

Sustainability Report

October 2024

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Committing Each Day to a Better Tomorrow

AqueoUS Vet's (AV) mission is to remove polyfluoroalkyl substances ("PFAS") and other harmful contaminants from the water supply. We are pleased to share AqueoUS Vets' first Sustainability Report with our team, our partners, and the public. This report outlines our approach to environmental, social, and governance priorities and the impact we have on our employees, the communities where we work and live, and the environment.

As a water solutions provider, environmental considerations are a core part of what we do and are integrated across our business. For example, AV systems are designed to reduce the overall energy required to operate systems. We also have a media disposal offering which ensures safe disposal of contaminants; our approaches helps customers maximize the utility of spent media, while also minimizing environmental impact. In AV's own facilities, we have implemented enhancements that reduce waste in the manufacturing process and work to reduce our environmental footprint.

Our commitment to employee safety is the highest priority of our core values. From the company's inception, our hiring model has been to employ the best candidates by matching the company need with employee experience and skill sets. This approach has organically guaranteed AqueoUS Vets a highly qualified team that represents our local and national communities. AqueoUS Vets delivers a culture that invests in its employees with innovation workshops, training and development; pay equity; and direct feedback opportunities giving every team member at AqueoUS Vets the opportunity to be heard, to be included, and to thrive – both professionally and as members of their communities.

AqueoUS Vets extends beyond our team to include the broader community. We bring our team together through clean water service opportunities, and encourage employees to participate in industry events and public forums to help raise awareness of the threats posed by PFAS and other CECs.

This report is an important evolution in our sustainability journey. As we continue to expand our market presence, we will continue to set ambitious goals that reflect our commitment to the environment and the communities we serve.



Dr. Mirka Wilderer
President & CEO



Rob Crow
Founder & Executive Chairman



Who We are Defines How We Operate

OUR PURPOSE

Provide proven, reliable and innovative drinking water treatment solutions for the benefit of the communities we serve, positively impacting health and quality of life for US communities now and in the future: **Better Water, Better Life**

OUR MISSION

Remove PFAS and other harmful contaminants from the US water supply to protect our health and environment

OUR VISION

Become the trusted industry leader by providing cutting-edge treatment systems, delivering unparalleled engineering and design support, and setting a new industry standard through innovative offerings, solutions, and experiences



Company History



2015

Founded by US Servicemembers in Redding, California, AqueoUS Vets provides turnkey solutions for water treatment needs, partnering with customers from concept to commission.



BainCapital
DOUBLE IMPACT

2021

Bain Capital Double Impact invested in AqueoUS Vets in order to help bring the company's innovative solutions to more communities across the country.



2023

AqueoUS Vets acquired a tank manufacturing facility in Jacksonville, Florida. This acquisition expands AV's capacity and allows the team to better serve communities across the Eastern United States.



JACKSONVILLE, FL

AqueoUS[®]VETS

Manufacturing Facilities

East and West Coast Facilities support nationwide availability of AqueoUS Vets water-treatment solutions



REDDING, CA

AqueoUS[®]VETS

Environmental





Environmental Impact

AqueoUS Vets is committed to providing proven, reliable, and innovative solutions for ongoing and evolving water treatment needs.

Treating PFAS contamination in water supplies

Polyfluoroalkyl substances – commonly known as “PFAS” or “forever chemicals” - are manmade chemicals found in consumer, commercial, and industrial products which break down very slowly over time. Exposure to PFAS is harmful to humans and animals. As a result of the widespread use of these chemicals PFAS are now found in waterways, air, and soil throughout the nation. The Environmental Protection Agency (EPA) estimates that PFAS could be present in nearly 50% of tap water in the US.

EPA regulations require filtration of PFAS to no more than *4 parts per trillion* - effectively a single drop of water in a 660-thousand-gallon Olympic size swimming pool.

AqueoUS Vets is on the forefront of PFAS filtration and is helping communities meet these standards. We provide solutions - ranging from single home systems to municipal treatment plants – that help remove PFAS from water supplies, thereby reducing negative impacts on communities, people, and the environment. AqueoUS Vets pairs our team of seasoned engineers and water industry professionals with an innovative, entrepreneurial approach to creating cutting-edge solutions to remove PFAS and other contaminants of emerging concerns (CECs). Our turnkey solutions include design, manufacturing, installation, commissioning, and exemplary, long-term customer service.

One example of our work is our partnership with the [Yorba Linda Water District](#), providing one of the largest PFAS treatment facilities in the country. This facility filters PFAS from over 25 million gallons of water per day. See more [examples here](#).

Increasing energy efficiency & reducing operational costs

Another way AqueoUS Vets is having a positive impact on the environment is through the operational footprint of our systems. AV's patented LowPro® design requires less space than the industry standard, which means many of our customers can house and maintain the systems in existing buildings, as opposed to having to expand or construct new facilities. AV's systems are also designed to be more energy efficient, using up to 75% of the energy required by many of the incumbent systems.

Environmental

2024 Initiatives

Supply chain management

This year we started including environmental impact into the selection review process for our material vendors, subcontractors, and service providers. This aligns with our ongoing commitment to best-practices in supply chain management. We believe our source selection process is one way we can leverage our growth to partner with and support other environmentally responsible organizations in industry.

Water usage, carbon and greenhouse gas monitoring

AqueoUS Vets has implemented tracking processes to allow us to measure and, over time, improve key elements of our environmental footprint through our manufacturing, services, travel, and operations.

Statement of Commitment to Environment

This is AqueoUS Vet’s first public sustainability report. While our practices and business approach have always included environmental considerations, this public communication serves to emphasize and refocus our efforts.

Impact By the Numbers ¹

We monitor the environmental impact of our systems by tracking the volume of water treated, contaminants removed, and the energy saved through the installation of energy efficient systems.

419

Pounds PFAS
Removed

521K

Pounds Contaminants
Removed

161.8B

Gallons of
Water Treated

10,447

kWh Electricity
Saved

4,521

Metric Tons CO₂
Saved

1. Numbers rounded to the nearest whole number; reflects totals based on estimated model for FY2023.

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Social



Social

Community Outreach

AqueoUS Vets is committed to fostering a culture of community engagement and social responsibility. We provide opportunities for employees to give back to their local communities and support causes aligned with our business.

6K for Water

AqueoUS Vets sponsored company-wide participation in World Vision Global's 2024 6k for Water. AqueoUS Vets' contributions are able to provide 50 people with clean water.

Volunteer Hours

We offer eight hours of paid volunteer time off for employees to use annually with any organization that aligns with their interests and values.

Annual STEM Career Day

AqueoUS Vets participates in the Annual STEM Career Day for Shasta County/North State STEM program. Through this program we are able to introduce more than 1,400 ninth graders to careers in the water industry.

Internship Program

2024 saw the launch of the AqueoUS Vets internship program. Through this program we are able to engage students excited to work on today's water treatment needs. The program also provides workplace experience and industry knowledge, and we do our part to help develop future leaders.



Jacksonville team members celebrate participation in the 2024 6k for Water

Social

Safety

We continuously develop and maintain procedures and policies to support our employees' physical and mental wellbeing. This is done through close collaboration between employees and leaders with the goal to identify and mitigate risks and challenges.

Safety Roadmap



AqueoUS Vets implemented a formalized Safety Roadmap in January 2024. The program consists of identifying safety champions at each plant, creating safety committees to govern corrective actions, offering enhanced monthly safety training modules, initiating weekly safety audits, soliciting safety observations from every employee, and tracking progress through safety-specific key performance indicators (KPIs).

Social

Company Communication

Effective communication is essential for fostering a transparent, inclusive, and cohesive work environment. Our commitment to sustainability extends to how we engage, inform, and listen to our employees. By promoting a culture of open dialogue and ongoing feedback, we ensure that every voice is heard and that we work together toward common goals. Our approach includes:

- **Company Newsletter** is a monthly communication that includes information on the AV's sustainability efforts, employee achievements, and departmental highlights.
- **Townhall Meetings** are held quarterly. At these meetings leaders provide updates on initiatives, business performance, and key milestones, and employees can ask questions and share insights.
- **Plant Monitors** are available across our manufacturing facilities. These monitors display real-time information on production efficiency, safety updates, and employee recognition.
- **Employee Pulse Survey** is distributed bi-weekly and provides managers with a glimpse into employee satisfaction. We identify key areas of improvement from the feedback provided.
- **New Hire Experience Survey** is completed after employee onboarding. This input helps refine our onboarding practices and which areas require further investment.
- **High Performance Organization Survey** is completed annually; through the survey employees provide feedback on job satisfaction, corporate culture, and opportunities for improvement.



Social

Employee Development

Investing in our employee's development is critical and ensures our team is equipped to meet the evolving challenges of the water treatment industry. By investing in ongoing training and professional development, we enhance the capabilities of our workforce, drive service quality, innovation, and customer satisfaction. It also helps us attract and retain the best talent in the industry.

AV Academy

Employees can their expand career experience and company knowledge through our weekly peer-led AV Academy.

Leadership Development Academy

The Leadership Development Academy is for facilities team members to cultivate and advance formal and informal leadership capabilities.

Employee Goal Setting

Employees set individual goals aligned with AV's business objectives; performance is assessed annually against these goals.

Employee Development Plans

These plans help employees consider steps they should take as they grow their careers at Aqueous Vets.

LMS Training

Employees can take advantage of self-paced and self-directed learning opportunities through our LMS training system.

Day of Learning

The AV leadership team participates in a monthly "day of learning", which has become model for other team development and collaborations.

Social

Employee Recognition

Every member of the AqueoUS Vets team is exceptional. When team members exemplify our company values - through specific actions or consistent dedication to craft - AqueoUS Vets recognizes and celebrates these moments through the following employee recognition programs.

Apollo Champion

The AqueoUS Vets senior leadership celebrates a team member who exemplifies the AV CARES values and champions the Apollo 25 Strategy.

Star Achievers

The Star Achiever is an opportunity for peer recognition; this award acknowledges a colleague's hard work, dedication, and embodiment of the AV CARES values in their daily work.

AV Academy Rising Stars

This award for team members who demonstrate a commitment to ongoing development; employees who attend 10 AV Academy sessions are recognized as *AV Academy Rising Stars*; team members who attend 25+ AV Academy sessions are recognized as *AV Academy Stars*.

Executing Excellence

This program recognizes individual and group efforts on projects and multifunctional teams; it celebrates team members who go above-and-beyond in executing high quality deliverables within customer delivery requirements.



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Governance



Governance



Code of Ethics and Business Conduct

Our Code of Ethics and Business Conduct goes beyond the standard requirements of acting ethically, safely, and within the confines of the law. It sets the tone for AV's culture and includes guidance on how employees should *Build Trust and Credibility, Respect for the Individual, and Create a Culture of Open and Honest Communication*. Leaders are expected to model the behaviors that set AqueoUS Vets apart as an industry leader, a corporate citizen, and an employer of choice.



Corporate Culture

AqueoUS Vets is committed to crafting an intentional corporate culture that honors our commitments, empowers our team members, and drives industry-wide improvements through innovation and competition. Our Core Values emphasize these commitments and keep us accountable to making each day better than the day before.



Executive Leadership & Operational Excellence

AqueoUS Vets' leadership team has over 120 years of combined experience and leads the organizational and operational strategy of AV. Individuals bring decades of experience in the water industry and industrial services. Together with AV's plant managers, shift leaders, and project managers, the team works together to ensure our customer needs are met and

VALUES AVCARES

Our core values guide every action at AqueoUS Vets, enhancing quality of service and sustainability in business practice.



Commitment

We are committed to each other and will give our full time and energy to the success of the business.



Accountability

We deliver on the commitments we make, we take ownership of our actions, and we take responsibility for the outcome.



Reliability

We deliver on our commitments on time and when promised, we are consistent in how we perform and are trustworthy in our quality.



Excellence

We strive for high quality and excellence in our deliverables.



Safety

We work safely, we protect each other, everyone gets to go home the way they arrived to work.

Ongoing Commitment

In the coming years, Aqueo US Vets will continue to share updates on our environmental, social and governance initiatives, including progress on targets and areas for ongoing improvement. We believe this level of transparency is one way we can demonstrate our dedication to the communities where we live, work, and serve.

We are committed to our vision of becoming the trusted industry leader in solving today's water quality challenges. We are excited to partner with individuals, organizations, and municipalities to provide leading products and services while simultaneously advancing environmental, social, and governance initiatives so today's actions flow forward toward a better tomorrow.

Follow us on social media for the latest on AqueoUS Vets



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SUSTAINABILITY REPORT

October 2024

