

POLICY (IKMS)

## QESH POLICY

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## **Operational Excellence**

We live up to our promise of leading the field in sustainable waste management by providing our customers with high-quality, sustainable waste management infrastructure and services, guided by our 10 Codes of Good Practice in Waste Management.

We play our role as gatekeeper and enabler in the transition towards a sustainable circular economy and in the realization of a toxic free environment by providing waste treatment according to BAT and providing a safe sink for harmful or hazardous components in waste that cannot be recovered safely and must be removed from the food and/or material chain.

We assure the outcome of our processes and strive to continuously improve our installations and services, to achieve higher performance with fewer resources and to increase the recovery of materials and energy from waste.

### ***Ensuring compliance***

We are committed to maintaining the highest standards possible in all aspects of our business, but above all in the way we handle waste.

We ensure that we are always compliant with all relevant environmental and health & safety legislation and regulations.

We report relevant incidents or accidents to the competent authorities and put corrective and preventive actions in place.

We lead by example.

## **Safety & Health**

### **Safety is everyone's responsibility**

We consider the concept of Safety & Health as a combined effect of our focus on personnel safety, process safety and industrial hygiene management.

We spare no effort to minimize the potential for health & safety incidents of our employees, contractors, visitors and members of the public who may be affected by the company's activities.

We provide a safe and healthy work environment to all employees and contractors and empower them to recognize and report hazards and take appropriate actions to minimize risks.

We identify the major accident scenarios and maintain an appropriate accident prevention policy in accordance with the EU Seveso directive

Whenever we operate on our customers' sites, we ensure that the working environment is healthy and safe, out of respect for everyone on-site and in proximity of the site.

## **Environment**

We guarantee structural compliance with legal and permit conditions and use a recognized methodology to manage incidents in a sustainable way, by minimizing the consequences of a potential occurrence and by preventing recurrence of an eventual incident.

We commit ourselves to contribute to the goals of the EU Green Deal: Climate & Energy, Circular Economy and Zero Pollution as described in the Indaver Policy documents: '10 Codes of Good Practice in Waste Management' and the Carbon Management Plan.

We focus on efficient use of materials & energy resources, and we strive to close the material cycles. We focus on both sustainability (maximizing recycling /recovery and minimising risks) and the creation of environmental value (financial and qualitative objectives for all involved stakeholders). We promote our policy both in-house and with third parties and our customers.

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## **Quality and Efficiency**

### **Effective and efficient systems**

We implement methodologies to assure the correct outcome of our processes and activities based on process mapping, risk management, defining performance level, optimizing knowledge transfer and monitoring the results.

We develop, implement, and continually improve our management methodologies and control mechanisms to assure compliance and to continuously perfect our business processes, focusing on quality assurance instead of quality control.

We organise our Management Systems in an efficient and lean way, maximally focusing on the processes that are most vulnerable for risks, and certifying the processes when it adds value.

### **Avoiding risks**

We adhere to the principles of the Chemical Industry Responsible Care Program and EFQM. We identify the environmental aspects and health and safety hazards associated with our activities, using a strict Waste Acceptance Procedure and a HAZOP-LOPA approach for the design & modifications of our installations.

We act on the identified hazards and are committed to the prevention of pollution from our activities. We ensure employees report immediately any:

- EHS incidents and observations
- Unsafe work or defects in the place of work which could endanger safety, health & welfare
- Other contraventions of company rules, procedures, or regulatory requirements.

We request that our employees comply with their duty to follow the company rules and procedures.

### **Continuous improvement**

We continually improve our performance through the setting of company goals and measurement of them against key performance indicators and Indaver group standards. Improvement projects follow the DMAIC and LSS methodology.

We assess the engagement of employees, customers, and suppliers to identify opportunities for improvement and to achieve results, which satisfy all the organisation's stakeholders.

## **Knowledge & Communication**

### **Providing employees with skills & training**

We provide employees with the skills and training required to competently carry out their role and encouraging the personal development of employees to their full potential. We have chosen for a blended training approach (combined classroom & digital training), which guarantees a fast and effective multiplication of knowledge. Trainees can access the digital training materials anytime, anywhere, as often as they need it, and at the right level. Classroom training focuses on the application of the newly obtained knowledge.

### **Clear & effective communication**

We are open and honest. We communicate in a timely and transparent manner with all our stakeholders. We encourage open and free communication. We ensure clear and effective communication of the QESH culture of the company by ensuring availability of policy, procedures and training materials to employees and all involved parties, and by providing necessary training and support to our employees and subcontractors.

*The success of this policy will depend on each employee's co-operation and will be reviewed on an ongoing basis. Staff and others to whom this policy applies should feel free to put forward suggestions at any time. This policy is based on the Indaver Company Code.*

**CEO**  
Paul De Bruycker

**QESH Officer**  
Guido Wauters