

# TABLE OF CONTENTS

#### **INTRODUCTION**

03 Letter from the CEO & Chairman

04 Purpose, Mission & Vision

**05** Company History

06 Our Goal

**07 AV Facilities** 

#### **ENVIRONMENTAL**

09 Environmental Initiatives

10 PFAS and AV

#### SOCIAL

**12** Community Outreach

13 Safety

**14 Company Communication** 

15 Employee Development

16 Employee Recognition

#### **GOVERNANCE**

18 Ethics, Culture & Leadership

19 AV CARES

**20** Ongoing Commitment



# Committing Each Day to a Better Tomorrow

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

As a member of the water solutions market, environmental considerations are a key element of our corporate identity. For example, AV design efficiencies reduce the overall energy requirements for water treatment. We also provide media disposal and regeneration offerings which ensure safe destruction of contaminants that minimize environmental impact. From concept to commission, our commitment to environmental stewardship at every stage of our operation pays dividends for our partners and communities now, and in the future.

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

AqueoUS Vets extends beyond our team to include the broader community. We bring our team together through clean water service opportunities and encourage employee participation in industry events and public forums to raise awareness of the solutions we provide that address the threats of PFAS and other CECs.

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



**Dr. Mirka Wilderer**President & CEO



**Rob Craw**Founder & Executive Chairman



# Who We Are Defines How We Operate

**OUR PURPOSE** 

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

**OUR MISSION** 

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

**OUR VISION** 

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



# **Company History**





2023

2021

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

Bain Capital Double Impact invested in AqueoUS Vets in order to help bring the company's innovative solutions to more communities across the country. AqueoUS Vets acquired a vessel manufacturing facility in Jacksonville, Florida. This acquisition expands AV capacity and allows provides AqueoUS Vets with a base from which we can better serve the eastern US.

# Our Goal





At AqueoUS Vets, our goal is to provide proven, reliable, and innovative solutions for ongoing and evolving water treatment needs. As technological advancements increase awareness of contamination within the nation's drinking water supply, the need for remediation methodologies that can meet removal goals for regulated and emerging contaminants rise in response. AV pairs our team of seasoned engineers and water industry professionals with an entrepreneurial approach to provide end-users a Concept to Commission experience – from design and manufacturing to commissioning and post-installation support.

Of particular focus at this time are Per- and Polyfluoroalkyl Substances (PFAS) which have been regulated by the federal government with a first of its kind Maximum Contaminant Level (MCL) of PFOA and PFOS, the most common PFAS compounds. We have introduced a company initiative, Pathway to Compliance, to assist municipalities in reaching regulatory compliance on time.

AV combines traditional remediation technology with innovative media options to provide the most effective removal option for each client's water composition. We utilize our Four Tenets of Pressure Vessel Design to help our customers achieve their remediation goals that drive the lowest cost of ownership.

As state and federal regulatory guidelines change, AV is ready to meet the challenge of providing Clean Water For All.



# AqueoUSvets®

# Manufacturing Facilities

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



# **Environmental**

### **2025 Impact Initiatives**

#### **Supplier Code of Conduct**

In 2025, AV built on 2024's inclusion of environmental impact as an evaluation metric in selecting material vendors, subcontractors, and service providers by establishing a formal supplier code of conduct. The code of conduct supports our commitment to best-practices in supply chain management while simultaneously leveraging our trajectory of growth to partner with and support environmentally and socially-conscious organizations in industry.

#### **Environmental Impact Assessment**

AqueoUS Vets conducts annual environmental impact assessments, using these results to identify opportunities for improvement and strengths which can be leveraged to align our operations with our commitment to sustainability throughout our organization.

#### Water Usage, Carbon, and Green House Gas Monitoring

In 2025 AV expanded our tracking processes to allow us to measure and control key elements of our environmental footprint through our manufacturing, services, travel, and operations activities.



### **Impact By the Numbers**

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

455

526.5K

219B

Pounds PFAS Removed Pounds Contaminants Removed

Gallons of Water Treated

14,763K

kWh Electricity
Saved

6,388

Metric Tons CO<sub>2</sub> Saved

Numbers rounded to the nearest whole number; reflects totals based on estimated model for FY 2024



# **Environmental Impact**

#### **PFAS and AV**

"PFAS" or "forever chemicals" are manmade chemicals found in consumer, commercial, and industrial products which break down very slowly over time. Exposure to PFAS is harmful to humans and animals and the widespread use of these chemicals has caused them to be found in humans, animals, waterways, air, and soil throughout the nation with an estimated 97% of US persons having PFAS in their bloodstream.

AqueoUS Vets is on the forefront of PFAS remediation, helping communities meet the EPA's PFOA and PFOS MCLs of no more than 4 parts per trillion by providing the best available water remediation technologies. Our partnerships with federal and municipal agencies enable us to assist in removing PFAS from drinking water in communities with AqueoUS Vets systems, including one of the nation's largest PFAS treatment facilities which has the capability of removing PFAS from up to 25 million gallons per day.

EPA estimates potential PFAS presence in nearly 50% of US tap water

4ppt is the equivalent of a single drop of water in an Olympic-sized pool

PFAS treatment often removes cocontaminants to testing goals in a single system











### **Community Outreach**

At AqueoUS Vets, we recognize and appreciate the trust placed in us by the communities we serve. We are committed to consistently earning that trust though the quality of our offerings and our commitment to continuous improvement in service and environmental stewardship.

#### **6K for Water**

AqueoUS Vets sponsored company-wide participation in World Vision Global's 2025 6k for Water. AV is proud to support World Global Vision's initiative, providing 34,700 people access to clean water.

#### **Volunteer Hours**

AV offers 8 paid hours of Volunteer Time Off (VTO) for employees to use annually with any organization that aligns with their interests and values.

#### **Annual STEM Career Day**

AqueoUS Vets participates in the Annual STEM Career Day for Shasta County/NorthState STEM program, promoting careers in the water industry to ~1,400 9th graders in the local community. We will be returning participants in the November 2025 event, providing both presenters and financial sponsorship.

#### **Internship Program**

AqueoUS Vets internship program, engages students excited to work on today's water treatment needs. The program provides workplace experience and industry knowledge as one more way for AV to do our part in actively developing future leaders.

### Safety

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

### **Safety Roadmap**



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

### **Company Communication**

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

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



## **Employee Development**

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

#### **AV Academy**

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

#### **Employee Development Plans**

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

#### **Leadership Development Academy**

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

#### **LMS Training**

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

#### **Employee Goal Setting**

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

#### **Day of Learning**

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

### **Employee Recognition**

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

# Apollo Champion

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

### Star Achievers

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

# **AV Academy Rising Stars**

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

# **Executing Excellence**

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



Governance



## Governance





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



# Corporate Culture

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



# Executive Leadership & Operational Excellence

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



# AV-C-A-RES

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



#### Commitment

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



#### **Accountability**

We are accountable to deliver on the commitments we make, we take ownership of our actions, and we take responsibility for the outcome – good or bad.



#### Reliability

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



#### **Excellence**

We strive for high quality and excellence in our deliverables.



#### Safety

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

# **2025 Ongoing Commitment**



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

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

Follow us on social media for the latest on AqueoUS Vets











# SUSTAINABILITY REPORT

**November 2025** 

