

Veolia UK is the leader in environmental solutions, Veolia provides a comprehensive range of waste, water and energy management services designed to build the circular economy and preserve scarce raw materials.

All the activities undertaken as part of the Company's business are carried out in a controlled and legal manner, so as to be safe, not to cause damage to or adversely impact the environment and to meet or exceed the expectations of our customers and stakeholders, including regulatory authorities. These activities are prescribed as a series of procedures which form part of Veolia's intranet based integrated management system, called the Business Management System (BMS).

THE BUSINESS MANAGEMENT SYSTEM (BMS)

The management system is designed to ensure that the business meets its objectives and commitment to the principles of continual improvement and covers the entire scope of Veolia's business activities.

The Business Management System is based on the sound principals of:

- **Say what we do** – Understand and describe how tasks are done
- **Do what we say** - Follow correct methods, deliver requirements
- **Prove it** – Record and maintain accurate records
- **Improve it** – Prevent failure, correct errors, learn and prevent recurrence

Cycle of **Plan – Do – Check - Act**

Accordingly, the system forms the basis of our system certification program and is consistent with relevant standards, including but not limited to:

- ISO 9001:2015 – Quality Management Systems
- ISO 14001:2015 – Environmental Management Systems
- OHAS 18001:2007 – Safety Management Systems
- ISO 22301:2012 – Business Continuity

The BMS comprises of four ‘tiers’ where:

- Tier 1 contains the Company’s Policies.
- Tier 2 contains the procedures relevant to all aspects of the business including training, identification and evaluation of Environmental Aspects and Impacts, and Objectives and targets for continuous improvement (Copies of the master procedure lists for System, Environment and Health & Safety are attached).
- Tier 3 documents are specific to a particular business line; and
- Tier 4 contains site specific information.

All business representatives within Veolia work closely together to ensure that the information on the BMS reflects a standardised and coordinated approach to the way Veolia undertakes its business.

The BMS is the computer platform which allows all staff on site to ‘tune in’ and have access to the most up-to-date available information regarding Veolia policies and processes. Each member of staff in the structure will have a unique log on to view the BMS and will receive updates via a link on the BMS homepage.

POLICIES

The Company has documented Environment and Sustainability, Quality and Health and Safety Policies which are part of the BMS. These policies feed into the summarised Veolia Commitment statement.

Copies of the policies and statement are available on request.

The Policies are reviewed annually for continuing relevance, as part of our management system.

CERTIFICATION

The Company has certification to international standards for Environment, Business Continuity, Quality and Health and Safety. Copies of the Certificates are available on request.

Standard	Certificate No	Date of issue	Scope
ISO 9001:2015	LRQ 00008757	19 September 2017	Integrated resource management including waste collection, treatment, disposal and recycling

ISO 14001:2015	LRQ 00007106	19 September 2017	Integrated resource management including waste collection, treatment, disposal and recycling
OHSAS 18001:2007	LRQ 00007107	19 September 2017	Integrated resource management including waste collection, treatment, disposal and recycling
ISO 22301:2012	LRQ 10026101	9 th August 2017	Business continuity management system for integrated resource management including waste collection, treatment, disposal and recycling

IDENTIFICATION OF ENVIRONMENTAL ASPECTS AND IMPACTS (Environmental Risk Assessment)

The Company has a documented procedure for the identification and evaluation of environmental risk across the business.

All aspects and impacts are identified using a scored risk assessment matrix

All aspects and impacts are regularly reviewed as part of the system.

OBJECTIVES AND TARGETS

The Company has a documented procedure for the identification, management and review of objectives and targets.

Veolia's objectives and targets are set at local, divisional and corporate level and also align with our parent company's goals.

INDUCTION AND TRAINING

The Company has documented procedures for inductions and training.

Environmental Induction / awareness training is given to all new employees.

All employees are given the relevant training to allow them to carry out their roles in a safe manner and undergo annual training appraisals and reviews to identify any further training requirements.

Most training is provided in-house by Veolia's own training centre, Campus Veolia. Courses provided by Campus include Environmental Awareness and Environmental Permitting.

COMMUNICATION

Quality, Health and Safety and Environment information is made available to employees through QHS and E Alerts, Toolbox talks, Environmental Briefings and awareness aids, such as desktop images. These initiatives help to raise operational environmental risks relevant to a particular business sector.

Meetings at site, divisional, support and senior management occurs at regular intervals, which includes a review and discussion of QHS and E matters.

REPORTING AND RECORDING OF QHS and E INFORMATION

Veolia uses an electronic intranet based reporting system, RIVO, to record all environmental and health and safety incidents, near misses, enforcement authority communications, complaints and results of audits. This allows all compliance and performance information to be visible and enables trends to be identified and appropriate action to be taken. RIVO releases automatic notifications to relevant staff within the business when an event is logged on the system.

The Company has a documented procedure for the reporting of non-conformances and complaints. The procedure also records the corrective action taken and the preventive measures to avoid reoccurrence.

In addition, the Company also requires operational depots to complete an annual environmental report for their location, 'Global Reporting'. This information allows Veolia to assess its environmental data, including resource consumption, carbon emissions and wastes managed.

PERMITS, LICENSES AND LEGISLATION

The waste industry is a highly regulated sector. Veolia maintains a register of all QHSE legislation relevant to its operations and of all permits and licenses held by it. Veolia regularly reviews current legislation with industry groups, regulatory bodies and internal staff to ensure that we are abreast of and implement appropriately any new legislative requirements that would effect our operations and our clients.

Each site keeps copies of permits and licenses relevant to its own operations. These permits are also held and maintained centrally on Salesforce.

AUDITS

Sites are subject to an annual internal QHSE audit by our dedicated audit team. The results of these audits are centralised on our RIVO system. Veolia sites are also subject to external audits by our certification body LRQA.

DETAIL OF BUSINESS MANAGEMENT SYSTEM PROCEDURES APPLICABLE TO HWRCs

TIER 2 - Environment Procedures – Master List

Title	TIER 2 Reference	Proc Status	Issue Date	Owner
Identification and Evaluation of Environmental Aspects and Impacts	ENV/2/004	10	12/17	P. Farrow
Biodiversity Management	ENV/2/005	7	10/17	P. Farrow
Installation and Maintenance of Refrigeration and Air-conditioning Equipment which contain or are designed to contain HFC or HCFC Refrigerants	ENV/2/006	6	12/15	P. Farrow
GHG Tracker Procedure	ENV/2/007	6	11/15	P. Farrow
MCERTS – Requirements for the self-monitoring of Effluent Flow	ENV/2/009	4	08/17	P. Farrow

TIER 2 - H&S Procedures – Master List

Title	TIER 2 Reference	Proc Status	Issue Date	Owner	Author
Procedure for the Packaging, Carriage and Storage of Batteries	HS/2/001	7	05/14	A. Timperley	D Reynolds
Control of Substances Hazardous to Health	HS/2/002	8	10/14	R. Rayner	K Harrison
Noise Exposure Assessment	HS/2/003	9	05/14	S Johnson	F. Ferguson
Risk Assessment	HS/2/004	8	01/15	R Rayner	J Hawkins
Risk Assessment – New and Expectant Mothers and Young Persons	HS/2/005	7	10/14	J Hawkins	R Rayner
Management of Asbestos Containing Materials in Company Premises	HS/2/006	5	08/12	S Davey	G Hotson
Confined Spaces	HS/2/007	6	10/12	R. Rayner	
Provision and Use of Work Equipment Regulations (PUWER)	HS/2/008	5	05/14	S Davey	F. Ferguson
Lifting Operations and Lifting Equipment (LOLER)	HS/2/009	6	08/14	R. Rayner	N. Stilwell
Permit to Work	HS/2/010	11	07/14	G. Vickers	G. Hotson
Working at Height	HS/2/011	5	07/14	K Capper	T. Robins
Hand Arm Vibration	HS/2/012	7	08/14	S Johnson	R. Rayner
Assessment and Control of Contractors	HS/2/013	12	11/14	S Johnson	G Nolan
Working on the Highway	HS/2/014	4	12/15	R Cotterill	K Wylie
Induction Training & Awareness	HS/2/018	7	05/14	J Hawkins	R Rayner
Manual Handling	HS/2/020	5	06/14	J Hawkins	R Rayner
Mobile Phone Best Practice	HS/2/021	5	12/14	K Capper	A Bergquist
First Aid	HS/2/023	6	07/14	S. Johnson	P Buch
Display Screen Equipment – Risk Assessment	HS/2/024	5	07/14	S. Johnson	F Colfer
Provision and Use of Personal Protective Equipment	HS/2/026	7	03/15	K. Capper	G. Vickers
Lone Workers	HS/2/027	4	07/14	K Capper	A Bergquist
Fire Safety	HS/2/028	5	05/14	G. Hotson	G. Hotson
Monitoring & Measuring of H&S Performance	HS/2/030	3	10/12	A. Timperley	A. Timperley
Health, Safety and Environment Notification System (Internal)	HS/2/031	4	04/14	A. Timperley	A. Timperley

Electricity at Work	HS/2/032	6	07/14	S Davey	G Hotson
Construction Design and Management	HS/2/033	8	07/14	R. Monk	G. Vickers
Occupational Health	HS/2/035	6	07/14	S. Johnson	S Johnson
Title	TIER 2 Reference	Proc Status	Issue Date	Owner	Author
Modified Duties	HS/2/037	4	10/14	R. Cotterill	K. Wylie
Excavation Permit to Work	HS/2/038	3	09/13	R Cotterill	G Hotson
Ionising Radiation	HS/2/039	3	10/12	K Harrison	R. Rayner
QHSE Communication	HS/2/040	4	08/14	S. Davey	S. Davey
Workplace Transport Risk Assessment	HS/2/041	5	02/15	R Rayner	J Hawkins
Dangerous Substances and Explosive Atmospheres (DSEAR)	HS/2/042	3	04/14	A. Timperley	S Duroe
Violence and Aggression	HS/2/043	2	12/12	S. Johnson	M Bloodworth
Commercial, Municipal & Treatment Division – Round Significant Risk	HS/2/044	6	01/15	R Rayner	J Hawkins
Mobile Plant Operation	HS/2/045	4	11/13	K Capper	A Bergquist
Working Instruction for the Safe Use of Loading Ramps	HS/2/046	2	07/12	R Cotterill	K Wylie
Chemical Standards Procedure	HS/2/047	1	06/13	R. Rayner	K. Harrison
High and Ultra High Pressure Water Jetting and Pressure Washer Procedure	HS/2/048	4	10/14	K. Harrison	A. Dobson
Abrasive Blasting Procedure	HS/2/049	1	02/14	G. Smedley	K. Harrison
Abrasive Wheels and Grinding Machines	HS/2/051	2	10/14	T. Robins	F. Ferguson
Working Over or Near Water	HS/2/052	1	05/14	C. Phillips	F. Ferguson
Control of Welding, Cutting and Brazing Operations	HS/2/053	5	02/15	R. Rayner	K. Harrison
Legionella Control	HS/2/054	1	09/14	A. Timperley	R. Monk
Chemical Cleaning	HS/2/055	1	10/14	K. Harrison	D. Payne
Specification and use of RPE (including Facepiece Fit Testing)	HS/2/056	1	01/15	R. Cotterill	K. Harrison

TIER 2 – System Procedures – Master List

Title	TIER 2 Reference	Proc Status	Issue Date	Owner
Policy Manual	Management System Manual	10	05/14	C. Manser
Health & Safety Legislation & Other Requirements	SYS/2/001	6	10/14	C. Manser
Management Review	SYS/2/002	8	09/12	C. Manser
Objectives and Targets for Continuous Improvement	SYS/2/003	8	05/14	C. Manser
Management System Audit to ensure Continuous Improvement	SYS/2/004	8	04/14	C. Manser
Document Control and Records Management	SYS/2/005	8	09/14	C. Manser
Training	SYS/2/006	4	07/14	C. Manser
Complaints	SYS/2/007	6	05/14	C. Manser
Calibration and Maintenance of Testing and Measuring Equipment	SYS/2/011	6	07/14	G. Davies
Design Control, Validation and Verification	SYS/2/012	4	08/14	C. Manser
Monitoring and Review of Location/Office Health, Safety, Environment and Insurance Risk	SYS/2/15	7	10/13	G. Davies
Risk Management - Action Plan Procedure	SYS/2/016	1	09/14	D. Charman
Permitting and other statutory Environmental Licences	SYS/2/017	11	08/14	G. Davies
Waste Duty of Care	SYS/2/018	6	08/14	C. Manser
Annual Internal Environmental Reporting	SYS/2/019	5	02/15	C. Manser
Business Unit Manual	SYS/2/020	4	08/14	C. Manser
QHSE Due Diligence	SYS/2/024	3	08/14	G. Davies
Accident Prevention Plan	SYS/2/026	4	08/14	C. Manser
Emergency Management Plan	SYS/2/027	6	09/14	C. Manser
Business Continuity Plan	SYS/2/028	15	02/15	D. Charman
Management of Change	SYS/2/030	4	05/14	G. Davies
Integration of new sites/contracts into the Business Management System (BMS)	SYS/2/031	4	08/14	C. Manser
Self-Audit	SYS/2/033	3	08/14	C. Manser
Acquisition Due Diligence	SYS/2/035	3	09/14	C. Manser
BMS Content Management	SYS/2/036	2	09/14	C. Manser

Procedure for Reporting Accidents, Near Misses and Enforcement Authority Communications	SYS/2/037	6	06/14	G. Davies
Viewing Regulatory Documentation on Salesforce	SYS/2/038	3	09/14	P. Farrow
Title	TIER 2 Reference	Proc Status	Issue Date	Owner
BMS Documentation Folders	SYS/2/039	3	09/14	C. Manser
Customer Feedback Procedure	SYS/2/040	3	01/15	M. Hogan
Customer Service Improvement Plan	SYS/2/041	3	01/15	M. Hogan
Fire Protection Equipment - Impairment Handling Procedure	SYS/2/042	2	01/15	D. Charman
Procedure for the Control of Consultations	SYS/2/043	2	10/14	A. Timperley
Certificate of Technical Competency (CoTC)	SYS/2/045	1	03/14	P. Farrow
Procedure for Contract Closure	SYS/2/046	1	11/14	G. Graveson