



1. Introduction

This procedure defines the process & responsibilities for the Management Review of the Veolia Management System (VMS). Its purpose is to ensure that our Management Systems continue to be effective and are in alignment with Veolia Group and UK&I strategies & objectives. Using data from our event management system and VMR Process, the Management Review proactively identifies areas of potential change, develops & tracks business and site improvement plans to ensure appropriate corrective actions are taken.

2. Scope

This procedure applies to all Veolia businesses in the UK & Ireland zone.

3. References

ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, ISO 22301:2019, ISO 50001:2018, Competency Management System (CMS)

4. Definitions

Executive Review - conducted by ExCo

Business Unit Review - conducted by COO / MD for Ireland, Treatment, IWE, Commercial & Municipal

5. Procedure

Each month the Risk & Assurance function produces detailed leading and lagging indicator Executive Reports covering each Business Unit and overall business wide ExCo report. Reports are reviewed as part of the monthly ExCo and Business review meetings, with actions documented.

Executive Review	Business Unit Review (COO / MD)
<p><u>Monthly ExCo Report</u></p> <ul style="list-style-type: none">• Corporate Risk & Improvements• Risk, Insurance, Assurance & BCP performance<ul style="list-style-type: none">◦ including strategy, objectives, KPI's & Improvement plans• Significant Incidents<ul style="list-style-type: none">◦ Including H&S, Environmental or BCP• VMR Assurance performance<ul style="list-style-type: none">◦ including assurance actions / compliance to legal & other requirements• Results of any participation & consultation• Customer / Interested Parties Feedback<ul style="list-style-type: none">◦ including complaints• Forthcoming changes<ul style="list-style-type: none">◦ To business / legal / corporate / resource / industry guidance• VMS - suitability & improvements• CMS - deployment and completion• Corporate Communications <p>Annual review - takes place to review performance including trends in order to identify objectives for the following year</p>	<p><u>Monthly Business Review</u></p> <ul style="list-style-type: none">• Business Risk & Improvements• Risk & Assurance / BCP performance<ul style="list-style-type: none">◦ including objectives, KPI's & Business Improvement Plans• Significant Incidents<ul style="list-style-type: none">◦ including H&S, Environmental or BCP• VMR Assurance performance<ul style="list-style-type: none">◦ including assurance actions, overdue actions / compliance to legal & other requirements• Results of any participation & consultation• Customer / Interested Parties Feedback -<ul style="list-style-type: none">◦ Including complaints• Forthcoming changes<ul style="list-style-type: none">◦ to business / legal / corporate / resource / industry guidance• VMS - significant changes• CMS - deployment and completion• Relevant items escalated from Regions / Contracts <p>Annual review - takes place to review performance including trends in order to identify objectives for the following year</p>
<ul style="list-style-type: none">• Results of review are recorded, and an action log which is updated at each review.• Items listed above may not be included in every review, however all items are reviewed at least annually	



6. Records

Reviews are recorded. Records may include minutes of meetings, reports and action logs .

7. Variation

None.

8. Documentation

None.