COMPAGNIE INTERCOMMUNALE LIEGEOISE DES EAUX

General emergency and Intervention Plan at the CILE Company

Presentation of procedures and substitution water in case of crisis situations

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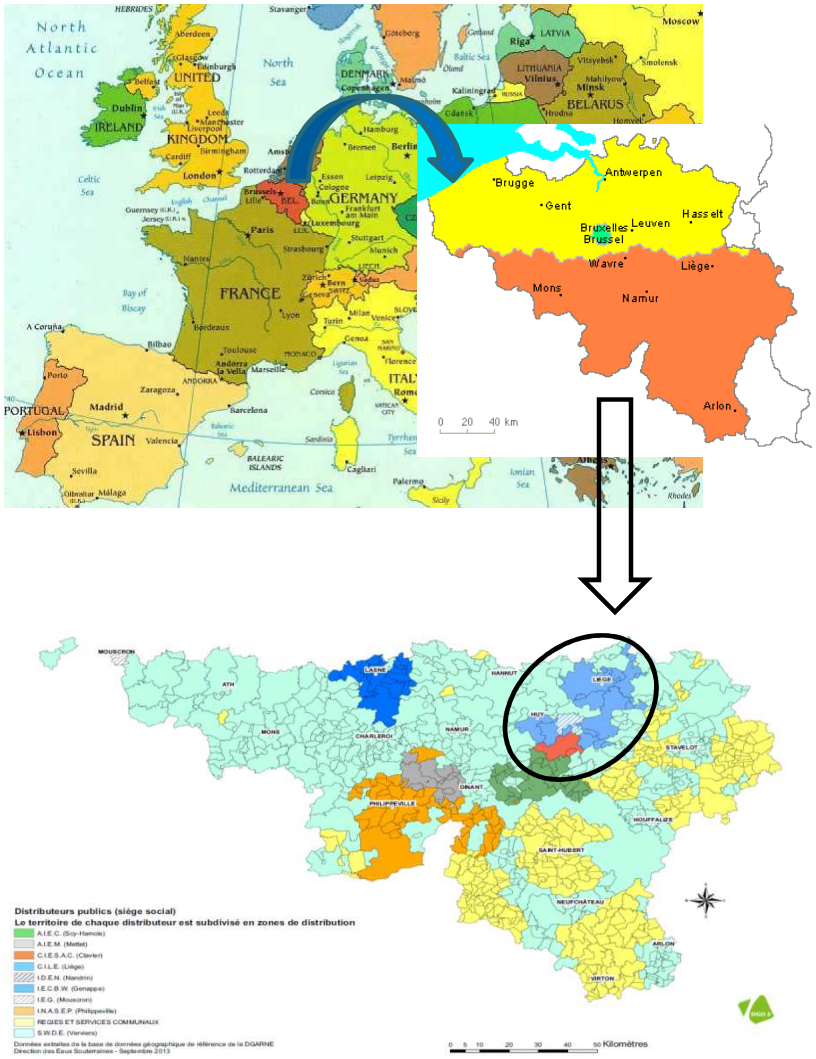
General overview : CILE (Belgium)



2nd biggest water op. in Wallonia

35 Mill. m³ per year water

5 different production sites

128 Mill. € : turnover

565.000 citizens

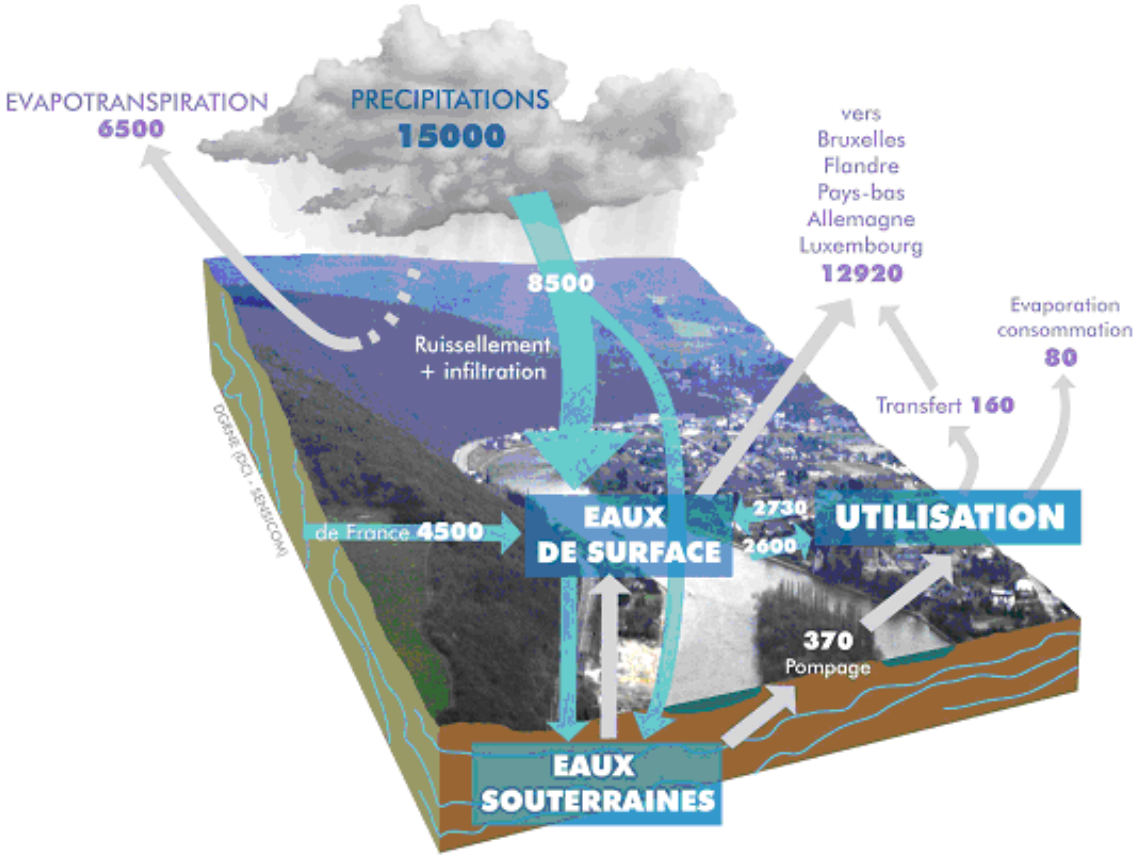
24 communes (± 1400 km²)

260.000 water meters (regulation)

80% total distribution yield

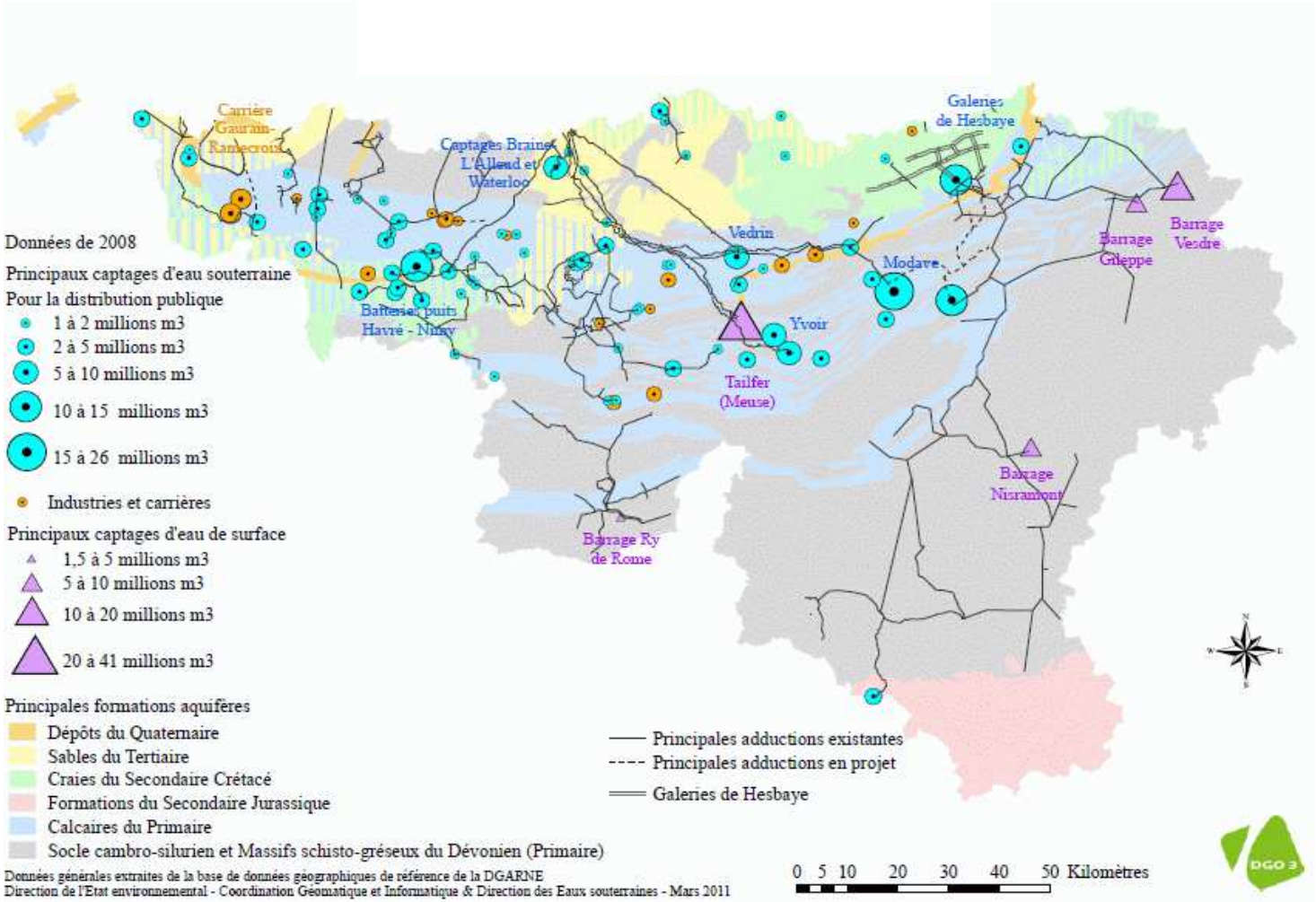
360 employees

General overview of the water balance in Wallonie



Bilan hydrique de la Région wallonne (millions de m³)

General overview: water production in Wallonie



Emergency and intervention plan

Definition

All the procedures to follow in case of

- ***disruption of water supply and/or contamination of water,***
- ***event with a major impact on the quality or the availability of water***

Intervention and prevention

Legal obligation since 2003

Legal requirements

⇨ **Identify the scenarios of event susceptible to have impacts on the quality of water**

⇨ **Define the method for the characterisation and the management of the event (such as the declaration of non-potability)**

⇨ **Determine the information process to the customers and the Authorities**

⇨ **Define the named managers of the event and authority able to declare the non conformity**

⇨ **Ensure the traceability of the event**

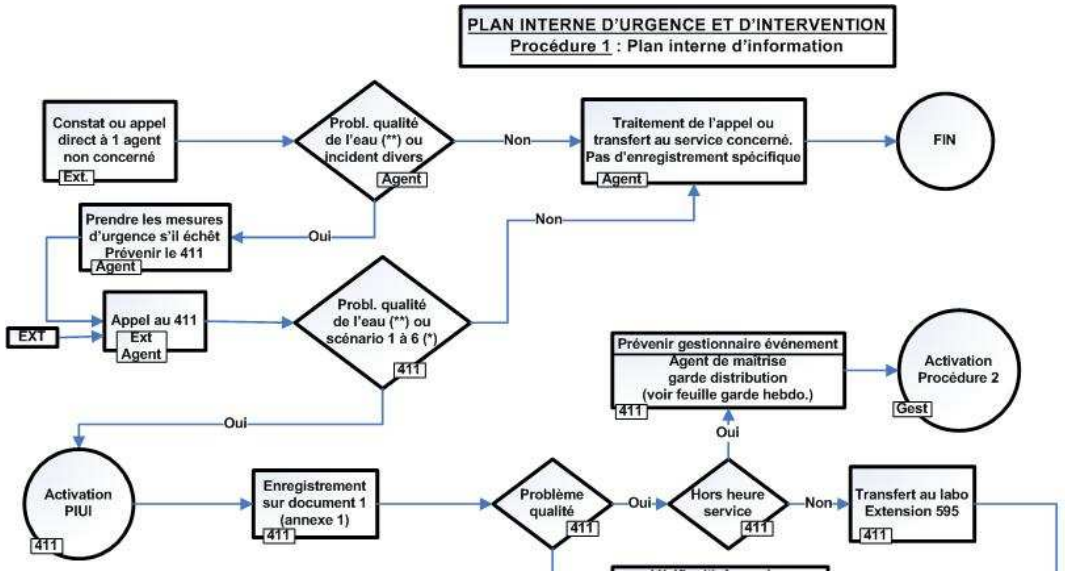
Internal Emergency Plan = 5 Flowcharts

1. **Reception and transfer of the information**

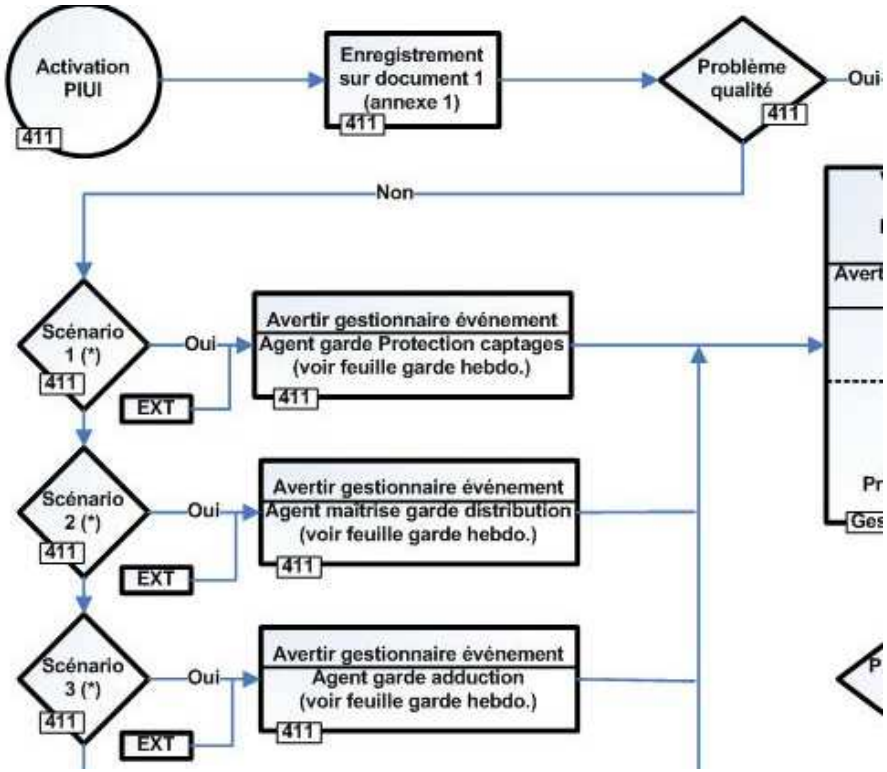
2. **Management of the Internal Crisis Team (depending on the severity): lab, technical team, « big crisis » team**

3. **Special flowchart in case of major event (bacteriological contamination or water supply with impact on more than 500 customers)**

Reception and transfer of the information



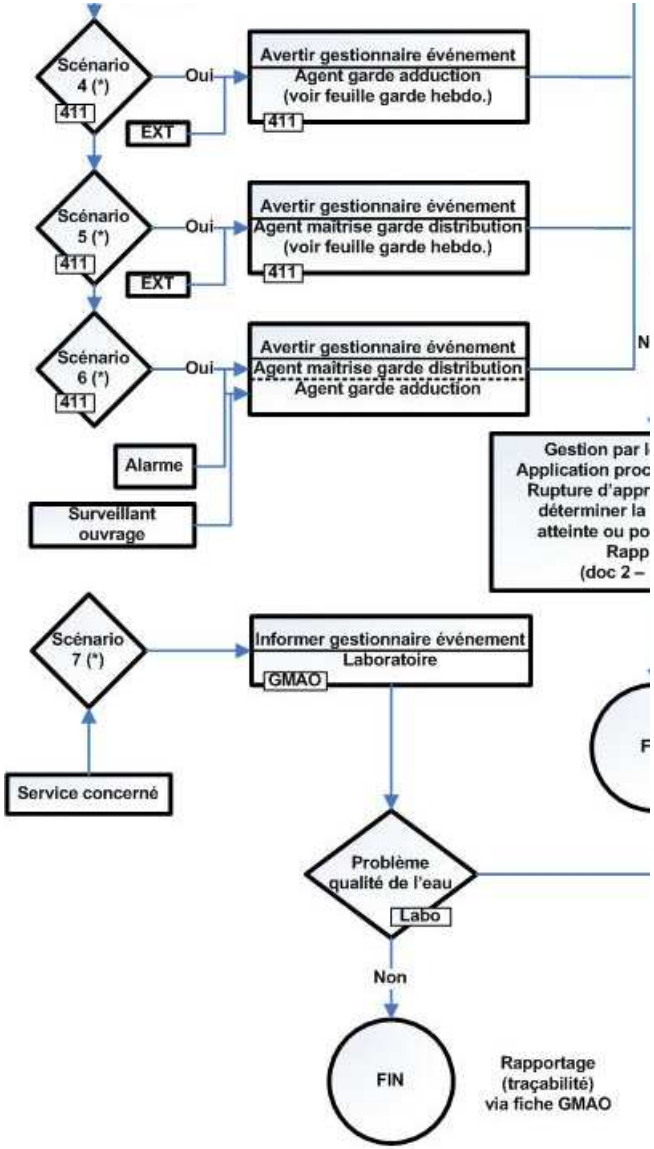
Scenarios and event management



⇨ **Scenario 1 : water catchment areas**

⇨ **Scenario 2 : event on a nuclear power plant**

⇨ **Scenario 3 : event on the oil port**



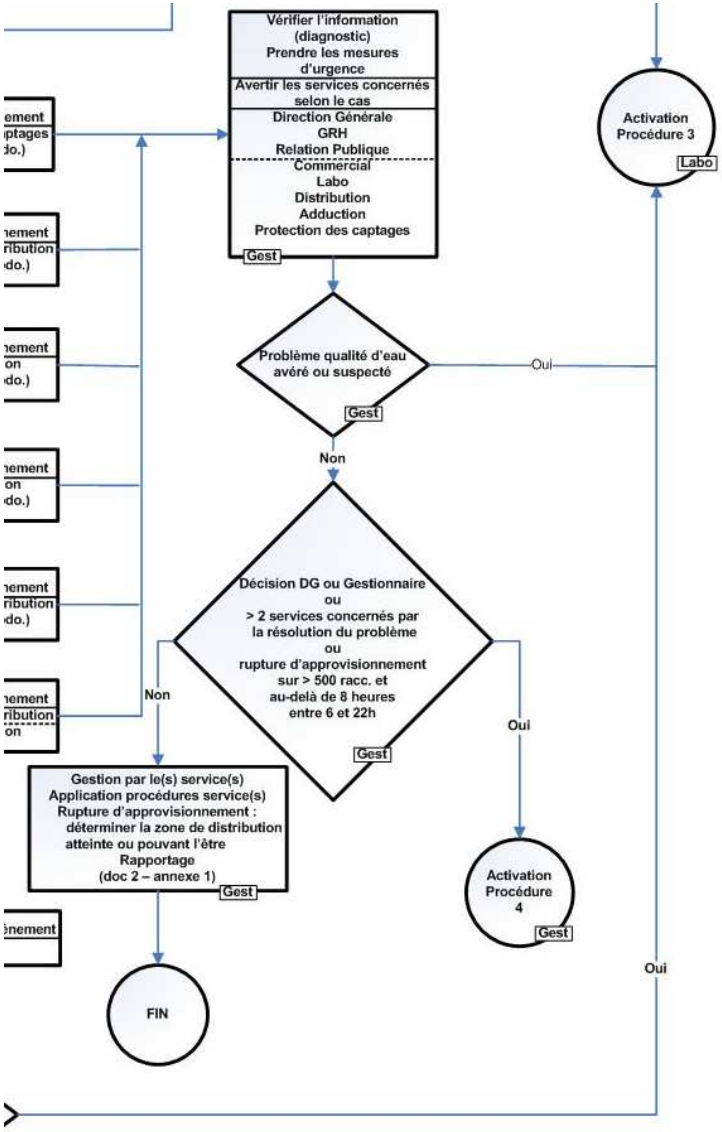
⇨ **Scenario 4 : event on a catchment area or a production site**

⇨ **Scenario 5 : event on a distribution engineering structure**

⇨ **Scenario 6: intrusion**

⇨ **Scenario 7 : planned works with an eventual impact on water**

Event management



Alternative

A supply of spring water in case of emergency (including water network failure), packaged in 10 litres bottles

Origin :

- **The Pechet Spring in Hamoir (Belgium)**
- **Recognised as spring water by the Federal Public Service (Public Health)**

Container Features :

- **10 litres capacity**
- **Bottling in a controlled atmosphere**
- **Two types of stopper available, as required**
- **Collapsible bottle**

Respect for the environment

- Bottle, handle and stopper 100 % recyclable
- Light weight with only 140 g of PET for a capacity of 10 litres

  ⇨ savings of over 45 % of PET materials as compared to a 1.5 litre bottle (40 g on average)
- Minimum size and weight of empties highly advantageous in the recycling chain
- Neutralisation and inspection of industrial wastes

Average Production Capacity

- 8.000 bottles a day
- Production authorisation granted by the Belgian Federal Agency for Food Chain Safety (A.F.S.C.A) and ISO22000 certified

Storage

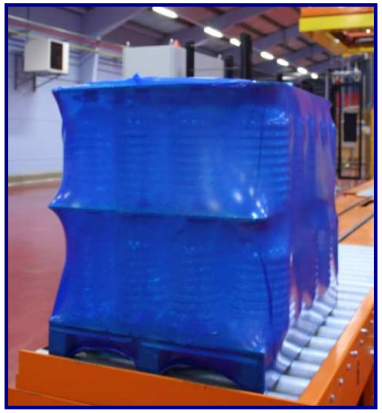
- 3 years in original packaging
- Permanent stock

Pallet

- Euro pallet - standard dimensions
- Reusable and/or recyclable
- Pallets of 40 x 10 l bottles

Outer Packaging

- Thermo-shrunk
- Anti UV
- Isothermal



Security and traceability

- Traceability of bottles and pallets
- Continuous quality control
- Water composition clearly marked on the label

Plant

- Movie