



Veolia Business Management System (BMS)

Environmental Control | December 2019

Scope and Structure

All the activities undertaken as part of the Company's business are carried out in a controlled and legal manner, to ensure safety in operations, prevent damage and adverse environmental impacts. The management system structure allows us to meet and exceed the expectations of our customers and stakeholders, including regulatory authorities.

Veolia operates under an integrated management system (BMS) that defines the business procedures, formulated to assist in meeting business objectives across the entire scope of Veolia's activities. The system is externally certified to ISO:14001 and therefore is subject to both internal and external audits to ensure compliance and to promote continual improvement. The BMS is an electronic platform, allowing widespread access across the business. The structure of the BMS contains three tiers of documents:-

Tier 1 – Policy Statements (including Environment and Sustainability policy) and Management System Manual

Tier 2 – Company wide Processes and Procedures

Tier 3 – Documents specific to a Division, Contract or Activity (Veolia Minimum Requirements)

In addition there are lower tier documents (site specific procedures and working instructions) which are maintained at site level, which can include matrices that demonstrate implementation of the BMS at site level.

All business representatives within Veolia work closely together to ensure that the information on the BMS reflects a standardised and coordinated Veolia approach to the way we do business. Documents are regularly reviewed and communicated to employees and stakeholders.

Veolia is externally certificated to ISO 9001, ISO 14001, ISO 45001 and ISO 22301 by Lloyds Register who routinely audit a sample of sites to check compliance and adherence to the standards.

Certification details

Standard	Certification Number	Date of issue	Expiry Date
ISO 14001:2015 ISO 9001:2015 ISO 45001:2018 ISO 50001:2011 ISO 22301:2012	10209767	31st July 2019	31st March 2021

Environmental Aspects and Impacts

Veolia has a documented procedure to identify the operation's activities carried out on site, evaluate environmental aspects and impacts, and manage and minimise these where possible. Normal and abnormal operating conditions are considered, as well as direct and indirect aspects, incidents, potential emergency situations, and past, current and planned activities. Sites are required to review this annually or after any significant operational changes and amend accordingly.



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Objectives and Targets

Procedures are in place for the management, identification and review of objectives and targets. Sites are responsible for ensuring that specific targets are set, which both drive continual improvement on a site basis and contribute to overall strategic objectives.

Training and Competence

Veolia has a dedicated people development department that offers a wide range of training across the business, including Environmental Awareness and Environmental Permitting courses to enable managers and supervisors to responsibly manage sites in line with company procedures and legal requirements. COTC courses and refreshers are also offered to ensure technical competency standards are maintained. Further site based training is offered in the form of environmental updates examples include spill response, EWC codes and Hazardous waste changes.

All new staff are subject to a company induction which provides them with the tools to carry out their roles in a safe and competent manner

Reporting

Veolia uses AVA to monitor the environmental performance of sites and contracts. AVA enables trends to be identified and the appropriate action to be taken to mitigate and minimise environment related issues.

AVA is an internet based reporting system. This web-based tool allows all environmental accidents, incidents and near-misses to be reported by any user. There is also a function that allows for the reporting of any communication from an enforcing authority such as the Environment Agency including CAR reports. The system assigns an accountable person to take actions, in order to ensure continual improvement and appropriate controls are put in place.

Annual reporting is completed using our company wide global report, which contributes to the tracking and monitoring of our environmental and operational attributes.

Legislation

Veolia regularly reviews current legislation with industry groups, trade associations (ESA, CIA, and CIWM), regulatory bodies and internal staff to ensure that we are abreast of and implement appropriately any new legislative requirements that would affect our operations and our clients. This enables the review of new legislation, raising awareness and coordinating responses on draft legislation and consultations.

Veolia subscribe to CEDREC and Pegasus, a specialist organisation who translate complex laws into plain English for England, Wales, Scotland and Northern Ireland, providing expert relevant information that covers both Health & Safety and Environmental legislation. CEDREC's team of expert legal authors are able to provide a combination of legal expertise and practical experience thus offering a succinct overview of any relevant piece of legislation.



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On an annual basis, permitted sites will undertake permit audits to ensure full compliance to the conditions thereof. In addition, all locations will undertake an Other Legal Requirements audit to ensure that legislative requirements are met.

Auditing

The Head of Assurance has the overall responsibilities for the auditing programme across Veolia, in order to ensure that all parts of the management system, quality, health and safety and environment are evaluated in terms of their adequacy and effectiveness and its compliance with legislation and regulatory requirements. The frequency is determined based on the level of risk, operation complexity, incidents and previous audit findings. All sites are audited in a three year period and all procedures are covered in that period. Each year the head of assurance determines and agrees with the external certification body the program of surveillance audits.

Audit reports and associated tasks are logged onto our audit database (AVA) and notified to the relevant managers with a timescale for closure. Evidence is required from the site managers for these tasks to be closed out by the auditor in a timely manner. Audit findings are analysed by Managers in order to detect and eliminate potential causes of non-conformances and thus prevent recurrence, wherever possible.

Analysis of the audit findings are included in the agenda for each Site Management Review. All audit findings that have an impact on the integrity of the Management System are included in the agenda of the Corporate Management Review. All managers must implement any changes to local procedures or other documents found to be necessary as a result of audit findings.

Veolia sites are also subject to external audits from our certification body, Veolia's parent company, Regulators (e.g. HSE and Environment Agency) and customers.



Environment Procedures – Master List

Title	TIER 2 Reference	Proc Status	Issue Date	Owner	
Communication of Significant Environmental Aspects and Impacts	ENV01	Withdrawn 07/12	Withdrawn 07/12	A.Timperley	This is now covered in section 5.8 in ENV/2/004
Monitoring and Measurement of Environmental Performance	ENV/2/002	Withdrawn 10/15	Withdrawn 10/15	P. Farrow	Withdrawn
Internal Reporting of Enforcement Authority Communications and Environmental Incidents	ENV03	Withdrawn 08/12	Withdrawn 08/12	G.Davies	Withdrawn. Merged with HS02.19 to create SYS/2/037
Identification and Evaluation of Environmental Aspects and Impacts	ENV/2/004	11	03/18	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	7	07/18	P. Farrow	
GHG Tracker Procedure	ENV/2/007	Withdrawn 12/17	Withdrawn 12/17	P. Farrow	
Environmental Checklists	ENV/2/008	4	11/15	P. Farrow	

MCERTS – Requirements for the self-monitoring of Effluent Flow	ENV/2/009	5	11/17	P. Farrow	
The Determination of when waste meets the end of waste test	ENV/2/010	2	08/17		

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System Procedures – Master List

Title	TIER 2 Reference	Proc Status	Issue Date	Owner	
Policy Manual	Management System Manual	12	10/16	C. Manser	
Health & Safety, Environment and Business Continuity Legislation & Other Requirements	SYS/2/001	10	08/18	C. Manser	
Management Review	SYS/2/002	13	03/19	Risk & Assurance	
Objectives and Targets for Continuous Improvement	SYS/2/003	12	07/19	Risk & Assurance	
Management System Audit to ensure Continuous Improvement	SYS/2/004	14	09/18	S. Moseley	
Document Control and Records Management	SYS/2/005	10	01/18	C. Manser	
Training	SYS/2/006	5	09/16	C. Manser	
Complaints	SYS/2/007	11	07/17	C. Manser	
Identification and Evaluation of Environmental Aspects & Impacts	SYS08	4	06/09	S. Looi	Withdrawn as SYS08 moved to Environment ENV04
QHSE Alert	SYS10	2	02/09	G. Davies	Withdrawn and included in HS02.40 QHSE Communication

Calibration and Maintenance of Testing and Measuring Equipment	SYS/2/011	8	07/18	C. Manser.	
Design Control, Validation and Verification	SYS/2/012	8	10/18	C. Manser	
Accident Incident Management Plan	SYS14	4	04/09	P. Molloy	Withdrawn as SYS14 and replaced with SYS26, SYS27, SYS28 & SYS29
Monitoring and Review of Location/Office Health, Safety, Environment and Insurance Risk	SYS/2/015	13	05/18	R. Hulland	
Risk Management - Action Plan Procedure	SYS/2/016	2	11/16	D. Charman	
Permitting and other statutory Environmental Licences	SYS/2/017	15	03/19	Risk & Assurance	
Waste Duty of Care	SYS/2/018	9	04/17	C. Manser	
Annual Internal Global Reporting	SYS/2/019	6	08/17	P. Farrow	
Business Unit Manual	SYS/2/020	4	08/14	C. Manser	Withdrawn 10/15
Collection, Handling, Transportation and Unloading of Clinical Waste (except for Community Healthcare and Sharps Litter)	SYS21	4	08/11	P. Molloy	Withdrawn. Merged with SYS22 to become OPS/2/004
Collection, Handling, Transportation and Unloading of Community Healthcare Waste	SYS22	4	08/11	P. Molloy	Withdrawn. Merged with SYS21 to become OPS/2/004

Collection, Handling, Transportation and Unloading of Sharps Litter from Street Cleansing Activities on behalf of the Local Authority	SYS23	4	08/11	P. Molloy	Withdrawn. Has now become a tier 3 Municipal Procedure MUN/3/024
QHSE Due Diligence	SYS/2/024	4	09/15	G. Davies	
International Shipments	SYS25	Withdrawn		T. Compton	Replaced by International Shipments Policy
Accident Prevention Plan	SYS/2/026	6	08/18	A. Buchanan	
Emergency Management Plan	SYS/2/027	8	05/17	R. Brislen	
Business Continuity Management Procedure	SYS/2/028	19	04/18	D. Charman	
Business Impact Analysis	SYS29	1	11/09	D. Charman	Now included in SYS28
Management of Change	SYS/2/030	7	05/19	Risk & Assurance	
Integration of new sites/contracts into the Business Management System (BMS)	SYS/2/031	6	09/17	C. Manser	
Handling of Clinical Waste	SYS32	2	10/10	P. Molloy	Withdrawn. Has become OPS/2/005
Self-Audit	SYS/2/033	3	08/14	C. Manser	Withdrawn 07/15
Third Party Disposal, Recycling and Treatment Facility Assessment	SYS/2/034	1	06/12	C. Manser	Withdrawn 07/14
Acquisition Due	SYS/2/035	3	09/14	C. Manser	Withdrawn

Diligence					03/18
BMS Content Management	SYS/2/036	4	08/17	C. Manser	
Procedure for Reporting Accidents, Near Misses and Enforcement Authority Communications	SYS/2/037	11	05/18	I. Pugh	
Viewing Regulatory Documentation on Salesforce	SYS/2/038	5	03/19	Risk & Assurance	
BMS Documentation Folders	SYS/2/039	5	03/19	Risk & Assurance	
Customer Feedback Procedure	SYS/2/040	5	08/17	M. Hogan	

Customer Service Improvement Plan	SYS/2/041	3	01/15	M. Hogan	Withdrawn 10/15
Fire Protection Equipment - Impairment Handling Procedure	SYS/2/042	5	01/18	D. Charman	
Procedure for the Control of Consultations	SYS/2/043	4	08/17	C. Manser	
Compliance on Client Sites	SYS/2/044	2	03/18	S. Moseley	
Certificate of Technical Competency (CoTC)	SYS/2/045	3	07/18	P. Farrow	
Procedure for Contract Closure	SYS/2/046	2	11/18	K. Ratcliffe	
Framework for New Business Integration	SYS/2/047	1	11/18	K. Ratcliffe	

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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	8	11/16	A. Timperley	D Reynolds
Control of Substances Hazardous to Health/Chemical Agents	HS/2/002	11	01/19	R. Rayner	K Harrison
Noise Exposure Assessment	HS/2/003	10	05/15	S Johnson	F. Ferguson
Risk Assessment	HS/2/004	12	07/18	R Rayner	J Hawkins
Risk Assessment – New and Expectant Mothers and Young Persons	HS/2/005	10	10/19	Risk and Assurance	
Management of Asbestos Containing Materials in Company Premises	HS/2/006	8	06/15	G Hotson	K. Bewick
Confined Spaces	HS/2/007	9	07/18	R. Cotterill	C.McGee
Workplace Equipment	HS/2/008	9	08/17	I. Pugh	F. Ferguson
Lifting Operations and Lifting Equipment (LOLER)	HS/2/009	9	01/19	C. McGee	G. Dow
Permit to Work	HS/2/010	20	10/18	I. Pugh	R. Williams

Working at Height	HS/2/011	7	02/19	Risk & Assurance	
Hand Arm Vibration	HS/2/012	9	01/17	J. Sargent	R. Rayner
Assessment and Control of Contractors	HS/2/013	16	08/17	S Johnson	R. Cotterill
Working on the Highway	HS/2/014	6	02/18	R. Cotterill	K. Wylie
Visitor Induction	HS/2/017	6	01/19	n/a	R&A
Induction Training & Awareness	HS/2/018	11	08/17	R. Cotterill	R Rayner
Manual Handling	HS/2/020	8	10/19	Risk and Assurance	
Mobile Phone Best Practice	HS/2/021	7	12/16	WITHDRAWN	WITHDRAWN
First Aid	HS/2/023	8	08/18	S. Johnson	P Buch
Display Screen Equipment – Risk Assessment	HS/2/024	6	12/15	S. Johnson	C. McGee
Provision and Use of Personal Protective Equipment	HS/2/026	9	07/18	K. Capper	R. Monk
Lone Workers	HS/2/027	5	12/15	K Capper	A Bergquist

Fire Safety	HS/2/028	6	09/15	K. Harrison	D. Cook
Monitoring & Measuring of H&S Performance	HS/2/030	5	11/15	G. Davies	R. Rayner
Appointment of Persons to Work on Electrical System	HS/2/031	2	02/19	Risk & Assurance	

Electricity at Work	HS/2/032	11	11/18	I. Pugh	R. Cotterill
Construction Design and Management	HS/2/033	16	01/18	I. Pugh	R. Monk
Occupational Health	HS/2/035	8	11/17	S. Johnson	C. McGee
Office Safety Induction	HS/2/036	3	11/12	Withdrawn	Withdrawn
Modified Duties	HS/2/037	4	10/14	R. Cotterill	K. Wylie
Excavation Permit to Work	HS/2/038	4	10/15	Withdrawn	Withdrawn
Ionising Radiation	HS/2/039	6	03/18	K Harrison	R. Rayner
QHSE Communication	HS/2/040	7	10/18	S. Moseley	J. Hawkins
Workplace Transport Risk Assessment	HS/2/041	7	12/17	R Rayner	G. Hotson
Dangerous Substances and Explosive Atmospheres (DSEAR)	HS/2/042	4	06/15	A. Timperley	S Duroe
Violence and Aggression	HS/2/043	4	12/15	S. Johnson	M Bloodworth
Commercial, Municipal & Treatment Division – Round Significant Risk	HS/2/044	7	09/17	R Rayner	J Hawkins
Mobile Plant Operation	HS/2/045	8	01/19	K Capper	A Bergquist
Working Instruction for the Safe Use of Loading Ramps	HS/2/046	4	10/19	Risk and Assurance	

Chemical Standards Procedure	HS/2/047	2	04/15	Withdrawn	Withdrawn
High and Ultra High Pressure Water Jetting and Pressure Washer Procedure	HS/2/048	7	04/18	K. Harrison	A. Dobson
Abrasive Blasting Procedure	HS/2/049	3	11/15	G. Smedley	K. Harrison
Tank Cleaning Procedure	HS/2/050	2	07/14	Withdrawn	Withdrawn
Abrasive Wheels and Grinding Machines	HS/2/051	4	07/18	C. McGee	F. Ferguson
Working Over or Near Water	HS/2/052	3	09/17	C. Phillips	F. Ferguson
Control of Welding, Cutting and Brazing Operations	HS/2/053	7	04/19	Risk & Assurance	
Legionella Control	HS/2/054	5	01/19	C. McGee	F. Ferguson
Chemical Cleaning	HS/2/055	2	11/16	K. Harrison	D. Payne
Specification and use of RPE (including Facepiece Fit Testing)	HS/2/056	3	08/17	R. Cotterill	K. Harrison
Risk Assessment – Young Persons	HS/2/058	2	10/19	Risk and Assurance	

Sewage Hygiene and Innoculation Arrangements	HS/2/060	1	12/15	G. Vickers	R. Monk
Reversing	HS/2/061	2	09/19	Risk and Assurance	
Mesh Gratings and Handrails	HS/2/062	1	12/16	I. Pugh	R. Monk
ThinkSafe - Pre Work Checklists	HS/2/063	3	10/19	Risk and Assurance	
Electromagnetic Fields at Work	HS/2/064	1	10/18	S. Brown	K. Bewick
Pressure Systems Procedure	HS/2/065	2	05/18	K. Leonard	I. Pugh

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