

Integrated Management Systems Manual

Quality, Environmental Health & Safety

Veolia Water Tech



Resourcing the world

Veolia's purpose is to contribute to human progress by firmly committing to the Sustainable Development Goals set by the UN to achieve a better and more sustainable future for all. It is with this aim in mind that Veolia sets itself the task of "Resourcing the world" through its environmental services business.

Veolia Water Tech Vision	3
Multifaceted Performance	4
Our Customer Commitments	5
The Quality, Environmental, Health and & Safety Organization	7
The Quality and Environmental, Health & Safety Policies	8
Key Business Processes	9
Risk Management	13
Communication and Employee Participation	14
The Integrated Management System	15



Quality, environment, health and safety vision

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

Customer & Commitment

We are driven by a passion for delivering on our commitments dedicated to the highest quality offerings, customer service, and responsiveness. We work through problems in an open and honest manner with unyielding integrity.

Culture & Shared Endeavor

We foster a positive QEHS culture. Improvement of our Integrated Management System is a shared endeavor between workers and management, benefiting employees, customers, and our planet.

Risk Management & Prevention

With a prevention-first mindset, we safeguard our people and our planet by managing and controlling risks associated with our operations. We take measures to prevent workplace injuries and ensure a safe and healthy working environment. We proactively manage environmental impact and maintain the highest standards of quality management to ensure operational excellence.

The IMS manual applies to all Veolia Water Tech sites under regional ISO certification with a full integration plan by 2028



Multi faceted performance

Multifaceted performance is the core management tool and steering mechanism used by Veolia to align its business operations with its corporate purpose of ecological transformation. It is in complete alignment with the United Nations' 17 Sustainable Development Goals.

The Five Performance Dimensions

Veolia measures its success across these key areas, each receiving the same level of attention to ensure maximum sustainable impact:

Economic and Financial: Focuses on profitability and investment capacity.

Commercial: Measured by customer and consumer satisfaction.

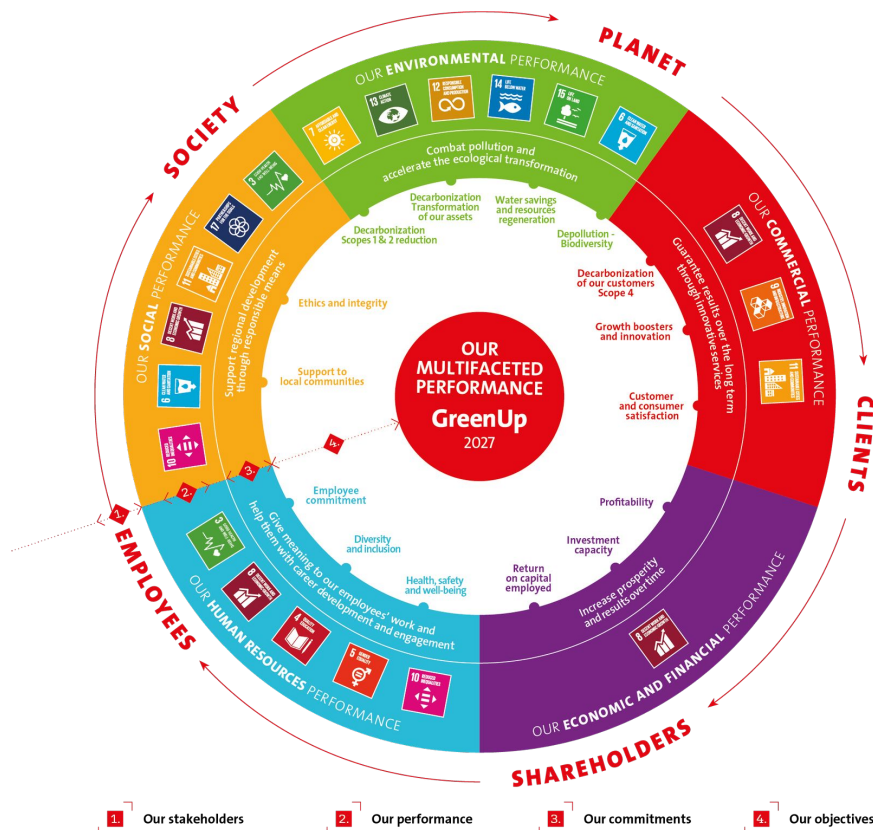
Environmental: Decarbonization, biodiversity preservation, and resource conservation.

Social: Employee health and safety and professional development.

Societal: Diversity in management, support for local communities, and ethical business conduct.

Strategic Implementation & Monitoring

Under the current GreenUp 2024-2027 strategic program, Veolia has committed to 15 specific progress objectives supported by 15 key performance indicators (KPIs)



Our Customer Commitments

Customer Experience Program



Veolia Water Tech is committed to driving customer satisfaction with all products and services we offer and building long-term loyalty by working with our customers to help them be successful.

We recognize that understanding our customers' experiences is essential for us to optimize those experiences and earn our customers' loyalty. To help us achieve this understanding, we use two types of customer surveys.

- **Relationship surveys:** Conducted periodically on a sample basis to determine overall satisfaction.
- **Transactional surveys:** Conducted after specific events to determine satisfaction of the interactions related to the specific transaction.

Customer Requirements

- Veolia Water Tech 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.
- Veolia Water Tech has established channels for effective communication of customer requirements as well as changes throughout its organization.



Regulations and Standards

Global Compliance Commitment

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 Tech.

Management Strategy

Teams at all levels engage in a continual process of reviewing the regulatory landscape, training, auditing, and rigorous adherence to policies and procedures.

The ultimate goal: ensuring products and services comply with all applicable laws and regulations of the region and locally where they are sold.



Customer Trust

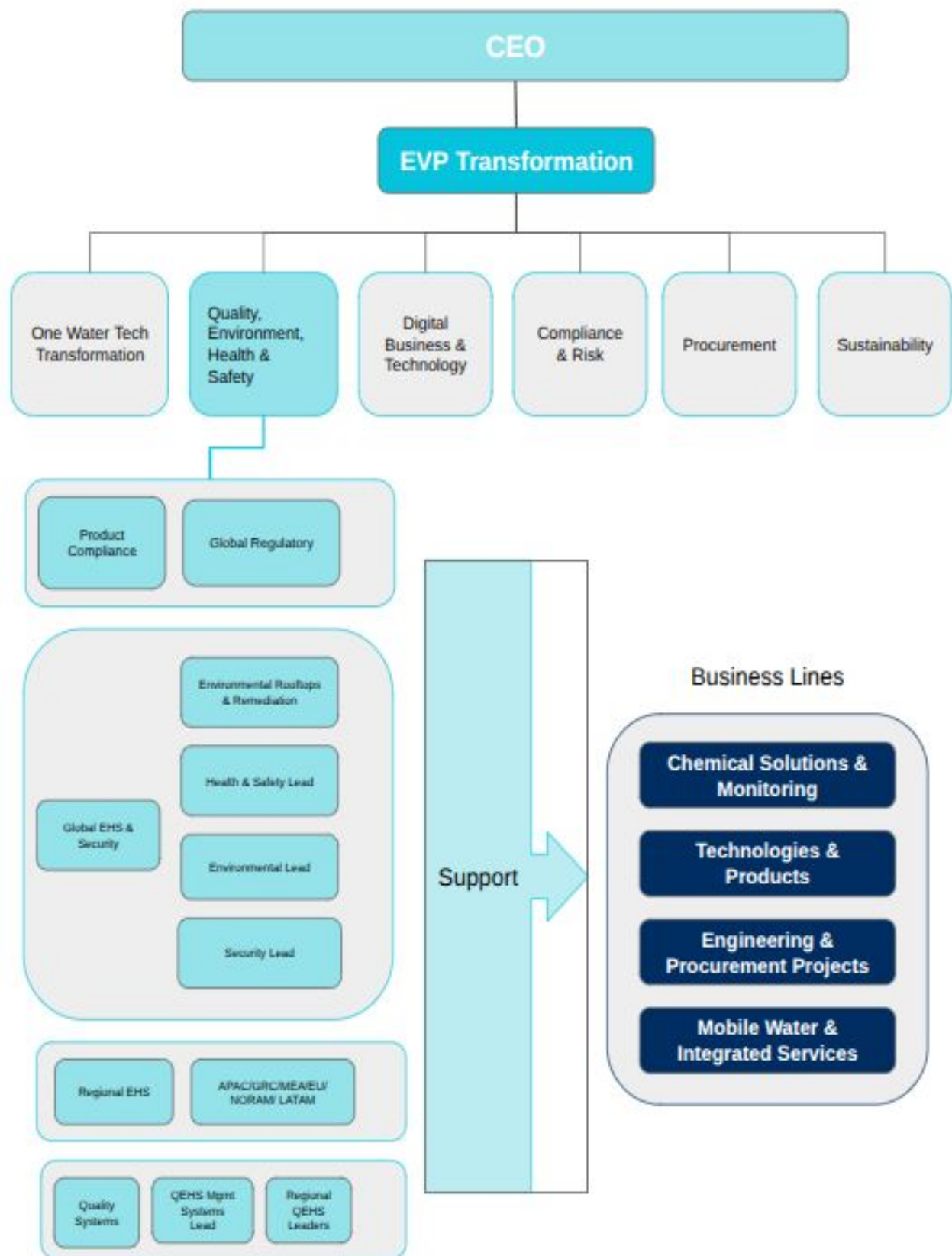
Water Tech understands that our customers count on us to provide compliant products and is committed to meeting that expectation.

EHS Leadership & Continual Improvement

All Environmental, Health and Safety leaders are engaged in continual improvement for both environment and occupational health and safety. We ensure compliance with all prevailing laws and regulations by:

- Utilizing guidance and best practice examples
- Keeping up to date with regulatory landscape changes

The quality, environmental, health and safety organization



Quality, environmental, health and safety policies

Quality Policy



As the water technology experts of Veolia, we understand that quality is important to both our customers and 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.

Anne Le Guennec

Chief Executive Officer
Water Tech

Environment, health and safety (EHS) policy



As the water technology experts of Veolia, we are committed to continual improvement in our journey to zero incidents by:

- Achieving environmental, health and safety excellence.
- Complying with applicable environmental, health and safety (EHS) laws, regulations, standards and other requirements.
- Providing workers with a safe and healthy working environment.
- Considering EHS impacts in all our business strategies and initiatives.
- Developing and monitoring meaningful EHS goals and objectives.
- Management and controlling risks from our facilities, products, services and activities.
- Protecting the environment by reducing use of toxic and hazardous materials, preventing pollution, and conserving, recovering and recycling materials.
- Continuing to improve our EHS systems and performance as an integral part of operational strategy and rhythm by engaging the entire managerial line.
- Eliminate hazards and reduce occupational health and safety and industrial risks faced by our workers, to prevent work related injury and ill health.
- Driving communication, consultation and participation with our workers and 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.

We 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 our products and services.

Anne Le Guennec

Chief Executive Officer
Water Tech

Rev 005

Our key business processes

Key Business Processes

Management Processes

Strategy & Systems

Risk Strategy, Resources, Targets, Policies

QEHS Mgmt System

Mgmt Review, Internal Audit, NPS, Corrective Action

Env, Health & Safety

Risk Analysis, Worker Participation, Env Aspects

INPUTS

Customer

Customer & Stakeholder Requirements

Sales

Customer Interaction, Issue Resolution, Contract Negotiations

Suppliers

Suppliers, Contractors, Facilities, Logistics

Core Business Processes

R&D
New Product Innovation

Customer
Inquiry, Sales, Proposals

Customer Care Centers

Procurement

Technical Support

Order
Fulfillment Process, Products, Services

OUTPUTS

NPS

Customer Satisfaction

Products & Services

Market Share, Brand Recognition

Financial

Revenue, Profit Margins, Cost Savings

Fulfillment Processes

CSM

Chemical Solutions and Monitoring

T&P

Technology & Products

EPP

Engineering & Procurement Projects

MWIS

Mobile Water & Integrated Services

Core Sales & Fulfillment Processes

Customer Inquiry-Sales Process

The Customer Inquiry-Sales Process at WaterTech 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

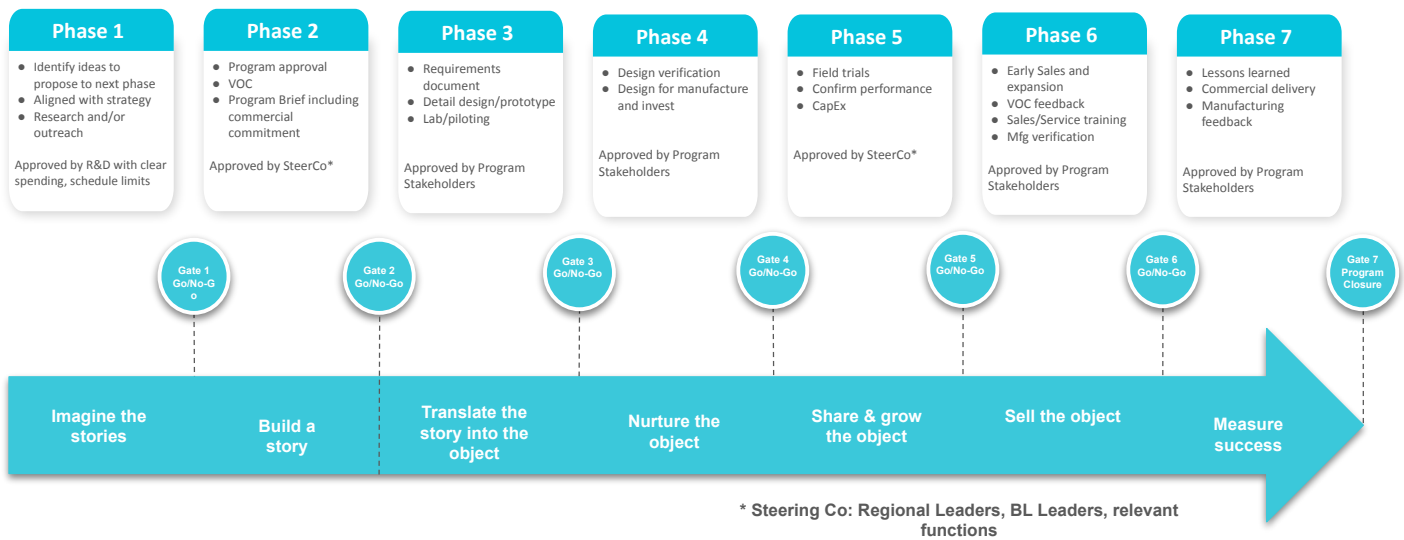
The Order Fulfillment process covers the execution of a sales contract from the time that the order is initiated to the time that the final payment is received.

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.

Design and Development Process



The design and development 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 R&D Program Governance is flexible to the unique needs of each project and is applied throughout the businesses, products and services within WaterTech.

Execution Team Objectives

Efficiency & Performance

- Meeting schedules
- Product performance, cost, program cost
- Financial objectives

Quality & Validation

- Validation & verification
- Confirming product meets requirements

Safety & Environment

Product development process takes into account

- Environmental impacts
- Worker safety & risks

Appropriate reviews are utilized to continually assess if the program is fulfilling requirements.

Control of External Providers

Veolia Water Tech expects the same high-quality standards from our external suppliers as we do internally. The procurement 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.

01

Supplier Approval Process

Approved to do business with Veolia Water Tech

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

Mutual NDA

Proprietary info protection.

Integrity Acknowledgement

Supplier's commitment to comply with Veolia's requirements

QEHS Questionnaire

Data for EHS/Quality evaluation

General Supplier Profile

Quality, Financial & risk assessment.

02

Supplier Qualification

Released for Production:

- Product Compliance
- Process Capability

Critical Hardware Requirements:

Accountability, Quality/Manufacturing plan, & Risk assessment.

Team Approvals:

Supplier Quality Engineers, Design, and Materials Engineers.

03

Surveillance Process

Sustaining QEHS:

- Quality System (Non-ISO)
- EHS Systems Assessment
- Product/Service Audit
- Process Audit

Periodic Review:

Ongoing monitoring and auditing of supplier performance.
Process audit - compliance to special processes

Additional Requirements:

Defined by customer risk, defects, and performance history.

Risk Management

Proactive Risk Philosophy

Veolia Water Tech prioritizes proactive control measures to ensure a healthy, safe workforce and deliver quality results for our customers.

01

Analysis & Mitigation

Integration into core business processes:

- Product & Service Development
- Regulatory Compliance Strategy
- Management System Planning
- Transactional Activities

02

Control Framework

Generated through systematic implementation:

- **WaterTech EHS Framework:** Environmental Health and Safety standards.
- **Statutory Provisions:** Relevant to the specific country of operation.



Communication and employee participation

Established Communication Channels

Veolia Water Tech ensures all interested parties - employees, contractors, workers are heard on Quality, Environment, and OHS issues.

Engagement in Continual Improvement

Key leadership across product, technology, quality, EHS, and manufacturing is engaged to:

- Improve products and services to meet changing customer needs
- Enhance process effectiveness and efficiencies
- Improve environmental protection performance
- Boost worker safety performance
- Ensure compliance with evolving regulations

Improvement Support

Training, mentoring, and sponsoring leaders using techniques like **Lean Six Sigma**.

Experiential Knowledge

Workers at all levels are encouraged to participate and are consulted as vital contributors.



The integrated management system (IMS)



Plan

Do

Check

Act

The integrated management system (IMS)

Implementation (Operation)

- Determination and review of requirements
- Design and development
- External provider management
- Control of production and service
- Identification and traceability
- Control of nonconforming outputs

Implementation (Support)

- Resources
- Training, competence, awareness
- Monitoring and measuring resources
- Environmental requirements
- Legal and compliance obligations
- Hazard identification

Management System

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



Leadership

- Leadership & commitment
- Customer focus
- Policies
- Risk and opportunity
- Objectives
- Consultation

Improvement

- Nonconformity & corrective action
- Continual improvement

Performance

- Monitoring & analysis
- Internal audits
- Management review
- Compliance evaluation

Management's Commitment to Quality

Executive leadership at all levels of WaterTech 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 for environmental protection, safety, and customer satisfaction
- Communicating the importance of meeting customer and regulatory requirements
- Conducting management reviews at appropriate levels
- Performing risk and opportunity reviews to deploy business strategies
- Participating in case reviews for occupational health and safety standards
- Ensuring the business has necessary resources for IMS goals

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
- Audit results and provider performance
- Adequacy of resources
- Risk and opportunity action effectiveness
- Opportunities for improvement

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

Documented Information

Document Control Process

Veolia Water Tech 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



People and Performance

Training and People

- Veolia WaterTech 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 automatic assignment and tracking of mandatory training.

Internal Audit

Focus for Internal Audits

- Compliance with WaterTech 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 Monitoring and Measuring Resources

Resource Control Program



Veolia Water Tech 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.



Fitness for Use

Resources are suitable for their purpose, protected, and maintained to ensure continuing suitability.



Calibration Program

Comprehensive program ensuring measurement validity and traceability where required.



Unique Identification

Every resource is uniquely identified to provide full traceability to schedules and records.



Standards Traceability

Calibrations are traceable to International or National Standards as defined by the program.

Control of Monitoring and Measuring Resources



Resource Control Program

Veolia Water Tech 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.



Fitness for Use

Resources are suitable for their purpose, protected, and maintained to ensure continuing suitability.



Calibration Program

Comprehensive program ensuring measurement validity and traceability where required.



Unique Identification

Every resource is uniquely identified to provide full traceability to schedules and records.



Standards Traceability

Calibrations are traceable to International or National Standards as defined by the program.

Monitoring and Measurement

Performance Monitoring & IMS Conformity

Groups within WaterTech define and implement monitoring and measurement needed to demonstrate conformity of product and the integrated management system, and to identify opportunities for improvement by:

- **Objectives & Review:** Setting specific QEHS objectives and establishing review rhythms.
- **Product Verification:** In-process inspection and testing to meet requirements.
- **EHS Verification:** Monitoring all production stages and equipment maintenance.

Corrective Action Process

WaterTech drives effective corrective action by utilizing targeted, process-specific systems to track and monitor issue resolution. This systematic approach ensures that addressing problems is directly linked to our commitment to continuous improvement across all products, services, and performance metrics.

Non-conformity & Corrective Action Process



Screening & Rigour Assessment

Evaluating nonconformities, EHS concerns, and customer complaints to ensure resolution rigour matches the scale of the issue.



Root Cause Analysis

Analyzing and determining the underlying causes of nonconformities and non-compliances.



Need Evaluation

Evaluating the necessity for corrective action to proactively prevent recurrence in related areas.



Action Implementation

Determining the specific actions needed and executing their implementation effectively.



Effectiveness Verification

Systematically verifying that the actions taken have achieved the intended results.

Continual Improvement

Water Tech continually improves the effectiveness of its IMS through:



Policies

Quality, environmental, and occupational health and safety policies.



Objectives & Targets

Creation and monitoring of goals linked to QEHS performance.



Engagement

Customer feedback and worker consultation processes.



Legal Obligations

Ensuring full compliance with all regulatory requirements.



Risk & Planning

Hazard ID, risk analysis, and strategic planning activities.



Reviews & Audits

Corrective actions, internal audits, and management reviews.

Water Tech 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	WT Global ISO Leader	5	May 2026	<i>Kristin Mortensen</i>





Veolia Water Tech

3600 Horizon Boulevard, Trevose, PA 19053

www.watertechnologies.com