

As a leading water provider of life sustaining utility services we are committed to operating as a strong corporate citizen in all areas of our business. We are pleased to drive long term value through the following ESG highlights:



PRACTICING ENVIRONMENTAL SUSTAINABILITY

- We work to minimize any adverse impacts of our operations on the environment.
- We employ solar energy, energy efficient lighting, variable speed pump drives and other energy saving protocols at many of our facilities, all to reduce our carbon footprint.
- As a United States Environmental Protection Agency (USEPA) WaterSense Partner, we're helping consumers make wise choices regarding water use and encouraging water efficiency through the promotion of WaterSense labeled household fixtures.
- Detailed asset management plans and prudent investments in infrastructure such as our Water For Tomorrow® Capital Program reduce lost water and are helping to ensure a safe, reliable and resilient water supply for future generations.
- Acoustic leak detection technology provides early leak identification and minimizes water loss.
- Our Mobile Workforce Management platform helps us to better manage our fleet to serve customers, reduces travel time and promotes fuel efficiency.
- Use of energy saving equipment and technology is employed at offices and plant facilities.
- A lead service line detection program helps detect the presence of lead and prompts customer notification if lead is found on the customer-owned portion of the service line. All recorded Company-owned lead service lines were removed by the Company over the years since the implementation of the Lead and Copper Rule in 1991.
- We educate customers about ways to prevent water pollution and the proper disposal of medications to help keep water systems healthy.
- As a protector of public health, we safeguard our customers and our communities through early detection and warning of potential contaminants in our surface water supply.
- Processes such as e-billing through My H2O SmartPay and electronic delivery of proxy materials and annual water quality reports reduces printing and helps conserve natural resources.
- We support research and development within the water sector. CEO Dennis Doll serves as Chairman of The Water Research Foundation.
- Speaker's Program and facility tours promote environmental awareness for school children and other groups.



SUPPORTING OUR EMPLOYEES AND OUR COMMUNITIES

- We invest extensively in training to protect the health and safety of our employees, customers and the community.
- We provide competitive wages and benefits to our employees and focus on providing a workplace that encourages employee engagement, accountability and personal and professional development.
- We are committed to fostering a diverse and inclusive environment both within our Board and our employee population.
- We maintain positive, proactive relationships and serve as a resource to customers, regulators, municipal officials and other community stakeholders.
- We give back to our communities through donations of time and financial resources, donations of bottled water, board service and other in-kind contributions. We support causes related to environmental stewardship, health and wellness, Science, Technology, Engineering & Math (STEM) initiatives and community building.
- Company sponsored drives and MWCares Days, (employee volunteer-in-service days) encourage employee donations and participation in park clean-ups, Adopt-A-Highway efforts, Habitat for Humanity home builds, local food drives and numerous other local causes.



RESPONSIBLE BUSINESS POLICY AND ETHICS

- Emergency management, business continuity and cybersecurity protocols are in place to help ensure rapid response to adverse events, business resiliency as well as the protection of customer and employee data.
- Formal direct oversight of ESG resides at the Board level within the Corporate Governance & Nominating Committee.
- Code of Business Conduct sets forth principles to guide employee, officer and director daily actions and decisions.
- Strong company culture and Corporate Values Credo promotes Respect, Integrity, Growth, Honesty and Teamwork.
- Directors and executives are subject to stock ownership guidelines.
- While risk management oversight remains under the supervision of the Corporate Governance and Nominating Committee, all employees are responsible for managing risk. Risk reporting training, procedures and policies are in place to identify and mitigate financial and operational risks and risks to brand and reputation.
- The Company complies with applicable legal and regulatory requirements.
- Our vendor contracts stipulate our expectations for business partnerships and help ensure alignment with management's Code of Conduct.
- A Whistleblower Hotline directly to the Chair of the Audit Committee helps ensure confidential reporting of suspected violations.
- An advisory vote is held annually on Named Executive Officer compensation.