



Group QHSSE Manual

Version 9 – June 2021



SHAPING A WORLD **OF TRUST**

**BUREAU
VERITAS**

Title:	Group QHSSE Manual	Revision :	9
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HISTORY & VALIDATION

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DATE	12/05/2021	10/06/2021	11/06/2021

Version	Date	Comments
1.0	31/12/2014	First release
2.0	22/12/2015	Main changes: Modification of Group Quality KPIs, reference to Group QHSSE documents, add change management, acquisition integration
3.0	31/12/2016	Upgrade to ISO 9001:2015 and ISO 14001:2015
4.0	26/04/2017	Removal of Group QHSSE 010-PO Business Entities Organization & Structure, add the responsibilities of the Group Communication Department
5.0	12/06/2017	New Q and HSE Statements, revised organization
6.0	16/04/2018	Alignment with the new tool QESIS
7.0	30/11/2018	Upgrade to ISO 45001 and Improvement on the Quality part
8.0	30/11/2019	Update of the organization, risk management, list of policies and several parts related to 45001
9.0	01/06/2021	New Structure of the QHSSE Manual, added paragraph for Incident investigations

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INTRODUCTION

This Quality, Health, Safety, Security and Environment (QHSSE) Manual establishes the requirements of Bureau Veritas management system and is applicable to all entities, activities, products and services within the company.

Bureau Veritas is a world leader in laboratory testing, inspection and certification services. Created in 1828, the Group has 75,000 employees located in more than 1,600 offices and laboratories around the globe.

Bureau Veritas helps its clients improve their performance by offering services and innovative solutions in order to ensure that their assets, products, infrastructure and processes meet standards and regulations in terms of quality, health and safety, environmental protection and social responsibility.

Bureau Veritas is a Business to Business to Society service company that contributes to positively transforming the world we live in. We work closely with our clients to address the critical challenges they face and to link these to the emerging aspirations of society.

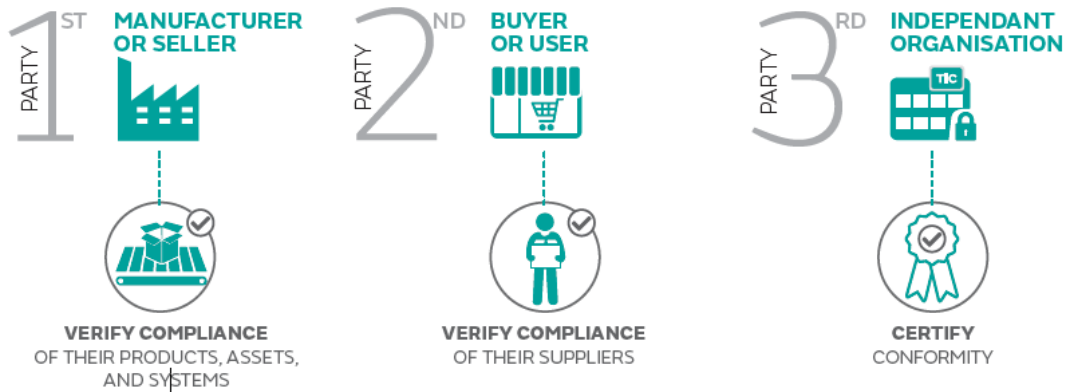
We play a pivotal role in building and protecting companies' reputations, supporting them as they forge the foundations of trust that is built to last.

Bureau Veritas offers three main types of services:

- Laboratory and on-site tests and analyses are designed to determine the characteristics of a product or material. The aim is to ensure that the products or materials have the required properties in terms of safety and quality and that they comply with specifications and applicable rules and regulations,
- Inspection involves verifying on-site that a product, asset or system meets specified criteria. Inspections cover a wide range of services designed to reduce risk, control quality, verify quantity and meet regulatory requirements. They include visual inspections, as well as verification of documents, manufacturing supervision and electronic, electrical, mechanical and software controls,
- Certification attests to compliance with specific requirements and is delivered by an accredited body. Certification enables companies to strengthen their reputation, access new markets or simply carry out their activities. Bureau Veritas offers certification services for management systems, products and people.

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BUREAU VERITAS



According to ...			
	Client specifications or protocols		Private schemes or labels
	International standards (ISO, IEC, UN...)		Regulations

The requirements set in this manual apply to non-exclusives as per the [Group QHSSE 020-PO Non – Exclusive Management](#). As such, non-exclusive must comply with the requirements set in that manual and in the QHSSE 020-PO Non-exclusive Management, in addition it's also applicable to subcontractors as described in [Group QHSSE 011-PO Subcontractor Management](#), and in the "Purpose and Scope of Application" of the concerned Group Policies and Procedures.

Bureau Veritas QHSSE requirements are based on an integrated approach aligned with the three relevant standards, namely the ISO 9001:2015, ISO 14001:2015 and [ISO 45001:2018](#). These requirements also comply with the Code of Ethics of Bureau Veritas.

Where this QHSSE Manual, local legislation and interested parties' requirements differ, the most stringent requirements must be complied with (see chapter 3 for clarification regarding interested parties' requirements).

Compliance to this Group QHSSE Manual is expected as follows:

- Within 12 months after initial issuance,
- Within 12 months after acquisition date for acquired entities,
- Within 6 months after issuance of a revised version of the document.

Refer to the chapter 9 "Group QHSSE Certifications" for certification scope related matters.

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Quality:

Operational excellence requires a quality management system that underpins the Group’s organization and allows Bureau Veritas to deliver standard services across the globe and in each of its businesses. We perform for our stakeholders and with consistent and improving products, services, systems and processes, we are making sure that our organization remains fit and effective. Bureau Veritas’ Group QHSSE department role is to develop and ensure compliance with the quality processes within the Group. This continuous improvement of processes is focused on the customer satisfaction and based on a structured network of “Quality” managers allowing Bureau Veritas to deliver reliable and consistent services to its clients across the globe.

Health, Safety, Security and Environment:

For Bureau Veritas, Safety is an Absolute and nothing takes precedent over the life and wellbeing of our people. Ensuring an incident free workplace for our customers and our workers is on the forefront of everything we do.

As a responsible company, and through our CSR Strategy, we are committed to #ShapeABetterWorld, notably through our contribution to Shaping a Better Environment, with the reduction of CO2 emissions as a main target.

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1. POLICY & LEADERSHIP

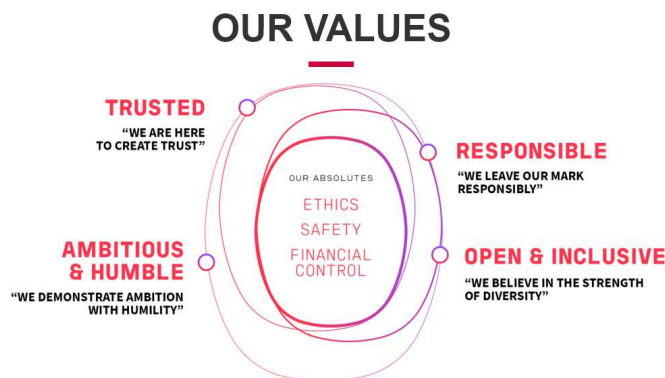
1.1 Corporate Governance : Mission, values and absolutes

Our mission: Shaping a World of Trust by ensuring responsible progress.

Trust is the very foundation upon which relationships between citizens, public authorities, and companies are built. As a Business to Business to Society company, we believe that today more than ever, trust depends on evidence of responsible progress.

Population growth, resource scarcity, climate disruption and technological developments are some of the markers of a changing society. Bureau Veritas anticipates the risks associated with these challenges by developing ever more effective and innovative services. In this way, the Group strives to use its expertise to support sustainable growth and help build confidence between economic players. Corporate social responsibility is at the heart of Bureau Veritas' mission. It is also an engine of our financial performance, and forms part of our value creation and development strategy.

Our Values, our Absolutes



Code of Ethics and Values

Bureau Veritas is a member of the TIC Council (formerly known as the International Federation of Inspection Agencies). Our code of Ethics reflects the requirements of the TIC Council compliance code. Our employees must ensure that the daily decisions they make at work comply with our Code of Ethics and our Compliance Program. Our employees must also ensure that the Non-exclusive and Subcontractors we use receive and duly sign off our Business Partner Code of Conduct (BPCC) before commencing any work for Bureau Veritas. This BPCC embeds the principles of our Code of Ethics as well as some other principles we expect the partners we work with to abide by. Both our Code of Ethics and BPCC are regularly updated. Employees shall pay attention to use and dispatch the last revision of these documents which can be found on the Statements and Policies page of our Group's website.

The last revision of the Bureau Veritas Code of Ethics was issued in [2020](#).

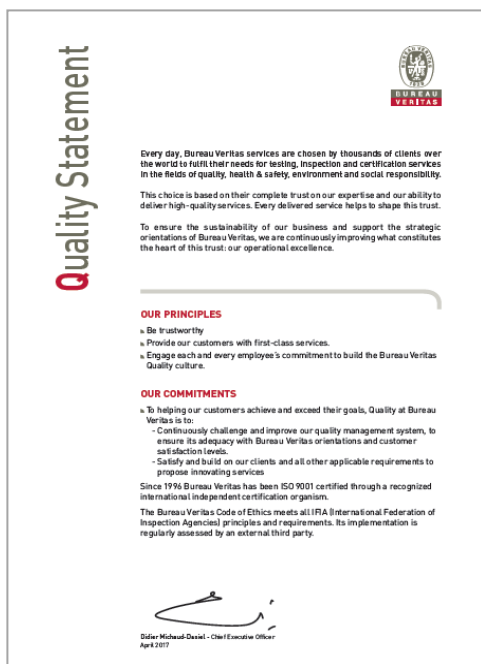


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1.2 Statements

1.2.1. At Group Level

Group Quality, and Health, Safety, Security & Well-Being, and Environmental Statements are available on the QHSE shared point and www.bureauveritas.com web site. They are managed as documented information.



Quality Statement

Every day, Bureau Veritas services are chosen by thousands of clients over the world to fulfil their needs for testing, inspection and certification services in the fields of quality, health & safety, environment and social responsibility.

This choice is based on their complete trust on our expertise and our ability to deliver high-quality services. Every delivered service helps to shape this trust.

To ensure the sustainability of our business and support the strategic orientations of Bureau Veritas, we are continuously improving what constitutes the heart of this trust: our operational excellence.

OUR PRINCIPLES

- Be trustworthy
- Provide our customers with first-class services.
- Engage each and every employee's commitment to build the Bureau Veritas Quality culture.

OUR COMMITMENTS

- To helping our customers achieve and exceed their goals, Quality at Bureau Veritas is to:
 - Continuously challenge and improve our quality management system, to ensure its adequacy with Bureau Veritas orientations and customer satisfaction levels.
 - Safely and build on our clients and all other applicable requirements to propose innovating services

Since 1976 Bureau Veritas has been ISO 9001 certified through a recognized international independent certification organization.

The Bureau Veritas Code of Ethics meets all IFA (International Federation of Inspection Agencies) principles and requirements. Its implementation is regularly assessed by an external third party.

Didier Michaud-Daniel - Chief Executive Officer
April 2017



Health, Safety, Security and Wellbeing Statement
Group QHSE

Version 1
February 2021
Public

Health, Safety, Security and Wellbeing Statement

Our Commitment

Bureau Veritas commitment is to become an undisputed leader in terms of Health, Safety, Security and Wellbeing worldwide.

With 75,000 employees working in 140 different countries, our workforce is our most valuable asset and their Health, Safety, Security and Wellbeing are a priority to us.

Safety & Security

Safety is an Absolute. Irrespective of the economic climate, the geography, the priorities or external pressure we may have, ensuring an incident free workplace for our customers and our workers is on the forefront of everything we do.

Health & Wellbeing

Bureau Veritas has a role to play in the overall wellbeing of its workers. The Health and Wellbeing of our workers is vital for the company's sustained success and benefits employees, business performance, customers, shareholders and society alike.

Bureau Veritas diverse workplace and its inclusive culture encourages differences and builds engagement, contributing to innovation and value creation to our customers and the wider society. Employee wellbeing is key to ensuring this diverse workforce can thrive.

Our Management System

Risks and opportunities are identified and managed ensuring the necessary safeguards are in place to protect our workers and the communities where we operate.

All workers are empowered to address unsafe or hazardous situations and are engaged in finding the solutions to new or existing risks.

Our Drivers

- Provide a safe workplace and the necessary infrastructure to sustain continuous improvement and reach world class performance.
- Engage and consult workers in determining opportunities in our management systems, tools and programs.
- Increase employees' HSE awareness and safe behavior.
- Mitigate hazards and reduce HSW risks.
- Continuously improve the HSW management system.
- Comply with all regulations, Group policies and clients requirements.
- Provide multiple channels for employee feedback and subsequent action-taking.
- Enable flexibility in the workplace for all employees wherever possible that covers when, where and how we work.

Didier Michaud-Daniel
Chief Executive Officer



Environmental Statement
Group QHSE

Version 1
February 2021
Public

Environmental Statement

Our Commitment

Bureau Veritas a world leader in Testing, Inspection and Certification with presence in 140 countries and more than 75,000 employees believes that sustained development is essential for the future of our Planet. This means that the protection of the Environment is embedded in all activities and the services we provide to the society. In every decision we take, we have in mind that water is increasingly scarce, natural resources are becoming more strained, biodiversity is declining and climate change is accentuating the Planet's environmental challenges.

With this in mind Bureau Veritas is committed to:

- Full compliance with all legal environmental requirements within all our entities across the globe.
- Environmental education, training and awareness of our people coupled with effective communications rendering the specific topics part of the daily discussions and narratives on our organization.
- The recognition of extraordinary practices and efforts developed by our workers towards a greener future.
- Reduce our carbon emissions through the use of energy efficient vehicles, the reduction of energy consumption of our laboratories and facilities. In addition, whenever practical source the energy from low carbon or renewable sources. Our entities at a global level will also adhere to internal environmental policies ensuring an unrelenting path to carbon neutrality.
- Partner with stakeholders, scientists, customers and the general society to identify solutions for complex environmental challenges.
- The unyielding effort in continuing to improve our environmental performance and the prevention of any kind of pollution through the implementation of a certified ISO 14001 management system across our entities. With this, we will be assuring the necessary infrastructure at a local level to implement our commitment on the daily lives of our workers and operations.
- The systematic assessment of our performance and improvement opportunities, through the implementation of an external and internal audit program guaranteeing sustained progression in reducing our carbon foot print, our waste, the protection of biodiversity and the reduction of water use.

Our commitment in protecting the Planet and the future generations is constant and we will make sure it is fully integrated throughout all our operations.

At Bureau Veritas, our CSR strategy is deeply rooted in our mission and DNA. As a responsible company, we are committed to #ShapeABetterWorld, notably through our contribution to Shaping a Better Environment.

Didier Michaud-Daniel
Chief Executive Officer

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1.2.2. At Entity level

Each entity (local, regional, Operating Group) must determine its needs for developing its own Quality, [HSS & Well Being](#), and [Environmental](#) Statements (or policies) and ensure they are:

- Available and maintained as documented information,
- Communicated, understood and applied within the organization,
- Available to relevant interested parties, as appropriate.

1.3. Leadership and Commitment

Top management of each Bureau Veritas entity demonstrates leadership and commitment with respect to the QHSSE management system by:

- taking accountability for the effectiveness of the QHSSE management system,
- taking overall responsibility and accountability for the prevention of work-related injury and ill health, as well as the provision of safe and healthy workplaces and activities,
- ensuring that the statements and objectives are established and are compatible with the strategic orientations and the context of the organization,
- ensuring the integration of the QHSSE management system requirements into the organization's business processes,
- ensuring that the resources needed for the QHSSE management system are available,
- communicating the importance of effective QHSSE management and of conforming to the QHSSE management system requirements, using the "Managing Safely" booklet as a guidance on Safety,
- ensuring that the QHSSE management system achieves its intended outcome(s);
- directing and supporting persons to contribute to the effectiveness of the QHSSE management system,
- promoting continual improvement using Scorecards,
- supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility,
- developing, leading and promoting the safety culture in the organisation by using global (such as Managing Safely Booklet) and local initiatives,
- protecting employees from reprisals when reporting incidents, hazards, risks and opportunities,
- ensuring that arrangements done for effective consultation and participation of employees in the QHSSE Program,
- supporting the establishment and functioning of [QHSSE](#) committees.

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2. ORGANIZATION

This QHSSE manual is not an organization manual and does not intend to define neither Organization's nor Corporate functions' roles & responsibilities beyond their implication in the QHSSE areas.

2.1. A matrix organization

Bureau Veritas operates with the following Operating Groups and Divisions to deliver the diversified portfolio under 6 global business segments:

Seven Operating Groups:

- M&O
- CPS
- CIF North America Operating Group
- CIF Latin America Operating Group
- CIF France & Africa Operating Group
- CIF South & West Europe (excluding France) Operating Group
- CIF APM (Asia Pacific Middle East) Operating Group

Our businesses are organized by end market and ensure that our teams' expertise matches the needs of our clients in all sectors through a cross-business approach.

o Businesses Definition



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Marine & Offshore



- In-service ships and ships under construction, offshore platforms and units, maritime equipment.
- Our role: to help ensure safety at sea with ship and offshore platform classification services. To provide technical expertise in order to assess and manage risks and improve performance.

Agri-Food & Commodities



- Oil and petrochemicals, metals and minerals, coal, agricultural and agri-food products, imported goods.
- Our role: to improve transparency and to verify the composition, quality and quantity of commodities throughout the value chain, from drilling to trading, and from farm to fork. To facilitate international trade and protect citizens from poor quality products by verifying import conformity.

Industry



- Oil & Gas, electricity, transport including automotive, manufacturing and processing industries.
- Our role: to maintain the safety, reliability and integrity of industrial assets throughout their life cycle, and assess compliance with national, international and voluntary QHSE⁽¹⁾ standards. To verify quality and help optimize the automotive supply chain.

Buildings & Infrastructure



- Residential and commercial buildings, industrial facilities, public infrastructure and equipment, in-service equipment in buildings and environmental analyses.
- Our role: to provide assurance that buildings and infrastructure in use or under construction are compliant and energy-efficient. To ensure business continuity and environmental protection by assessing the safety and performance of in-service facilities, and by analyzing air and water quality.

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Certification



- International QHSE⁽¹⁾ standards (mainly ISO), industry management systems (agri-food, aeronautics, automotive, etc.) and sustainable development (CSR, climate change).
- Our role: to certify that quality, health and safety and environmental management systems comply with international, national or industry standards or company-specific standards in order to improve risk management and performance.

Consumer Products

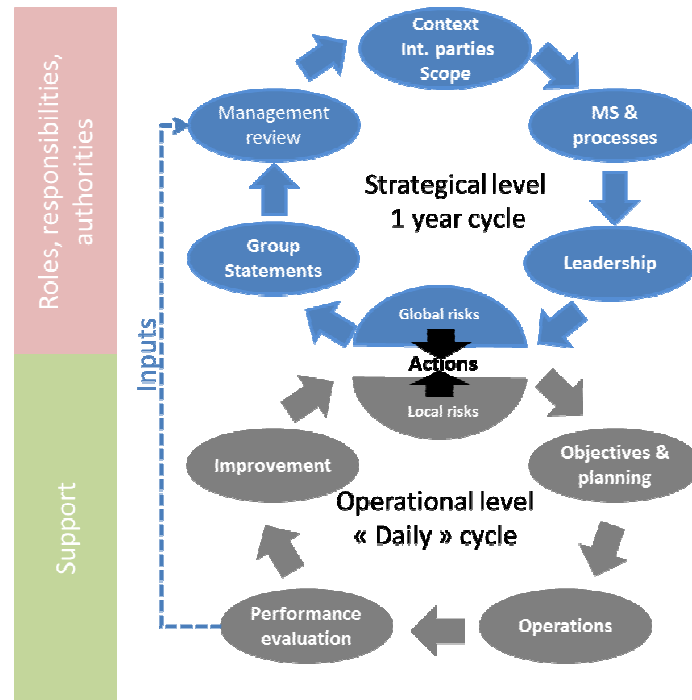


- Textiles, toys, electronic appliances, smart devices, food, jewelry, cosmetics, sports equipment and automotive spare parts.
- Our role: to test and verify consumer product compliance, quality, safety and performance and improve supply chain efficiency.

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2.2. Bureau Veritas QHSSE Operating System

Bureau Veritas QHSSE Management System aims at participating to the growth of the Group through the identification and control of risks and opportunities inherent to its strategic orientation and local footprint. The following scheme illustrates the relations between the strategic level and the operational level which underlie the QHSSE Management System (MS).



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2.2.1. At Group level

The key events supporting the deployment of that operating system are:

Title	Roles and Responsibilities	Supervision
Group Executive Committee (Excom)	Define the strategy of BV and priorities Status on 5 Year Plan objectives	CEO
Group Operating Review (OR)	Each quarter the EVPs analyse the results and adjust the roadmap (Safety is part of the OR Topics)	CEO
Annual budget and forecast	Budget: Selecting priorities and building action plans in a common format, using a common vocabulary Forecast: Follow-up of results (vs Budget), revised objectives when needed	CEO + CFO
People Review	MyPerformance@BV :Setting, assessing the individual objectives of Bureau Veritas employees Talent Review : Talent management Pay Review	HR Management +
Group Management Review	One a year and thanks to the OG / local Management Reviews, the VP Group QHSSE organizes a Group Management review to analyse the previous results and define the action plan	CEO + Group EVP QHSSE
OG / Local Management Review	One a year the QHSSE team reviews the previous results and defines the action plan in agreement with the Group Guidelines	EVP/SVP QHSSE +
Entity QHSE Committee	Quarterly review of all QHSE aspects and the associated action plan (root causes, audits, on-going programs, trends analysis, ...), approval of human & financial resources	Senior Operation Manager + his/her direct reports+ key QHSSE Staffs
QHSSE Leadership Group	Define the QHSSE Guideline for the next year and review the results mid year	QHSSE Leaders + VP Group QHSSE
Quarterly QHSSE Meeting	Review QHSSE performances in order to set clear directions for QHSSE objectives and programs; participates in the development and implementation of new tools in order to share good practices.	VP QHSSE Group
Individual Quarterly QHSSE Meeting	OG action plan follow up to achieve group objectives	VP QHSSE + Group QHSSE
Ionizing Radiation Committee	Ensures that all activities using ionizing radiation equipment under Bureau Veritas' responsibility deliver their services safely. Twice a Year	IR Committee
Working Groups	Work with the QHSSE Network on specific topics in order to deliver joint proposals to the Group.	Group QHSSE Department

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2.2.2. At Entity level

Each Bureau Veritas entity (local, regional, Operating Group) must set up the necessary events and processes at the appropriate levels and frequency to support these managerial and operational cycles. Processes and their interactions should be mapped. The level of details of such map is for the entity to define based on its needs and risks.

3. PLANNING

3.1. Strategic Plan

In carrying out its activities, Bureau Veritas relies on three absolutes: **Safety, Ethics and Financial Control**. These absolutes are rooted in the Group's processes and reinforced in the BV 2025 Strategic Plan. This plan aims at:

- Defining strategic guidelines, objectives by Division and Geography,
- Selecting priorities and building action plans in a common format, using a common vocabulary,
- Following-up of results (vs Budget which includes not only financial information but organisation, development objectives, etc.), revised objectives when needed.

Internal and external issues that are relevant to the strategic orientations of the Group and affect its ability to achieve the intended outcomes of its QHSSE Management System are determined by the CEO of the Company and applicable to all entities in the Group. They can be completed with issues identified locally as per the context of the entities.

These issues are considered when planning for the QHSSE management system as described in the Group QHSSE 109-PR QHSSE Risk & Opportunities.

3.2. Operational Planning

To ensure that Bureau Veritas' activities and operations are carried out under safe conditions, to mitigate their environmental impact, and to ensure that products and services are delivered as planned, actions must be properly planned (define the content of the action, the necessary resources, the responsible person(s), the due date) and integrated in the QHSSE management system processes.

The efficiency of these actions must be evaluated after a reasonable and appropriate period of implementation.

3.2.1. At Group level

To address identified QHSSE risks, a range of documented operational Procedures and Policies has been produced. All of them are available on the internal website. They are maintained and regularly reviewed based upon needs, which might include generating new ones.

Each year, the Group Priorities and the associated actions are defined, in accordance with the strategic plan, and by analysing QHSSE trends, and at a minimum the results of:

- audits and inspections
- incidents investigations : fatalities, serious incidents, Potential Serious Incidents, work-related incidents, serious near misses, etc

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- legal and other requirements analysis, emerging QHSSE topics
- risk & opportunities analysis
- interested parties outputs
- completion of active year's QHSSE action plan.

The main KPIs available for Health, Safety, Security, Environment and Quality are keys to understand QHSSE trends.

- KPIs to be reviewed as a minimum to prepare yearly Group priorities:
 - Work-related incidents : TAR, LTR, ASR
 - Certification rate – ISO 9001, ISO 14001, ISO 45001
 - Environment : CO2 Tons/FTE

Group targets are defined for those KPIs, in accordance with the term of the strategic plan.

In addition, at Group level, the organization must establish annual QHSSE objectives at relevant functions and levels, taking into account:

- The outputs of the different committees reviewing strategy, resources and QHSSE topics,
- The level of achievement of the previously set objectives.

These objectives must be

- Consistent with applicable QHSSE Statements and results of risks and opportunities, applicable requirements and result of consultation with workers,
- SMART (Specific, Measurable, Achievable, Realistic, Time-bound),
- Monitored ,
- Communicated.
- Kept as documented information and updated as appropriate

3.2.2. At entity / OG level

The compliance with Bureau Veritas Procedures and Policies is mandatory to all Bureau Veritas Divisions, Operating Groups, Regions, Business Lines and Business.

In addition, local QHSSE Managers must plan and control the processes needed to meet the requirements for:

- The QHSSE management system,
- provision of products and services,
- actions as identified in chapter 5,
- change in management,
- Eliminate the hazards and reducing risks according to risk hierarchy
- Procurement processes including contractor management and outsourcing.

The planning process includes:

- Review of the main KPIs and targets completion, results of the inspections and audits, actions to prevent incidents, efficiency of QHSSE training actions, communication efficiency, etc.
- The QHSSE trends are reviewed during the Entity QHSSE committee with senior management. Yearly targets and needed actions to achieve them are determined in order to ensure continuous improvement, and to ensure employees a safe workplace.

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Documented information must be maintained to ensure that the processes are carried out as planned, to demonstrate the conformity of products and service and to meet the requirements of the QHSSE MS.

At local entity level, the organization must establish annual QHSSE objectives at relevant functions and levels, taking into account:

- the outputs of the different committees reviewing resources and QHSSE topics,
- the level of achievement of the previously set objectives,
- the objectives set at regional, operating group and Group levels.

At Regional and Operating Group levels, the organization must establish annual QHSSE objectives at relevant functions and levels, taking into account:

- the outputs of the different committees reviewing resources and QHSSE topics,
- the level of achievement of the previously set objectives,
- the objectives set at Group level.

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3.3. Needs and expectations of interested parties

3.3.1. At Group Level

STAKEHOLDERS	BUREAU VERITAS CONTACTS	KEY CONCERNS	PRINCIPAL MEANS OF DIALOGUE
 <p>CLIENTS</p>	<ul style="list-style-type: none"> → Executive management → Account managers → Business line heads → Business unit managers → Quality management 	<ul style="list-style-type: none"> → Service quality → Safety → Technical expertise → Impartiality and integrity 	<ul style="list-style-type: none"> → Client satisfaction surveys; sales and technical meetings to anticipate long-term trends and ensure that the organization responds to client needs; → Internet portal, client seminars; break fast briefing on technical issues
 <p>STAFF</p>	<ul style="list-style-type: none"> → Executive management → HR department → Employee representatives 	<ul style="list-style-type: none"> → Training on mobility employability → Safety at work → Inclusiveness → Fair pay → Non discrimination → Ethics 	<ul style="list-style-type: none"> → Annual evaluation → Internal communication campaigns → Intranet → "BV flash" newsletters
 <p>ACCREDITATION BODIES AND AUTHORITIES</p>	<ul style="list-style-type: none"> → Business line heads → Experts, technical advisors → Technical departments 	<ul style="list-style-type: none"> → Regulatory compliance → Transparency and trust → Expertise in drawing-up standards 	<ul style="list-style-type: none"> → Technical committee and working groups to define new standards and regulations → Accreditation audits → Response to public consultations
 <p>SUPPLIERS AND SUBCONTRACTORS</p>	<ul style="list-style-type: none"> → Purchasing department → Business line managers → HR department → QHSE department → Legal, Risk and Compliance department 	<ul style="list-style-type: none"> → Long-term business relations → Fair treatment → Performance assessment → Working in a safe environment 	<ul style="list-style-type: none"> → Responses to CSR questionnaire → Calls for tender containing compliance clauses regarding Group CSR and Code of Ethics → General terms and conditions of purchase → Standard contracts → Training → Meeting discussing the process for classifying suppliers and subcontractors → Monitoring of the implementation of contracts and framework agreements
 <p>CIVIL SOCIETY</p>	<ul style="list-style-type: none"> → Local management → Head of external local communication 	<ul style="list-style-type: none"> → Prevention of social and environmental risks → Safety → Respect for fundamental liberties and civil rights → Business ethics 	<ul style="list-style-type: none"> → Events, communication activities → Training activities → Trade fairs and exhibitions → Group Compliance Program
 <p>HIGHER EDUCATION</p>	<ul style="list-style-type: none"> → HR department 	<ul style="list-style-type: none"> → Sharing skills and expertise with students → Career planning assistance 	<ul style="list-style-type: none"> → Student career days → Partnerships with certain schools → Work placement programs
 <p>GOVERNMENT PUBLIC AUTHORITIES</p>	<ul style="list-style-type: none"> → Executive management → Technical departments → Legal, Risk and Compliance department 	<ul style="list-style-type: none"> → Economic development → Job creation → Environmental and safety programs → Compliance with the law and regulations 	<ul style="list-style-type: none"> → Relations with governmental authorities → European Commission → Group Compliance Program
 <p>SHAREHOLDERS</p>	<ul style="list-style-type: none"> → Executive management → Finance department → Investor Relations department → Legal, Risk and Compliance department 	<ul style="list-style-type: none"> → Transparency and ethics → Financial and ESG performance → Strength and growth 	<ul style="list-style-type: none"> → Shareholders' Meetings → Roadshows → External website → Letter to shareholders → Conferences, meetings → Registration document → Group Compliance Program
 <p>FINANCIAL INSTITUTIONS ESG ANALYSTS AND RATING AGENCIES</p>	<ul style="list-style-type: none"> → Executive management → Finance department → Treasury and Financing department → Investor Relations department → Legal, Risk and Compliance department 	<ul style="list-style-type: none"> → Transparency and ethics → Financial and ESG performance → Strength and growth 	<ul style="list-style-type: none"> → Registration document → External website → Roadshows, conferences, meetings → Response to ESG questionnaire → Group Compliance Program

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The Group's key stakeholders include:

- Employees: direct internal stakeholders,
- Shareholders: indirect internal stakeholders,
- Clients, suppliers, subcontractors and accreditation bodies: direct external stakeholders,
- Civil society in a broad sense: indirect external stakeholders as Bureau Veritas provides services with a positive impact on quality, health and safety as well as protection of society and the environment.

More information is available in the 'Bureau Veritas Registration Document' published on the website, section "stakeholders", relationships between Bureau Veritas and its stakeholders.

3.3.2. At Entity Level

Each local entity must determine the interested parties that are relevant to their QHSSE management system. A list of potential interested parties is provided in the Appendices of the Group QHSSE 109-PR QHSSE Risk and Opportunities.

Once determined, their relevant needs and expectations must be identified in order to select the ones that will become compliance obligations.

These requirements will be then considered when planning for the QHSSE management system as described in the Group QHSSE 109-PR QHSSE Risk and Opportunities.

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4. ACCOUNTABILITY

Line management is responsible for QHSSE.

QHSSE responsibilities and authorities for relevant roles are assigned and communicated within the organization.

The QHSSE network support management responsibility with their expertise.

4.1. Roles & responsibilities

4.1.1. Chief Executive Officer (CEO)

The CEO is responsible of the organization's QHSSE statements and their implementation. He reviews the efficiency of the QHSSE system in place with the Group QHSSE Vice President.

4.1.2. QHSSE Function

QHSSE functions are the experts in helping Operations to manage QHSSE topics and issues. They are responsible for alerting and informing Senior Management of emerging QHSSE topics, QHSSE trends and performance, and for identifying needed actions to maintain and improve the current Management System. They also have a role in the awareness of Managers for risk identification and implementation of adequate control measures, regarding Quality, Health, Safety, Security and Environment.

4.1.3. Risk and Compliance Officer (RCO)

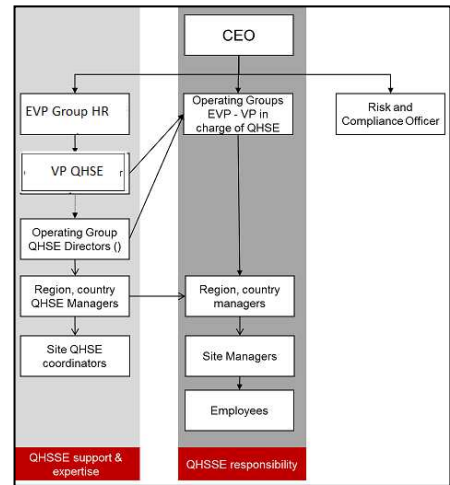
Bureau Veritas is committed to understanding and managing the professional liability risk exposures that are inherent to its activities. This is accepted as good business sense within the management and a dedicated Risk Management structure has been developed, under the leadership of the General Counsel, Risk and Compliance Officer. This structure has defined a Group Corporate Governance and Risk Management policy that is available on the internal website and deployed at Operating Groups level. This policy provides a more global view of the key issues at the Operating Group and Group level, whilst the Group QHSSE 109-PR Risk and Opportunities requires a local approach. Both are complementary and serve the same objective: spotting the risks and controlling them.

Three main risk factors are identified at Bureau Veritas:

- Risks related to Group's operations and activities, including environmental risks,
- Legal risks,
- Financial and market risks.

4.1.4. Delegation of power

Managers are formally appointed by the legal representative of each legal entity in a country. Appointment of Managers and acceptance by the appointees correspond to delegation of powers, the nature of which is defined in the related documents, also established by each division as per the Group Corporate Governance and Risk Management policy.



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For current operations, beyond the legal organization, Bureau Veritas has defined a Bureau Veritas Approval Matrix in June 2019, which has been approved by the Group Executive Committee and is available on the internal website, in the Corporate Legal, Risk and Compliance community. The approval matrix defines Bureau Veritas Head Office approvals to be obtained for key matters.

4.1.5. Technical Management

Operating Groups are in charge of the worldwide organization of Technical Management through Technical Directions at level of Operating Groups, Regions or Countries.

Technical Management is responsible for:

- Defining the technical content of the services. Safe work practices must be defined,
- Obtaining and maintaining the necessary licenses to operate,
- Delivering the services within a specified level of technical quality and consistency,
- Periodically reviewing the technical quality of services delivered.

4.1.6. Sales and Marketing Management

The Sales and Marketing management function is under the responsibility of each Bureau Veritas Operating Group.

Main responsibilities are the following:

- In relation with the Business lines:
 - Do market and client survey and competition watch,
 - Do market studies,
 - Produce all the marketing documentation (leaflets, brochures, movies, presentations ...),
 - Support the organization of the Business Lines events (exhibitions, conferences, clients meetings ...),
 - Insure the communication related to the services (service description on the web sites, internal and client newsletters ...),
 - Identify and communicate on the business wins and maintain the references database,
- In relation with the Network:
 - Define Sales budgets and insure their distribution through individual objectives,
 - Control and monitor the Sales KPIs,
 - Setup and implement marketing processes, tools and Best Practices,
 - Support and coordinate the Network Sales & Marketing departments,
 - Monitor Quality of customers' databases and manage the CRM tools.

A communication platform Bureau Veritas Group Internal Website is used by all Sales & Marketing teams to facilitate the dissemination of the information.

4.1.7. Production and project management

All jobs are executed according to

- Technical, Quality and Risk requirements issued by the TQR Directions and Business Lines,
- Group and legal applicable HSSE requirements ,
- Client QHSSE requirements.

For critical projects (large or involving several countries as defined in Group QHSSE 116-PO))

- A project quality assurance plan (or Project Execution Plan) is established by the entity or Business Line in charge of the contract,

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- An HSSE plan is developed by the entity or business line in charge of the contract, as defined in the Group QHSSE 116-PO HSSE plan for project. A specific document is available for this purpose (Group QHSSE 116-R).

Project Managers are nominated on large or international projects. Their objectives are to ensure the quality of execution, the completion of the project on time and within the budget.

Project managers have to ensure that job execution is within the required levels of quality, cost and timing. They are responsible for customer relationship and risk management.

Each Bureau Veritas entity is required to formalize and document the applicable production processes.

4.1.8. Human resources

Human Resources (HR) function is responsible for:

- Ensuring that each position description contains QHSSE roles and responsibilities as validated by the organisation,
- Ensuring the delivery and upgrade of QHSSE training programs to all employees,
- Maintaining records of required safety and health training, certifications and medical surveillance,
- Gathering and consolidating H&S data reported by local HR representatives. Moreover, in case of fatalities or serious accidents, HR is also responsible for informing the family of the injured employee, would that event be related to safety or security,
- Ensuring that a consistent medical surveillance for all Bureau Veritas employees is in place as per "Group QHSSE Policy 108-PO Medical Surveillance".

4.1.9. Communication Department

The Group Communication Department is involved in all internal communication projects lead by the Group QHSSE department, especially for the Group Safety Campaigns. The Group Communication department challenges the relevancy of the messages conveyed, support the design of the communication means and ensure consistency of the content and planning with the other department.

4.1.10. Organization

The Group QHSSE Policy 101-PO Roles & Responsibilities and related records provide additional information regarding the QHSSE organization.

QHSSE Leaders are identified and communicated to the QHSSE Network.

4.2. Consultation and participation of workers

Each entity will define effective ways for consultation and participation of workers at local level to provide high level of participation and engagement on the various programs.

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5. RISK ASSESSMENT, PREVENTION AND CONTROL

5.1. Risk Assessment

5.1.1. Group Risk Assessment

As a professional services company, a critical threat to Bureau Veritas is the engagement of its professional liabilities by clients and/or third parties. Bureau Veritas is therefore focused on managing the professional liability exposures which are inherent to its activities.

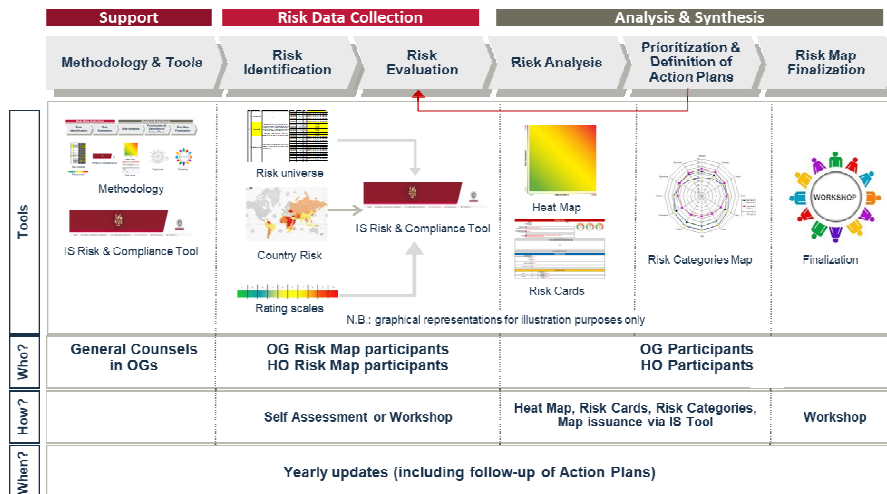
As a condition of good business practice, Bureau Veritas understands and manages professional liabilities in a way that is embedded in its business transactions and operations.

Operating Groups own the risks generated by their activities. They are responsible for developing risk management procedures in line with the objectives, principles and standards contained in this Corporate Legal and Risk Management Policy document. Most notably, Operating Groups (and if appropriate Regions and/or Countries) must allocate dedicated resources to ensure that the implementation of this policy by means of customized procedures meets both Group and local requirements.

In this way, Bureau Veritas wishes to maintain an environment in which risk management is consistently implemented across all Divisions and Operating Groups and where Management can take informed decisions that optimize the risk / return ratio, and where there are fewer surprises.

Furthermore, the Risk policy (Group Corporate Governance and Risk Management Policy) refers to and complements the other Group reference documents issued by the relevant Group support functions, most notably the Business Model, the Crisis Management Policy, the MAG, the QHSSE, Purchasing, TQR and HR policies.

The process to define and manage risks follow the scheme below :



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5.1.2. QHSSE Risk Assessment

The QHSSE Risk are part of the Risk Management process managed by the Legal, Risk and compliance Group Department.

Each local entity must determine the QHSSE risks that are relevant to their organization. The process is defined in chapter 8.1.

5.2. Actions to address QHSSE Risks and Opportunities

5.2.1. Identification and control measures

At local entity level, each Bureau Veritas entity must identify its QHSSE risks and opportunities as per the Group QHSSE Procedure 109-PR QHSSE Risks and Opportunities, and regularly update this assessment. If the process used is different from the Group QHSSE Procedure 109-PR QHSSE Risks and Opportunities, it must be documented.

At regional and operating group entity levels, the common and/or critical local risks and opportunities are to be identified in order to allow for the implementation of regional and/or operating group action plan/program.

At Group level, the common and/or critical operating groups' QHSSE risks and opportunities are to be identified and addressed as priorities. Their analysis allows the [VP Group QHSSE](#) to set programs (trainings, internal requirements, audits, etc.) and maintain the QHSSE management system in compliance.

5.2.2. Change management

At entity level, a process to manage all changes impacting the activities must be defined and documented in order to ensure changes are carried out in a planned manner. This process shall consider:

- The purpose of the changes and their potential consequences,
- The integrity of the QHSSE management system(s),
- The availability of the resources,
- The allocation or reallocation of responsibilities and authorities.

Change management process should cover at least the following subjects:

- new products, services and processes, or changes to existing products, services and processes including:
 - workplace locations and surroundings,
 - work organization,
 - working conditions,
 - equipment,
 - work force.
- changes to legal requirements and other requirements,
- changes in knowledge or information about hazards and OH&S risks,
- Developments in knowledge and technology.

Process to manage above changes to be defined at local or OG level.

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Management of Acquisitions:

Bureau Veritas' network has been developed via organic growth and acquisitions. A unique "Buy and Build" development strategy was historically developed and the balance between organic growth and acquisitions has been maintained.

However, its expansion is not complete. The Group considers the consolidation of its network and the entire deployment of its expertise across this network as a source of still widely unexploited opportunities.

The investment strategy is to continue to develop adjacent services and markets within its existing businesses, with the aim of continuously adapting its offering to clients' needs and seizing opportunities with the highest potential.

Prior to any acquisition, merger or joint venture, Bureau Veritas performs a CSR due diligence, under the responsibility of the Merger & Acquisition department. The results of this due diligence are considered in the decision-making process

At regional, operating group and Group levels, the integration of acquisitions is managed as per the PMIP process. Regional, operating group and VP Group QHSSE support the integration of large or high risk activities. The integration of acquisitions must comply with the PMIP process and quarterly updates of the integration status must be sent to VP Group QHSSE following the Group QHSSE 118-G PMIP QHSSE Priorities.



At Group level, whenever a need for a change is identified for the Group QHSSE management system, the following process is implemented:

- Identification of the needed change (by VP Group QHSSE, or reported to him by the QHSSE network),
- If the change is an upgrade of an existing requirement, Group QHSSE proposes the change(s) in a draft document,
- If the change is the creation of a new requirement, either a working group is created on that topic and mandated to come up with a proposed content, or Group QHSSE collects best practice from the network and come up with a proposed content. The proposed content is always a draft document,
- The draft document is shared with the QHSSE network that provides comments on it.
- Comments are analysed for relevancy, providers are contacted back if their comments are unclear.
- If comments are relevant, they are taken into account in the final version of the document.
- The final document is officially released and communicated to the QHSSE network for implementation and further communication.

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5.3. Compliance requirements

At entity level, a process to identify the compliance requirements must be implemented since no international survey is provided at Group level. Local legislation, legal requirements and other requirements of the interested parties must always be complied with as a minimum. Where Bureau Veritas procedures, local legislation and client requirements differ, the most stringent requirements must be complied with. Each local entity must maintain documented information of its compliance obligation and take them into account in its QHSSE management system.

At Group level, Bureau Veritas ensures that applicable legal requirements and Group requirements are taken into account when establishing, implementing and maintaining its QHSSE management system.

Group requirements are composed of Bureau Veritas Code of Ethics and the HSSE Document System, available on the Bureau Veritas Group Intranet, made up of:

- Group Quality, [HSW](#), and [Environmental](#) Statements,
- Group QHSSE Manual,
- Group QHSSE Policies,
- Group QHSSE Procedures.

5.4. Operational Control

○ At entity level

Safety Criteria must be defined starting from Bidding/Proposal Stage to Provision of Services to Client as well as contracting, subcontracting and nonexclusive management processes.

Operational Document shall state the safety information ie: hazards, control methods in place – Safety Requirement, detailing at least:

SAFETY REQUIREMENTS

- Hazards (such as Working at Height; Confined Spaces; Hazardous Substances; STF; Driving; Material Handling; Electrical; etc),
- Control measures (such as Engineering; Administrative; PPE – listing specific requirements,...),

COMPETENCY REQUIREMENTS

EQUIPMENT REQUIREMENTS

- Required equipment (and reference material),
- Competency requirements,
- Actions to be taken in case of equipment failure.

○ At Regional and Operating Group levels

OG HSSE Manager /Regional HSSE Managers will ensure that operational control measures are in place for all activities including temporary activities. Mapping of implementation level within the perimeter is tracked periodically at regional level by **Group QHSSE Manual - Mapping Deployment Status of Operational Controls in Field**.

Where a new activity in place, change management process to be applied and activity to be added to **Group QHSSE Manual - Mapping Deployment Status of Operational Controls in Field** list.

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5.5. Requirements for Products and Services

5.5.1. Customer communication

At entity level, communication has to be organized with customer, together but not only with the Marketing & Sales department when existing. Group QHSSE 004-PO Customer Complaint Management and have to be taken into account when setting this communication up, but it should not be limited by these Group requirements.

At Group level, communication with customers is organized by the Sales and Marketing department in order to reinforce synergies through Account Leaders and Sponsors. A presentation with Internal QHSSE Information for tenders available at BV Intranet

5.5.2. Requirements, design and development

At entity level, characteristics of the services to be provided and activities to be conducted must be specified when these characteristics are essential for their intended purpose, and their safe and proper provision.

These characteristics should be defined at the appropriate entity level, based on the implementation scope, for example:

Operating Group level should specify the characteristics of services and activities deployed globally or under an agreement obtained at operating Group level.

Region/country levels specify the characteristics of services and activities deployed at **their** regional or country levels.

In addition Group QHSSE 021-PO Service Portfolio Management and Group QHSSE 024-PO New Services Development must be complied with when determining the requirements for products and services.

Group QHSSE 022-PO Proposals, Offers and Contract Reviews must also be complied with when reviewing the requirements for products and services. Outputs of these reviews must be documented.

At Group level, characteristics of the services to be provided and activities to be conducted are specified in Group procedures or policies only when these services and activities are common to all entities.

5.6. Control of externally provided processes, products and services

Wherever processes, products and services are provided externally they must be properly controlled.

Non-exclusives must be managed as per the Group QHSSE 020-PO Non-Exclusive Management. As such, non-exclusive must comply with the requirements set in this manual and its transcription under the Bureau Veritas entity's QHSSE Management System the non-exclusive has an agreement to work with.

Also, subcontractors must be managed as per Group QHSSE 011-PO Subcontractor Management. They must comply with Bureau Veritas Policies and Procedures which contain a mention of that applicability in their "Purpose and Scope of Application" section. As such,

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subcontractor can use their own management system if it complies with Bureau Veritas requirements, but they must hold evidences of the compliance to these requirements.

The purchasing department has defined the Group processes available on the Purchasing 25 Community. The PO-PUR-GPU-GEN-000 Group Purchasing Policy is applicable in all BV entities.

5.7. Production and service provision

Controlled conditions must be identified and implemented for Bureau Veritas production and services provision. They must include:

- Availability of documented information (ie. operational procedures),
- Monitoring and measuring activities to verify the efficiency of production and service control processes,
- The use of suitable infrastructure and environment,
- Availability of competent and/or qualified persons.

Group QHSSE 014-PO Management of Contract Files and Group QHSSE 015-PO Work Orders must be complied with.

Outputs of Bureau Veritas service must be uniquely identified and traceable as per Group QHSSE 017-PO Production of Records and Certificates.

Samples used in tests, and other property belonging to customers or external providers which are used or incorporated into Bureau Veritas services or products, must be identified, verified, protected and safe guarded. Should they be lost or misplaced, the customer or external provider must be informed and appropriately documented information on the root cause that caused the misplacement or lost samples must be retained.

Entities shall identify which post-delivery activities are necessary based on its obligations and customer management.

5.8. Release of products and services

No products and services should be released to the customer until the planned arrangements have been completed, unless otherwise approved by a relevant authority and/or the customer.

Documented information of the release of the products and/or services must be maintained and should include at minimum:

- Evidence of conformity,
- Traceability of the person(s) authorizing the release.

When nonconformity to the planned arrangements is identified it must be managed as per Group QHSSE 002-PO Handling of Nonconformity.

5.9. Emergency preparedness and response

5.9.1. At entity level

Based on identified potential emergencies, appropriate procedures must be developed in order to establish how local entities should respond to them. Plans should cover information to communicate to contractors and visitors. Needs of all relevant interested parties to be taken into consideration.

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Incidents related with emergency conditions are recorded as per Group QHSSE PR 100-HSSE Incident Reporting Procedure. HSSE Managers facing a serious accident or a fatality have to conduct a root cause analysis (RCA) and comply with the requirements mentioned in the Group QHSSE 107-PR Root Cause Analysis. In addition, they must schedule and proceed to regular tests of the local QHSSE emergency procedure(s) to prevent potential QHSSE emergency situations.

5.9.2. At Group level

Bureau Veritas has established an emergency management process entitled “Group Crisis Management” whose guidelines are divided into 2 parts, both available on the Bureau Veritas Sharepoint:

- A Crisis Management Plan: overview of the organizational structure set up by Bureau Veritas to face crises,
- A Crisis Management Manual: operational guide that formalizes a mandatory set of procedures and provides useful recommendations for detecting and managing a crisis within the company.

In addition, a Crisis Alert Committee (CAC) was created to make sure that any manager within Bureau Veritas who is confronted with a crisis or a potential crisis (such as earthquake, tsunami, terrorist attack etc.) can find immediate support at the Head Office, to start organizing the adequate response to the crisis. Should the nature of the crisis warrant it, the QHSSE functions may be represented in the Crisis Management Team or act upon its request. QHSSE functions also provide support to the CAC through the following services:

- Examine the root causes of potential malfunctions within the organization,
- Coordinate and evaluate actions implemented by the support functions aimed at avoiding or reducing the impact of a future crisis.

5.10. Resources

The organization shall determine and provide the resources needed for the establishment, implementation, maintenance and continuous improvement of the QHSSE management system.

Resources involve:

- Necessary people,
- Necessary infrastructure,
- Necessary environment.

Resources must also be:

- Suitable for the type of monitoring and measurement activities being undertaken to verify the conformity of products and services to requirements,
- Maintained to ensure their continuing fitness for their purpose,
- Documented with appropriate information to evidence their fitness for purpose regarding monitoring and measurement.

When people resources are Subcontractors or Non-Exclusives, they must be managed as per Group QHSSE 011-PO Subcontractor Management and Group QHSSE 020-PO Non-Exclusive Management.

When technical equipment is considered to be an essential part of providing confidence in the validity of measurement results, it must be managed as per Group QHSSE 012-PO Management of technical equipment.

When organizational knowledge is determined as necessary for the operation of its processes and to achieve conformity of products and services, this knowledge shall be maintained and be made available to the necessary extent.

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5.11. Monitoring, measurement and analysis

At entity level, QHSSE managers are responsible for evaluating the local QHSSE performance through:

- Identifying what needs to be monitored,
- Define how and when to monitor it,
- Set up when results must be analysed.

QHSSE managers and HR personnel are also responsible for collecting the KPIs requested by the Group and to report them as set up in Group QHSSE 100-PR HSSE Incident Reporting, Group QHSSE 112-PO Environment, Group QHSSE 111-PO Behavioral Safety and Group QHSSE 108-PO Medical Surveillance.

At Group level, the following QHSSE KPIS are monitored, measured and analysed to assess the QHSSE performance of the Group:

Domain	KPI	Requirement
Safety	Fatalities (FATL)	Group QHSSE 100-PR HSSE Incident Reporting
	Accident Severity Rate (ASR)	
	Total Accident Rate (TAR)	
	Lost Time Rate (LTR)	
	Near hits	Group QHSSE 009-PO Management System Audits
	Serious accidents	
	Potential Serious Incidents	
Environment	Internal Audit Program	Group QHSSE 112-PO Environment
	Tons CO2/ Employee	
	Energy consumption	
Quality	Business travels	Group QHSSE 107-R2 Significant Quality Incident RCA
	Significant Quality Incident**	
QHSSE	Percentage of ISO 9001, ISO 14001 and ISO 45001 certified headcount	Group QHSSE Manual chapter 11.

****A significant quality incident is defined as an event that generates a significant exposure/risk of the company such as the loss of a LTO or a significant claim. Each Operating Group must define and document what a significant quality incident for their operations is, taking into account that claim and litigation are already covered by a policy issued by the Compliance and Risk department.**

In cases where monitoring and measuring equipment is used; it will be calibrated or verified as applicable, and is used and maintained as appropriate and relevant records will be kept.

5.12. Customer satisfaction

Methods for obtaining, monitoring and reviewing customer satisfaction must be set up as per Group QHSSE 019-PO Customer Experience.

At Group level, a consolidation and a communication are done in the registration document.

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5.13. Non conformity and corrective actions

Non-conformities are due to non-fulfilments of applicable contractual, regulatory, Group, client or other obligations. To avoid unintended and unwanted consequences, non-conformities have to be:

- Identified and controlled so as to deal with short term consequences,
- Analyzed for root causes to select and implement actions that will prevent this nonconformity from recurring or occurring elsewhere.

• At Entity level

Incidents and complaints are also to be considered as non-conformities and shall be treated in accordance with the related Group Policies. A root cause analysis must be conducted for all fatalities, serious accidents, Potential serious incidents, accident with lost time and significant quality and environment event. This RCA must be documented in the dedicated Group QESIS tool as per Group QHSSE 100-PR HSSE Incident Reporting and Group QHSSE 107-PR Root Cause Analysis.

• At Group level

Fatalities, serious accidents and significant quality events are considered as non-conformities and are managed accordingly.

A structured process for the treatment of non-conformities is provided by the Group in the Group Policy QHSSE 002-PO Handling of non-conformity. Similarly, a standard process to apply preventive and corrective actions is explained in the Group QHSSE 006-PO Preventive & Corrective Actions.

6. EDUCATION AND TRAINING

6.1. Competences & awareness

6.1.1. At entity level

Based on the outputs of the Group QHSSE 109-PR QHSSE Risks & Opportunities, a training matrix must be designed and maintained up to date to identify which functions need which QHSSE competences & qualifications. Qualifications must be managed as per Group QHSSE 013-PO Qualification Management. This matrix must be used to develop the annual training plan. Training can be delivered internally and/or externally but always by a competent and recognized organism.

Employees' QHSSE competencies are first assessed during recruitment process, then at least once per year with their respective supervisor. HR provides QHSSE managers with regional and national job descriptions in order for them to assess if new comers have appropriate education, training and experience. New comers should be supervised before allowed to work alone.

As per the Group QHSSE 121 Competencies and Training Policy, an HSSE induction training session must be provided to each newly hired employee to inform them about Bureau Veritas' requirements. This HSSE induction process must comply with Group requirements, it must be documented. Regular safety tool box talks and field discussions must be conducted locally to raise the awareness of the employees on specific safety issues.

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A Quality induction training must be also provided to all persons doing work under Bureau Veritas control to ensure they are made aware of:

- The quality policy/statement,
- Relevant quality objectives,
- Their contribution to the effectiveness of the management system,
- The implication of not conforming with the management system requirements.

Appropriate documented information must be locally retained in order to evidence the required QHSSE competences.

6.1.2. At Group level

The Group QHSSE 101-PO Roles and Responsibilities set up the roles and responsibilities of QHSSE managers. The specific minimum competences of the QHSSE Leadership Groups members and of the Regional QHSSE manager are specified in generic job descriptions ("Group QHSSE 101-R1 and 101-R2"). An HR process has been set up to ensure that each manager undergo annually an individual assessment during which job requirements versus competences are discussed to identify the needs in further training. To ensure technical staff is competent, the Group QHSSE 001-PO Monitoring of Technical Staff has been issued. Based on Group priorities, e-learning modules dealing with specific HSSE topics are regularly developed and updated. Some are mandatory to all (Safety is an Absolute, Cardinal Safety Rules), some are designed for managers training, some are designed for all employees. These HSSE e-learning modules aim at increasing employees' awareness and at reducing injuries, fatalities and the environmental impact of Bureau Veritas' activities.

7. COMMUNICATION

7.1. Internal Communication

At entity level, Bureau Veritas entities ensure communication on QHSSE topics among the various levels of the organisation via communication board, e-mail alerts and regular information meetings. Subcontractors and non-exclusives must be appropriately integrated into these internal communication means.

When received, Group Alerts must be reviewed for appropriateness and preventive/corrective actions must be adjusted based on entity's context. Then the Group Safety/Security/Environment/Quality Alerts are communicated locally (they must be translated if necessary, posted and used as content material for safety tool box talks).

Group Safety and Security Campaigns are deployed as per the communicated calendar. Postponing their deployment by few weeks/months is possible with Group QHSSE manager validation. It is strongly recommended that additional local actions be deployed in order to better respond to local needs.

In addition, the relevant participation of the employees and contractors must be organized regarding the QHSSE Risk assessment, the accident investigation, the setup of QHSSE policies and objectives, consultation where there are changes that affect their QHSSE.

Diversity aspects (e.g. gender, language, culture, literacy, disability) and communication with contractors and visitors needs to be addressed at the local level when establishing communication processes.

At Group level, several communication initiatives have been developed:

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- **Internal Sharepoint** : <https://bureauveritas.sharepoint.com/teams/GroupQHSSE>
- **Group QHSSE**: This platform, open to all BV employees, has been designed to share Group Information related to QHSSE material and documentation such as:
 - QHSSE documentation (statement, manual, policies, procedures),
 - QHSSE Certifications (certificates, audit plan),
 - KPIs,
 - QHSSE network.
- **Group Safety Alert**
Any serious accident occurring within the Group and for which lessons learned need to be shared will be detailed in a Group Safety Alert (see [Group QHSSE 100-PR – HSSE Incident Reporting](#)). Also, any high risk near hits that could have been a serious accident and for which lessons learned need to be shared will also be detailed in a Group Safety Alert to allow prevention measures. The Group safety Alerts are [shared with HSE Network](#). The corrective and preventive measures mentioned in the Group Safety Alert must be adapted to local context before being communicated locally (the Word version of the document is available on the internal website).
- **Group Safety Campaign**
1-2 times per year, Group safety campaigns are deployed globally. The topics are validated with the HSSE network and tackle the annual priorities. The Group QHSSE Vice President and his team generate support documents (ie. posters, leaflet, kakemono, e-learning modules, and safety tool box talks) that are to be deployed group wide during a specific period of time, usually one month. Unless the topic of the campaign is not relevant locally, the campaigns are mandatory for all entities. The local deployment can be delayed if necessary upon [VP QHSSE's](#) validation.

7.2. External Communication

At entity level, entities set up their own local external communication process, including with their clients. This process is based on the identification of their compliance obligations.

At Group level, the external communication means are:

- **Bureau Veritas Internet Web site**
In order to share Bureau Veritas' commitment to Quality, Health & Safety and Environment with our customers and with the public, the [QHSE the statements and key policies are published on our public intranet under the section Statements and Policies](#).
- **Interested parties' concerns**
Bureau Veritas has implemented a communication process in order to promote dialogue about its statement and its [QHSE](#) performance with its stakeholders and to take their concerns into account.
Group's website is also an entry point for clients willing to raise a complaint, submit a praise, or ask for more information. A generic email box is handled centrally at Group level to ensure that the requests are oriented towards the relevant departments.
The Group is assessed by extra-financial rating agencies. Once per year, a Registration Document and an Annual report intended for stakeholders are published. The [QHSE](#) information shared in the Registration Document is verified by an external organism in accordance with French legal requirements applicable to quoted companies.

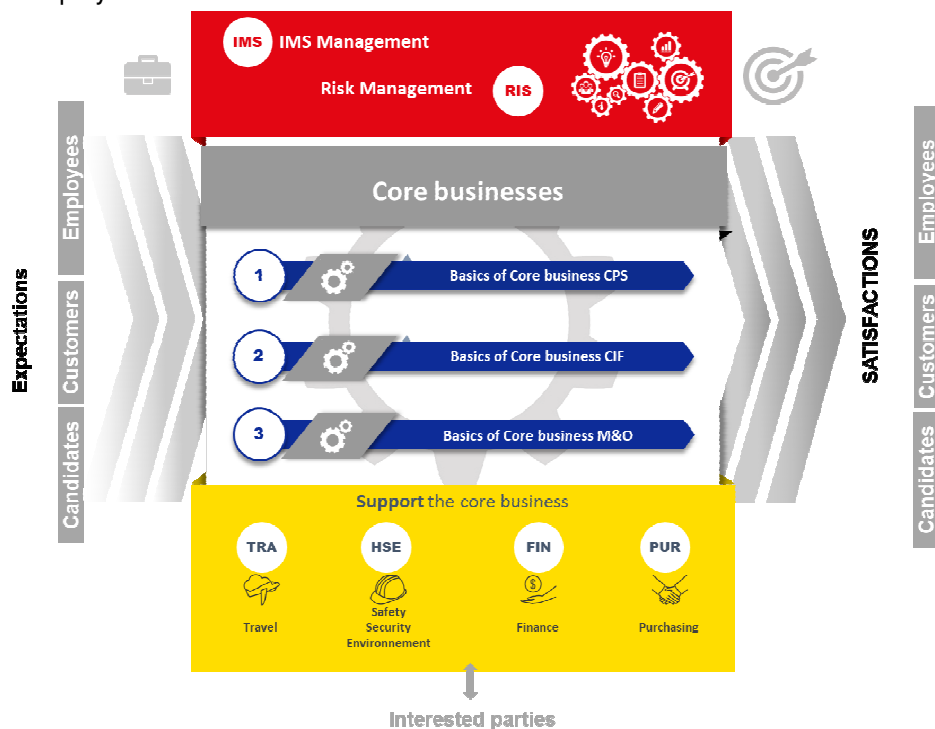
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■ Visitors and Contractors

At entity level, entities set up their own local external communication process, for visitors to the workplace and contractors. This process is based on the identification of their compliance obligations.

8. RULES, GROUP DOCUMENTATION AND SAFETY PROGRAMS

Bureau Veritas has defined an Integrated Management System. This management system must be deployed in all BV entities.



8.1. Management processes

The IMS part is composed by the policies below :

- Group QHSSE 002-PO Handling of Non-Conformities,
- Group QHSSE 004-PO Customer Complaint Management,
- Group QHSSE 005-PO Control of Documents,
- Group QHSSE 006-PO Preventive and Corrective Actions,
- Group QHSSE 009-PO Management System Audits,
- Group QHSSE 018-PO Management System Review,
- Group QHSSE 019-PO Customer Experience,

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- Group QHSSE 101-PO Roles & Responsibilities,
- Group QHSSE 107-PR Root Cause Analysis.

The Risk part is composed by :

- Group QHSSE 109-PR QHSSE Risks and Opportunities,
- Group Corporate Governance and Risk Management Policy,
- Division Risk Mapping Guidelines.

8.2. Core business processes

Operational processes have to be defined at Operating Group / Regional or Country Level in order to be compliant with the business constraints, the accreditations. The OGs are autonomous to define, improve their processes nevertheless the need to be compliant with :

- Group QHSSE 001-PO Monitoring of technical staff,
- Group QHSSE 003-PO Control of Operational Records,
- Group QHSSE 007-PO Impartiality and Conflict of Interest,
- Group QHSSE 008-PO Certification and Accreditation,
- Group QHSSE 011-PO Subcontractor Management,
- Group QHSSE 012-PO Management of Technical Equipment,
- Group QHSSE 013-PO Qualification Management,
- Group QHSSE 014-PO Management of Contract Files,
- Group QHSSE 015-PO Internal Work Orders,
- Group QHSSE 017-PO Production of Reports & Certificates,
- Group QHSSE 020-PO Non-Exclusive Management,
- Group QHSSE 021-PO Service Portfolio Management,
- Group QHSSE 022-PO Proposals, Offers & Contracts Review,
- Group QHSSE 023-PO Contract Management in the Production Process,
- Group QHSSE 024-PO New Services Development,
- Group QHSSE 116-PO HSSE Plan for Client Project.

8.3. Support processes

The Group Purchasing department has defined a travel policy.

The HSSE part is composed by :

- Group QHSSE 100-PR Safety Reporting,
- Group QHSSE 102-PO Confined Space Entry,
- Group QHSSE 103-PO Working at Height,
- Group QHSSE 104-PO Ionizing Radiation,
- Group QHSSE 104-PR Ionizing Radiation,
- Group QHSSE 104-Program Ionizing Radiation,
- Group QHSSE 105-PO Personal Protective Equipment,
- Group QHSSE 106-PO Driving, [and Mobility](#)
- Group QHSSE 108-PO Medical Surveillance,
- Group QHSSE 110-PO Drugs, Alcohol & Smoking,
- Group QHSSE 111-PO Behavioural Safety,
- Group QHSSE 112-PO Environment,

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- Group QHSSE 113-PO Offshore Safety,
- Group QHSSE 114-PO Fire Prevention,
- Group QHSSE 115-PO Travel health and security,
- Group QHSSE 115-PR Travel security to high risk destinations,
- Group QHSSE 117-PO Asbestos Exposure,
- Group QHSSE 119-PO Lone Working,
- Group QHSSE 120-PO Machine Guarding
- Group QHSSE 121-PO HSSE Competency and Training
- Group QHSSE 122-PO Bureau Veritas Laboratory Safety Policy
- [Group QHSSE 123-PO Safe Boarding](#)

There is also a Financial Process handbook. This handbook is named MAG, is composed by all the financial processes, procedures and guidelines. This Group MAG is under the responsibility of the Financial & Legal/Risk/Compliance departments.

The purchasing department has defined the Group processes available on the Purchasing 25 Community. The PO-PUR-GPU-GEN-000 Group Purchasing Policy is applicable in all BV entities.

Merge and Acquisition processes are managed by Audit department. Relevant documentation is available on the Internal Website under PMIP Community.

9. AUDITS & INSPECTIONS

9.1. Group QHSSE Certifications

The certifications contribute to ensure the continuous improvement of the suitability, adequacy and effectiveness of the management systems. They are managed as per the [Group QHSSE 008-PO Certification and Accreditation](#). Transition towards revised version of the standards is specified in the Group QHSSE annual audit plans.

Bureau Veritas holds “Group Certificates” (multisites) for the ISO 9001, ISO 14001 and [ISO 45001](#) issued by one single external certification organism. The lead of these Group Certificates and the coordination with the external certification body is ensured by Group QHSSE department. Any entity having to or willing to join these Group Certificates must contact the Group QHSSE Director.

The CER activities are excluded from the scope of the certification for confidentiality reasons. If any other scope is excluded from the local scopes, it must be properly documented and explained.

9.1.1. Quality certification / Accreditation

All entities [with more than 25 employees](#) must be certified or accredited under a Quality standard. In Bureau Veritas, such standard is either the ISO 9001 or the ISO 17020, ISO 17021 or ISO 17025. [Exceptions to this, must be approved by the QHSSE Vice President.](#)

■ ISO 9001

Since 1996 Bureau Veritas has held ISO 9001 certification through a recognized international Certification organization.

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All Bureau Veritas Operations and Head Office (except the 'System Certification' Business Line) are audited on a 2 to 5 year cycle depending on the risks associated with the activities and the headcount. Acquisitions are given 18 months after the acquisition date to get ready for the certification. Specific delays can be authorized on a case by case basis, validated with the Group QHSSE manager.

■ ISO 17020, 17021, 17025

As ISO 17025 standard is derived from ISO 9001, Bureau Veritas may decide not to certify entities, which are ISO 17025 certified, according to the ISO 9001 standard.

The System Certification Business Line (CER) is certified by relevant national, international or Sector accreditation bodies (UKAS, IAFF, ANAB...).

ISO 17020, ISO 17021 and ISO 17025 are obtained locally using local accreditation bodies.

9.1.2. Health, Safety, Environmental certifications

The ISO 14001 Environment Management System certification is not mandatory but is strongly recommended, particularly for laboratories.

The [ISO 45001](#) is strongly recommended, particularly for entities with more than 25 employees. The 'System Certification' Business Line is excluded.

"Acquisitions are given 18 months after the acquisition date to get ready for the certification. Specific delays can be authorized on a case by case basis, validated with the Group QHSSE manager.

An entity is defined as:

- For CIF, M&O, GLS divisions: a country,
- For CPS division: a laboratory, an operating office, a product certification laboratory.

The QHSSE Group supports each entity preparing the certification upon request in order to ease the development and deployment of the management system and to ensure consistency with Group requirements.

The external audit costs related to the certification are supported by the Group QHSSE department.

9.2. QHSSE Internal audits

9.2.1. At entity level

Internal QHSSE assessments are used to measure the level of compliance and identify opportunities for improvement. Three types of internal audits are implemented:

- **QHSSE Management system audits:** assessment of the documentation, the practices and the measurement of compliance of Countries, Regions, Divisions or at Group level against the requirements or group policies and certification or accreditation requirements. For more information, refer to [Group QHSSE 009-PO Management Systems Audits](#). The dedicated Group QESIS tool must be used or exceptionally an equivalent tool allowing for the tracking of corrective actions.

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- **Operational audits:** on field assessments led by a QHSSE Manager who goes on a client site in order to evaluate Bureau Veritas' employees. The dedicated Group QESIS tool must be used or an equivalent tool allowing for the tracking of corrective actions.
- **Individual audits / supervision:** assessment realised together with Quality on key HSSE practices and behaviour.

TO BE NOTED: where possible, synergies between Group audit plan and entities' audit plan must be implemented. As soon as the Group QHSSE internal audit plan is known (around November of the previous year), based on the external audit plan, coordination between Group and local entities must take place to rationalize the annual HSSE audit plan and avoid duplication.

9.2.2. At Group level

Internal audits are intended to ensure that the QHSSE management system is in compliance with the ISO 9001, ISO 14001 & [ISO 45001](#) requirements and the QHSSE Group objectives. In order to do so, an internal audit program is established and maintained. It is composed of:

- **Ionizing Radiation audit:** a 3 year cycle audit has been implemented in order to ensure Ionizing Radiation equipment are properly and safely managed in accordance with legal and Group requirements. Countries must be audited at least once per cycle and must conduct a self-assessment when there are not audited (so typically for 2 years).
- **Group QHSSE internal audits:** these audits are set up to ensure all new entities within the Group certificates (ISO 9001/ 14001 and/or [ISO 45001](#)) are assessed by internal experts. Since the external certification organism audits the new entities by sampling, Group QHSSE internal audits are conducted on those entities which are not audited externally for their initial certification. These internal audits also cover the first surveillance audit if not performed by the external certification organism. These internal audits are also deployed at Operating Group level and on the Group support functions to ensure each of them is audited on a 3 years basis.
The 3 years audit plan and the audit specifications are communicated to the QHSSE network and the auditors as soon as possible by the Group QHSSE manager. The audit is to be conducted with the dedicated Group QESIS tool. Auditors must be members of the QHSSE network with a recognized experience in HSSE management system implementation and auditing, as detailed in Group QHSSE 009-PO Management System Audits.
- The role of the **Internal Audit and Acquisitions Services department** is to perform audits, principally financial audits, in the various entities of the Group. The entities to be audited are selected at the time of preparing the annual audit plan which is discussed with Executive Management and validated by the Audit & Risk Committee. They are chosen primarily based on the risks identified, the resulting financial implications and previous internal or external audits. These audits are aimed at analysing and verifying that management and reporting rules are duly applied, as well as reviewing the quality of the internal control environment. The main procedures and cycles covered are:
 - compliance with the Group's Code of Ethics,
 - sales and accounts receivable,
 - purchasing and accounts payable,
 - Human Resources,
 - cash management,
 - financial statement closing procedures and reporting.

At the time of each audit assignment, the financial performance of the Group's businesses is reviewed to ensure the consistency of all the financial information produced by the audited entity. The audit reports are sent to the managers of the operating entities and to their superiors, the

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central operating departments and Group Executive Management. Where appropriate, audit reports set out short- and medium-term corrective action plans for improving the control environment.

The Internal Audit department systematically monitors implementation of the action plans drawn up following Internal Audit assignments through a dedicated software program accessible to the audited departments, and gives Executive Management a monthly progress update on the implementation of recommendations.

9.3. Inspections

- The Group inspection Program requires Managers to conduct “Safety Walk”, even if Safety Walk is more than just an inspection, as it is also a behaviour based approach for protecting employees.

Safety Walk must be conducted on site by Managers, each entity has to determine how they assign safety walks targets per managers.

The aims of Safety walks are:

- Building better understanding of the operations
- Building positive management / employees relations
- Identifying opportunities for improvement.

Safety Walks forms are available in QESIS App.

- Each OG/ entity could decide, in addition to Safety Walks, to conduct dedicated inspections, depending on their local needs, local regulations or customers’ requests.

10. INCIDENTS INVESTIGATION

A work-related HSSE incident is defined for Group Reporting as “An undesired, unplanned and sudden event which led to injury or illness to persons and occurred:

- At the place of work
- During the course of work
- Whilst under the authority of the employer.

Any incident occurring during working hours at the “work place” is deemed to be considered work related.

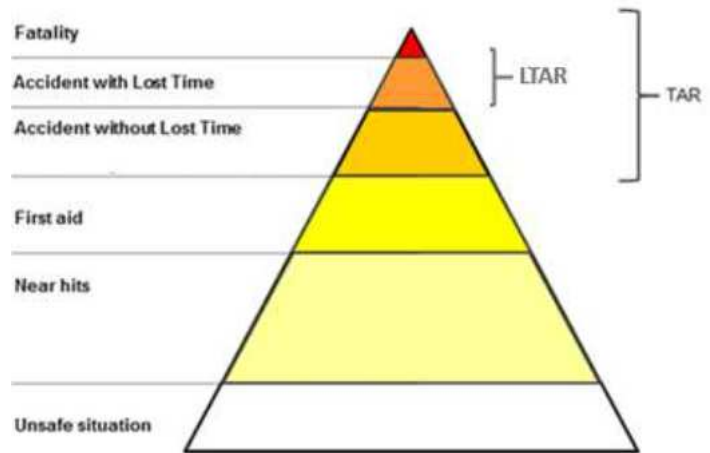
Mission-related incident is defined for Group Reporting as “An undesired, unplanned and sudden event which led to injury to persons and occurred during journeys related to mission (assignment for a task).

A commuting-related incident is defined for Group Reporting as “An undesired, unplanned and sudden event which led to injury to persons and occurred during journeys to commute”.

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Work-related HSSE incidents are categorized into:

- Fatalities
- Lost time accident
- Restricted work duty
- Medical treatment
- First aid
- Property Damage
- Near Hit
- Unsafe Condition
- Damage of environment
- Security Incidents
- Radiation Incidents
- Occupational Illness.



Graph : Safety Incident Pyramid

Workers (employees, subcontractors, non-exclusives) must report all incidents with injuries or near hits to their supervisor as soon as possible.

Management ensures all work-related incidents (as defined above) are reported and tracked as required in [Group QHSSE 100-PR HSSE Incident Reporting Procedure](#).

Significant event, such as a Fatal or Serious accidents, an accidents with lost time, a significant quality or environment incident need to be analysed in depth in order to prevent its re-occurrence, whether it occurred to a Bureau Veritas worker or to a subcontractor or Non-exclusive employee.

Incident investigation and the practices related to the Root Cause Analysis (RCA) are aimed at ensuring that we learn from and address any failings that resulted in the event. RCA is not about **blaming individuals**, but to ensure that we enhance our management system and prevent re-occurrence.

When an incident occurs the main priority should be ensuring the necessary support and medical treatment to the victim(s), followed by securing the work scene warranting that all high risk conditions are properly controlled.

Once the conditions are secured the Root Cause analysis should start right away by collecting all evidence (deficient equipment, photos of the site, map,..) and all physical measures (distance, height, temperature, concentration...) that could be documented... The requirements for Root Cause analysis are described in the Group QHSSE Procedure 107-PR Root Cause Analysis.

Main steps for conducting an Incident Investigation are described below :

- Secure the environment/ ensure medical support to the victim
- Collect evidence
- Establish the RCA Team
- Define the problem
- Identify the direct cause, contributing factors and root causes

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- Determine an action plan addressing root causes identified
- Communicate lessons learned from the incident.

11. RECORDS AND DOCUMENTATION

11.1. Documented information

11.1.1. General

At entity level, Bureau Veritas entities may build their own QHSSE Document Systems, taking into account the Group management system and possible specific requirements, such as Accreditations, Notifications, Local Laws and Regulation requirements. At this level, the document system may comprise but is not limited to:

- QHSSE Manual at the appropriate level (Division/Region/Countries) ,
- QHSSE Policies, Procedures and Guidelines (issued by Divisions, Business Lines and Regions),
- QHSSE General and Job-Specific Safe Work Rules.

Where necessary, technical procedures and instructions may be issued and managed by technical management as appropriate.

At Group level, annual objectives and targets are set up by the [Group QHSE Vice President](#) to foster continuous improvement of Bureau Veritas' QHSSE performances. The QHSSE Document System, which gathers all the Group reference documents, aims at supporting and structuring this purpose. It is documented and made up of:

- Group [Quality, HSW and Environment](#) Statements,
- Group QHSSE Manual,
- Group QHSSE Policies,
- Group QHSSE Procedures,
- Supporting documents, including records.

All of them are available on the internal website. Detailed Supporting [HSSE](#) documents are available on the Internal HSE Community only.

11.1.2. Control of documented information

At entity level, the compliance with Bureau Veritas requirements concerning control of documents is mandatory to all as per [Group QHSSE 005-PO Control of Bureau Veritas Documents](#).

At Group level, Bureau Veritas ensures the proper issuance of internal documents related to the QHSSE management system through a systematic procedure described in the [Group QHSSE 005-PO Control of Bureau Veritas documents](#). This controlling system covers reference documents, management system manuals, policies and procedures. In addition, all operational records must be managed as per the [Group QHSSE 003-PO Control of Operational records](#), and all contract files as per the [Group QHSSE 014-PO Management of Contract Files](#).

QHSSE documents are managed electronically, either via the appropriate system for the network or on the internal website for the Group Documents, or printed on paper. Before being disseminated, internal documents are submitted to the appropriate people for review and approval of content.

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12. PERFORMANCE EVALUATION

12.1. Evaluation of compliance

At entity level, the compliance with Bureau Veritas requirements is mandatory. Entities must regularly assess their compliance with all their obligations on a regular cycle or upon significant changes of these obligations. Where Bureau Veritas procedures, local legislation and client requirements differ, the most stringent requirements must be complied with. Each local entity must maintain documented information of its compliance evaluation results against legal and other requirements (BV Group Requirements, Client Requirements and requirements of other interested parties).

The entity shall continually improve the suitability, adequacy and effectiveness of the QHSSE management system to enhance its performance and documented information as evidence for continual improvement will be retained.

At Group level, the **VP QHSSE Group** maintains a process for periodically evaluating compliance with its obligations. In addition, global overview of the Group compliance is ensured through:

- Regular reporting from local level to Group level,
- Management reviews,
- Internal audits, based on the internal auditing QESIS tool.

12.2. Management review

12.2.1. At entity level

QHSSE Management systems implemented in all entities within Bureau Veritas are subjects to appropriate periodical reviews. At minimum, one annual management review must be conducted to cover the defined scope of the management system. Inputs of these reviews include:

- Status of actions from previous Management Reviews
- Changes in
 - Internal and external issue impacting the QHSSE MS,
 - Needs & expectations of interested parties,
 - Compliance obligations (legal and other requirements),
 - Risks & opportunities.
- Performance of the QHSSE management system
 - Objectives achievement,
 - Trends in nonconformity (incident, complaint, etc) and corrective actions and continual improvement,
 - Monitoring and measurement results (including conformity of products and services),
 - Results of evaluation of compliance with legal and other requirements (BV Group Requirements, Client Requirements and requirements of other interested parties),
 - Customer satisfaction,
 - Consultation and Participation of workers,
 - Compliance level,
 - Audit results,
 - Performance of external providers.
- Adequacy of resources for maintaining an effective MS
- Effectiveness of the actions taken to address risks & opportunities
- Relevant communications with interested parties
- Opportunity for continual improvement

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Outputs of these annual reviews must be documented, dated and sent to [VP Group QHSSE](#). They must include:

- Conclusion of the continuing suitability, adequacy and effectiveness of the QHSSE Management System,
- Decisions related to continual improvement opportunities, any need for change to the QHSSE Management System including resources, actions when objectives have not been met,
- Opportunities to improve integration of the QHSSE MS with other business processes,
- Implications for the strategic orientation of the entity.

The reviewing process is further explained in the [Group QHSSE 018-PO Management System Review](#).

12.2.2. At Group level

A management review is conducted once per year to ensure that the QHSSE management system is suitable and effective in supporting the Group HSSE requirements and others applicable legal obligations. The objective is also to assess opportunities for improvement that could allow the QHSSE management system to be more consistent with the commitment to continuous improvement. The entities' QHSSE management reviews are analysed in order to ensure the elements provided during the Group management review also reflect the local situations. Minutes of Group Level QHSSE Management Review is shared under the internal website / QHSSE.

13. CONCLUSION

Health, Safety, Security and Environment topics are, together with Quality, at the heart of the services which Bureau Veritas delivers every day to its clients.

Health, Safety, Environment, Quality and Social [Responsibility](#) are embedded into "Bureau Veritas Values" which are embraced and shared throughout the Group, cascaded down via managers whose responsibility is to lead the organization to a risk neutral future.

Bureau Veritas complies with all relevant laws and regulations and constantly monitors any amendments to them. Responsibilities for QHSSE are defined at all levels. We train employees in QHSSE issues associated with their job and provide them with suitable training material, as well as personal protective equipment.

This Group QHSSE Manual along with the QHSSE training programs discussed above were designed to serve as a tool for each Bureau Veritas employee, supervisor, manager and executive to provide professional services, deliver what we committed to and maintain a healthy and safe work environment while mitigating our environmental impact.

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14. TABLES

14.1. List of QHSSE documentation

TITLE	REQUIREMENTS	PO	PR	LOCATION
Group QHSSE Manual				SharePoint
Group HSW Statement	ISO 45001:2018 5.2			SharePoint
Group Environment Statement	ISO 14001:2015 5.2			SharePoint
Group Quality Statement	ISO 9001:2015 5.2			SharePoint
Group QHSSE 001-PO Monitoring of Technical Staff	ISO 9001:2015 7.1 / 7.2 / 8.4 / 8.6 / 9.1 ISO 14001: 2015 7.1 / 7.2 / 9.1 ISO 45001:2018 7.1 / 7.2 / 9.1	✓		SharePoint
Group QHSSE 002-PO Handling of Non-Conformity	ISO 9001:2015 8.7 / 9.1.3 / 9.3 / 10.2 ISO 14001:2015 9.1.2 / 9.3 / 10.2 ISO 45001:2018 7.1 / 7.2 / 9.1	✓		SharePoint
Group QHSSE 003-PO Control of Operational Records	ISO 9001:2015 7.5 ISO 14001:2015 7.5 ISO 45001:2018 7.5	✓		SharePoint
Group QHSSE 004-PO Customer Complaint Management	ISO 9001:2015 7.4 / 8.2.1 / 8.6 / 9.1.3 / 10.2	✓		SharePoint
Group QHSSE 005-PO Control of Bureau Veritas Documents	ISO 9001:2015 7.5 ISO 14001: 2015 7.5 ISO 45001:2018 7.5	✓		SharePoint
Group QHSSE 006-PO Preventive and Corrective Actions	ISO 9001:2015 9.1.3 / 10.2 / 10.3 ISO 14001:2015 9.1.2 / 10.2 ISO 45001:2018 9.1.2 / 10.2	✓		SharePoint
Group QHSSE 007-PO Impartiality & Conflict of Interest	ISO 9001:2015 5.3 / 7.1 ISO 14001:2015 5.3 / 7.1	✓		SharePoint
Group QHSSE 008-PO Certification and Accreditation	ISO 9001:2015 8.2	✓		SharePoint
Group QHSSE 009-PO Management Systems Audits	ISO 9001:2015 9.1 ISO 14001:2015 9.2 ISO 45001:2018 9.2	✓		SharePoint
Group QHSSE 011-PO Subcontractor Management	ISO 9001:2015 8.4 ISO 14001:2015 7.2 ISO 45001:2018 8.1.4	✓		SharePoint
Group QHSSE 012-PO Management of Technical Equipment	ISO 9001:2015 7.1.5 / 9.1	✓		SharePoint
Group QHSSE 013-PO Qualification Management	ISO 9001: 2015 7.2 / 7.3 / 8.4.3 / 8.5. ISO 14001:2015 7.2 / 7.3 ISO 45001:2018 7.2 / 7.3	✓		SharePoint
Group QHSSE 014-PO Management of Contract Files	ISO 9001:2015 5.1.2 / 7.5 / 8.4 / 8.5 ISO 14001:2015 7.5 / 6.1.3 ISO 45001:2018 7.5 / 6.1.3	✓		SharePoint
Group QHSSE 015-PO Work Orders	ISO 9001:2015 7.5.3	✓		SharePoint
Group QHSSE 017-PO Production of Records & Certificates	ISO 9001:2015 8.5 / 8.6	✓		SharePoint
Group QHSSE -018 Management System Review	ISO 9001: 2015 9.3 ISO 14001: 2016 9.3 ISO 45001:2018 9.3	✓		SharePoint
Group QHSSE 019-PO Customer Satisfaction Assessment	ISO 9001:2015 5.1.2 / 8.2 / 9.1.2	✓		SharePoint

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TITLE	REQUIREMENTS	PO	PR	LOCATION
Group QHSSE 020-PO Non-Exclusive Management	ISO 9001:2015 7.2.2 / 8.4 ISO 14001:2015 7.2.2 ISO 45001:2018 8.1.4	✓		SharePoint
Group QHSSE 021-PO Service Portfolio Management	ISO 9001:2015 8.2.2	✓		SharePoint
Group QHSSE 022-PO Proposals, Offers & Contracts Review	ISO 9001:2015 8.2.1 / 8.2.3 ISO 45001:2018 8.1 /6.1	✓		SharePoint
Group QHSSE 023-PO Contract Management in the Production Process	ISO 9001:2015 8.5	✓		SharePoint
Group QHSSE 024-PO New Services Development	ISO 9001:2015 8.2/ 8.3 ISO 14001:2015 6.1.2 ISO 45001:2018 8.1 /6.1	✓		SharePoint
Group QHSSE 100-PR HSSE Incident Reporting	ISO 14001: 2015 9.1 ISO 45001:2018 9.1		✓	SharePoint
Group QHSSE 101-PO Roles and Responsibilities	ISO 9001:2015 5.3 / 7.1 ISO 14001:2015 5.3 / 7.1 ISO 45001:2018 5.3 / 7.1	✓		SharePoint
Group QHSSE 102-PO Confined Space Entry	ISO 45001:2018 8.1 /9.1	✓		SharePoint
Group QHSSE 103-PO Working at Height	ISO 45001:2018 8.1 /9.1	✓		SharePoint
Group QHSSE 104-PR Ionizing Radiation	ISO 45001:2018 8.1 /9.1		✓	SharePoint
Group QHSSE 104-PO Ionizing Radiation	ISO 45001:2018 8.1 /9.1	✓		SharePoint
Group QHSSE 105-PO Personal Protective Equipment	ISO 45001:2018 8.1 /9.1	✓		SharePoint
Group QHSSE 106-PO Driving	ISO 45001:2018 8.1 /9.1	✓		SharePoint
Group QHSSE 107-PR Root Cause Analysis	ISO 9001:2015 10.2 ISO 14001:2015 10.2		✓	SharePoint
Group QHSSE 108-PO Medical Surveillance	ISO 45001:2018 8.1 /9.1	✓		SharePoint
Group QHSSE 109-PR QHSSE Risks and Opportunities	ISO 9001: 2015 4.1 / 4.2 / 6.1.1 ISO 14001: 2015 4.1 / 4.2 / 6.1.1 / 6.1.2 ISO 45001 :2018 4.1 / 4.2 6.1		✓	SharePoint
Group QHSSE 110-PO Drug, Alcohol and Smoking	ISO 45001:2018 8.1 /9.1	✓		SharePoint
Group QHSSE 111-PO Behavioural Safety	ISO 45001:2018 8.1 /9.1	✓		SharePoint
Group QHSSE 112-PO Environment	ISO 14001:2015 8.1 / 9.1	✓		SharePoint
Group QHSSE 113-PO Offshore Safety	ISO 45001:2018 8.1 /9.1	✓		SharePoint
Group QHSSE 114-PO Fire Prevention	ISO 45001:2018 8.1 /9.1	✓		SharePoint
Group QHSSE 115-PO Travel Safety	ISO 45001:2018 8.1 /9.1	✓		SharePoint
Group QHSSE 115-PR Travel health and security to high or extreme risk destinations	ISO 45001:2018 8.1 /9.1		✓	SharePoint
Group QHSSE 116-PO HSSE Plan for Client Site	ISO 14001: 2015 8.1 ISO 45001:2018 8.1 /9.1	✓		SharePoint
Group QHSSE 117-PO Asbestos	ISO 45001:2018 8.1 /9.1	✓		SharePoint
Group QHSSE 119-PO Lone Working	ISO 45001:2018 8.1 /9.1	✓		SharePoint
Group QHSSE 120-PO Machine Guarding	ISO 45001:2018 8.1 /9.1	✓		SharePoint
Group QHSSE 121-PO HSSE Competency and Training	ISO 14001:2015 7.1 / ISO 45001:2018 7.1 /7.2	✓		SharePoint
Group QHSSE 122-PO Bureau Veritas Laboratory Safety Policy	ISO 45001:2018 8.1 /9.1	✓		SharePoint
Group QHSSE 123-PO Safe Boarding	ISO 45001:2018 8.1 /9.1	✓		SharePoint

Title:	<i>Group QHSSE Manual</i>	Revision :	9
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14.2. Definitions

Entity: all activities covered by the same Management Review.

Local entities correspond to the lowest granularity of the Management Review (ie: laboratory, country)

Regional entities are constituted of all the local entities part of a region.

Operating group entities are constituted of all the regional and local entities part of the Operating Group.

Group : All entities constituting Bureau Veritas activities.

Critical risk: risk that has the potential to generate a significant quality event, a serious accident, or an irreversible environmental contamination.

Critical opportunity: opportunity which, if not taken, will deprive the entity of significant asset in the QHSSE fields.