

Electricity plays an essential role in the operation of public services such as drinking water supply, sewage services, and management of solid waste. We are large consumers of energy, which significantly impacts our operating expenses.

Energy costs represent 12.6% of our total expenses. In addition to variations in energy consumption due to our operations, energy costs are also influenced by economic factors, such as adjustments in electricity tariffs, changes in rates and taxes on energy tariffs, and tariff flags. The following table details our Company's energy consumption in 2022, 2023, and 2024.

Energy consumption (thousand KWH)

Specification	2024	Variation 2024/23	2023	Variation 2023/22	2022
Acquired (thousand kWh)	887,003	-10%	983,140	4.75%	938,561
Self-generation (thousand kWh)	147,742	4,534%	3,188	129.85%	1,387
Manso PPP 1 – EAT 4 (thousand kWh)	58,328	4%	55,841	-2.54%	57,296
Total (thousand kWh)	**1,093,073**		**1,042,169**		**997,244**

The following table shows the Company's consumption of renewable and non-renewable fuels and electricity in 2022, 2023, and 2024.

Energy consumption (thousand GJ)

	2024	2023	2022
Non-renewable fuels	203.02	246.1	223.5
Renewable fuels	65.73	4.2	6.8
Total energy consumption[1]	3,935	3,751,8	3,590.1
Electricity purchased	3,193	3,539,3	3,378.8
Electricity – self-generation	532	11.5	5.0
Electricity from PP1 do Manso – EAT 4[2]	210	201	206.3
Total	**8,139**	**7,753.9**	**7,410.5**

Note: Public-private partnership in the form of administrative concession to expand the production capacity of the Rio Manso Water Production System located in the Metropolitan Region of Belo Horizonte.



Electricity plays an essential role in the operation of public services such as drinking water supply, sewage services, and management of solid waste.

The evolution of the Company's energy performance can be seen in the following table:

Reductions in energy requirements of products and services sold during the reporting period, in joules or multiples thereof.

			2024	2023	2022	2021
Energy intensity	Per m3 of water produced	kWh/m³	0.841	0.829	0.84	0.83
	Per m3 of sewage collected	kWh/m³	0.2	0.203	0.19	0.19
Reductions in energy requirements of	Per m3 of water produced	%	-1.42	1.18	-1.27	0.05
	Per m3 of sewage collected	%	1.60	-6.42	0.90	1.70

Note: the energy intensity rate has remained practically constant since 2020.

To boost sustainable energy generation, we have invested in electricity self-generation systems that use the biogas generated during sewage treatment, and the hydraulic potential of our dams. We currently have two systems in operation: one at the Ibirité Sewage Treatment Plant (Ibirité WWTP), which uses biogas to cogenerate energy and burn sludge, and the other at the Manso River Water Supply System dam, which converts residual flow into electricity.

In 2024, we also institutionalized the Energy Management Policy, which establishes the principles, guidelines, and responsibilities for optimizing energy demand and reducing waste, thereby promoting the efficient use of resources.

These initiatives are part of our plan for modernizing the energy matrix, which aims to increase the share of renewable sources in energy supply, thereby reducing the carbon footprint of our operations and making us increasingly more sustainable.

As for energy efficiency, we monitor the relationship between electricity consumption and the volume of water distributed and sewage collected in the Water Supply (SAA) and Sewage Systems (SES). Detailed results can be seen in the table.

Energy intensity rate for Copasa

Specific consumption kWh/m³		
	Water produced	Sewage collected
2020	0.829	0.196
2021	0.829	0.193
2022	0.839	0.191
2023	0.829	0.203
2024	0.841	0.200

Electricity management and losses

To reduce costs and emissions and reinforce our commitment to the UN Sustainable Development Goals, we have rolled out a series of initiatives aimed at energy efficiency and operational sustainability.

Since 2023, we have increased our energy purchases on the Free Market, which reached 49% of total consumption in 2024, generating savings of R$120 million and helping to reduce greenhouse gas emissions.

We also signed an agreement to migrate 480 units to the retail market by 2026 and continue to advance in the photovoltaic plant project, which already supplies 92% of the low-voltage solar energy units.

Complementing these efforts, in 2024 we published the Energy Management Policy and continue to invest in modernizing equipment to increase efficiency in operational units. Note that all the energy acquired by Copasa in the Free Market comes from renewable sources and is certified by the International Seal Renewable Energy Certificate (I-REC).

To combat losses, we replaced approximately 869,000 water meters — including smart models —, deployed advanced technologies to detect leaks, and contracted the renewal of 348 km of networks in the Belo Horizonte Metropolitan



Region (RMBH). We also expanded the performance agreements with the focus on reducing physical and commercial losses. All these actions underline our commitment to modernizing services and efficiently managing resources.

In addition, we replaced obsolete equipment with more efficient models, adopted new technologies to optimize energy consumption in our facilities, adjusted contracted demands, installed capacitor banks to reduce excess reactive power, and implemented operational adjustments. This project, currently underway, will generate savings of around 20% on average in 13 facilities.

We are also implementing a project for energy self-generation using photovoltaic solar plants, designed to offset the consumption of our low-voltage units. In January 2024, during the construction of the plants, we started consuming renewable energy generated in solar farms. As a result, about 13% of our energy consumption in the year came from photovoltaic sources, totaling 146,512 MWh, which averted the emission of 6,500 tons of CO□ and generated savings of approximately R$ 23.4 million. At the same time, we launched the project for the floating photovoltaic plant in the Manso River reservoir, which is currently in the environmental licensing phase and is scheduled for completion in 2026.

Regarding losses, we are constantly striving to improve our indicators, both apparent and physical. Following are a few other actions taken in 2024:



Leak detection technology: we started using new technologies to identify invisible leaks in networks and branches, such as georadars, geophones, rods, and cameras, as well as artificial intelligence and satellite images to identify invisible leaks in networks and branches.



Renewal of networks: we are contracting the replacement of 348 km of networks in the Belo Horizonte Metropolitan Region (RMBH), which is currently in the bidding phase.



SOCIAL REPORT 2024

Social balance highlights

R$ 6,968,398 – net revenue from water, sewage and solid waste (R$ '000)	**9,613** employees at the end of the period
R$7,786,457 – total net revenue	**373 admissions during the period**
R$1,673,006 – net operating revenue	**160 interns**
R$1,626,535 – gross payroll	**5,422 employees over 45**
R$3,377,953 – gross operating profit	**862 women working at the Company**
R$825,107 in internal social investments	**35.37% of management positions held by women**
R$1,701,621 in external social investments	**5,322 black people working at the Company**
R$702,747 in environmental investments	**25.17% of management positions held by black people (black + brown)**
R$151,272 in private social investment	**481 people with disabilities**

The **rate of lost time accidents** per **million hours** worked was **5.18.**
The number **of critical complaints** from consumers **made to the Company totaled 1,545,946, to Procon, 3,124, and to the courts, 9,732. Complaints addressed by the Company**: **91%**; by **Procon, 100%; and by the courts 20%**.

- Social and environmental projects, as well as safety and health standards, are defined by the Board of Directors and managers.
- Freedom of association is observed in accordance with the standards of the International Labour Organization (ILO).
- Like profit sharing, private pension covers all workers.
- Suppliers are required to follow the same ethical standards as Copasa.
- Copasa organizes and encourages voluntary work.

1 - Calculation Basis	2024 amounts (R$ '000)	2023 amounts (R$ '000)
Net revenue from water, sewage and solid waste (NR)[1]	6,968,398	6,527,071
Total net revenue	7,786,457	7,325,716
Operating Income (OI)	1,673,006	1,786,272
Gross payroll (GP)	1,626,535	1,661,600
Gross operating profit (GOP)	3,377,953	3,059,895

2 - Internal social indicators	2024			2023		
	Amount (R$ '000)	% of GP	% of NR	Amount (R$ '000)	% of GP	% of NR
Food	204,666	12.58%	2.94%	211,820	12.75%	3.25%
Compulsory social charges	335,965	20.66%	4.82%	328,620	19.78%	5.03%
Private pension	56,418	3.47%	0.81%	55,111	3.32%	0.84%
Health	124,459	7.65%	1.79%	109,067	6.56%	1.67%
Occupational health and safety	10,384	0.64%	0.15%	9,115	0.55%	0.14%
Education	3,737	0.23%	0.05%	3,236	0.19%	0.05%
Training and professional development	8,898	0.55%	0.13%	8,392	0.51%	0.13%
Daycare centers or daycare assistance	1,747	0.11%	0.03%	1,622	0.1%	0.02%
Culture	20	0%	0%	0	0%	0%
Profit sharing	71,634	4.4%	1.03%	84,935	5.11%	1.3%
Others[2]	7,201	0.44%	0.1%	6,904	0.42%	0.11%
Total - Internal social indicators	**825,107**	**50.73%**	**11.84%**	**818,822**	**49.28%**	**12.55%**

3 - External social indicators	Amount (R$ '000)	% of OI	% of NR	Amount (R$ '000)	% of OI	% of NR
Education	2,815	0.17%	0.04%	3,039	0.17%	0.05%
Culture	6,430	0.38%	0.09%	6,139	0.34%	0.09%
Health and sanitation	520,399	31.11%	7.47%	432,523	24.21%	6.63%
Sport	2,600	0.16%	0.04%	2,411	0.13%	0.04%
Others[2]	12,987	0.77%	0.18%	8,293	0.46%	0.13%
Total contributions to society	545,180	32.59%	7.82%	452,403	25.33%	6.93%
Taxes (excluding social charges)	1,156,441	69.12%	16.6%	1,091,358	61.1%	16.72%
Total - External social indicators	1,701,621	101.71%	24.42%	1,543,761	86.42%	23.65%
4 - Environmental Indicators	Amount (R$ '000)	% of OI	% of NR	Amount (R$ '000)	% of OI	% of NR
Investments related to the company's production/ operation	682,299	40.78%	9.79%	598,827	33.52%	9.17%
Investments in external programs and/ or projects	20,447	1.22%	0.29%	41,099	2.3%	0.63%
Total investments in the environment	702,747	42.01%	10.08%	639,927	35.82%	9.8%
5 - Private Social Investment (PSI)[3]			2024			2023
Mobilization of private funds for the public interest (R$ '000)			151,272			137,549
Ratio of PSI to Gross Operating Income (%)			4,48			4,5
6 - Staff Indicators [4]			2024			2023
Number of employees at the end of the period			9,613			9,542
Number of admissions during the period			373			262
Number of interns			160			104
Number of employees over 45			5,422			5,182
Number of women working in the company			862			853

6 - Staff Indicators [4]	2024	2023
% of leadership positions held by women	35.37%	36.18%
Number of black people working in the company	5,322	5,276
% of leadership positions held by black people (black + brown)	25.17%	25%
Number of people with disabilities	481	464

7 - Relevant information regarding the exercise of corporate citizenship	2024			2023		
Frequency rate of lost time work accidents per million hours worked[5] .	5.18			4.52		
Social and environmental projects implemented by the company were defined by:	( ) executive board	(X) executive board and managers	( ) all employees	( ) executive board	(X) executive board and managers	( ) all employees
Safety and health standards in the workplace were defined by:	(X) executive board and managers	( ) all employees	( ) all + Cipa	(X) executive board and managers	( ) all employees	( ) all + Cipa
Regarding freedom of association, the right to collective bargaining and the internal representation of workers, the Company:	( ) does not get involved	(X) follows ILO standards	( ) encourages and follows the ILO	( ) does not get involved	(X) follows ILO standards	( ) encourages and follows the ILO
Private pension plan includes:	( ) executive board	( ) executive board and managers	(X) all employees	( ) executive board	( ) executive board and managers	(X) all employees
Profit sharing includes:	( ) executive board	( ) executive board and managers	(X) all employees	( ) executive board	( ) executive board and managers	(X) all employees
When selecting suppliers, the same ethical standards and social and environmental responsibility adopted by the Company:	( ) are not considered	( ) are suggested	(X) are required	( ) are not considered	( ) are suggested	(X) are required
Regarding employee participation in volunteer programs, the Company:	( ) does not get involved	( ) supports	(X) organizes and encourages	( ) does not get involved	( ) supports	(X) organizes and encourages
Total number of consumer complaints:	in the Company: 1,545,946	at Procon : 3,124	in court : 9,732	in the Company: 1,529,882	at Procon : 1,492	in court: 7,649
% of complaints addressed or resolved:	in the Company: 91%	at Procon: 100%	in court: 20%	in the company: 100%	at Procon: 100%	in court: 70%

7 - Relevant information regarding the exercise of corporate citizenship	2024			2023
Total added value to be distributed (R$ '000):	**4,843,700**			**4,643,269**
Distribution of Added Value (DVA):	**25.15%**	**government**		**26.32% government 33.86% employees 13.74% shareholders 10.11% third parties 15.97% retained**
	30.32%	**employees**		
	12.51%	**shareholders**		
	17.34%	**third parties**		
	14.68%	**retained**		

7 - Other Information

CNPJ 17.281.106/0001-03, sector: sanitation. Explanation about the information declared: Environmental Development Manager, telephone 55 31 3250-2024, e-mail gnda@copasa.com.br.

1 - To calculate the indicators, we consider Net Revenue from water, sewage, and solid waste (NR) services provided by Copasa, excluding construction revenue. The systematic classification of the Company's results disclosure.

2 - Internally, the Others category has as its largest investment in life insurance and transportation voucher for employees and interns. As for external indicators, the category has mostly communication campaigns and support for diverse events

3 - Private Social Investment (PSI) reported since 2023 adopts the methodology provided by the Corporate Social Investment Benchmarking (BISC), a Comunitas initiative, available at https://bisc.org.br/ and by the Grupo de Institutos, Fundações e Empresas (GIFE), available at https://gife.org.br/quem-somos-https://gife.org.br/quem-somos-gifegife https://gife.org.br/quem-somos-gife. Amounts calculated on Gross Operating Income (GOI) as indicated by ISE B3.

4 - Copasa does not employ child labor or slave labor and is not involved in prostitution or sexual exploitation of children or adolescents and is not involved in corruption. We respect and include diversity.

5 - The Company has invested in improvements on the topic, especially through the Zero Accident Program, which consists of projects and actions aimed at developing a safety culture involving safe behavior, discipline, and inspection and the goal of zero accidents. As such, the Total Number of Work Accidents indicator was replaced by the strategic indicator Frequency Rate of Lost Time Accidents per Million Hours Worked.

6 - At the end of 2023, we made a change to the system and methodology for surveying legal proceedings, making it possible to filter and make this information available with greater accuracy.



GRI AND SASB CONTENT INDEX

Company information.....237

Credits 237

Interactive summary

GRI AND SASB CONTENT INDEX

Use statement	Copasa has reported in accordance with the GRI Standards for the period from January 1, 2024 to December 31, 2024.
GRI used	GRI 1: Foundation 2021

GRI/SASB Statement	Disclosure		Page | Answer	Omissions		
				Requirements omitted	Reason	Answer
GENERAL DISCLOSURES						
The organization and its reporting practices						
GRI 2: General disclosures 2021	2-1	Organizational details				
	2-2	Entities included in the organization's sustainability reporting				
	2-3	Reporting period, frequency and contact point				
	2-4	Restatements of information	The data in the Varginha Landfill Table - weight of waste generated (tons) has been restated. GRI 401-1 - The data for 2022 has been restated.			
	2-5	External assurance				
Activities and workers						
GRI 2: General disclosures 2021	2-6	Activities, value chain and other business relationships				

GRI/SASB Statement	Disclosure		Page | Answer	Omissions		
				Requirements omitted	Reason	Answer
Activities and workers						
GRI 2: General disclosures 2021	2-7	Employees				
	2-8	Workers who are not employees	All outsourced workers and service providers, who are under the responsibility of the original company with which Copasa has a contract, as well as apprentices and interns.			
Governance						
GRI 2: General disclosures 2021	2-9	Governance structure and composition				
	2-10	Nomination and selection of the highest governance body				
	2-11	Chair of the highest governance body				
	2-12	Role of the highest governance body in overseeing the management of impacts				
	2-13	Delegation of responsibility for managing impacts				
	2-14	Role of the highest governance body in sustainability reporting	Annually, the Company prepares the report "Analysis of the achievement of goals and results in the execution of the Plano de Negócios e Estratégia de Longo Prazo (Business Plan and Long-Term Strategy) (PNELP), which is assessed by the Executive Board, approved by the Board of Directors and forwarded to the Legislative Assembly of Minas Gerais and the State Court of Accounts.			

GRI/SASB Statement	Disclosure		Page | Answer	Omissions		
				Requirements omitted	Reason	Answer
Governance						
GRI 2: General disclosures 2021	2-15	Conflicts of interest				
	2-16	Communication of critical concerns	Communications of critical concerns are taken to the highest governance body by the committees and areas responsible for each issue.			
	2-17	Collective knowledge of the highest governance body	Annual training is held for managers, fiscal councilors and members of the Audit Committee. Annual training is held for managers, fiscal councilors and members of the Audit Committee. The management body and other employees are offered training on Ethical Conduct and Integrity, as well as specific and strategic training that takes into account the employees' functions or areas of activity.			
	2-18	Evaluation of the performance of the highest governance body				
	2-19	Remuneration policies				
	2-20	Process to determine remuneration				
	2-21	Annual total compensation ratio				
	2-22	Statement on sustainable development strategy				

GRI/SASB Statement	Disclosure		Page | Answer	Omissions		
				Requirements omitted	Reason	Answer
Strategy, policies and practices						
GRI 2: General disclosures 2021	2-23	Policy commitments				
	2-24	Embedding policy commitments				
	2-25	Processes to remediate negative impacts				
	2-26	Mechanisms for seeking advice and raising concerns				
	2-27	Compliance with laws and regulations				
	2-28	Membership associations				
Stakeholder engagement						
GRI 2: General disclosures 2021	2-29	Approach to stakeholder engagement				
	2-30	Collective bargaining agreements				
GRI 3: MATERIAL TOPICS						
GRI 3: Material Topics 2021	3-1	Process to determine material topics				
	3-2	List of material topics				

GRI/SASB Statement	Disclosure	Page | Answer	Omissions		
			Requirements omitted	Reason	Answer
SPECIFIC STANDARDS					
Water and water security					
GRI 3: Material Topics 2021	3-3 Management of material topics				
GRI 303: Water and effluents 2018	303-1 Interactions with water as a shared resource				
	303-2 Management of water discharge related impacts				
	303-3 Water withdrawal		303-3.a) I) e II)	Confidential information.	
	303-5 Water consumption		303-5	Confidential information.	
SASB: Water Affordability & Access	IF-WU-240a.4 Discussion of impact of external factors on customer affordability of water, including the economic conditions of the service territory	Among the risks, the company considers water scarcity, and management and opportunities are still being discussed and structured to deal with seasonal periods of drought.			
SASB: Drinking Water Quality	IF-WU-250a.1 Number of incidents of non-compliance associated with drinking water quality standards and regulations	There were no cases of non-compliance.			
	IF-WU-250a.2 Discussion of strategies to manage drinking water contaminants of emerging concern				

GRI/SASB Statement	Disclosure		Page | Answer	Omissions		
				Requirements omitted	Reason	Answer
Water and water security						
SASB: Water Supply Resilience	IF-WU-440a.1	Total water sourced from regions with High or Extremely High Baseline Water Stress; percentage purchased from a third party		IF-WU-440a.1	Confidential information.	
SASB: Water Supply Resilience	IF-WU-440a.2	Volume of recycled water delivered to customers		IF-WU-440a.2	Not applicable.	The company does not distribute recycled water.
	IF-WU-440a.3	Discussion of strategies to manage risks associated with the quality and availability of water resources				
SASB: Network Resiliency & Impacts of Climate Change	IF-WU-450a.1	Waste water treatment capacity located in 100-year flood zones		IF-WU-450a.1	Information not available.	
	IF-WU-450a.2	(1) Number and (2) volume of sanitary sewer overflows (SSO) and (3) percentage of volume recovered				
	IF-WU-450a.3	(1) Number of unplanned service disruptions and (2) customers affected, each by duration category		IFWU-450a.3	Information not available.	
	IF-WU-450a.4	Description of efforts to identify and manage risks and opportunities related to the impact of climate change on distribution and wastewater infrastructure				

GRI/SASB Statement	Disclosure		Page | Answer	Omissions		
				Requirements omitted	Reason	Answer
Effluents and waste						
GRI 3: Material Topics 2021	3-3	Management of material topics				
GRI 303: Water and effluents 2018	303-4	Water discharge				
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts				
	306-2	Management of significant waste related impacts				
	306-3	Waste generated				
	306-4	Waste diverted from disposal				
	306-5	Waste directed to disposal				
SASB: Effluent Quality Management	IF-WU-140b.1	Number of incidents of non-compliance associated with water effluent quality permits, standards, and regulations		IF-WU-140b.1	Information not available.	

GRI/SASB Statement	Disclosure		Page | Answer	Omissions		
				Requirements omitted	Reason	Answer
Environmental management						
GRI 3: Material Topics 2021	3-3	Management of material topics				
GRI 301: Materials 2016	301-1	Materials used by weight or volume				
GRI 301: Materials 2016	301-2	Recycled input materials used	The company does not recycle materials used in the production of water or treatment of sewage, as the packaging of the chemical products used is collected by companies contracted for specific disposal, according to classification of the waste. Products that are unfit for use, due to their lack of character or expiration date, are also collected by a contracted company.			
GRI 301: Materials	301-3	Reclaimed products and their packaging materials	The company does not reuse packaging. The sewage product is not bottled, i.e. it has no packaging; and the packaging of the chemical products used by the company is collected by contracted companies for specific disposal according to the classification of the waste. Products that are unsuitable for use, due to de-characterization or expiration date, are also collected by a contracted company.			

GRI/SASB Statement	Disclosure		Page | Answer	Omissions		
				Requirements omitted	Reason	Answer
Environmental management						
GRI 304: Biodiversity 2016	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas				
	304-2	Significant impacts of activities, products and services on biodiversity				
	304-3	Habitats protected or restored		304-3.c)	Not applicable.	The protected areas/ conservation units are legally established, and the company is responsible for conservation in conjunction with the responsible management body, as a result of the maintenance and operation of abstractions for public water supply.
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations		304-4	Information not available.	

GRI/SASB Statement	Disclosure		Page | Answer	Omissions		
				Requirements omitted	Reason	Answer
Environmental management						
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	The publication of the 2024 emissions report will be at a later date, and will be available on the Public Emissions Registry of the Brazilian GHG Protocol Program (https://registropublicodeemissoes.fgv.br/) and on the Company's website (Meio Ambiente (copasa.com.br)).			
	305-2	Energy indirect (Scope 2) GHG emissions				
	305-3	Other indirect (Scope 3) GHG emissions				
	305-4	GHG emissions intensity				
	305-5	Reduction of GHG emissions				
	305-6	Emissions of ozone-depleting substances (ODS)				
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions				
People management						
GRI 3: Material Topics 2021	3-3	Management of material topics				
GRI 401: Employment 2016	401-1	New employee hires and employee turnover				
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees				
	401-3	Parental leave				

GRI/SASB Statement	Disclosure		Page | Answer	Omissions		
				Requirements omitted	Reason	Answer
People management						
GRI 403: Occupational health and safety 2018	403-1	Occupational health and safety management system				
	403-2	Hazard identification, risk assessment, and incident investigation				
	403-3	Occupational health services				
	403-4	Worker participation, consultation, and communication on occupational health and safety				
	403-5	Worker training on occupational health and safety				
	403-6	Promotion of worker health				
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships				
	403-8	Workers covered by an occupational health and safety management system	The current Occupational Health and Safety Management System is based on compliance with NRs and initiatives that aim to make the work environment increasingly healthier and safer, covering all employees and not specific percentages. It is not yet ISO certified (with the respective audits).			
	403-9	Work-related injuries				
	403-10	Work-related ill health				

GRI/SASB Statement	Disclosure		Page | Answer	Omissions		
				Requirements omitted	Reason	Answer
People management						
GRI 402: Labor/ management relations 2016	402-1	Minimum notice periods regarding operational changes	The Company's Collective Bargaining Agreement does not stipulate a minimum period for notifications of operational changes.			
GRI 404: Training and education 2016	404-1	Average hours of training per year per employee				
	404-2	Programs for upgrading employee skills and transition assistance programs				
	404-3	Percentage of employees receiving regular performance and career development reviews				
GRI 405: Diversity and equal opportunity 2016	405-1	Diversity of governance bodies and employees				
	405-2	Ratio of basic salary and remuneration of women to men				
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken				
GRI 407: Freedom of association and collective bargaining 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk				

GRI/SASB Statement	Disclosure		Page | Answer	Omissions		
				Requirements omitted	Reason	Answer
Customers and local communities						
GRI 3: Material Topics 2021	3-3	Management of material topics				
GRI413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs				
	413-2	Operations with significant actual and potential negative impacts on local communities				
GRI 416: Customer Health And Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories				
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		416-2	Confidential information.	
GRI 417: Marketing And Labeling 2016	417-1	Requirements for product and service information and labeling				
	417-2	Incidents of non-compliance concerning product and service information and labeling				
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data				

GRI/SASB Statement	Disclosure		Page | Answer	Omissions		
				Requirements omitted	Reason	Answer
Universalization of basic sanitation						
GRI 3: Material Topics 2021	3-3	Management of material topics				
GRI 203: Indirect economic impacts 2016	203-1	Infrastructure investments and services supported				
	203-2	Significant indirect economic impacts				
SASB: Water Affordability & Acess	IF-WU-240a.1	Average retail water rate for (1) residential, (2) commercial, and(3) industrial customers				
	IF-WU-240a.3	(1) Number of residential customer water disconnections for non-payment, (2) percentage reconnected within 30 days		IF-WU-240a.3	Information not available.	
Corporate governance						
GRI 3: Material Topics 2021	3-3	Management of material topics				
GRI 206: Anti-Competitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		206-1	Confidential information.	
GRI 207: Tax 2019	207-2	Tax governance, control, and risk management				

GRI/SASB Statement	Disclosure	Page | Answer	Omissions		
			Requirements omitted	Reason	Answer
Corporate governance					
GRI 415: Public Policy 2016	415-1	Political contributions	The Company has several policies that prevent direct or indirect relations with political parties or financing of political campaigns. In the Company's Social Balance Sheet, there is no entry involving political parties, in accordance with Federal Laws No. 12,846 and No. 12,813; State Decrees No. 46,782 and No. 46,644; Copasa's Anti-Corruption Policy, Integrity Plan and Code of Ethical Conduct; and the Disciplinary System Procedures and Complaint Investigation Procedures.		
Compliance, ethics and anti-corruption measures					
GRI 3: Material Topics 2021	3-3	Management of material topics			
GRI 205: Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption			
	205-2	Communication and training about anticorruption policies and procedures			
	205-3	Confirmed incidents of corruption and actions taken			
Operational efficiency					
GRI 3: Material Topics 2021	3-3	Management of material topics			

GRI/SASB Statement	Disclosure		Page | Answer	Omissions		
				Requirements omitted	Reason	Answer
Operational efficiency						
GRI 302: Energy 2016	302-1	Energy consumption within the organization				
	302-2	Energy consumption outside of the organization		302-2	Not applicable.	Services are consumed within the organization's units.
	302-3	Energy intensity				
	302-4	Reduction of energy consumption				
	302-5	Reductions in energy requirements of products and services				
SASB: Energy Management	IF-WU-130a.1	(1) Total energy consumed (2) Percentage grid electricity and (3) Percentage renewable				
SASB: Distribution Network Efficiency	IF-WU-140a.1	Water main replacement rate				
	IF-WU-140a.2	Volume of non-revenue real water losses		IF-WU-140a.2	Information not available.	
SASB: End-Use Efficiency	IF-WU-420a.1	Percentage of water utility revenue from rate structures designed to promote conservation and revenue resilience		IF-WU-420a.1	Information not available.	
	IF-WU-420a.2	Customer water savings from efficiency measures, by market		IF-WU-420a.2	Not applicable.	The company does not monitor estimated water savings from water efficiency measures.

GRI/SASB Statement	Disclosure		Page | Answer	Omissions		
				Requirements omitted	Reason	Answer
Financial performance						
GRI 3: Material Topics 2021	3-3	Management of material topics				
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed				
	201-2	Financial implications and other risks and opportunities due to climate change				
	201-3	Defined benefit plan obligations and other retirement plans				
	201-4	Financial assistance received from government	Copasa is controlled by the Government of the state of Minas Gerais, which holds 50.04% of the Company's total shares, and did not receive any funds from its controlling shareholder in 2023, referring to capital contributions.			
GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Copasa does not use the minimum wage as a reference to set its employees' salaries. Salary scales are always adjusted based on Collective Bargaining Agreements signed with the Unions. In 2021, 2022 and 2023, the lowest base salary was, respectively, 29%, 36% and 40% higher than the minimum wage.			
	202-2	Proportion of senior management hired from the local community				

GRI/SASB Statement	Disclosure		Page | Answer	Omissions		
				Requirements omitted	Reason	Answer
Financial performance						
GRI 204: Procurement practices 2016	204-1	Proportion of spending on local suppliers				
GRI 207: Tax 2019	207-1	Approach to tax				
	207-2	Tax governance, control, and risk management				
	207-3	Stakeholder engagement and management of concerns related to tax				
	207-4	Country-by-country reporting	The Company operates only in the national territory.			
Extra disclosures - indicators not included in materiality, but which Copasa decided to report in order to maintain the historical series and comparability						
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	Currently, Copasa does not select suppliers based on environmental criteria, but applies criteria in this area to the supplies it uses in some of its operations.			
	308-2	Negative environmental impacts in the supply chain and actions taken				
GRI 408: Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor				
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	They do not have specific socio-environmental criteria for selecting suppliers.			
		Negative social impacts in the supply chain and actions taken	They do not have specific socio-environmental criteria for selecting suppliers.			

Letter of Assurance

Independent Auditors Limited Assurance Report on the Non-Financial Information Included in the Sustainability Report for the Period from January 1 to December 31, 2024 from COMPANHIA DE SANEAMENTO DE MINAS GERAIS – COPASA MG

To the Directors and other stakeholders of COPASA MG
Belo Horizonte - MG

Introduction

We were engaged to perform limited assurance procedures on the sustainability information disclosed in the Sustainability Report of COPASA, for the period from January 1 to December 31, 2024, which was prepared under the responsibility of the Company's Management.

Our limited assurance engagement does not extend to information referring to previous periods or to any other information disclosed together with the Sustainability Report, including any embedded images, audio files, or videos.

Management's Responsibilities

(a) To select and establish appropriate criteria for the preparation of the information included in the 2024 Integrated Annual Report;
(b) To prepare the information in accordance with the criteria and guidelines of the Global Reporting Initiative (GRI Standards 2021); and
(c) To design, implement, and maintain internal controls relevant to the preparation of the information included in the 2024 Integrated Annual Report, ensuring that it is free from material misstatements, whether due to fraud or error.

Independent Auditors' Responsibilities

Our responsibility is to express a conclusion on the non-financial information included in the Sustainability Report, based on our limited assurance engagement performed in accordance with Technical Communication CTO 07, issued by the Brazilian Federal Accounting Council (CFC) on April 7, 2022, and in accordance with Brazilian Standard NBC TO 3000 – Assurance Engagements Other than Audits or Reviews, also issued by the CFC, which is equivalent to the international standard ISAE 3000 – Assurance engagements other than audits or reviews of historical financial information, issued by the International Auditing and Assurance Standards Board (IAASB). These standards require that the auditor comply with ethical requirements, independence rules, and other responsibilities, including application of Brazilian Quality Control Standard NBC PA 01, which requires the maintenance of a comprehensive quality control system, including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

Additionally, such standards require that the engagement be planned and performed to obtain limited assurance that the non-financial information contained in the Sustainability Report, taken as a whole, is free from material misstatement.

A limited assurance engagement in accordance with NBC TO 3000 (ISAE 3000) primarily involves inquiries of COPASA's management and other professionals involved in the preparation of the information, as well as the application of analytical procedures to obtain evidence that allows us to issue a limited assurance conclusion on the information, taken as a whole. A limited assurance engagement also requires the performance of additional procedures when the independent auditor becomes aware of matters that may lead them to believe that the disclosed information, taken as a whole, may contain material misstatements.

The procedures we performed were based on our understanding of the compilation, materiality, and presentation aspects of the Sustainability Report, as well as on other engagement circumstances and our consideration of the areas and processes related to the material information disclosed in the Sustainability Report, in which material misstatements could exist. These procedures included, among others:

(a) planning the work considering the relevance, volume of quantitative and qualitative information, and the operational and internal control systems used as a basis for the preparation of the Sustainability Report;
(b) understanding the calculation methodologies and the procedures used to compile the indicators through inquiries with those responsible for preparing the information;
(c) applying analytical procedures to the quantitative information and making inquiries regarding the qualitative information and its correlation with the indicators disclosed in the Sustainability Report; and
(d) in cases where non-financial data are related to financial indicators, comparing such indicators with the financial statements and/or accounting records.

The limited assurance procedures also included an assessment of the adherence of the disclosed information to the GRI Standards framework used in the preparation of the Sustainability Report.

We believe that the evidence obtained is sufficient and appropriate to support our limited assurance conclusion.

Scope and Limitations

The procedures performed in a limited assurance engagement vary in nature and timing and are less extensive than those performed in a reasonable assurance engagement. Accordingly, the level of assurance obtained in a limited assurance engagement is substantially lower than the level of assurance that would have been obtained had we performed a reasonable assurance engagement. If we had performed a reasonable assurance engagement, we might have identified other matters or possible material misstatements in the information included in the Sustainability Report. Therefore, we do not express an opinion on such information.

Non-financial data are subject to more inherent limitations than financial data, due to the nature and diversity of methods used to determine, calculate, or estimate such data. Qualitative interpretations of materiality, relevance, and accuracy of the data are subject to individual assumptions and judgments. Additionally, we did not perform any assurance work on data disclosed for prior periods, nor on future projections or targets.

The preparation and presentation of sustainability indicators followed the GRI Standards and, therefore, are not intended to ensure compliance with social, economic, environmental, or engineering laws and regulations. The GRI Standards do require, however, the disclosure of any significant sanctions or fines for non-compliance with such regulations. Our assurance report should be read and understood within this context, inherent to the selected criteria (GRI Standards).

Conclusion

Based on the procedures performed, as described in this report, and the evidence obtained, nothing has come to our attention that causes us to believe that the non-financial information included in COPASA's Sustainability Report for the period from January 1 to December 31, 2024, has not been prepared, in all material respects, in accordance with the criteria and guidelines of the Global Reporting Initiative – GRI Standards.

São Paulo, June 16, de 2025.*

Irko Hirashima Auditores Independentes
CRC No. 2SP020649

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Poliana Hespanhol
Accountant - CRC-1SP258022

* Free translation of the Portuguese report issued on June 16, 2025.

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Environmental Development Manager

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Credits

Coordination - Copasa

Environmental Development Manager

GRI Consulting
blendON

Content and Proofreading
blendON

Graphic design
blendON

CLARIFICATION NOTE REGARDING THE "TOTAL WATER CONSUMED" INDICATOR

COPASA clarifies that, in its 2024 Sustainability Report, the**"Total Water Consumed"** indicator was disclosed at **1,442,891,000,000**, considering the unit of measurement in **milliliters**.

To facilitate the proper interpretation of the indicator under different reporting frameworks, it should be noted that this amount corresponds to **1,442.89 megaliters**.

COPASA further clarifies that the figures disclosed to **CDP** and in the **2024 Sustainability Report** were calculated using different methodologies. In the Sustainability Report, the indicator considered the metered volume related to water consumption at the Company's administrative and operational facilities. The figure reported to CDP, amounting to **810,132.26 megaliters**, was calculated according to a specific methodology applicable to that disclosure, considering the metered volume less the discharged volume.

Therefore, any differences between the disclosed figures result from the methodologies adopted for each reporting process and do not affect the consistency of the information presented within their respective contexts.

COPASA reaffirms its commitment to transparency and to the quality of the information disclosed in its corporate reports.

The Environmental Development Management Department remains available to provide any additional clarification.