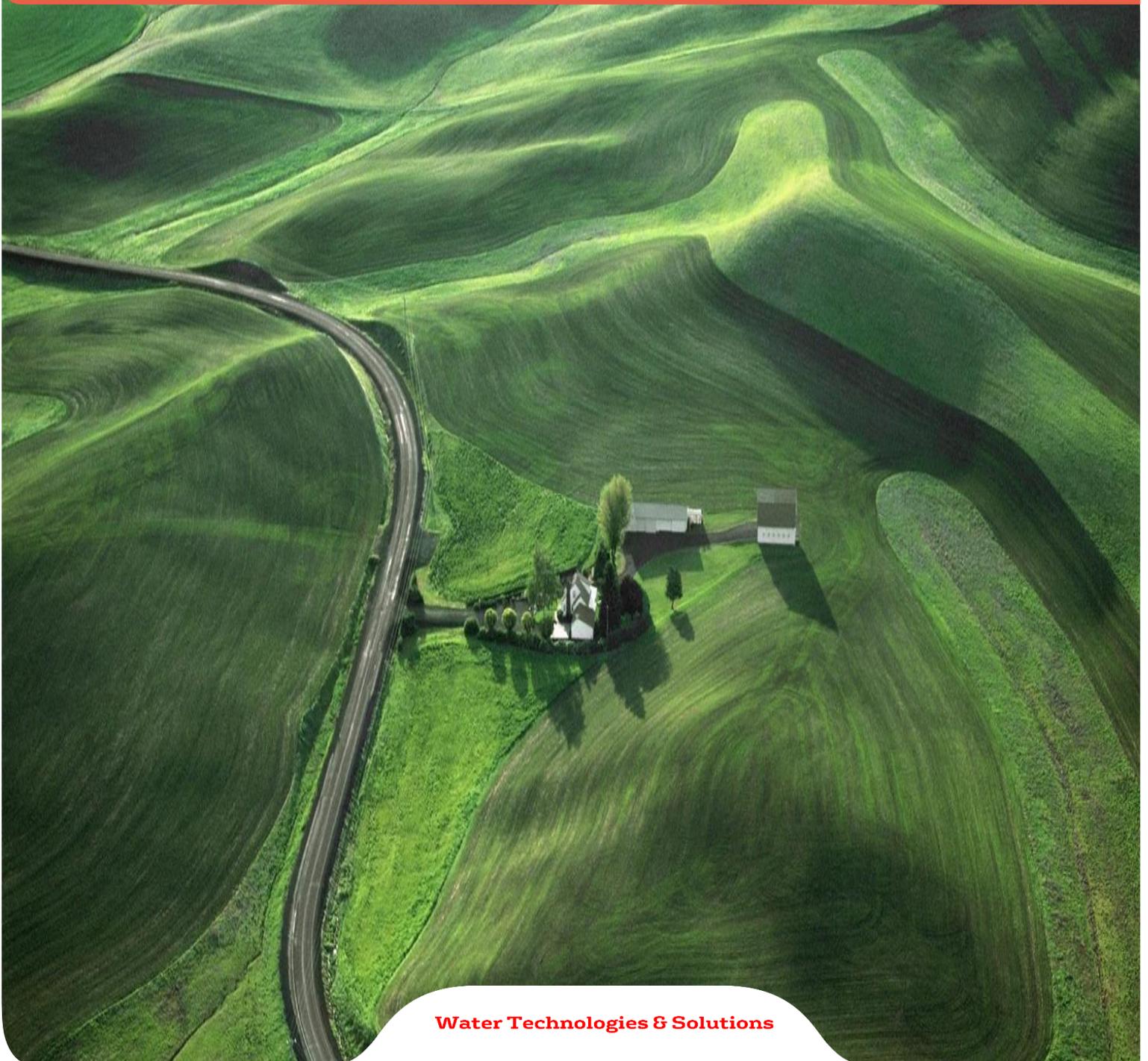


# Integrated Management System Manual

quality, environmental, health & safety





# resourcing the world

Veolia's mission is to resource the world, helping our customers address their environmental and sustainability challenges in energy, water, and waste. This means improving our clients' energy efficiency, better managing their water and wastewater, and recovering resources from their wastes.

Veolia Water Technologies & Solutions Vision	3
Our Customer Commitments	4-5
The Quality, Environmental, Health and & Safety Organization	6
The Quality and Environmental, Health & Safety Policies	7
Key Business Processes	8-11
Risk Management	12
Communication and Employee Participation	13
The Integrated Management System	14-23



Find a contact near you by visiting [www.watertechnologies.com](http://www.watertechnologies.com) and clicking on "Contact Us."  
\*Trademark of Veolia; may be registered in one or more countries.

# quality, environment, health and safety vision

Veolia Water Technologies & Solutions is committed to the achievement of quality, environment, occupational health and safety excellence.

We are driven by a passion for delivering on our commitments. We are dedicated to providing our customers with the highest quality offerings, customer service and responsiveness to their needs. We are committed to working through any problem in an open and honest manner with unyielding integrity.

The management and control of risks associated with Water Technologies & Solutions facilities is our top priority in our establishment of a preventive culture. We take appropriate measures to prevent workplace injuries and illnesses, to provide workers with a safe and healthy working environment. We accurately assess environmental risks and ensure that our quality systems are effective and well managed.

We have a positive Quality, Environment, Occupational Health and Safety culture. The improvement of our integrated management system is a shared endeavor between workers and the management team, to the benefit of our employees, our customers and our planet.





## Customer Requirements

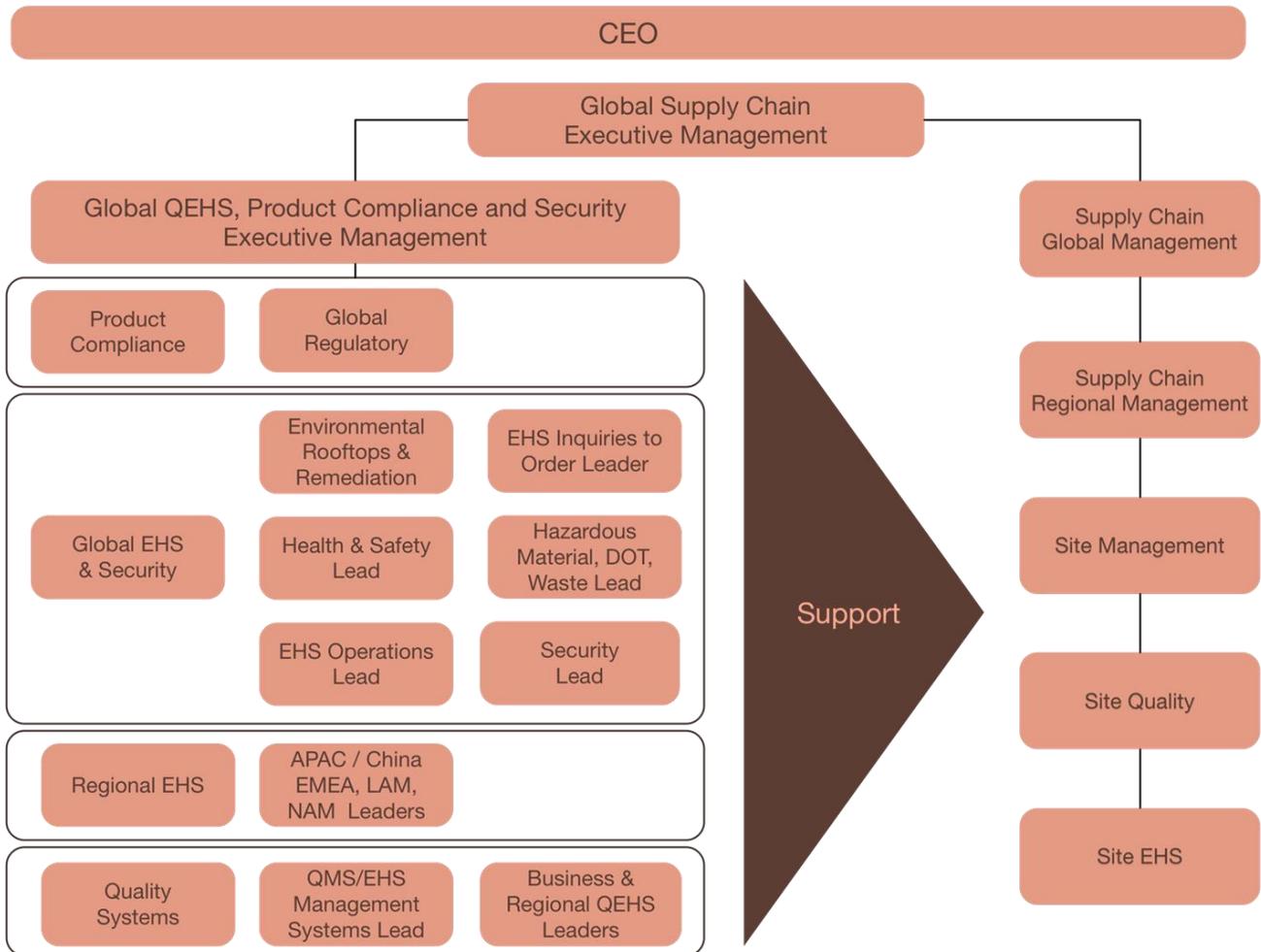
- Water Technologies & Solutions understands customer requirements associated with its products and services, their delivery and ongoing support.
- This comes from a deep understanding of the customers' business goals and regulatory commitments, and the intended use of the products and services.
- WTS has established channels for effective communication of customer requirements as well as changes throughout its organization.



## Regulations and Standards

- Ensuring compliance with the applicable Regulations and Standards for every region where its products and services are manufactured or operated is of paramount importance to Water Technologies & Solutions.
- Management teams at all levels in the business are engaged in a continually improving process of reviewing the regulatory landscape and understanding technical applicability, training, auditing, and rigorous adherence to policies and procedures. We have the ultimate goal of ensuring that products and services are compliant with the applicable laws and regulations of the region and locally where they are being sold.
- Water Technologies & Solutions understands that its customers count on them to provide products that are compliant and is committed to meeting that expectation.
- All Environmental Health and Safety leaders, in all areas of the business, are engaged in a process of continual improvement in relation to both environment and occupational health and safety. Using guidance, best practice examples and keeping up to date with any changes in the regulatory landscape, we ensure that we are compliant in terms of what we do and how we do it.

# the quality, environmental health and safety organization

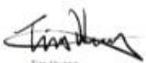


# quality, environmental health and safety policies

**Quality Policy**  
VEOLIA  
Veolia Water Technologies & Solutions

At Veolia Water Technologies & Solutions, we understand that Quality is important to both our Customers and our Teams, we are committed to:

- Understanding, meeting and exceeding our customer expectations.
- Improving levels of customer satisfaction and trust in our business.
- Delivering our quality products and services on time, in full and in compliance with regulatory and contractual requirements.
- Ensuring continual improvement in the quality of our products, processes, and our overall management system.
- Responding quickly and effectively to resolve identified issues.
- Developing meaningful quality goals and objectives to support the business in driving improvement.
- Providing job related training to all employees to enhance their knowledge and improve their skills.

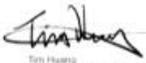
  
Tim Huang  
CEO, Veolia Water Technologies & Solutions  
Nevada, USA

**EHS Policy**  
VEOLIA  
Veolia Water Technologies & Solutions

At Veolia Water Technologies & Solutions, we are committed to continual improvement in our Journey to Zero incidents by:

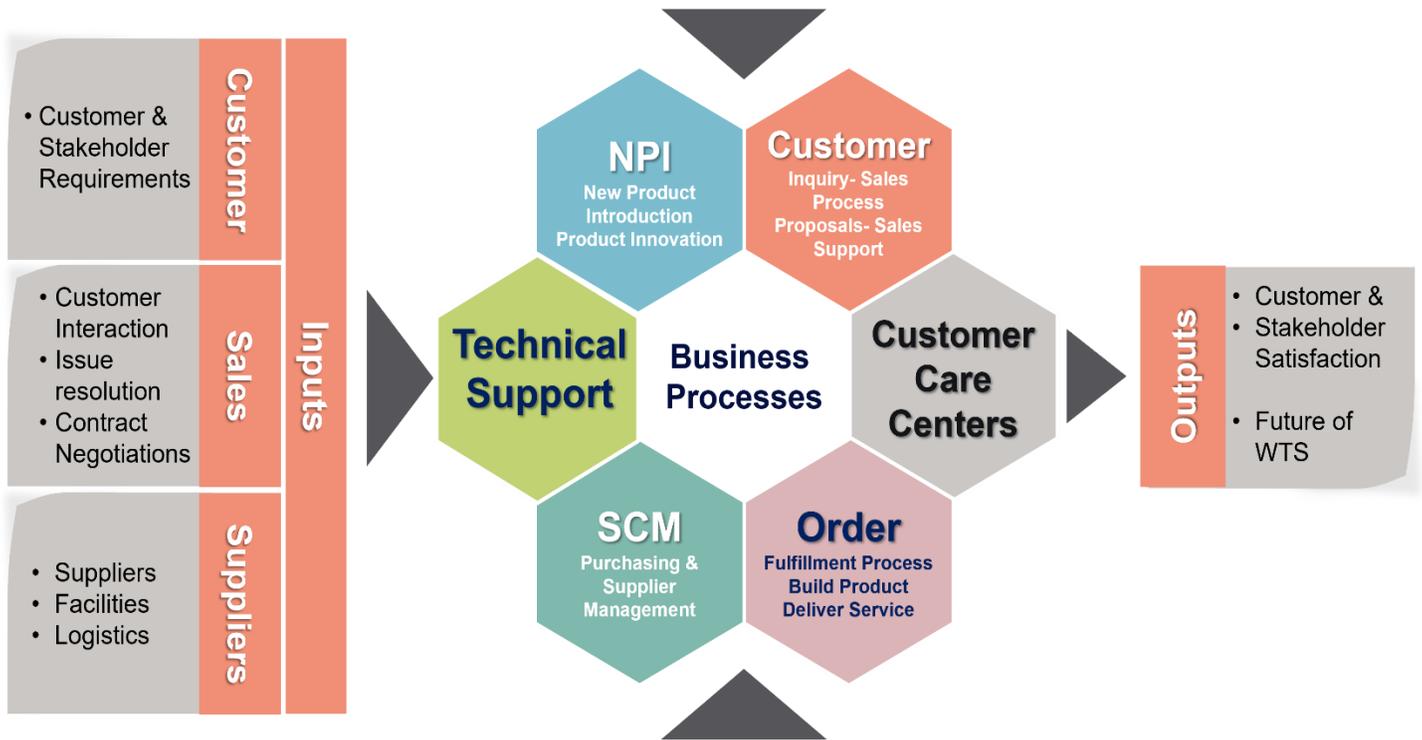
- Achieving environmental, health & safety excellence.
- Complying with applicable EHS laws, regulations, standards and other requirements.
- Providing workers with a safe and healthy working environment.
- Considering EHS impacts in all Veolia's WTS business strategies and initiatives.
- Developing and monitoring meaningful EHS goals and objectives.
- Management and controlling risks from Veolia's WTS facilities, products, services and activities.
- Protecting the environment by reducing use of toxic and hazardous materials, preventing pollution, and conserving, recovering & recycling materials.
- Continuing to improve our EHS systems and performance as an integral part of operational strategy & rhythm by engaging the entire managerial line.
- Eliminate hazards and reduce occupational health & safety risks faced by our workers, to prevent work related injury and ill health.
- Driving communication, consultation and participation with our workers & workers representatives, as applicable, on the issues that concern them.
- Reporting and auditing our EHS performance to improve accountability.
- Motivate and engage with all workers in our health and safety training program.
- Implement our 12 Life Saving Rules to avoid severe accidents.

Veolia Water Technologies & Solutions will strive to prevent adverse impact and injury to the environment and the communities in which we do business. Our programs combine clear leadership by management, the participation of all workers, functions, contractors and the use of appropriate technology in developing and distributing Veolia's WTS products and services.

  
Tim Huang  
CEO, Veolia Water Technologies & Solutions  
Nevada, USA

# key business processes

Management Processes		
Strategic Management	QHSE Mgmt Systems	Env, Health & Safety
<ul style="list-style-type: none"> <li>• Risk Strategy</li> <li>• Resource Planning</li> <li>• Priorities/ Targets</li> <li>• Policies</li> </ul>	<ul style="list-style-type: none"> <li>• Mgmt Review</li> <li>• Internal Audit</li> <li>• Satisfaction Surveys</li> <li>• Corrective Action</li> </ul>	<ul style="list-style-type: none"> <li>• Risk Analysis/ mitigation</li> <li>• Worker Participation</li> <li>• Env aspects</li> </ul>



Fulfilment Processes			
CMS	Engineered Systems	Engineered Systems	Engineered Systems
<ul style="list-style-type: none"> <li>• Chemical Monitoring Solutions</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Products</b></li> <li>• F&amp;M</li> <li>• ROED</li> <li>• UFMBR</li> <li>• AI &amp; PD</li> </ul>	<ul style="list-style-type: none"> <li>• Projects</li> </ul>	<ul style="list-style-type: none"> <li>• Services</li> <li>• O&amp;M</li> </ul>

# Customer Inquiry-Sales Process

The Customer Inquiry-Sales Process at Water Technologies & Solutions provides a standard and consistent method for developing commercial opportunities. The included risk review process ensures a balance of customer requirements with Veolia's capabilities and the ability to manage any identified risk.

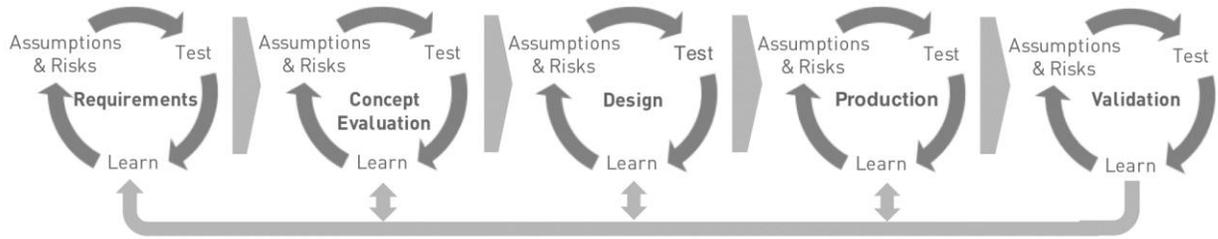
- The Customer Inquiry-Sales Process includes:
  - Opportunity identification and screening
  - Assessment of customer request for quotation and Veolia's response
  - Risk assessment and approval of initial bid
  - Negotiated scope, price and terms approval
  - Hand-off to the Order-Fulfillment Process

## Order Fulfillment Process

The Order Fulfillment process covers the execution of a sales contract from the time that the order is initiated to the time that the final payment is received.

- The Order Fulfillment Process includes:
  - Resource allocation including detailed technical definition as well as planning, and scheduling of equipment, material and human resources
  - Procurement of material resources to complete the order
  - Product realization to transform acquired resources into final product
  - Fulfillment including delivering the product to the customer-specified location and satisfying the terms of the contract
  - Receipt of payment
- Throughout the process, our integrated management system uses control points to verify and validate whether customer, worker and regulatory requirements are met.

# New Product Introduction



- The New Product Introduction (NPI) Operating System is an iterative and collaborative business-level approach to creating new products, services and solutions for our customers. It spans the entire product development cycle, from the identification of a new business opportunity to the post commercial introduction. The NPI Operating System is flexible to the unique needs of each project and is applied throughout the businesses, products and services within Water Technology & Solutions.
- Execution teams exist for every defined program. Teams are responsible for achievement of all commercial, environmental, occupational health and safety and technical product objectives, including:
  - Meeting the product development and marketplace introduction schedules
  - Product performance, program cost, product cost, and financial objectives
  - Validation and verification performed throughout the process to confirm product meets requirements
  - Ensuring that our product development process takes adequate consideration of environmental impacts and aspects of the production process and the final product
  - Ensuring our products can be made safely without unnecessary risk to our workers
- Appropriate reviews are utilized to continually assess if the program is fulfilling requirements.

# Control of External Providers

Veolia Water Technologies & Solutions expects the same high-quality standards from our external suppliers as we do internally. The Sourcing function has established rigorous processes around supplier quality and oversight to enable and verify this quality level for all sourced components, processes and services that may impact our customers' performance including environmental health and safety.

## Supplier Approval Process

Approved to do business with Veolia Water Technologies & Solutions:

- Technical Capabilities
- Quality System
- Environmental Health & Safety / Labor
- Know Your Supplier
- Social Responsibility Guidelines

### Mutual Non-Disclosure Agreement

- Protects proprietary information for both parties

### Integrity Acknowledgement

- Supplier's commitment to comply with Veolia's requirements

### QEHS (Quality, Environmental, Health, Safety) Questionnaire

- Provides basic QEHS data for evaluation of Quality and Environmental Health and Safety practices
- Further local QEHS assessments performed as required

### General Supplier Profile

- Basic data to support quality, financial viability and overall risk

## Qualification Process

Released for Production:

- Product Compliance
- Process Capability

### Critical hardware requires

- Characteristic accountability
- Product quality plan, manufacturing process plan
- Process risk

### Team approvals required

- Supplier quality engineer, design engineer, materials engineer (as appropriate)

## Surveillance Process

Sustaining Quality, Environmental, Health and Safety:

- Monitoring
- Auditing

### Periodic Surveillance Required

- Quality system assessment (if not ISO certified)
- Environmental, Health and Safety systems assessment
- Product / Service audit - compliance to technical requirements
- Process audit - compliance to special processes

### Additional audit/inspection requirements defined by:

- Customer requirements, risk, supplier performance, defects

# risk management

- Veolia Water Technologies & Solutions understands the needs for its risks to be well managed and for its control measures to be proactive rather than reactive. This is important for our workers and for our customers who rely on a healthy, safe workforce and effective, quality processes to deliver their requirements.
- Risk management is achieved through various risk analysis and mitigation strategies incorporated into business processes. Applicable activities include the development of our products and services along with the regulatory compliance strategy, management system process planning, and various transactional business activities.
- The risk management control strategy will be generated by the implementation of the Water Technologies & Solutions Environmental Health and Safety Framework and the implementation of the pertinent statutory provisions relevant to the country where the work is carried out.

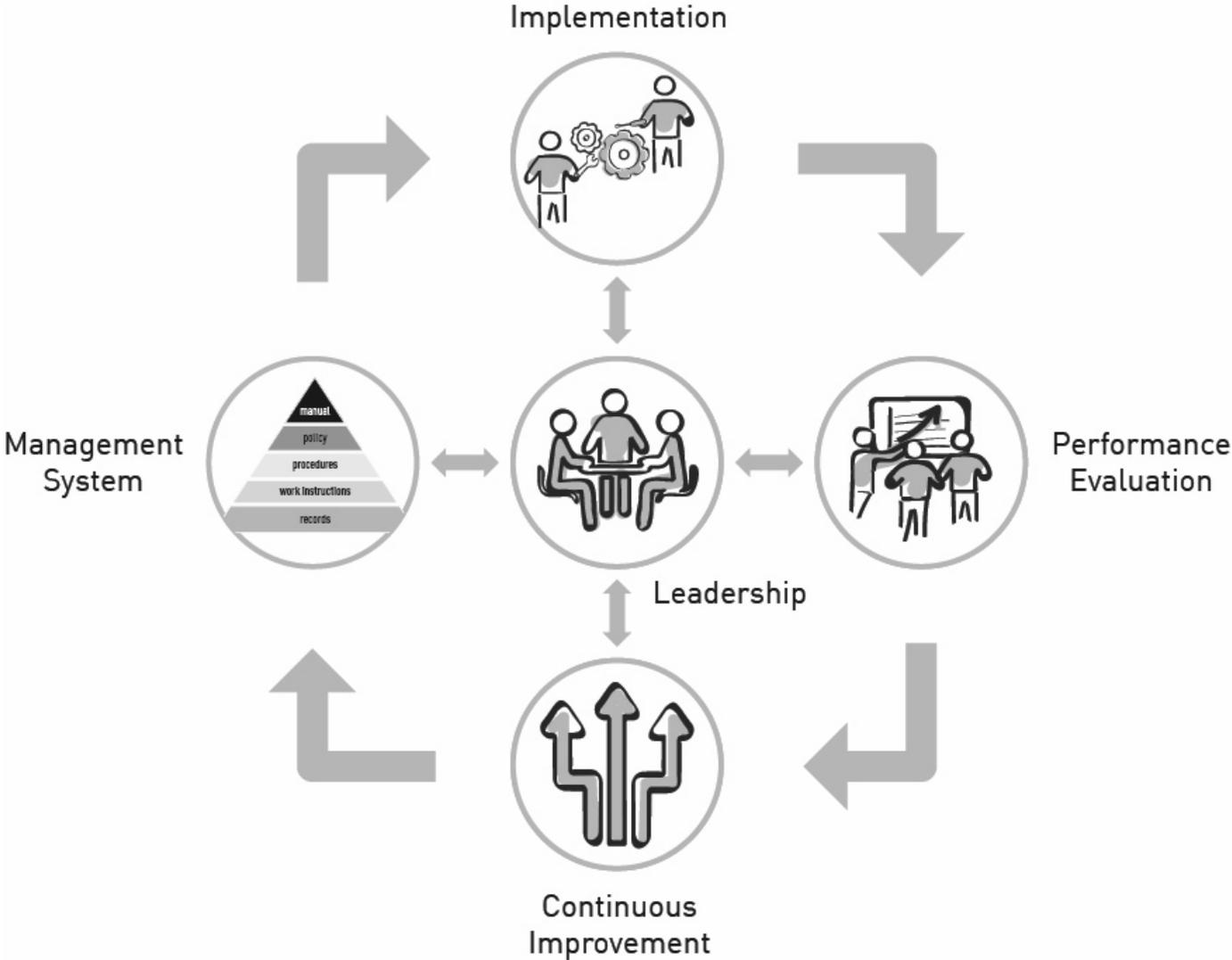


# communication and employee participation

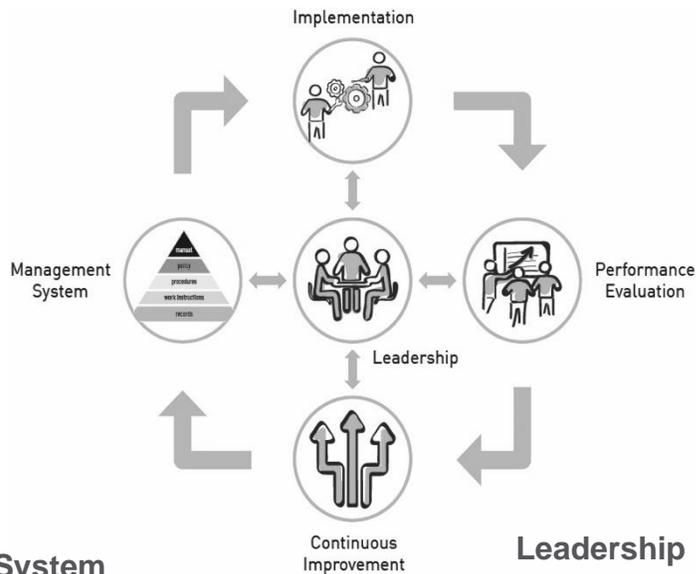
- Veolia Water Technologies & Solutions have established channels for effective communication with its employees, contractors and other workers to ensure that all parties can be heard on issues relating to Quality, Environment and Occupational Health and Safety.
- Key personnel including product management leaders, technology leaders, quality leaders, environmental health and safety leaders, manufacturing leaders are engaged in a process of continual improvement to:
  - Improve our products and services to meet our customers' changing needs
  - Improve process effectiveness and efficiencies
  - Improve performance related to environmental protections
  - Improve worker safety performance
  - Ensure continued compliance to changes in the product, environmental, health and safety regulations
- The Operation Excellence Team supports improvement activity by training, mentoring and sponsoring leaders for various improvement projects using various improvement techniques including lean six sigma.
- Employee experiential knowledge is vital to the improvement process so workers at different levels of the organization are encouraged to participate in improvement projects and are consulted.



# the integrated management system (IMS)



Plan – Do – Check - Act



**Management System**

- Context of the organization
- Interested parties
- Determination of scope
- Planning
- Documented processes
- Documented information
- Record control

**Leadership**

- Leadership and commitment
- Customer focus
- Policies
- Risk and opportunity
- Objectives
- Strategy
- Roles, responsibilities and authorities
- Consultation and participation of workers

**Implementation (Support)**

- Resources
- Training, competence, awareness
- Control of monitoring and measuring resources
- Environmental requirements
- Legal and compliance obligations
- Hazard identification
- Emergency preparedness and support

**Performance Evaluation**

- Monitoring, measurement, analysis and evaluation
- Internal audits
- Management review
- Evaluation of compliance

**Implementation (Operation)**

- Determination and review of requirements
- Design and development
- Control of externally provided processes, products and services
- Control of -production and service
- Identification and traceability
- Control of nonconforming outputs
- Actions to address risk and opportunities
- Eliminating hazards and reducing health and safety risks

**Improvement**

- Nonconformity and corrective action
- Continual improvement

# Management's Commitment to Quality

*Executive leadership at all levels of Water Technologies & Solutions delivers on the commitment to successfully develop and implement the IMS and continually improve its effectiveness by:*

- Deploying the quality and environmental health and safety policies
- Establishing measurable objectives that enable improvement in environmental protection, worker safety and enhanced customer satisfaction
- Communicating to the business the importance of meeting customer and regulatory requirements
- Conducting management reviews at appropriate levels within the organization
- Performing risk and opportunity reviews to establish and deploy business strategies
- Participating in case reviews where we have failed to meet our high standards in occupational health and safety
- Ensuring the business has the resources it needs to achieve the goals of the integrated management system

## Management Review

*Review topics include:*

- Customer satisfaction and feedback from relevant interested parties
- Changes in internal and external issues relevant to the management system
- Process performance and product conformity
- Information on management system performance including monitoring and measuring results and evaluation of compliance with legal requirements
- Audit results
- Performance of external providers
- Adequacy of resources
- Effectiveness of actions taken to address risk and opportunities
- Opportunities for improvement

*Business segments, functional groups hold routine operational and strategic reviews to ensure alignment to customer requirements and priorities.*

## **Documented Information**

Veolia Water Technologies & Solutions utilizes a tiered approach to Documented Information. Global quality system documents provide the structural requirements for an effective quality management system. Sub-business and local documents supplement the global requirements when required to ensure business specific requirements are effectively addressed.

*Global document control requirements include:*

- Identification
- Review and approval
- Revision control
- Internal and external documents
- Communication, accessibility, confidentiality

*Global quality record control requirements include:*

- Identification
- Traceability
- Legibility
- Retrieval
- Protection
- Retention and disposition requirements



# Training and People

- Veolia Water Technologies & Solutions assigns resources to plan and develop our integrated management system and its processes to ensure we satisfy our customers with our delivered product and services.
- Our stringent hiring process ensures that successful applicants are qualified with identified required competencies.
- The Veolia internal educational programs provide online employee development courses to help employees develop their skills and realize their career aspirations.
- The Veolia employee and talent review process formalizes ongoing manager-employee interaction to identify and monitor annual objectives, performance and competency.
- The Veolia employee and talent review process enable effective management of Environmental, Health and Safety competencies through the automatic assignment and tracking of mandatory training requirements based on job category.

## Auditing

### Focus for Internal Audits

- Compliance with Water Technologies & Solutions' Integrated Management System requirements.
- Test effectiveness of processes to ensure intended results are achieved.
- Planning based on the maturity and importance of the process, as well as results of previous audits.
- Audit results, including timeliness and effectiveness of corrective actions, are reviewed by relevant management.

# Control of Nonconforming Outputs

- An output is considered to be nonconforming when it does not meet specified requirements. Nonconforming outputs are controlled to prevent their unintended use or delivery and the situation is resolved so that requirements are met.
- When the nonconforming output involves tangible material, a formal nonconforming material process is followed to ensure the following controls are in place when they are applicable:
  - Identification and segregation (if possible)
  - Containment
  - Communication to interested parties
  - Authorization for acceptance under concession
  - Documentation of the nonconformity including its resolution and identification of deciding authorities
- Field issues related to our products and services are tracked using issue tracking applications that facilitate collaboration with relevant team members to achieve resolution. Impact screening and trending analysis is used to escalate specific issues, or issue types, to the continuous improvement system where formal root cause analysis and corrective action protocols are followed.
- When an incident or nonconformity is related to an environmental or health and safety circumstance, immediate, necessary action is taken to deal with the situation. This is followed by thorough investigations to identify risks and opportunities. Corrective actions are verified for effectiveness and significant learnings are shared across the business.

# Control of Monitoring and Measuring Resources

- Veolia Water Technologies & Solutions' monitoring and measuring resource control program includes measuring instruments, software measurement standards and reference material. The control program supports the measuring and monitoring activity for equipment, processes, products and services. This helps ensure the quality of product and service delivery, and compliance to environmental, health and safety commitments.
- The measuring resources are suitable for their assigned purpose and they are protected and maintained to ensure their continuing fitness for use.
- Veolia Water Technologies & Solutions maintains a comprehensive calibration program for when measurement traceability is a requirement or is considered essential to provide confidence in the validity of results.
- Each measuring and monitoring resource in the calibration program is uniquely identified to provide traceability to its calibration schedule and records.
- As appropriate, calibrations performed are traceable to International or National Standards, as defined in the calibration program.



# Monitoring and Measurement

- Groups within Water Technologies & Solutions define and implement monitoring and measurement needed to demonstrate conformity of product and the integrated management system, and to identify opportunities for improvement by:
  - Setting specific and measurable quality, environmental, health and safety objectives and establishing review rhythms to verify performance
  - Verifying that product requirements are met at the appropriate stages of production and/or service provision through in-process inspection and testing
  - Verifying that throughout all production stages and during operation and maintenance of equipment environmental, health and safety requirements are met



# Corrective Action

- To drive effective corrective action, Water Technologies & Solutions has implemented several business process specific systems to track and monitor progress on resolution of issues.
- Issue resolution is strongly linked to our organization's commitment to continually improve its products, services, processes and performance. The established Continuous Improvement process defines requirements for:
  - Screening nonconformities and non-compliances, including environmental health and safety concerns, customer complaints, warranty issues to ensure the resolution rigour is appropriate for the nature and scale of the issue
  - Analyzing and determining the causes of nonconformities and non-compliances
  - Evaluating the need for corrective action to prevent occurrence in related areas
  - Determining and implementing the actions needed
  - Verifying the effectiveness of the actions taken



# Continuous Improvement

- Water Technologies & Solutions continually improves the effectiveness of its IMS through:
  - Its quality, environmental and occupational health and safety policies
  - Creation and monitoring of objectives and targets linked to quality, environment and occupational health and safety
  - Soliciting customer feedback and engaging in consultation processes with our workers
  - Ensuring we are meeting our legal obligations
  - Engaging in hazard identification, risk analysis and strategic planning activities
  - Developing significant aspects and impacts with periodic review
  - Risk Analysis and Strategic Planning
  - Implementation and verification of corrective actions
  - Completion of internal audits
  - Execution of management review
- Water Technologies & Solutions utilizes various process improvement methodologies along with traditional quality management activities to drive improvements.



# Integrated Management System Manual Approval

Name	Title	IMS Manual Version	Release Date	Signature
Kristin Mortensen	WTS Global ISO Leader	4.2	May 2024	<i>Kristin Mortensen</i>

