# FINAL AUDIT REPORT

# KURITA AQUACHEMIE - KSA



QUALITY REGISTRAR SYSTEMS
U.A.E.

# THIRD PARTY MANAGEMENT SYSTEM AUDIT REPORT

# OF

# KURITA AQUACHEMIE - KSA

**Accreditation Body**:

ASCB ☒

Others ☐

**Approved by Scheme Dept.:** 

**Audit Type:** ☐ Stage 1 ☐ Stage 2 ☐ Sur 1 ☐ Sur 2 ☒ Re-certification

**(This report is confidential; use of only authorized personnel)**

| | | | |
|---|---|---|---|
| **Organization Name: KURITA AQUACHEMIE - KSA** | | **Report No.** | QRS/IMS/REC 20-05-2025 |
| | | **Certificate No.** | AQSA-10027 (ISO 9001:2015), AQSA-0013 (ISO 14001:2015), AQSA-30018 (ISO 45001:2015). |
| | | **NACE/EAC CODE** | IAF 29, 34 |
| **Organization's Address** | P.O.BOX: 7950, ZIP CODE: 31472, DAMMAM, 2nd INDUSTRIAL CITY, KSA. | | |
| **Audit Objective** | To confirm the entity's compliance status against the applicable requirements of the audited standards (ISO 9001:2015, 14001:2015, 45001:2018) | **Audit Date** | 20-05-2025 |
| **Audited Criteria** | Internal and external issues, QHSE and associated processes, Objectives, Competency, Analysis and evaluation, Customer Satisfaction, Internal audit, Management Review, Manual, procedure, and related documents | **Multisite** | ☐ YES ☒ NO |
| ☒ISO 9001:2015 ☒ISO 14001:2015 ☐ ISO 22000:2018 ☒ ISO 45001:2018 ☐HACCP | | | |
| **Contact Person** (Full Name & Designation) | Mr. Raghvendra Kumar | **No. of Employees (OFFICE STAFF)** | **Audit Man-days** |
| **Contact Details:** Contact # Email | +966 533697848 Raghvendra.Kumar@kurita-water.com | 15 | 01 |

| Audit Team | | | | | |
|---|---|---|---|---|---|
| **Auditor** | MADARA MADUWANTHI | **Auditor(s)** | SAQIAB RAMZAN | **Technical Expert** | NA |

**Scope of Audit**

- Manufacturing, Sales, and Distribution of Chemicals, Along with Associated Services

**Conclusion & Recommendation**

☐ Unconditional approval / Continuation of certification
☒ Conditional approval only if corrective action for Category 2 & 3 non-conformities is verified or shall be subject to the next surveillance audit (Except any Category 1 non-conformities)
☐ Holding approval until corrective actions for all Category 1 non-conformities are satisfied.
☐ Withholding approval. Re-audit must be carried out

| | | |
|---|---|---|
| **Category 1** | **Major Non-** | Issues which can result in harm to human health & safety or a complete breakdown of a process of ISO or 'Minor NC' which is observed consistently in the organization; corrective action is mandatory. |

| | | |
|---|---|---|
| | **Conformity** | |
| **Category 2** | **Minor Non-Conformity** | Issues which reduce the effectiveness of the management implementation, p artial breakdown of a process; corrective action is mandatory. |
| **Category 3** | **Observation** | Requirements and expectations are met, but with minor inadequacies or omissions and/ or in the opinion of the auditor preventive action will improve effectiveness of the implemented MS; corrective action is not mandatory. |
| **Category 4** | **Satisfactory** | Fully meets requirements and expectations and effectively implemented. |
| **Category 5** | **Positive Point** | Worth mentioning points of strength, good practice which organization should continue. |

**DISCLAIMER**

This report has been prepared by Quality Registrar Systems in respect of a client's application for assessment by Quality Registrar Systems. The purpose of this report is to maintain evidence of the client's compliance with the standard criteria. Quality Registrar Systems does not warrant the suitability of the contents of the report for any particular purpose or use and accept liability whatsoever for consequences to or actions taken by third parties. The non-conformities within this report are the result of limited sampling, and therefore it cannot be assumed that others do not exist. The client is required to implement corrective actions if other findings are occurred. This report is confidential, and distribution is limited to the audit team, competent authority, the company and Quality Registrar Systems Office.

**Status of Organization and Executive Summary**

**Introduction:**

Kurita Aqua Chemie, a new JV entity between Kurita Europe GmbH and Aqua Chemie DMCC, will operate under the name of "Kurita Aqua Chemie Saudi Arabia Co.", in KSA & will operate under the name of "Kurita Aqua Chemie FZE" in UAE. These operations would be primarily served by the local Manufacturing Plants for Water & Process treatment Specialty Chemicals in the 2nd Industrial Area, Dammam, and in Jebel Ali South, Dubai, UAE, and multiple global manufacturing facilities of Kurita.

Kurita brings in the new entity, patented, innovative & proven technologies along with decades of global experience & expertise. It would be delivered over the foundation created by Aqua Chemie through local infrastructure in the country, registration/ working relationship in the hydrocarbon industry, and human resources with years of experience in chemical sales & service. Both teams' unified expertise will reinforce our

quest for innovation and support Kurita's core tradition to create an environment in which water, nature, and man are in harmony.

**About Kurita Europe GmbH.**

Kurita Europe GmbH, headquartered in Mannheim, Germany, provides technologies for water, paper, and process treatment. Founded in 1989, our team consists of 550 employees at 12 various offices in Europe and the Middle East, covering the EMEA (Europe, Middle East, Africa) sales area. With our production facilities, we contribute to a reliable supply chain for our customers. Our own R&D centers, laboratories, and pilot test plants allow us to develop continuously customized state-of-the-art technologies.

Kurita Europe is a subsidiary of Kurita Water Industries Ltd., headquartered in Tokyo, Japan. Founded in 1949, the Group has over 6,737 employees worldwide, generating a turnover of approximately 2,4 billion USD. Over 3,000 patents are proof of Kurita's innovative approach to a resource-saving consumption of water.

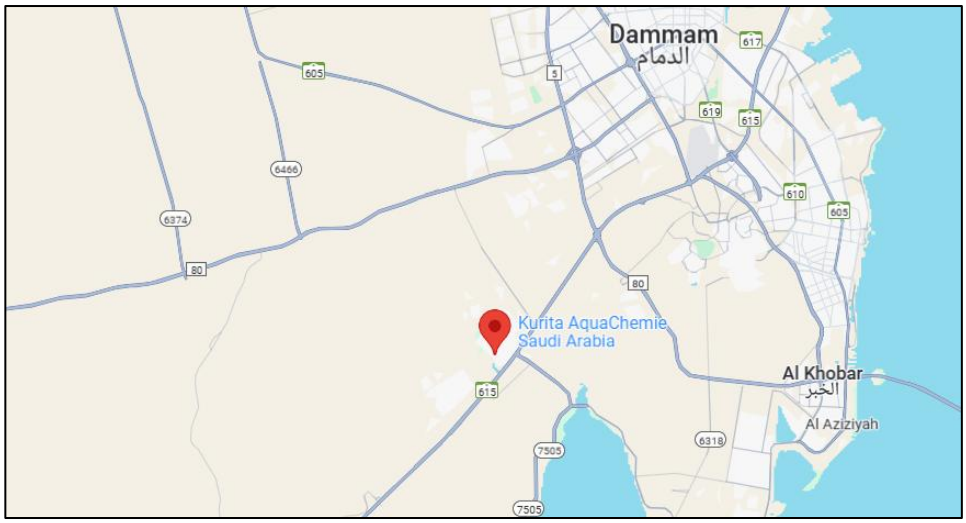
**About Aqua Chemie DMCC**

In late 2008, Aqua Chemie was established in Dubai, UAE. Since then, it has expanded its operations all over the GCC countries with a strategic presence in Hong Kong. Aqua Chemie DMCC is its flagship company, managing the chemical business. Aqua Chemie is into specialty chemical manufacturing, sales, distribution, services & bulk terminal operation. It has corporate offices, Manufacturing facilities, a Bulk Storage Terminal, Warehouses, a fleet of ISO tanks, and operation skids in GCC countries. With a team of over 120 industry professionals, driven by expertise, experience & ethics, it is one of the fastest-growing chemicals companies in the Middle East.

**Corporate Philosophy** - Study the properties of water, master them, and we will create an environment in which nature and humanity are in harmony.

- Creating new functions and value for water through a deep and far-reaching exploration of the essential properties of water.
- Winning the trust of our customers and society with unique solutions that capitalize on our diverse technologies.
- Contributing to the realization of a sustainable society by leveraging our mastery of water to create shared value with society.

**Location:**

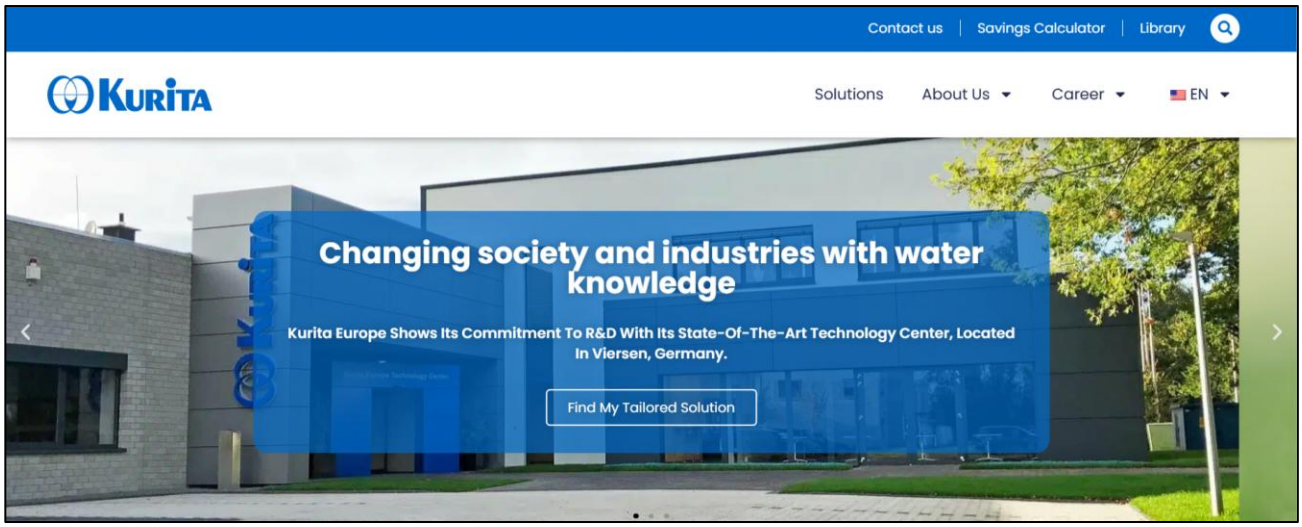



**Competency of employees:**

Competence of employees was verified through competence certificates, Job responsibilities forms and Job descriptions. However, the document number for Job descriptions, Acknowledgement from the relevant employee, and approval from top management were not available. These observations were discussed with the responsible personnel. The organization is advised to ensure that all controlled documents, including job descriptions, are properly identified under the document control procedure to maintain traceability and version control.

- QHSE Officer
- Quality Controller
- Sr. Purchase Buyer

**Website:**




**Services:**

- Manufacturing of basic organic chemicals, including all except fertilizers and compounds.

**Plant facilities:**

- Manufacturing Plant



- SS316 Jacketed Blenders Mounted on Loadcells – Capacity 8KLX1, 4KLX2, 2KLX1, 12KLX1, 16KLX1

  Provision of Nitrogen Blanketing is provided 1 Blender – R103.





- Connected to the Tank Farm, Tanks are Used for Solid–Liquid and Liquid – Liquid Blending

- <u>Tank Farm</u>




- Their facility is equipped with dedicated storage tanks designed for safe handling and processing of raw materials and finished products. Key specifications include:
  - Material of Construction (MOC): High-grade SS316 stainless steel, offering superior corrosion resistance and durability
  - Capacity: Each tank has a volume of 70 cubic meters (70 $m^3$)
  - Functionality: Designed to support both drum filling operations and bulk storage

- Safety Features: All electrical fittings are flameproof, ensuring compliance with hazardous area classifications and enhancing operational safety
- System Integration: The storage system includes dedicated pumps and piping for streamlined and contamination-free transfer of materials
- Nitrogen Blanketing: Tank T201 is equipped with a nitrogen blanketing system, which provides an inert atmosphere to prevent oxidation, maintain product integrity, and enhance safety

- <u>Warehouse</u>





- Their warehouse facility offers a total pallet capacity of 1,824, ensuring ample space for efficient storage and logistics operations. The warehouse is meticulously segregated based on hazard classifications, ensuring safe and compliant handling of various chemical categories. They maintain dedicated and isolated storage zones for:

- Flammables (Class 3)
- Oxidizers (Class 5)
- Corrosives (Class 8)
- General Chemicals

- Their operations are in 100% compliance with local regulatory requirements, which include:
- Maintaining an approved chemical inventory list
- Obtaining and updating all necessary permits from relevant regulatory authorities
- Adhering to recognized safety standards, including the NFPA (National Fire Protection Association) and GHS (Globally Harmonized System) labelling systems for hazard communication.

- Laboratory




- They have equipped the laboratory with an Analytical Balance, Spectrophotometer, Distillation range apparatus, Fume Hood Chamber, pH Meter, Titration, Conductivity Meter, Hot Air Oven, Lab Stirrer, Orbital Shaker, Turbiscan, Jar Tester, and Viscosity Meter.

- Other Utilities




The facility features a comprehensive range of water and material handling equipment, including a Raw Water Storage Tank and RO Water Storage Tank, each with a capacity of 10 cubic meters. It includes two Underground Wastewater Storage Tanks with GRP lining and an Underground Domestic Water Storage Tank, each offering a capacity of 20 cubic meters. Material loading and unloading are facilitated by a dock leveler provision, complemented by a battery-operated forklift with a capacity of 1.6 metric tons and a diesel-operated forklift with a capacity of 2.5 metric tons. Additionally, the setup is equipped with four air-operated diaphragm pumps and a platform weighing scale capable of handling up to 3 metric tons, ensuring efficient and streamlined operations.

**Vision:**

"Pioneering "new value for water" to contribute to the realization of a sustainable society." Kurita AquaChemie Saudi Arabia and Kurita Aqua Chemie FZE "To be a region's leading advanced technology company in water treatment"

**Mission:**

"Engage customers to jointly identify and provide the best fit-for-purpose solutions to satisfy their operational needs, improve productivity, reduce environmental impact, and innovate energy solutions in the industrial water field. We provide professional services and valuable products by experienced people, utilizing resources and specialized technology."

**Values**

- Deepen understanding of frontline sites: Their solutions are rooted in a deep understanding of frontline site (Gemba) issues and information. They maximize customer value while also seeking to further elevate their expertise in water.
- Elevate and connect expertise: They strive to elevate their knowledge of water and the environment, which are precious. Innovation and the creation of new value are generated by connecting the diverse and ever more sophisticated knowledge accumulated by all.
- Exceed expectations: Their desire to challenge themselves is driven by their aspiration to serve humanity. They always push themselves to deliver results that exceed expectations. They build trust with their customers through serial success.
- Maintain unwavering integrity: We engage sincerely with all of our stakeholders. We fulfil our responsibilities to the future through our single-minded pursuit of solutions to social issues.

**Policy:**

- The effective use of QHSE policies ensures a safe, efficient, and environmentally conscious workplace. Currently, the organization is following Quality policy, HSE policy, HR Policies, IT policies etc**.**

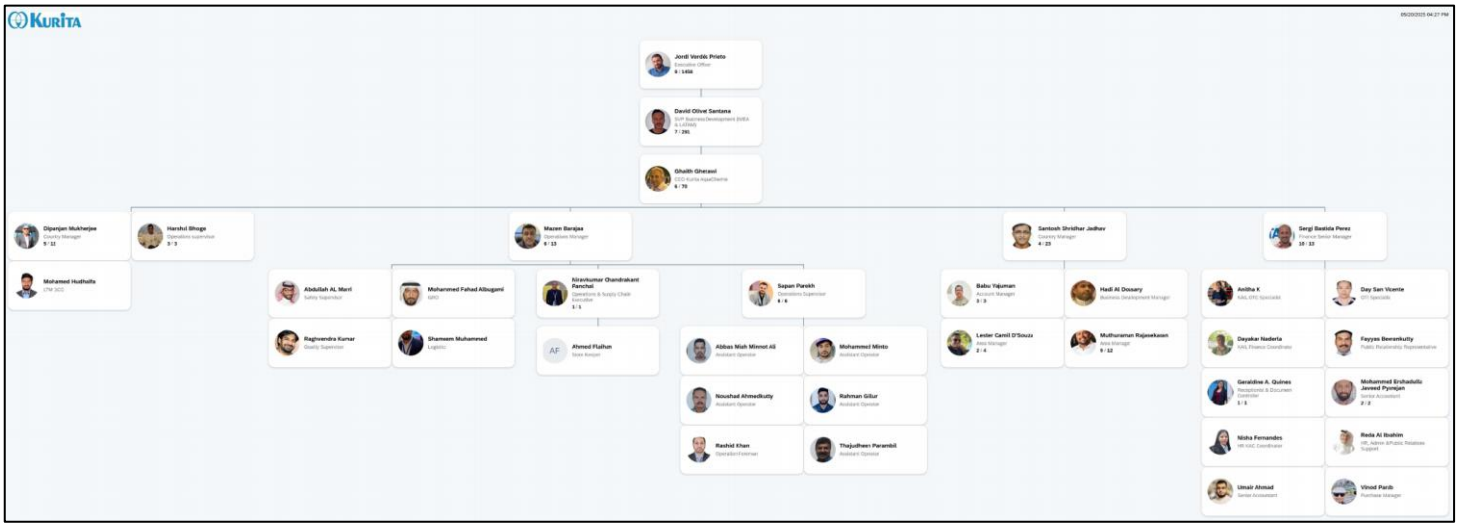
**Clients:**

During the audit, it was verified that the major clients of the organization. Some clients are mentioned below,

| Customer Name | Location |
|---|---|
| MAADEN ALUM RAK | Ras Al Khair Saudi Arabia |
| SATORP | Jubail Saudi Arabia |
| SAMREF | Yanbu Saudi Arabia |
| Sipchem | Jubail Saudi Arabia |
| Sadara | Jubail Saudi Arabia |
| Kemya | Jubail Saudi Arabia |
| Saudi Kayan | Jubail Saudi Arabia |
| Berain Water | Riyadh Saudi Arabia |
| Hana Water | Dammam Saudi Arabia |
| SAMAC | Jubail Saudi Arabia |

***(Data source – All details in the introduction are extracted and verified from the KURITA AQUACHEMIE - KSA company profile and the company's official website - mailto: https://www.kurita.eu/en/)***

**Organizational Chart:**




**Employee list:**

The organization has provided an employee list that includes technical personnel as per the company's scope of activities. Some of the employees in the employee list are as below,

- Gillur Rahman Dudu Miasayel — Manufacturing Officer
- Mohammed Minto Mohammed Mostafa — Waiter
- Abbas Miah Minnot Ali — General Cleaner
- Muhammad Shameem Abdul Hameed — Support Specialist
- Sapan Mukeshbhai Parekh — Chemist Technician
- Mohammad Ahmad Ramesh Malohtra — Production Supervisor
- Ganesh Kalimani Kalimani — General Electrician
- Yajuman Babu — Manufacturing Supervisor
- Ahmed Khan Slaliman Khan — Building Electrician
- Sriharipprasad Sanjeevirajan Sanjeevirajan — General Electrician
- Thanuj Sha Kunnathu Parambil — Water Processes Controller
- Jayanth Elango Elango — Maintenance Supervisor
- Yusuf Aslam — Water Processes Controller
- Muthuraman Rajasekaran Rajasekaran — Chemist Technician

**Key personnel:**

During the audit, the Organizational key personnel's competence records were evidenced. They are maintaining a list of key personnel and their information. Some of the organizational Key personnel and their designations are as below,

- Jordi Verdés Prieto - Executive Officer
- David Olivet Santana - SVP Business Development (MEA BLATAM)
- Ghaith Ghezawi - CEO Kurita Aquachemie
- Dipanjan Mukherjee - Country Manager
- Harshal Bhoge - Opesations supervisor
- Mazen Barajaa - Operations Manager
- Santosh Shridhar Jadhav - Country Manager
- Sergi Bastida Perez - Finance Senior Manager

**List of Equipment:**

The Organizational Scope of Work is primarily focused on the Manufacturing of chemicals; the organization is currently utilizing some tools and equipment at an industrial level. During the audit list of Equipment was evidenced and verified. Some of the equipment and machinery are as below,

KURITA AquaChemi

## List of Equipment:

| # | Equipment | Qty. | Specifications | Remark |
|---|---|---|---|---|
| 1 | Raw material Storage tanks | 4 | 70 $m^3$ | |
| 2 | Mixer | 1 | 4 $m^3$ | |
| 3 | Mixer | 1 | 12 $m^3$ | |
| 4 | Mixer | 1 | 2 $m^3$ | |
| 5 | Mixer | 1 | 8 $m^3$ | |
| 6 | Mixer | 1 | 16 $m^3$ | |
| 7 | Reactor | 1 | 4 $m^3$ | |
| 8 | Air compressor | 1 | 100 CFM | |
| 9 | Steam boiler | 1 | 1500 kg/hr | |
| 10 | Thermic fluid heater | 1 | Temp range of 10 to 300°C, Pressure - 3-4 kg/ cm. | |
| 11 | Venturi scrubber | 1 | 500 $m^3$/Hr | |
| 12 | R.O unit | 1 | 5000 LPH | |
| 13 | Cooling tower | 1 | Capacity: 450000 KCAL/HR | |
| 14 | Water tanks | 2 | Raw Water: 10 $m^3$ RO Water: 10 $m^3$ | |
| 15 | Diesel tanks | 2 | Boiler: 1000 L TFH: 1000 L | |

**Calibration:**

During the audit, the calibration schedule for the equipment was evidenced and verified.

KURITA AquaChemie

***Calibration Schedule of Plant Machine & Equipment - 2025***

| S. No. | Equipment | Department | Calibration schedule | Status |
|---|---|---|---|---|
| 1 | Analytical Balance | QC | Yearly 1st quarter | Done in Feb. 2025 |
| 2 | Top load Balance | QC | Yearly 1st quarter | Done in Feb. 2025 |
| 3 | HACH Visible Spectrophotometer | QC | Yearly 2nd quarter | Done in Jun. 2025 |
| 4 | pH meter | QC | Weekly | Done & cont. for next week |
| 5 | Conductivity meter | QC | Weekly | Done & cont. for next week |
| 6 | Densitometer | QC | Weekly | Done & cont. for next week |
| 7 | Floor Weighing Scale | Production | Yearly 1st quarter | Done in Feb. 2025 |
| 8 | Tank load shell 16 KL | Production | Yearly 1st quarter | Done in Feb. 2025 |
| 9 | Tank load shell 12 KL | Production | Yearly 1st quarter | Done in Feb. 2025 |
| 10 | Tank load shell 8 KL | Production | Yearly 1st quarter | Done in Feb. 2025 |
| 11 | Tank load shell 4 KL-1 | Production | Yearly 1st quarter | Done in Feb. 2025 |
| 12 | Tank load shell 4 KL-2 | Production | Yearly 1st quarter | Done in Feb. 2025 |
| 13 | Tank load shell 2 KL | Production | Yearly 1st quarter | Done in Feb. 2025 |

During the audit, it was verified that samples for calibration certificates and calibration logs were documented. Their scale calibration was done by Global Scales and System Co., Ltd. Some of the calibration certificates and calibration logs are as below,

- Plant & Lab Weighing Scale Calibration (Certificate Number: GSSC/KACFEB01/2025)
- Tank Weighing System (Certificate Number: GSSC/KACFEB02/2025)
- Lab Precision Scale (Certificate Number: GSSC/KACFEB08/2025)
- Portable Density/Specific Gravity Meter - DMA 35 V4 EX (Doc Numb: KAC-CL-01)
- Calibration log for pH Meter (Doc Numb: KAC-CL-01)
- Calibration log for Conductivity Meter (Doc Numb: KAC-CL-01)

KURITA AquaChemie

| Calibration Log – QC Lab | Doc No.: KAC-CL-01<br>Rev: 01<br>Date: 01-04-2021 |
|---|---|

Analytical Equipment: - Portable Density/Specific Gravity Meter – DMA 35 V4 EX
Serial No: - 8349002 ( Internal Standard sample: Density @RT = 0.995 -1.000)

Maintained By: QC Supervisor

| SN | Description of equipment | Serial Number | Calibration method and equipment setup | Last Date of calibration | Next Date of calibration | Remarks | Sign or initials | |
|---|---|---|---|---|---|---|---|---|
| 1. | Digital Densitometer | DMA 35 V4 EX: 8349002 | Internal standard | 05/01/2025 | 12/01/2025 | OK, 0.998 | | |
| 2. | Digital Densitometer | DMA 35 V4 EX: 8349002 | Internal standard | 12/01/2025 | 19/01/2025 | OK, 0.997 | | |
| 3. | Digital Densitometer | DMA 35 V4 EX: 8349002 | Internal standard | 19/01/2025 | 26/01/2025 | OK, 0.997 | | |
| 4. | Digital Densitometer | DMA 35 V4 EX: 8349002 | Internal standard | 26/01/2025 | 02/02/2025 | OK, 0.998 | | |
| 5. | Digital Densitometer | DMA 35 V4 EX: 8349002 | Internal standard | 02/02/2025 | 09/02/2025 | OK, 0.997 | | |
| 6. | Digital Densitometer | DMA 35 V4 EX: 8349002 | Internal standard | 09/02/2025 | 16/02/2025 | OK, 0.996 | | |
| 7. | Digital Densitometer | DMA 35 V4 EX: 8349002 | Internal standard | 16/02/2025 | 23/02/2025 | OK, 0.997 | | |
| 8. | Digital Densitometer | DMA 35 V4 EX: 8349002 | Internal standard | 24/02/2025 | 03/03/2025 | OK, 0.998 | | 23/02/2025 was Holiday |
| 9. | Digital Densitometer | DMA 35 V4 EX: 8349002 | Internal standard | 03/03/2025 | 10/03/2025 | OK, 0.996 | | |
| 10. | Digital Densitometer | DMA 35 V4 EX: 8349002 | Internal standard | 10/03/2025 | 17/03/2025 | OK, 0.997 | | |
| 11. | Digital Densitometer | DMA 35 V4 EX: 8349002 | Internal standard | 17/03/2025 | 24/03/2025 | OK, 0.998 | | |
| 12. | Digital Densitometer | DMA 35 V4 EX: 8349002 | Internal standard | 24/03/2025 | 31/03/2025 | OK, 0.998 | | |
| 13. | Digital Densitometer | DMA 35 V4 EX: 8349002 | Internal standard | 06/04/2025 | 13/04/2025 | OK, 0.997 | | Eid Holidays |

*Calibration log for Portable Density/Specific Gravity Meter - DMA 35 V4 EX*

KURITA AquaChemie

| Calibration Log – QC Lab | Doc No.: KAC-CL-01<br>Rev: 01<br>Date: 01-04-2021 |
|---|---|

Analytical Equipment: - Portable Density/Specific Gravity Meter – DMA 35 V4 EX
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Maintained By: QC Supervisor

| SN | Description of equipment | Serial Number | Calibration method and equipment setup | Last Date of calibration | Next Date of calibration | Remarks | Sign or initials | |
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| 13. | Digital Densitometer | DMA 35 V4 EX: 8349002 | Internal standard | 06/04/2025 | 13/04/2025 | OK, 0.997 | | Eid Holidays |

*Calibration of pH Meter*

**ISO Personnel in charge**:

- Mr Raghvendra Kumar – Quality Engineer

**Government Approvals:**

- Industrial Facility License (Main Commercial Registration Number: 205019382) valid until: 18-06-2025

**Other Government Approvals:**

- Company Registration Certificate – National Unified No: 7009430963.
- Operating License Number: OLC-24-10-06O03104 valid until 18-06-2025.

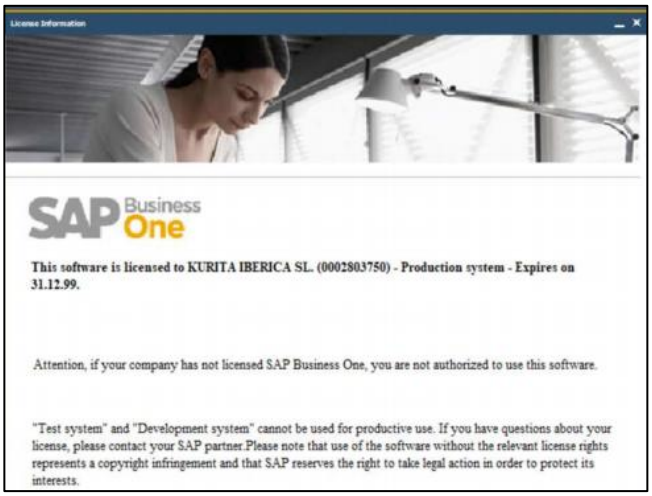
**License Members:**

- License members were verified as per the partnership agreement **(04/04/1442H Corresponding to 19/11/2020G)**, which is provided by the organizational representative.

> **1. M/s.** AquaChemie DMCC, which is a company operating in Dubai Multi Commodities Centre Authority, and registered under the commercial registration No.(DMCC 3667) dated 08/11/2012G, Address: P.O. Box 211586 Dubai – UAE.
>
> **(First Party)**
>
> **2. Mr.** Khalid Adeeb Ahmed Hamed, Saudi national with ID No.(1015187030), Birthdate 11/08/1401H, Address: Al-Khobar, and his profession is non-governmental.
>
> **(Second Party)**

**Current IT Situation:**

- The company utilizes several software programs for enhanced productivity, collaboration, and efficient business operations. They are using Microsoft Office 365 software for their entire operation, and they utilize SAP-SBO for their accounting purposes. Microsoft Defender is used as their antivirus. Some of the software licenses are as below:

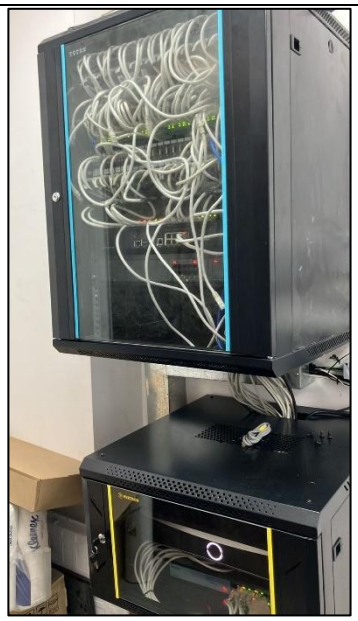



*SAP- ONE software license*




*Microsoft Defender License*

- During the audit, it was evidenced that the organization is maintaining a Backup and Recovery procedure **(Document Numb: SEC–N–008)**, and Protection against malicious code **(Document Numb: SEC–N–031)**, and a password policy **(Document Number: SEC–N–008)** to secure their electronic data.
- During the audit, it was verified that the organization has an internal server and that they have a dedicated room for the server.



- The person who is responsible for accessing the IT system has provided a Job description to verify the competency on the field.
    - IT Senior Manager holds a Degree in Software Engineering.

**Security System:**

KURITA AQUACHEMIE - KSA maintained the security of the inside facility by:

- CCTV online camera: which is accessed by the top management, and all data can be retrieved upon request with the help of the IT department.
- Access: Only authorized KURITA AQUACHEMIE - KSA employees have access to enable them to move freely, while visitors and/or outsourced employees should be escorted.

**Safety Procedures and Work Instruction:**

- Mr. Abdulla F. Al-Marri is competent as an Incident safety officer. That training certificate **(Certificate Numb: NFPA 1521)** was reviewed and verified at the time of audit.
- The organization has established safety rules, which are communicated at all levels. They have also maintained general work precautions, which are communicated as well. Some of the safety rules are as below,
    - Keep the work area Neat & Clean always.
    - Ensure high standards of housekeeping.
    - Switch off lights & AC when not in use.

- The floor shall be kept clean & dry.
- Avoid water/chemical spill on floor. Clear the spill frequently.
- Stack INCs, Drums, pallets & other equipment's in a safe manner.
- Follow the safety precautions stated in the MSDS.
- Pumps and hoses shall be stored in the designated area. Drain the liquid completely at the end of every operation.
- Avoid obstructing the emergency eye wash and shower.

**List of approved suppliers:**

The organization maintained a list of approved suppliers **(Doc Numb: KAC/ MLAS)**, which was available during the audit. They are keeping a separate supplier list based on the materials. The following were a few suppliers from the list.

| S.No. | Supplier Name & Details | Year | Material / Item supplied | Criteria for approval |
|---|---|---|---|---|
| 1 | **5 - Continent Phosphorus Co., Ltd.** | 2012 | Phosphoric Acid 85% | A |
| 2 | **Aditya Birla Chemicals (Thailand) Ltd.** | 2012 | Mono Sodium Phosphate | A |
| 3 | **Agricultural Materials Co. Ltd** | 2012 | Urea | A |
| 4 | **Agricultural Materials Co. Ltd** | 2012 | Activated Carbon | A |
| 5 | **Albemarle Hungary** | 2012 | Potassium Hydroxide Flakes | A |
| 6 | **Albemarle Hungary** | 2012 | Sodium Bromide | A |
| 7 | **Al Kout Industrial Projects Co.** | 2012 | Sodium Hypochlorite 12% | A |
| 8 | **Al Kout Industrial Projects Co.** | 2012 | Hydrochloric Acid | A |
| 9 | **Al Moghera LLC** | 2012 | Aquachemie XMI 2104 | A |
| 10 | **Al Rama International Trading LLC** | 2012 | Aqueous Ammonia 25% | A |
| 11 | **Al Rama International Trading LLC** | 2012 | Mono Ethylene Glycol | A |

**Supplier evaluation:**

During the audit, it was verified that suppliers are evaluated at frequent intervals, and records have been provided. Supplier Selection & Procurement Procedure was available. Some of the supplier evaluations are as below,

KURITA AquaChemie

| Record Ref No: | KAC-HR-06 |
|---|---|
| Rev: | 04 |
| Date: | 02.08.2023 |

**Vendor Performance Evaluation Form**

Review Date: 02.08.2023
Review By: Vinod Pawar
Attendees , if meeting called: Mr. Vishal Sarda

Supplier/ Vendor name: Deepak Nitrite Limited
Supplier/ Vendor Address/ location: Vadodara, India
Supplier Contact: Mr. Sangram (+91-7572949208

| | | Rating | Comments |
|---|---|---|---|
| **Quality** | | | |
| | A Quality System | 5 | |
| | B Company History | 5 | |
| **Price** | | | |
| | A Price- Quality | 4 | |
| **Performance** | | | |
| | A Technical ability | 4 | |
| | B Capability | 5 | |
| | C Technical assistance | 4 | |

*Supplier evaluation for **Deepak Nitrite Ltd***

KURITA AquaChemie

| Record Ref No: | KAC-HR-06 |
|---|---|
| Rev: | 04 |
| Date: | 15.08.2023 |

**Vendor Performance Evaluation Form**

Review Date: 15.08.2023
Review By: Vinod Pawar
Attendees , if meeting called: Mr. Harshal Bhagat

Supplier/ Vendor name: Shandong Taihe water Treatment Co LTD.
Supplier/ Vendor Address/ location: Shizhong, Shandong, China
Supplier Contact: Mr. Tony Hu (+86-13375677020)

| | | Rating | Comments |
|---|---|---|---|
| **Quality** | | | |
| | A Quality System | 5 | |
| | B Company History | 4 | |
| **Price** | | | |
| | A Price- Quality | 5 | |
| **Performance** | | | |
| | A Technical ability | 5 | |
| | B Capability | 5 | |
| | C Technical assistance | 4 | |

*Supplier evaluation for **Shandong Boke Water Treatment Co., Ltd.***

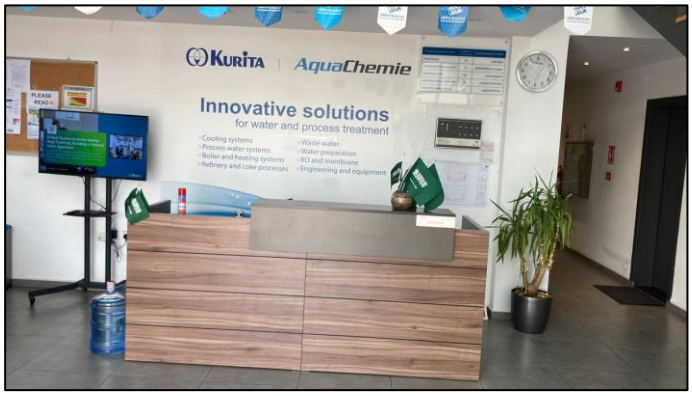
## Organizational Pictures:




*Outside view*



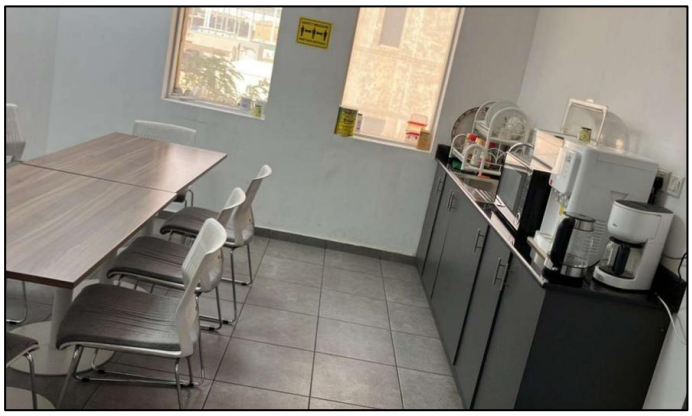
*Car park*




*Reception*



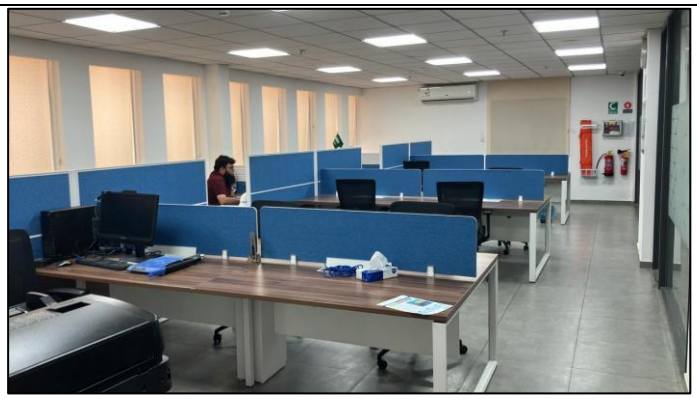

*Reception sitting area*



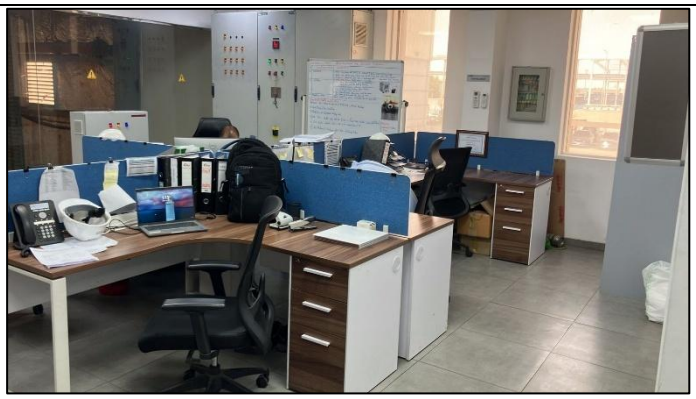
*Pantry area*



*Plant warehouse*



*Office 1*



*Office 2*

The organization has established the Quality, Occupational Health, Safety, and Environmental Management System as a strategic decision that has been implemented as per its applicable requirements to its defined scope to improve its overall performance and manifest a framework of continual improvement.

The company has documented the scope of its integrated management system in the Quality Management System Manual **(Doc Numb: KAC - QM)**, Occupational Health, Safety, and Environment System Manual **(Doc Numb: KAC-HSEM)**, which states the types of products and services it offers and the applicability andintegration of the International Standard requirements into its operations. The manual also includes all required procedures and the extent necessary to guide the organization in effectively implementing the requirements of the standards, 9001:2015, 14001:2015, & ISO 45001:2018.

***(Data source – All information are extracted from documents and records provided by KURITA AQUACHEMIE - KSA 's representatives)***

**Audit Brief and Facts**

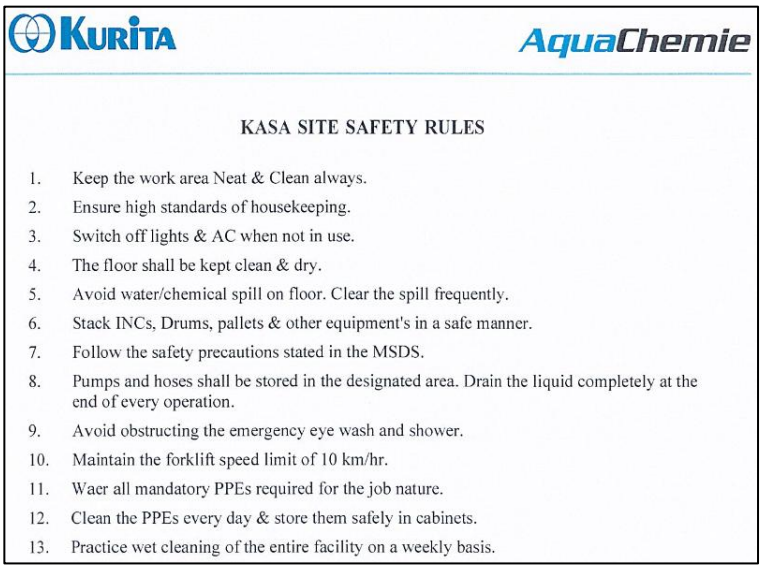
The audit was carried out on a sampling basis. This was the Recertification audit for KURITA AQUACHEMIE - KSA in 2025. Therefore, the Compliances as per standard requirements have been verified during the audit. Auditee Mr. Raghvendra Kumar was very cooperative during the audit, and the Scope of Work was discussed with the Auditee.

The audit was carried out according to the audit plan and audit schedule. The auditor used random sampling in gathering information, which implies certain limitations. In which case, inconsistency of documentation of records does not infer the other pieces of evidence are nonexistent; however, should there be unavailability of information, records, or documentation, as required, mandatory or to evidence conformity of certain requisites will be accounted to nonconformity and shall be accordingly rectified by the organization with the appropriate

corrective action/s.

The objective of the audit is to confirm the compliance of the system against the standard requirements of ISO 9001:2015, 14001:2015, and 45001:2018, to assess the effectiveness of the established management system and the organization's performance against the criteria, ISO 9001:2015, 14001:2015, and 45001:2018. The relevant documents and records verify the implementation and integration of applicable requirements of the standard on-site.

The Organization has provided work instructions that are given to employees before starting work, which help them to fulfill tasks according to guidelines through Safety Rules. Some of the safety rules are as below,



KURITA AquaChemie

KASA SITE SAFETY RULES

1. Keep the work area Neat & Clean always.
2. Ensure high standards of housekeeping.
3. Switch off lights & AC when not in use.
4. The floor shall be kept clean & dry.
5. Avoid water/chemical spill on floor. Clear the spill frequently.
6. Stack INCs, Drums, pallets & other equipment's in a safe manner.
7. Follow the safety precautions stated in the MSDS.
8. Pumps and hoses shall be stored in the designated area. Drain the liquid completely at the end of every operation.
9. Avoid obstructing the emergency eye wash and shower.
10. Maintain the forklift speed limit of 10 km/hr.
11. Waer all mandatory PPEs required for the job nature.
12. Clean the PPEs every day & store them safely in cabinets.
13. Practice wet cleaning of the entire facility on a weekly basis.

The organization ensures a good work environment for good product quality by ensuring proper equipment & facilities, hygiene, adequacy of spaces, isolation of nonconforming outputs, storage and handling of PPEs & safety tools, and testing availability to check their service quality.

During the audit also confirmed that the requirements of Government and Non-Government Laws & regulations. Legal Register **(Doc Numb: HSE-LR-F01)** was evident for the verification.

KURITA AquaChemie

| Legal Compliance Register | Doc No.: HSE-LR-F01 |
|---|---|
| | Rev: 03 |
| | Date: 01-04-23 |

| No | SECTION | GOVERNING LEGAL LAWS | COMPLIANCE |
|---|---|---|---|
| 1 | First Aid Requirements | DM -TG -25<br>FL-8 , A-93 & MO- 32, A - 4 | • General Safety procedure prepared<br>• Records of Medical checkup maintained<br>• Actions are taken if occupational diseases are found<br>• Monthly inspection of first aid box done & maintained |
| 2. | Personal Safety | DM -TG No. 7 Heat Stress at Work<br><br>DM -TG No. 14 Head Protection<br><br>DM -TG No. 17 Protective clothing<br><br>DM -TG No. 18 Hand Protection<br><br>DM -TG No. 20 Fall Protection<br><br>DM -TG No. 61, A-38&39<br><br>MO- 32, A - 15-17<br>LO-61, A-38&39<br>Instructions for using PPE / safety clothing | • PPE List maintained<br><br>• Equipment supply List & Approved Suppliers List maintained<br><br>• Safety clothing and PPE's worn according to instructions entry restricted without safety cloth or suitable PPE in safe areas<br><br>• All personnel provided with proper PPE's |

During the audit also noted that the organization's personnel and top management were committed to improving the ISO Management System, verified the department personnel and procedures through interviews and documented evidence.

The management system is well defined according to the International Standard (ISO 9001: 2015, 14001:2015, 45001:2018) and briefly understands the requirements of all departments/sections, and management.

In an ISO audit, various aspects of an organization's operations to ensure compliance with the specific ISO standard under consideration were assessed. Here are some common areas that the auditor has focused on:

1. **Organizational Context:** The auditor examined how well the organization understands and defines its internal and external context. This involves considering factors such as the industry, regulatory environment, and stakeholder expectations.
2. **Leadership and Management:** The Auditor assessed the effectiveness of the Organization's leadership in establishing a quality management system and demonstrating commitment to meeting the requirements of the ISO standard.
3. **Policy and Objectives:** Companies are expected to have documented policies and objectives that align with the ISO standard. The auditor reviewed these documents and assessed their relevance and effectiveness.

4. **Risk Management:** ISO standards often require organizations to identify and manage risks. Auditor evaluated how well an organization identifies, assesses, and addresses risks within its processes.
5. **Process Documentation**: Auditors reviewed documented processes to ensure they are in line with the ISO standard's requirements. This includes procedures for key activities related to the standard.
6. **Monitoring and Measurement:** Companies are expected to monitor and measure various aspects of their operations. The auditor assessed the effectiveness of these processes and the accuracy of the data collected.
7. **Corrective and Preventive Actions**: The auditor checked whether the Organization has processes in place to identify and address nonconformities, including corrective and preventive actions.
8. **Records and Documentation**: The auditor reviewed records to ensure that the Organization maintains appropriate documentation and records as required by the ISO standard.
9. **Training and Competence:** The competence of personnel is assessed to ensure that employees have the necessary skills and training to carry out their roles in a manner that aligns with ISO requirements.
10. **Communication:** The auditor evaluated how effectively the Organization communicates both internally and externally about its quality or environmental management system

**Needs and expectations of interested parties:**

The organization has highlighted that the needs and expectations of interested parties were verified. However, there was no document number was found. The auditor has raised an observation under Creating and updating. Some of the Needs and Expectations are as below:

KURITA AquaChemie

*NEEDS AND EXPECTATIONS OF INTRESTED PARTIES*

| Interested Party | Description | Needs | Expectations |
|---|---|---|---|
| Employees & Contractors | Staff & outsourced personnel working across all departments | Safe workplace, fair treatment, job security, training | Open communication, involvement in safety/environmental programs |
| Kurita AquaChemie Management | Top management and strategic decision-makers | Performance metrics, legal compliance, risk reduction | Timely reporting, risk-based approach, improvement initiatives |
| Customers (Industrial) | Clients using Kurita's water treatment and chemical services | Reliable, compliant, and sustainable service | Timely delivery, good communication, HSE transparency |
| Suppliers & Vendors | Providers of chemicals, equipment, lab consumables | Clear specifications, payment on time, safe handling practices | Proper documentation, communication, safety compliance |
| Environmental Authorities (PME, MEWA) | Regulatory bodies overseeing emissions, discharges, waste | Compliance with environmental permits and laws | Transparent reporting, timely corrective actions |
| Royal Commission / MODON | Local industrial regulators in Jubail or other locations | Adherence to industrial safety and environmental regulations | Engagement during audits/inspections, compliance |
| Emergency Services | Civil defense, fire department, medical responders | Emergency access, coordination, and response readiness | Emergency drills, readiness support, training participation |
| Neighbors & Local Community | Residents or businesses near Kurita facilities | Minimize pollution, noise, and risk to health | CSR activities, prompt response to concerns |
| Internal Auditors & ISO Certifiers | Compliance and certification bodies | Access to accurate data, cooperation from staff | Accurate records, timely corrective/preventive actions |
| Maintenance & Facility Service Providers | External firms handling building or equipment maintenance | Clear work scopes, safe access, compliance with site rules | Induction, permit-to-work, proper supervision |

**SWOT Analysis:**

A SWOT analysis was conducted to evaluate the organization's internal strengths and weaknesses, as well as external opportunities and threats. This strategic assessment helps in understanding the current position and supports effective decision-making to improve performance and align with ISO management system objectives. During the audit SWOT Matrix was evidenced at the time of the audit. However, there was no document reference number evident.

KURITA AquaChemie

***SWOT ANALYSIS***

| Department | Strengths | Weaknesses | Opportunities | Threats |
|---|---|---|---|---|
| **HSE** | Compliance with international standards (e.g., ISO 45001, ISO 14001) | Inconsistent implementation across departments or sites | Digitalization of EHS systems (e.g., mobile inspections, analytics) | Frequent regulatory changes and stricter compliance requirements |
| **HSE** | Strong management support for EHS initiatives | Reactive rather than proactive safety culture in some teams | Integration of sustainability and "ESG" Environmental, Social, and Governance with EHS strategies | Rising expectations from stakeholders and clients on EHS performance |
| **HSE** | Experienced EHS personnel with technical and regulatory knowledge | Limited resources or budget for EHS improvements | Expansion of training to include behavior-based safety | High employee turnover affecting safety consistency |
| **HSE** | Regular training programs and safety inductions | Language barriers affecting communication with all workers | Collaboration with global partners to share best practices | External audits and penalties from non-compliance |
| **HSE** | Active incident reporting and investigation system | Low engagement from contractors/subcontractors | Leveraging AI or "IoT" Internet of Things for real-time safety monitoring | Natural disasters or emergencies impacting operations |
| **HSE** | Emergency preparedness and response plans in place | Insufficient digital tools for tracking and analysis | Government initiatives promoting workplace safety | Unsafe behaviors due to production pressure |
| **HSE** | EHS KPIs monitored and reviewed | Inconsistent implementation across sites | Digitalization of EHS systems | Frequent regulatory changes and compliance requirements |
| **Logistics** | Experienced logistics and supply chain team | Limited real-time visibility in the supply chain | Expansion into new markets or regions | Disruptions due to geopolitical issues or natural disasters |
| **Logistics** | Well-established transport and delivery network | High dependence on third-party logistics providers | Adoption of automation ain logistics operations | Rising fuel and transportation costs |
| **Logistics** | Timely and safe delivery performance | Lack of integration between logistics and other departments | Use of big data and analytics for route optimization and inventory planning | Cybersecurity risks in logistics systems and digital platforms |
| **Logistics** | Strong vendor relationships and service contracts | Manual paperwork in some areas causes delays | Implementation of green logistics and sustainability practices | Growing competition from advanced logistics service providers |
| **Operation** | Established Production Processes – Proven systems ensure consistency and efficiency | Maintenance Downtime – Equipment breakdowns lead to lost production time. Manual Operations | Technological Advancements – DCS,PLC and AI enhance competitiveness Integration and advance automation | Global Supply Chain Disruptions – Dependency on RM imports affects production. |

**Internal SOPs:**

During the audit, it was noticed that the organization is following the Internal standard operating procedures for its operational work. The following are some of the Internal SOPs.

- Sales Procedure **(Doc Numb: QSP-04)**
- Mixing of Chemical – Blending Procedure **(Doc Numb: WI-01)**
- Logistics Warehousing Procedure **(Doc Numb: QSP-03)**
- Transporting of Chemicals Procedure **(Doc Numb: WI-02)**

**Management System Effectiveness and Summary**

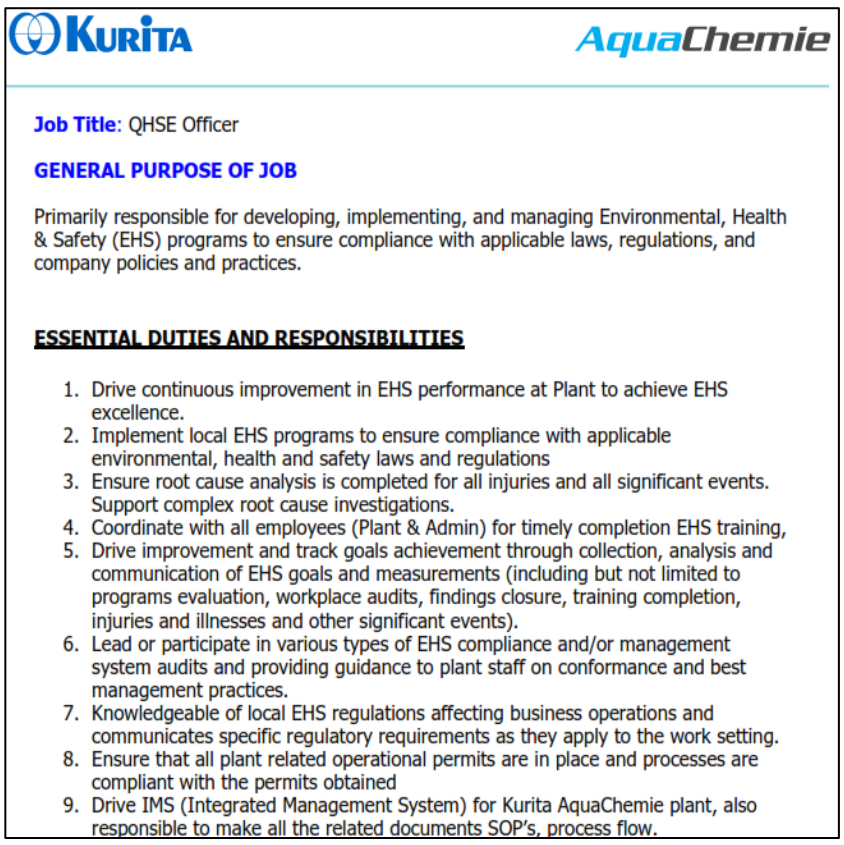
QHSE Management System (ISO 9001:2015, 14001:2015, and 45001:2018) is an internationally recognized standard for quality, environmental, and occupational health and safety management systems. QHSE has been developed to help companies gain recognition for their quality management and demonstrate this to their customers. 9001:2015, 14001:2015, and 45001:2018 standards apply to any type of industry and organizations of all sizes and can assist an organization in providing consistent products and services, leading to customer satisfaction, regulatory compliance, and continual improvement.

The prior management system used by KURITA AQUACHEMIE - KSA was accredited following the most recent iteration of (ISO 9001:2015, 14001:2015, and 45001:2018).

The organization has appointed qualified and skilled staff for smooth operation. The organizational chart was developed for the demonstration of authorities and reporting hierarchy, and established the list of employees (Organizational chart attached with the Introduction section of this Final Audit Report).

Job description records for employees were available during the audit. All job descriptions were not acknowledged by the relevant employees and approved by top management. Some of the JDs are as follows:

- HSE Department- QHSE Officer



KURITA AquaChemie

**Job Title**: QHSE Officer

**GENERAL PURPOSE OF JOB**

Primarily responsible for developing, implementing, and managing Environmental, Health & Safety (EHS) programs to ensure compliance with applicable laws, regulations, and company policies and practices.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Drive continuous improvement in EHS performance at Plant to achieve EHS excellence.
2. Implement local EHS programs to ensure compliance with applicable environmental, health and safety laws and regulations
3. Ensure root cause analysis is completed for all injuries and all significant events. Support complex root cause investigations.
4. Coordinate with all employees (Plant & Admin) for timely completion EHS training,
5. Drive improvement and track goals achievement through collection, analysis and communication of EHS goals and measurements (including but not limited to programs evaluation, workplace audits, findings closure, training completion, injuries and illnesses and other significant events).
6. Lead or participate in various types of EHS compliance and/or management system audits and providing guidance to plant staff on conformance and best management practices.
7. Knowledgeable of local EHS regulations affecting business operations and communicates specific regulatory requirements as they apply to the work setting.
8. Ensure that all plant related operational permits are in place and processes are compliant with the permits obtained
9. Drive IMS (Integrated Management System) for Kurita AquaChemie plant, also responsible to make all the related documents SOP's, process flow.

- IT Department- IT Senior Manager

KURITA

Job Description

| | |
|---|---|
| **Job title** | *IT Senior Manager* |
| **Reports to** | *Senior Vice President Information Technology* |

**Job purpose**

IT strategy management, budgets, ERP, Infrastructures, Systems and networking projects. Business continuity planning. Cybersecurity. Digital transformation and Innovation. Project management. Team Leadership. Change management.

**Duties and responsibilities**

- IT strategy definition and implementation.
- Budget controlling.
- Contract negotiations.
- IT Technology skills.
- IT Business process knowledge. ERP Business partner.
- IT and Business project management. Change management.
- Business continuity strategy. Cybersecurity Director Plan. Digital transformation.
- Team Leadership. Business communication skills.

**Qualifications**

- Degree in Software engineering, business and strategy management, innovation.
- Language: English, other European language.
- Experience recommended 15 years in IT management with budget controls, strategy and team leadership. Partners and suppliers negotiation. Business communication.
- Project Management
- Car Driving License. Travel abroad.

- QAQC Department – Quality Controller

KURITA AquaChemie

**Job Title**: Quality Controller

**GENERAL PURPOSE OF JOB**

Is fully responsible for Release of Product and acceptance of Raw materials, as per Kurita AquaChemie Corporate specifications. Ensure all products are within specification before reach to the customers. To provide analytical service support to Kurita AquaChemie's customers and sales representatives.

**A. RESPONSIBILITIES:**

**I QUALITY ASSURANCE & CONTROL: -**

1. Quality control testing of Raw Materials and Finished Products, as per Kurita Corporate standard test methods and to ensure that these are well within specified limits.
2. To maintain and update all Kurita Corporate Quality Specification sheets.
3. Prepare lab batches for any new product introduction to ensure that all the specifications are within lab testing capabilities and as per Kurita AquaChemie standard protocol.
4. To actively participate in analytical methods development so as to use instruments and test methods in such a way to reduce testing time and increase productivity.

The top management has established and maintained different procedures and policies, e.g., QMS policy and HSE policy, Procedure for Production Blending & Quality Control **(Doc Numb: QSP-14)**, and Human Resource

Management Procedure **(Doc Numb: QSP-02), etc.**

KURITA AQUACHEMIE - KSA affirms that the health and welfare of all employees, including their subcontractors, are essential in achieving the company's mission to provide a supportive working environment. It is the policy of KURITA AQUACHEMIE - KSA management, as a professional and reputable business establishment, to provide and maintain a place of work that is a healthy and safe working environment without risk to employees and others working on or visiting our sites/offices.

**Strength of the Organization:**

During the audit process, it was verified that the Organization Increased efficiency, implemented quality-oriented processes and procedures, increased revenue, won more contracts and tenders while optimizing procedures and uncovering cost-cutting options.

**Internal Audit:**

The organization has mandated the conduct of Internal Audits at least once a year, as outlined in the Internal Audit Procedure provided during the audit. It illustrates the audit flow, which encompasses audit planning, including the selection of auditors, scheduling, execution, reporting, and subsequent actions such as the proper rectification of non-conformities and the review of the audit team's performance and results as significant inputs in the Management Review.

The related forms, including the audit plan **(Doc Numb: KAC-QHSE-IA-F01)**, Audit Checklist **(Doc Numb: Internal Audit Checklist)**, Internal Audit Summary Report **(Doc Numb: KAC-IQ-03),** and Internal Audit Procedure **(Doc Numb: QSP-07)**, were provided during the audit. Internal Audit was conducted on June 22, 2025, by Mr. Raghvendra Kumar. Some of the audit Findings of the Last internal audit are as below,

| KURITA AQUACHEMIE<br>INTERNAL AUDIT REPORT ☐ | KAC-IQ-03<br>Rev 02<br>Date 01st April 2022 |
|---|---|

1. KEY PERSONNEL INTERVIEWED:

| S NO. | NAME | DESIGNATION | DEPARTMENT/SECTION |
|---|---|---|---|
| 1 | Mazen Barajaa/Gaith Ghezawi | Top Management | KAC (KASA & KAFE) |
| 2 | Raghvendra Kumar | QC Supervisor | Operation |

Standard

☒ ISO 9001:2015 ☒ ISO 14001:2015 ☒ ISO 45001: 2018

| Clause No. | Department Process | NC No. | NC Cat. * |
|---|---|---|---|
| **7.2** | **Top Management** | **01** | **NA** |

Summary of non-conformance and observation:

**Requirements:**

Organization shall have:

- Determined the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management systems.
- Ensure that these persons are competent on the basis of appropriate education, training or experience.
- Where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken.
- Retain appropriate documented information as evidence of competence.

**Non-Conformity/Observation**

- HSE Manager post is vacant at Dammam plant location.

KURITA AquaChemie

| KURITA AQUACHEMIE<br>INTERNAL AUDIT REPORT ☐ | KAC-IQ-03<br>Rev 02<br>Date 01st April 2022 |
|---|---|

1. KEY PERSONNEL INTERVIEWED:

| S NO. | NAME | DESIGNATION | DEPARTMENT/SECTION |
|---|---|---|---|
| 1 | Sapan Parekh | Operations Supervisor | Operation |
| 2 | Raghvendra Kumar | QC Supervisor | Operation |
| 3 | Mohammed Ahmad | Customer Service and Planner | Purchase /Admin |

Standard

☒ ISO 9001:2015 ☒ ISO 14001:2015 ☒ ISO 45001: 2018

| Clause No. | Department Process | NC No. | NC Cat. * |
|---|---|---|---|
| **8.5.1** | **Production and operations & Facility area** | **01** | **Minor** |

Summary of non-conformance and observation:

**Requirements:**

The Organization shall implement and controls the processes needed to meet the requirements for the provision of products and services by:

- Determining the requirements for the products and services.
- Establishing criteria for the processes and the acceptance of products and services.
- Determining the resources needed to achieve conformity to product and service requirements.
- Implementing control of the processes in accordance with the criteria.
- Determining, maintaining and retaining documented information to the extent necessary:
  1. To have confidence that the processes have been carried out as planned.
  2. To demonstrate the conformity of products and services to their requirements.

The output of this planning shall be suitable for Organization's operations.

**Non-Conformity/Observation**

- Vent scrubber log needs to be prepared and maintained.

**Auditor Certificates:**

During the audit, it was observed that the organization has competent personnel to manage the internal audit process effectively.

- Mr. Raghvendra Kumar of Kurita AquaChemie Saudi Arabia Co. has successfully completed Internal Auditor Training for ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018. He has been awarded **(Certificate No: SKD-RK050 -9141016)**.
- Mr. Ahmad Mohammad of Kurita AquaChemie Saudi Arabia Co. has successfully completed Internal Auditor Training for ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018. He has been awarded **(Certificate No: QRS-TRG-22-183)**.
- Mr. Harshal Bhoge of Kurita AquaChemie Saudi Arabia Co. has successfully completed Internal Auditor Training for ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018. He has been awarded **(Certificate No: QRS-TRG-22-179)**.
- Mr. Sapan Parekh of Kurita AquaChemie Saudi Arabia Co. has successfully completed Internal Auditor Training for ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018. He has been awarded **(Certificate No: QRS-TRG-22-182)**.

**Management Review:**

The Management Review, in a general sense, is performed to assess, review, and ensure the continuing suitability, adequacy, efficiency, and effectiveness of its Quality, Occupational Health, Safety, and Environmental Management System with its strategic direction. As stated in the Management Review Procedure **(Doc Numb: QSP-12)** provided during the audit, the reviews shall be conducted at least once a year in regular intervals. A management review of the implementation and effectiveness of the standard requirements is being conducted. The last management review meeting was conducted on April 12, 2025 and records are provided. The Attendance sheet, the agenda of the MRM, and the Minutes of the meeting were available during the audit. Some of the Minutes of the meeting as below,

KURITA AquaChemie

| Form | | | | | |
|---|---|---|---|---|---|
| | KAC Management Review Meet- 17th April 2025 | | | | |
| ISO 9001 | 9.3 | ISO 14001 | 9.3 | ISO 45001 | 9.3 |

## 1. Kurita Group Basic Theam

The Kurita Group has positioned safety and quality, compliance, human rights, and occupational health and safety as basic themes for its initiatives related to CSR and is working to prevent damage to the Group's value.



**Provide Highly Safe Services and Products** >

We introduce the Kurita Group's product quality improvement activities.



**Conduct Fair Business Activities** >

We introduce the Kurita Group's compliance activities.

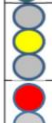
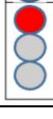


**Respect Human Rights** >

We introduce the Kurita Group's initiatives related to respect for human rights and health and safety.

## 2. General information

This Management Review information for the ISO standards 9001 (Quality), 14001 (Environment) and 45001 (Occupational Health & Safety) is combined for Kurita AquaChemie (KAFE, KASA) operations in Middle east, as indicated in this report. The following indicators will be appropriately used against each clause reference/action item completion/status update /follow up with Top management.

| | |
|---|---|
|  | Results are in compliance with ISO requirements Target achieved<br>No new targets or actions required |
|  | Results are partly in compliance with ISO requirements<br>Target not fully achieved, but improved<br>New targets or actions required |
|  | Results are not compliant with ISO requirements Target not achieved at all<br>Action required immediately |

**Training records:**

The organization demonstrates its commitment to employee safety and wellbeing. During the audit, the Training Plan and Training register were evidenced. These trainings can help employees respond effectively to emergencies and contribute to a safer workplace. They are providing internal training such as Work Permit Training, Works at Height Training, Waste Management Training, etc. Training certificates were provided during the audit. Some of them as below,

- Mr. Abdullah Almarri has Back Safety Training, Explosives General Awareness, fatigue management and NEBOSH certificates.
- Mr. Ahmed Flaihan has completed Basic First Aid and CPR **(Certificate Numb: TDW2025682)**
- Mr. Abbas Miah has completed Basic First Aid and CPR **(Certificate Number: TDW2025683)**
- Mr. Sapan Parekh has completed Basic First Aid and CPR **(Certificate Number: TDW2025672)**

Training Plan

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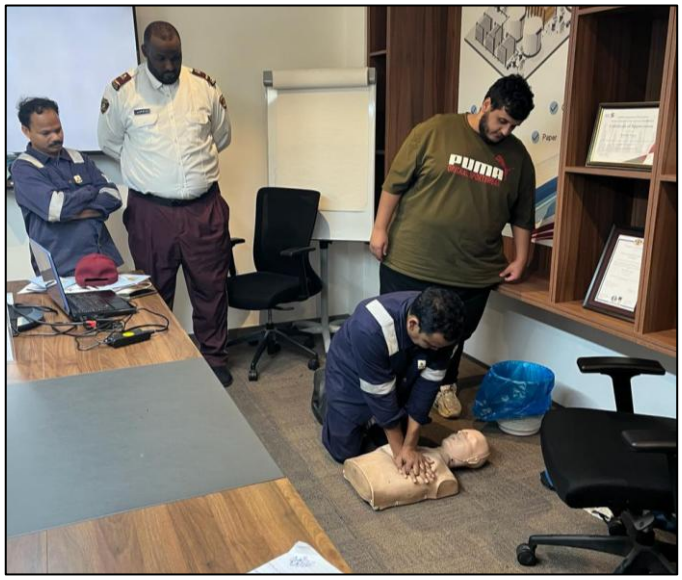
EHS TRAINING PLAN 2025

| S.NO | LIST OF TRAININGS | TRAINER | TRAINEES | DATE | STATUS | |
|---|---|---|---|---|---|---|
| 1 | Work Permit | Internal | Operatives | Jan-25 | Planned | ✓ |
| 2 | Works at Height | Internal | Operatives | Feb-25 | Planned | ✓ |
| 3 | Waste Management | Internal | Operatives | Mar-25 | Planned | ✓ |
| 4 | Basic First Aid | 3rd Party | Selective | Apr-25 | Planned | ✓ |
| 5 | Basic Fire Fighting | 3rd Party | Selective | | Planned | ✓ |
| 6 | Chemical Classification | Internal | Operatives | May-25 | Planned | |
| 7 | Housekeeping | Internal | All Employees | Jun-25 | Planned | |
| 8 | Material Storage & Handling | Internal | Operatives | Jul-25 | Planned | |
| 9 | General Safety | Internal | All Employees | Aug-25 | Planned | |
| 10 | Lock Out Tag Out (LOTO) | Internal | Operatives | Sep-25 | Planned | |
| 11 | Forklift Operation | 3rd Party | Selective | Oct-25 | Planned | |
| 12 | Personal Protective Equipment | Internal | Operatives | | Planned | |
| 13 | Emergency preparedness | Internal | All Employees | Nov-25 | Planned | |
| 14 | Hazard Communication | Internal | Operatives | Dec-25 | Planned | |
| 15 | Fire & Explosion | Internal | Operatives | | Planned | |

| | |
|---|---|
| Completed | ✓ |
| Not Completed | ✕ |

During Training:



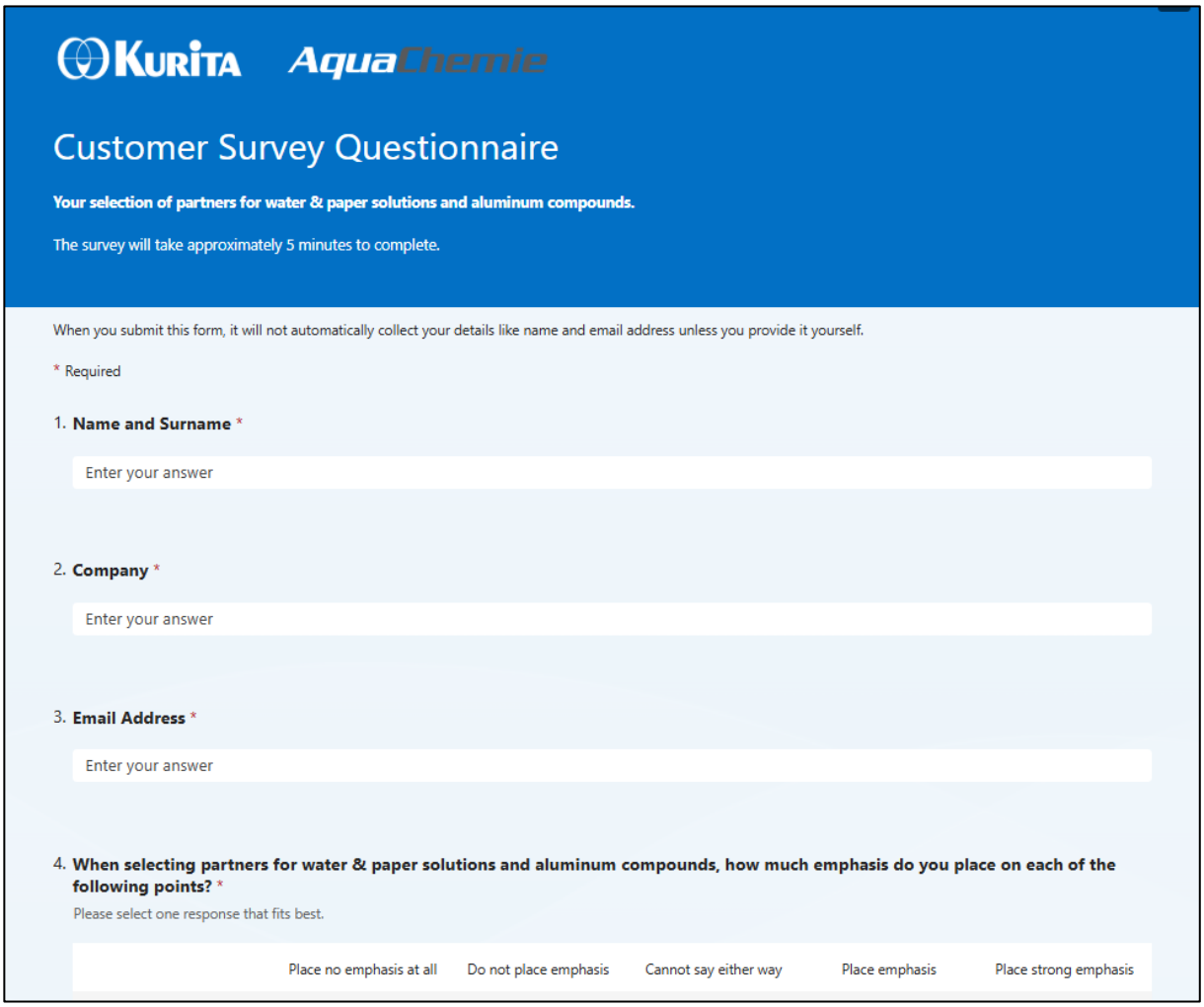


**Customer Feedback and Complaints (If Any)**

The organization has established the procedure for Customer Feedback, Complaints & Satisfaction for monitoring the system and verifying customer perception (Clause# 5.1.2 & 9.1.2). The records to maintain effective implementation of the requirement are being processed.

The Customer Inquiry & Order Review procedure has been provided. During the audit, customer feedback was not evidenced. However, they have implemented a Customer Survey Questionnaire to collect customer feedback.

The interface of that Microsoft forum is as below,




***(Data source – All information are extracted from* documents and records provided by *KURITA AQUACHEMIE - KSA's representative)***

**Statutory/Regulatory Compliance (e.g., Domestic/Inter Requirement, Product Certification Standard, Insurance, international registration, and Others)**

Understanding the Context of the organization procedure was developed within the company and communicated at relevant levels. It defines the boundaries and applicability of its Integrated Management System, considering;

- the external and internal issues;
- the compliance obligations;
- its organizational units, functions, and physical boundaries;

- its activities; planned or performed work-related activities, products, and services;

**Legal registry:**

The Legal Compliance Register **(Doc Numb: HSE-LR-F01)** was provided to evidence the determination of compliance obligations / legal requirements. The organization maintains and retains documented information on its legal requirements, compliance obligations, and other requirements toensure that it is updated and reflects any changes.

The organization has an established process for monitoring the legal and other requirements that are applicable. Reviewed the "Legal Compliance Register''; details of laws and regulations which they identified as applicable to their business and activities of work (implementation of different federal and international laws & regulations).

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| Legal Compliance Register | Doc No.: HSE-LR-F01 |
|---|---|
| | Rev: 03 |
| | Date: 01-04-23 |

| No | SECTION | GOVERNING LEGAL LAWS | COMPLIANCE |
|---|---|---|---|
| 1 | First Aid Requirements | DM -TG -25<br>FL-8 , A-93 & MO- 32, A - 4 | • General Safety procedure prepared<br>• Records of Medical checkup maintained<br>• Actions are taken if occupational diseases are found<br>• Monthly inspection of first aid box done & maintained |
| 2. | Personal Safety | DM -TG No. 7 Heat Stress at Work<br><br>DM -TG No. 14 Head Protection<br><br>DM -TG No. 17 Protective clothing<br><br>DM -TG No. 18 Hand Protection<br><br>DM -TG No. 20 Fall Protection<br><br>DM -TG No. 61, A-38&39<br><br>MO- 32, A - 15-17<br>LO-61, A-38&39<br>Instructions for using PPE / safety clothing | • PPE List maintained<br><br>• Equipment supply List & Approved Suppliers List maintained<br><br>• Safety clothing and PPE's worn according to instructions entry restricted without safety cloth or suitable PPE in safe areas<br><br>• All personnel provided with proper PPE's |
| 3 | General Safety Requirements | MO- 32, A - 17<br>MO- 32, A - 10<br>MO- 32, A - 11<br>MO- 32, A - 2<br>FL-8 , A-92 | • Hazards Identification & Risk Assessment done for plant, site and for office activities<br>• Emergency Evacuation Plan prepared |

The scope of its Integrated Management System is specified in the QHSE Manual (Clause 4.3) for the activities.

- Manufacturing, Sales, and Distribution of Chemicals, Along with Associated Services

Has been verified from the license:

- Industrial Facility License (**Main Commercial Registration Number: 205019382**) valid until: 18-06-2025

**Applicability:**

ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 SCOPE:

- All requirements of the International Standards; ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018, are incorporated into the organization's integrated management system. Only clause 8.3 has been excluded.

**Significant Risk and Opportunities, Environmental Aspects, health and safety risk, Operational Controls, Incident History, Process, and Operational Compliance**

The International standards highlight the inherent application of a risk-based approach through the identification of the risksand opportunities relevant to the organization's context. It encompasses consideration of the needs and expectations of itsinterested parties and internal and external issues, hazards, environmental aspects, and compliance obligations that may potentially affect the organization's ability to consistently deliver products and services that meet the customer, organizational, and applicable legal and compliance requirements.

Hazards are events that could give rise to the potential business threat, injury/illness of interested parties, and environmental endangerment. The Hazards are determined and assessed to ensure that control measures are carefully planned and established in routine and non-routine activities of the organization. These activities are defined in the organization's Risk Management Procedure, where all the internal and external issues and interested parties to the business are taken into account.

During the audit, they are maintaining the Company General Risk & Opportunities **(Doc Numb: HSE-HRA-F01)** and conducting department-wise risk assessments. The Hazard Identification & Risk Assessment Procedure **(Doc Numb: HSEP-03)** and operational risk assessments were also evidenced. This demonstrates the established parameters for gauging risk levels, combining probability and severity assessments that will enable the organization to effectively plan and devise directives and controls appropriate to the risk grade, aimed at eliminating or minimizing the adverse impacts. Some of the Operational risk assessments are as below,

- Transportation

| KURITA AQUACHEMIE SAUDIARABIA COMPANY (KASA) KURITA AQUACHEMIE FZE (KAFE) | Record Ref No :- HSE-HRA-F01 | Version:- 03 |
|---|---|---|
| | Date | 01/04/2023 |

**RISK Register**

| Activity: Storage, Handling,Supply and Transport of Commodity and Bulk Chemicals | Location - Chemical Warehouse/ Customer Site | Prepared by: Narayanan Krishnan |
|---|---|---|

| No. | Hazard | Risk | Risk rating score | | | | | Control Measures/ Recovery measures | Residual Risk | Remarks |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | # of peoples affected | Severity | Probability | Risk Rating | Significant Risk | | | |
| **TRANSPORTATION ACTIVITY** | | | | | | | | | | |
| 1 | **a) Receiving of Chemicals from Port to** | (a) Onland Transporting (Driving) - Possible to met | 1 | 3 | 1 | 3 | M | 1. Qualified Driver are used for deliveries with valid drivers licence | Low | |
| | | | | | | | | 2. Fit to Work | | |
| | | | | | | | | 3. Defensive driving training for drivers | | |
| | | | | | | | | 4. Transportation of Dangerous Goods and Hazardous Materials by Road - Awareness | | |
| | | | | | | | | 5. Compliance with Road Transport Policy | | |
| | | | | | | | | 6. Vehicles shall be installed with IVMS system | | |
| | | | | | | | | 7. RAG report shall be monitored and corrective actions shall be taken base on the | | |
| | | | | | | | | 8. Preventive maintenance shall be taken for all of the vehicle used for delivery | | |
| | | (b) Onland Transporting (Driving) - Possible to met | 1 | 3 | 1 | 3 | M | 1. Life saving rules shall be followed | Low | |
| | | | | | | | | 2. Compliance with Road Transport Policy | | |
| | | (c) Onland Transporting (Driving) - Chemical fire and | 1 | 3 | 1 | 3 | M | 1. Compliance with HSE-HSEP-02 Emergency Response Procedure for Chemical Handling | Low | |
| | | | | | | | | 2.Avoid source of ignition (e.g.,lighter,mobile,etc) | | |
| | | | | | | | | 3. Used of Respiratory protection | | |
| | | | | | | | | 4. Qualified Emergency response team in case of Minor fire | | |
| | | | | | | | | 5. In case of major spill/uncontrolled incident call 999 | | |

- Transfer of chemicals

| KURITA AQUACHEMIE SAUDIARABIA COMPANY (KASA) KURITA AQUACHEMIE FZE (KAFE) | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Record Ref No :- HSE-HRA-F01 | | Version:- 03 | |
| | | | | | | | | Date | | 01/04/2023 | |
| **RISK Register** | | | | | | | | | | | |
| **Activity: Storage, Handling,Supply and Transport of Commodity and Bulk Chemicals** | | | | | | | | **Location - Chemical Warehouse/ Customer Site** | | **Prepared by: Narayanan Krishnan** | |
| **No.** | **Hazard** | **Risk** | **Risk rating score** | | | | | **Control Measures/ Recovery measures** | **Residual Risk** | **Remarks** | |
| | | | **# of peoples affected** | **Severity** | **Probability** | **Risk Rating** | **Significant Risk** | | | | |
| | | | | | | | | 3.Qualified Emergency response team for Minor incident (Air,Land,Water) | | | |
| | | | | | | | | 5.In case of major/uncontrolled incident call 999 | | | |
| **TRANSFER OF CHEMICALS** | | | | | | | | | | | |
| **4** | **a) Road Tanker to IBC's** | (a) Incident may happen due to wrong operation or mechanical failure, may it be | 1 | 10 | 1 | 50 | M | 1. All personnel involved in this operations shall trained, experience and competent | Low | | |
| | | | | | | | | 2. Valid licence for Road tanker driver | | | |
| | | | | | | | | 3. Ensure that all materials used in this operation is approriate and all are in good condition following: | | | |
| | | | | | | | | 4. Ensure the Truck is stopped and both sides of tyres are chocked during unloading | | | |
| | | | | | | | | 5. Barricade the area of work place with Warning sign | | | |
| | | | | | | | | 6. Close supervision | | | |
| | | | | | | | | 7. Preventive maintenance shall be taken to all of the materials used in operations | | | |
| | | (b) Chemical fire and release of Toxic fumes might be happen during operations | 1 | 3 | 2 | 6 | M | 1. Compliance with HSE-HSEP-02 Emergency Response Procedure for Chemical Handling | Low | | |
| | | | | | | | | 2. Qualified Emergency response team in case of Minor fire | | | |

**Environmental impact and aspect:**

- The organization has maintained an Environmental Aspect & Impact Procedure and Environmental Aspect Impact Assessment Register.

Site Name:

**Environmental Aspects / Impacts Assessment**

Version: 0
Date: xx/xx/xxxx

Registar: Annex2 Rev:0 Date: Sep/23

| Activity/Process | Aspects | Impacts | Intrested Parties | | | | | | Assessment | | | | Risk Rating | Controls | Significance H / M / L |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | E | S | G | C | U | L | C | F | T | B | | | |
| **production** | | | | | | | | | | | | | | | |
| Truck Movement | Release of GHG emissions | Air pollution | x | x | x | | | x | 5 | 5 | 2 | 3 | 150 | minimize running hours | S |
| Truck Movement | Release of oils from the trucks | Land contamination | x | | x | | | x | 1 | 5 | 2 | 3 | 30 | Ensure to create checklist to cover oil spills | L |
| Use of raw materials | Usage of natural resources | Natural resource depletion | x | x | x | x | x | x | 5 | 5 | 2 | 3 | 150 | Efficency in natural resource usage | S |
| Raw materials | Use of material | Release of dust to the air that could harm human health | x | | x | x | | x | 5 | 5 | 3 | 3 | 225 | Mandatory Dust Mask | M |
| Material Hoppers | High noise levels | Noise pollution | x | | x | | | x | 5 | 5 | 2 | 3 | 150 | Ear plugs are mandatory, Industrial noise testing | L |
| Material Mixers | High noise levels | Noise pollution | x | | x | | | x | 5 | 5 | 2 | 3 | 150 | Ear plugs are mandatory, Industrial noise testing | L |
| Material rejections | Disposing the rejected batch | Release of waste material | x | | x | | | x | 4 | 5 | 3 | 3 | 180 | Waste Management System, Waste Segregation | M |
| operation | Use of Electricity | Natural resource depletion, GHG emissions | x | x | x | x | x | x | 5 | 5 | 2 | 3 | 150 | Energy effeciency program. Shut power off when not in use. | s |
| Use of Natural gas or LPG | Release of air emissions | Air pollution | x | | x | x | x | x | 5 | 5 | 2 | 3 | 150 | Continuous monitoring system, internal limits | L |
| operation | Dust/powder generation | Air pollution and air quality degradation | x | | x | | x | x | 3 | 5 | 3 | 3 | 135 | Dust collector maintained | L |

## Waste Management:

The organization has implemented a procedure for waste management in the organization. However, the Waste Management procedure **(Doc Numb: HSEP-12)** was available at the time of the audit. During the audit, it was verified that the organization has some kind of hazardous waste. They have a SMIW NCEC License for Transportation, Treatment & Disposal of Hazardous Waste. According to the type of waste they have prepared, the disposal methods vary. Supportive documents are evident during the audit.

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**Statement of Waste Quantities and Disposal Methods**

Waste Quantities, Types, and Disposal Methods

| Duration Covered (From 2024 to 2025) | | | |
|---|---|---|---|
| **Solid Waste** | | | |
| **Type** | **Quantity (Over 16 Months)** | **Disposal Method** | **Responsible Party** |
| Municipal Waste | 320 $m^3$ | Neutralization and evap | Alareeky |
| Hazardous Waste | 5 $m^3$ | Neutralization | Safe management |
| Scrap | N/A | N/A | N/A |
| **Liquid Waste** | | | |
| **Type** | **Quantity (2024)** | **Disposal Method** | **Responsible Party** |
| Hazardous Waste | 171180 KG | Neutralization and evap | Safe management |
| Non- Hazardous Waste | 122611 KG | Neutralization and evap | Safe management |

The disposal of any waste shall be carried out per the Local & International guidelines and laws for the Prevention of Pollution, as well as any other International and National rules and regulations applicable to the Company's site and office. Their waste segregation as below,

| CATEGORY OF WASTE | COLOR CODE |
|---|---|
| **Recyclable (Non-Hazardous)**<br>Eg: Packaging, (paper/plastic/cartons/ cardboards)<br>Scratch papers, Carton boxes, Plastics, Empty cans, Glasses | Green |
| **Non-Recyclable (Non-Hazardous)**<br>Eg: Off-cuts (wood/timber, Wire), Welding rods, Bus Bar,<br>Kitchen waste from camp mess, or restaurants. | Sky Blue |
| **Hazardous Waste**<br>Eg: Used oil/ grease (lubricating, hydraulic maintenance).<br>Contaminated rags, Paint cans, Contaminated mixing stick<br>Wastewater sludge, Saw dust | Red |

## Environmental monitoring systems:

The organization has established and implemented environmental monitoring systems to ensure compliance with its environmental aspects and legal requirements. These systems are used to monitor key indicators such as Indoor Dust, Indoor Air Quality & Noise Levels. They are taking that service through an Environmental consultant. As per the Indoor Air Quality & Noise Levels Measurement report, the results are as below,

**6.1 Indoor Dust Monitoring Results.**

| Location | $PM_{0.3}$ ($\mu g/m^3$) | $PM_{0.5}$ ($\mu g/m^3$) | $PM_{1.0}$ ($\mu g/m^3$) | $PM_{2.5}$ ($\mu g/m^3$) | $PM_{5.0}$ ($\mu g/m^3$) | $PM_{10}$ ($\mu g/m^3$) |
|---|---|---|---|---|---|---|
| 1 | 26.81 | 22.50 | 28.92 | 131.39 | 200.46 | 89.33 |
| 2 | 25.48 | 21.76 | 30.51 | 151.01 | 219.87 | 81.78 |
| OSHA PEL | - | - | - | - | - | 5000 $\mu g/m^3$ |

Table (2): Shows the indoor dust monitoring results

**6.2 Indoor Air Quality- Gas Monitoring Results.**

| Location | $SO_2$ (ppm) | $H_2S$ (ppm) | $NO_2$ (ppm) | O3 (ppm) | $NH_3$ (ppm) | TVOC (ppm) | $CO_2$ (ppm) | CO (ppm) | T °C | RH % |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 0.00 | 0.00 | 0.00 | 0.09 | 0.0 | 0.88 | 591 | 4.2 | 36.2 | 19.3 |
| 2 | 0.15 | 0.09 | 0.00 | 0.09 | 0.0 | 1.00 | 629 | 5.8 | 39.0 | 24.7 |
| OSHA PEL | 2.0 | 10.0 | 1.0 | 0.1 | 25.0 | - | - | 50.0 | - | - |

Table (3): Shows the indoor air quality monitoring results

**6.3 Indoor Noise Level Monitoring Results**

| Locations | LA p | LA eq | LAE | LA max | LA min | LA5 | LA10 | LA50 | LA90 | LA95 |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 62.1 | 61.5 | 82.3 | 62.5 | 60.7 | 62.2 | 62.1 | 61.5 | 61.0 | 60.9 |
| 2 | 66.7 | 68.0 | 88.8 | 73.9 | 66.3 | 69.7 | 69.0 | 67.5 | 66.7 | 66.5 |
| OSHA PEL | - | 90.0 | - | - | - | - | - | - | - | - |

Table (4): Shows the indoor noise level monitoring results

**Emergency preparedness response:**

The organization has demonstrated a commitment to employee safety by appointing a dedicated Emergency Response Team. This proactive approach ensures a timely and effective response to emergencies. Procedure for Emergency Preparedness **(Doc Numb: HSEP-02)** and Details of the members of the Emergency Response Team were evidenced during the audit. The emergency contact personnel list is as below,

**KASA Emergency Team**

**EMERGENCY RESPONSE TEAM**

| Designation | Name | Job Title | Mobile No. |
|---|---|---|---|
| ERT Team Leader | Mazen Barajaa | Plant Manager | 055 586 0772 |
| ERT Member | Mohammed Albugami | GRO/PRO | 055 887 3973 |
| ERT Member | Sapan Parekh | Production Supervisor | 050 899 9812 |
| ERT Member | Nirav Panchal | Warehouse Supervisor | 053 344 0690 |

**FIRE WARDEN AND FIRST AIDER**

| Designation | Name | Job Title | Mobile No. |
|---|---|---|---|
| Fire Warden | Sapan Parekh | Production Supervisor | 050 899 9812 |
| First Aider | Nirav Panchal | Warehouse Supervisor | 053 344 0690 |
| First Aider | Naushad Koodakkara | Plant Operator | 054 693 6450 |
| First Aider | Mohammed Rehan | Plant Operator | 053 896 4684 |

**Incident and accident report:**

The organization has provided a procedure to deal with any incident or accident. The Incident and Accident Handling Procedure was not available for verification. As of now, the organization has recorded zero incidents and accidents. The report was available for verification.

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We act safe 2gether

**Accident Trend KEG FY 2023**

Occupational accidents:

| Kurita Europe | ambulance cases (< 3 days absence) | notifiable accidents (≥ 3 days absence) | commuting accidents | days absent - work accident related | days absent - commuting accidents |
|---|---|---|---|---|---|
| Kurita Germany | 6 | 2 | 1 | 26 | 5 |
| Kurita UK Ltd. | | | 1 | | |
| Kurita Greek | | | | | |
| Kurita Italy | | | | | |
| Kurita France | 1 | 1 | | 4 | |
| Kurita Ibérica SL | 1 | 1 | | 6 | |
| Kurita Polska | | | | | |
| Kurita Sverige AB | 1 | | 1 | | |
| Kurita Turkey Kimya A.Ş. | | | | | |
| Kurita AC - KAFE | | | | | |
| Kurita AC – KASA | | | | | |

**First aid box and Fire Extinguisher:**

During the audit, it was verified that they have properly maintained a first aid box.




During the audit, it was verified that they are properly maintaining the checklist for the First Aid box materials.

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**KASA FIRST AID BOX MATERIAL LIST**

Below tabulated materials are available in First aid box on the date of 01/06/2025

| S. No. | Material Name | Mfg. Date | Exp. Date |
|---|---|---|---|
| 1. | Non-Sterile cotton | 04-2022 | NA |
| 2. | Alcohol cleaning wipes | 02-2024 | 02-2026 |
| 3. | Non-sterile roll gauge | NA | 11-2027 |
| 4. | Gauge (5cmX3m) | 11-2022 | 11-2027 |
| 5. | Gauge Swabe | 01-2021 | 01-2026 |
| 6. | Elastic gauge bandage | NA | NA |
| 7. | Scissor | NA | NA |
| 8. | Torch | NA | NA |
| 9. | Antiseptic liquid | 11-2023 | 11-2026 |
| 10. | Eye drop | 09-2023 | 09-2025 |
| 11. | Gloves | 06-2023 | 06-2028 |

3

During the audit, it was verified that they have properly maintained a fire extinguisher. Maintenance and inspection of the fire safety system is done by Fire Safety Contracting. Co- KSA.







**Tool Box Meeting:**

During the audit, it was confirmed that the organization is holding Toolbox Meetings to enhance the smoothness of their work. Tool Box Talks were evidenced during the audit.

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| Tools Box Talks | Doc No.: HSE-TR-F02 |
|---|---|
| | Rev: 03 |
| | Date: 01-04-23 |

Project: Manholes of the blenders to be closed at any given time
Location: Dubai
Client:
Consultant:
Date: 17th oct 2024

| Sl.No. | Name of the Employees | Emp. No. | Trade | Signature |
|---|---|---|---|---|
| 1. | Harshal | | operations | |
| 2. | Ashok | | " | |
| 3. | Sam | | " | |
| 4. | Moya | | " | |
| 5. | Subodh | | " | |
| 6. | Tikendra. | | " | |
| | | | | |

***(Data source – All information are extracted from* documents and records provided by *KURITA AQUACHEMIE - KSA's representative)***

**Conditions of MARK Use (Surveillance & Re-Assessment)**

The organization is not using the QRS logo on their company profile, Email signatures, and letter headings, etc. Furthermore, the auditor clarified that the logo can be used only on stationery and promotional documents and that the organization shall not imprint it on any product certificate or label to prevent public confusion on the Management System Certification provided by Quality Registrar System. Some usage of the software is as below,

**Non-conformities and Corrective Actions in Previous Assessment (Stage 1, Stage 2, Surveillance & Re-Assessment)**

The findings of the previous audit have not been found, and closures have not been found.

**Summary of Audit Findings**

The audit was sample-based. The records and information gathered were verified against the established procedures, stated, generally implied, or obligatory requisites, and the requirements of the International Standards; ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018.

As observed, the organization has consistently established effective Quality, Occupational Health, Safety, and Environmental Management Systems. The auditee committed to even improving the implementation of the International Standards requirements, as well as the highlighted area/s for improvement.

- The organization has consistent adherence to QHSE procedures that ensure high-quality operations.
- The organization has Proactive identification and mitigation of risks that contribute to project success.
- The organization has established a Risk Register, in which they highlight General risk assessment activities as appropriate.
- The organization has provided customer satisfaction or customer feedback during the audit.
- Every department Head is overall responsible for maintaining quality and the day-to-day running operation under the guidance of Top Management.
- The project safety arrangements were also provided to show how the organization ensures that all its employees are safe during on-site operations. Facilities for refreshments and resting for the workers on-site were also verified as per the photo evidence provided.
- During the audit, it was verified that any necessary competence to ensure the technical quality and safety of the employees during operations was provided accordingly.

- The organization has the following protocols of traceability.
- QHSE objectives and Targets were established, and planning actions to achieve these objectives were available. Objectives and targets procedure was implemented. Below are some of the company's QHSE objectives:

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**Quality, Environment and Occupational Health & Safety Targets**
**FY 2025-2026**

Quality Targets-

1. Increase the product conformity in comparison to the previous FY.
2. Maintenance of customer complaints to zero as achieved in previous FY.
3. Develop new vendors with better quality standards.

Environmental Targets-

1. For keeping the environmental water pollution regular wastewater pollutant monitoring decided-

| Objective | Target |
|---|---|
| Control and keep record of wastewater pollution by monthly analysis. | Maintain low level of pollutant |

Occupational Health & Safety Targets-

1. Work life balance- Prioritize people cantered approach (SHINE P-1.3)

| Objective | Target |
|---|---|
| Decrease employee turnover rate | 10% |
| Decrease sickness absence rate | 10% |
| Increase employee satisfaction measured by survey results | NA |

2. Health and safety performance – Constant awareness rising and training of employees

| Objective | Target |
|---|---|
| Awareness rising through Safety News | Publish one Safety News per month |
| | Increased training frequency for safety awareness |

- The organization has provided training from both internal and external sources. Those training records were available for verification.
- The organization has provided an approved supplier list and vendor evaluation procedure.
- The personnel who are responsible for reporting and assessing its management systems have provided associated foundation training records during the audit.
- The organization has established safety procedures and work instructions, and these are communicated at all levels. Also, they have maintained general work precautions that are communicated as well.
- The organization has appointed qualified and skilled staff for the smooth operation, the organizational chart was developed for the demonstration of authorities and reporting hierarchy, and an established list of employees.

- Job descriptions for employees have been provided at the time of the audit. Moreover, they have acknowledged those Job descriptions by relevant employees and approved by the top management.

- The organization has established safety procedures and work instructions to improve its employee health and safety.
- During the audit, it was noticed that the organization is following the Internal standard operating procedures for its operational works. Such as, Sales Procedure **(Doc Numb: QSP-04),** Mixing of Chemical – Blending Procedure **(Doc Numb: WI-01),** Logistics Warehousing Procedure **(Doc Numb: QSP-03),** Transporting of Chemicals Procedure **(Doc Numb: WI-02)** etc**.**
- During the audit, it was observed that the organization has good ISO implementation and documentation. Moreover, they have a better understanding of the ISO process, and the auditees were very cooperative at the time of the audit.

**Observations/Nonconformity Detail:**

During the audit, it was observed that there were no Major Nonconformities found. However, 08 Minor Nonconformities 04 observations were made during the Recertification Audit.

**Minor Nonconformities:**

- During the audit, it was noticed that customer feedback was not available. However, customer survey reports were evident.
- The internal audit for the requirements of ISO 9001:2015, ISO 14001:2015, and ISO 14001:2015 was conducted in December; however, the last Internal audit documentation is still pending.
- During the audit, it was noticed that there is no information about environmental aspects and their impact on the surroundings.
- During the audit, it was noticed that there is no Antivirus or firewall evident.
- During the audit, it was noticed that the records of incidents and accidents were not provided.
- During the audit, it was evident that the supplier evaluation procedure was not available for verification. However, supplier evaluations were evidenced during the audit.
- During the audit, employee job descriptions were not available.
- During the audit, it was noticed that there is no documented record of the needs and expectations of interested parties.

**Observations:**

- During the audit, the criteria for the selection of the supplier were not properly implemented.
- During the audit, it was verified that the technical personnel's Job descriptions were missing.
- During the audit, it was observed that objectives were available, but the timeline (start & end) for the monitoring of achievement was not specified.
- During the audit, it was observed that some of the competency training records of the emergency response team (ERT) were missing.

| Category of Audit Findings | | | | |
|---|---|---|---|---|
| **Component** | | **Number of Major Non-Conformance** | **Number of Minor Non-Conformance** | **Number of Observations** |
| 1. | Customer satisfaction | NA | 01 | NA |
| 2. | Internal audit | NA | 01 | NA |
| 3. | Compliance Obligation | NA | 01 | NA |
| 4. | Infrastructure | NA | 01 | NA |
| 5. | Incident, Nonconformity, and Corrective Action | NA | 01 | NA |
| 6. | Control of externally provided processes, products and services | NA | 01 | 01 |
| 7. | Organizational roles, responsibilities, and authorities | NA | 01 | 01 |
| 8. | Understanding the Organization and its context | NA | 01 | NA |
| 9. | Objectives and planning actions to achieve them | NA | NA | 01 |
| 10. | Emergency Preparedness and response | NA | NA | 01 |
| | **Total** | **0** | **08** | **04** |

| **Audit Results - Audit Team Comments** | |
|---|---|
| Recommended Continuous improvement:<br>Modification/update required to the Management System. | Overall, the audit revealed good implementation of ISO requirements. During the audit auditor has raised 08 Minor Non-conformities and 04 observations. All NCs were closed, and all observations are already implemented. Attached the CA report for reference.<br>QRS ISO Audit NC & Obs. MAy-2025.pdf |
| | |
| | |

1 FEEDBACK

We strive to continuously improve the quality of our services to you. Please forward your valuable feedback on our

website www.qrsyst.com or email us at md@qrs.ae or dgm@qrs.ae.