

Quality Policy

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.



Vincent Caillaud
CEO, Veolia Water Technologies & Solutions
Revision 003



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.



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