

## 1.1.1 Policy statement

### General

This policy statement applies to RWB Water Services BV and RWB Water Systems BV (together referred to as RWB). RWB is an engineering and service organization in drinking water, process water and waste water treatment. With a focus on customer-specific solutions in which sustainability, the environment and payback time are central.

RWB's product and service package is subdivided into the following departments:

- Water Projects (part of RWB Water Systems BV);
- Service (part of RWB Water Services BV);
- Water Systems (part of RWB Water Systems BV).

The following market segments are served, mainly in the Netherlands:

- Drinking water (Water Projects);
- Industry (Water Systems and Service);
- Water boards (Water Projects).

RWB's mission, vision and policy are the starting points for the design and content of the KAM management system. The KAM management system includes and describes all activities that are part of the primary processes, the supporting processes and the steering processes.

The methodology known as Plan-Do-Check-Act (PDCA) is applied to these processes. This is managed by means of a Balanced Scorecard, which comprises a set of integral performance indicators with objectives that provide a complete and up-to-date picture of the current status of the organisation in relation to the formulated basic principles.

### Quality

Quality must be inextricably linked to our daily activities and is integrated into all our processes, which are guaranteed in the KAM management system. The system must contribute to this:

- Consistently delivering products and services that meet customer requirements and applicable laws and regulations;
- An effective process of continuous improvement of the product and organisation with an increase in customer satisfaction and a reduction in (failure) costs as a result.

Meeting customer requirements and increasing customer satisfaction is not only about our external customers, but also the internal customers that every employee has. Without internal customer orientation makes it difficult to satisfy the final external customer. After all, there are various processes before the final project, product or service is delivered to the external customer. The output of one process forms the input of the other. If a process is insufficiently controlled and/or the result of this (the output) is not transferred properly, disruptions arise that lead to failure costs and dissatisfaction on the part of the internal and external customer. It is therefore essential to control the interactions between and within the various processes.

The improvement management part of our KAM management system describes the method used to measure and optimise the quality of the previous processes. Any changes to each individual procedure that result in an improvement in quality will be identified in this procedure.

## Working conditions: Safety, Health and Welfare

RWB strives to achieve optimum working conditions for its own personnel, subcontractor personnel and temporary (hired) employees. The emphasis here is on:

- Creating safe and healthy workplaces by managing safety and health risks. This is intended to prevent accidents, health complaints and related personal injury, absenteeism, sickness and other absenteeism. Safe and healthy workplaces also contribute to increasing the well-being of employees and preventing material damage;
- Increasing the safety awareness of the employees. This applies to all employees.
- Continuous improvement in the field of Safety, Health and Welfare.

The Occupational Health and Safety Service chosen by RWB guarantees expert, practical but also policy guidance and medical advice. Advice is provided in the areas of occupational health care, absenteeism and reintegration and occupational safety. Specific surveys are carried out to measure the level of exposure of RWB employees to work-related risks and contribute to their mitigation and prevention.

## CRS and Environment

Employees, customers and other stakeholders demand transparency. In order to show and communicate how RWB contributes to a sustainable and healthy society and what dilemmas they encounter in the economic, environmental and social fields, a CSR report has been drawn up. ( published on the internet site)

In order to make an even better contribution to our society, we try to continuously monitor and minimise our environmental impact. In order to achieve this, the various measurable data are entered into the Environmental Barometer. This is used to report on the CO2 footprint and emissions.

Preventing environmental damage and improving environmental performance (continuous improvement) is integrated into RWB's policy and has two areas for attention:

- Managing environmental aspects in the execution of the company's own business activities (internal focus)
- Marketing sustainable products and services (external focus). Sustainability is also an important theme for many customers and through its expertise RWB can make an important contribution to the design and realization of solutions on the one hand and to making existing water treatment installations more sustainable on the other.

Sustainable and environmentally conscious business practices require employees who are able and willing to act in an environmentally responsible manner. Raising environmental awareness and involvement are important components of the environmental policy of RWB. Where necessary, education and training will be used to achieve this.

Suppliers, subcontractors and other partners are also expected to pay attention to for the environment and act accordingly. When purchasing products (materials, consumables, machines and equipment) and services, RWB will take this into account as an important criterion.

## Compliance with laws and regulations

Within the areas of Quality, Health & Safety & Environment a multitude of laws and regulations apply, RWB must comply with these requirements and respond to developments as early as possible. The management of RWB states that the basic principle is 'compliance with laws and regulations for the policy, the establishment of the KAM management system and our actions.

## Certification

Certification is seen as an aid to expressing to customers, governments and other bodies the efficient way of working and compliance with applicable regulations. RWB is and wants to be certified for the following work areas and meets the requirements set out in the standards:

**a. ISO 9001.** This standard forms the basis of the management system and specifies requirements for managing processes in the organisation with the aim of meeting customer requirements and applicable laws and regulations, as well as realising continuous improvement and increasing customer satisfaction;

**b. VCA\*\*.** The HSE Checklist of Contractors includes requirements for an HSE management system (HSE = Safety, Health and the Environment). This management system complies with the health and safety regulations in the field of HSE. The aim is to make everyone work safer and to reduce the number of accidents.

**c. ISO 14001.** This standard contains requirements for an environmental management system, the most important of which are

Result areas:

- Continuous improvement of performance and prevention of environmental pollution;
- Management of the environmental risks resulting from the organisation's activities;
- Minimum compliance with applicable legal requirements.

## Management responsibility

The Executive Board is responsible for ensuring that the principles and objectives set out in this policy statement can be achieved. All the necessary resources will be made available for this purpose. The following shall be considered as the case may be. Resources relate to qualified personnel, materials and tools, infrastructure, systems and methods.

Each year, the SMART Management Board formulates objectives and targets for the following Policy statement Quality, Health & Safety & Environment. The RMT consultation shall include a report on KAM performance in relation to the objectives and targets.

Within the framework of the management system, the KAM coordinator fulfils a coordinating, supporting and facilitating function. He reports directly to the Executive Board and acts as the Executive Board representative with regard to the management system.

## Responsibility of employees

All RWB employees must comply with the policy of the Management Board and the requirements, procedures, rules and regulations included in the management system. Collaboration is central to this, "Work together for the best results!"

Almelo, 20 maart 2018.

Directie RWB Holding BV



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