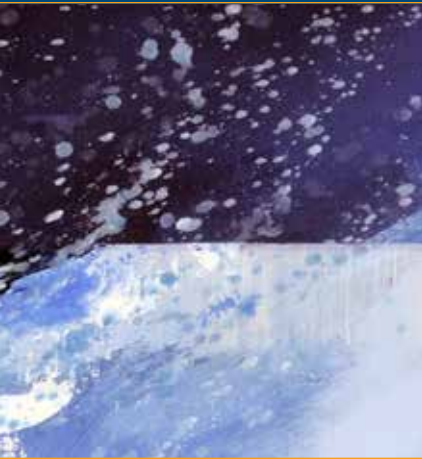


# WATER UTILITIES: GLOBAL CHALLENGES AND TAILOR MADE SOLUTIONS



TESTING, INSPECTION,  
CERTIFICATION (TIC)  
SERVICES AND  
TRAINING COURSES

**“... ALL THIS FOR THE  
BENEFIT OF CLEAN AND  
SAFE WATER ...”**

“... All This For the Benefit of Clean and Safe Water...” exemplifies the feeling of trust; a feeling that is embedded into the core values of Kiwa’s organisational culture. Aspiring creation of trust has paved the way for Kiwa to become a leading knowledge based independent certification, testing and inspection organization. Over the course of nearly seven decades, Kiwa has actively engaged in collaborative efforts with different stakeholders in the water utilities sector to improve quality, efficiency and sustainability in products, processes, systems, personnel and organisations.



## We face global water challenges



**Water scarcity, pollution, ageing infrastructure, climate change – all global trends that pose major challenges to the water sector now and in the years ahead. The consequences of, for example, agricultural runoff, polluted industrial wastewater, and improper disposal of human waste, pose a continuous threat to the availability of clean and safe drinking water. Growing demand for safe and efficient water products and technologies calls upon suppliers to innovate and make their production processes as efficient as possible. As a result, (local) authorities and policy makers face increasing pressure and regulatory complexity when dealing with water safety and quality.**

Governments, communities, water utilities, suppliers, standardization and certification bodies are all engaged in one way or another in a value chain solution to overcome these common and overlapping challenges and minimize risks. This calls for transparent and collaborative action that allows a more efficient use of resources and a more dynamic understanding of a wider range of perspectives and needs. Kiwa plays a leading role in supporting different stakeholders in the industry to overcome these challenges and where possible turn them into opportunities.

### **Kiwa: creating TRUST since 1948**

Kiwa provides independent expert services for quality certification around the world. We create trust by making the quality of products, services, processes and personal and environmental performance more transparent. We do so by helping companies, organisations and governments to satisfy their certification requirements, and by offering inspection, testing and training services. Kiwa was founded in 1948 as an institute for the certification of drinking water appliances. We played an important role during the rebuilding of public services in the Netherlands after the Second World War. Ever since, we have been responsible for safeguarding the quality of public water supplies. Over the years, our activities have expanded beside the interest for the 'water market' to include virtually all markets, from building and construction to energy and gas, management systems, healthcare, environment, corporate social responsibility, food, feed and farm, safety and security. It has made us what we are today: a knowledge based independent certification, testing and inspection organisation that operates close to customers and serves them as a Partner for Progress.

# What we do, how we do it and why



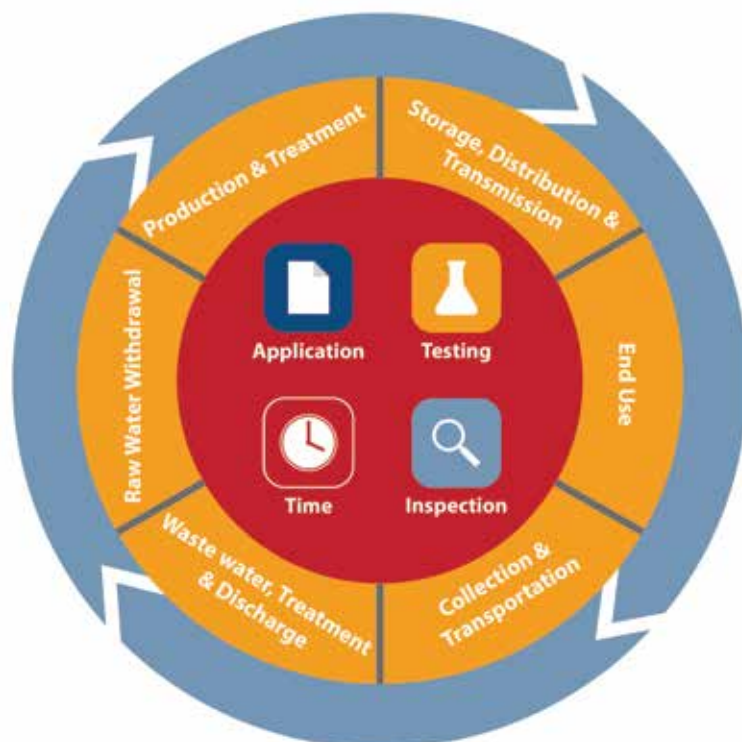
Suppliers of services, products and technologies utilised in the water sector often need to declare to their customers and governments that their products comply to certain technical and hygienic criteria. We support these suppliers by creating the necessary trust and transparency, so that customers and governments can be sure products on the market fulfil the required criteria. Requirements are often based on both national and international standards and regulations. Depending on the type and application of the product and technology, criteria may be mandatory or voluntary.

The international regulations and requirements also vary significantly from country to country throughout the water sector. Products and technologies need to meet these various complex requirements to gain access to desired geographic markets. Navigating the approval process in each country requires a trustworthy 'Partner for Progress' that helps organisations overcome this challenge. Kiwa has basically all the ingredients to facilitate all the quality and safety related needs for the water sector in European perspective and beyond.

## Clean drinking water

Drinking water system owners and operators are stimulated and pressured by government regulators and stakeholders – including the public – to manage their systems efficiently, effectively and in a transparent manner. Services, products and technologies utilised in the

water sector may also have adverse effects on water quality and may have a profound impact on our health and the environment. In order to safeguard public health, it is imperative that drinking water is kept clean, safe and reliable. In order to do so, the components of the water supply system – from the source, via the distribution system and through the treatment of waste water – must be understood and managed as a whole.



# A matrix player



## Approvals schemes

The assessment of health, safety and technical aspects of products utilized in the water sector is detailed in applicable evaluation guidelines. This comprehensive form of assessment helps to ensure that the safety and quality of water remains up to both national and international regulatory standards. While technical aspects are similar, health and safety aspects tend to differ geographically. At Kiwa, we have the knowledge and experience to play a matrix role within a collaborative approach.

## Active in all market areas across different geographies

Global markets provide suppliers of service, products and technologies with opportunities to expand. Whether in water treatment, water distribution or plumbing products, they often must meet rigid and complex requirements in order to gain access to different geographic regions as international regulations and certifications tend to vary from country to country. Why not rely on Kiwa's one-stop shop comprehensive expert regulatory knowledge to manage your international approvals and exploit the benefits of the synergies?

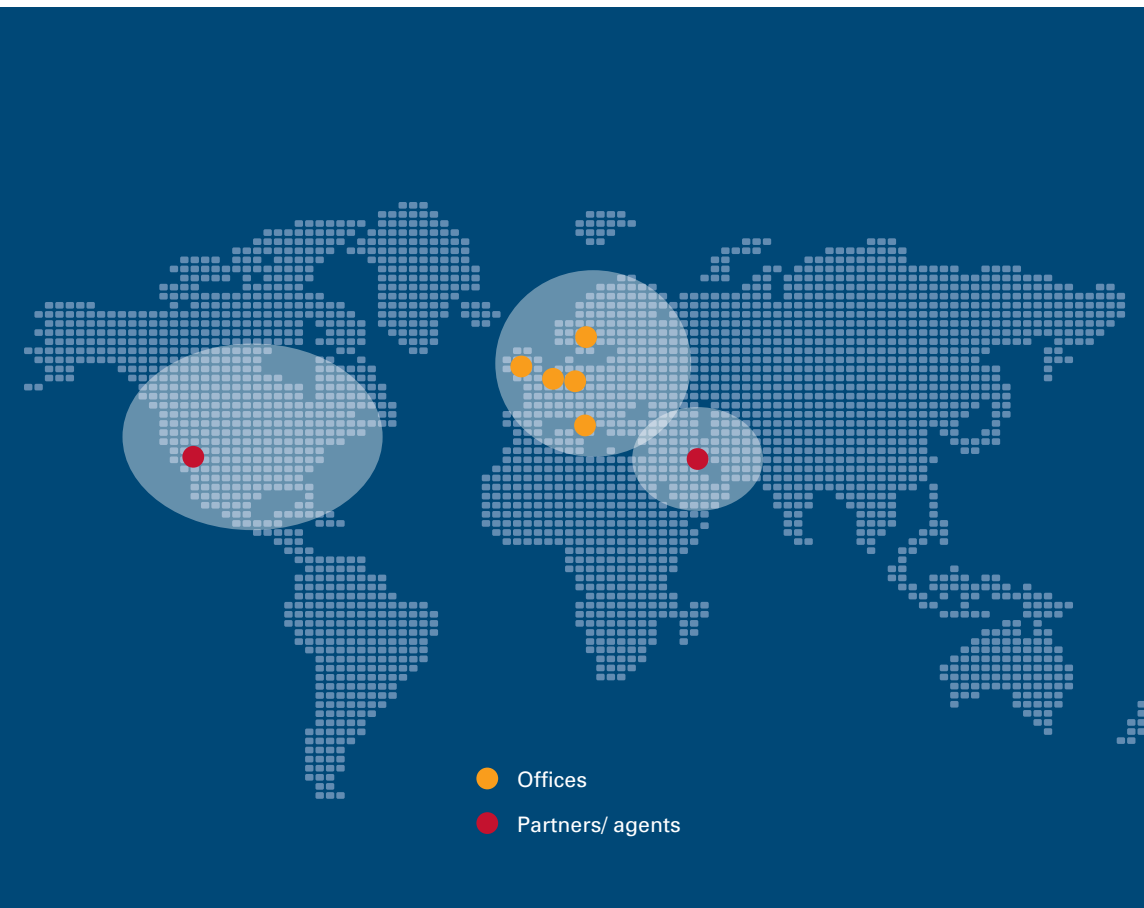
GEOGRAPHY	GERMANY	SWEDEN	UNITED STATES	UNITED KINGDOM	NETHERLANDS	ITALY
Quality Mark						
Application	Evaluation according to USA guidelines and Arbeitsblätter	Evaluation according to Swedish building regulations	Evaluation according to NSF/ANSI standards and Plumbing code	Evaluation according to regulators specification	Evaluation according to product specific guidelines and government regulations	Evaluation according to product specific guidelines
Time	3-6 months	2-3 months	3-6 months	2-6 months	3-6 months	3-6 months
Testing	Product performance, (mechanical compliance) material safety (hygienic compliance) and microbial potential	Product performance, (mechanical compliance) and material safety (hygienic compliance)	Product performance, (mechanical compliance) and material safety (hygienic compliance)	Product performance, (mechanical compliance) and material safety (hygienic compliance)	Product performance, (mechanical compliance) and material safety (hygienic compliance)	Product performance, (mechanical compliance) and material safety (hygienic compliance)
Inspection	Initial quality assurance audit Annual surveillance	Initial quality assurance audit Annual surveillance	Initial quality assurance audit Annual surveillance	No initial quality assurance audit No annual surveillance	Initial quality assurance audit Annual surveillance	Initial quality assurance audit Annual surveillance
Validity	Every 5 years full recertification	Every 5 years full recertification	Indefinite	Every 5 years full recertification	Indefinite	Indefinite

Quality marks other than those of Kiwa are owned by their respective organizations.



“Quality, and certainly water quality, must be a joint effort. That is why Kiwa involves all parties concerned. Our local Kiwa experts have local knowledge and, from our local offices, cooperate with local stakeholders. To us, that is the only right way to create trust together, to improve for the common good, now and on the long run. That is our strength and what makes us differ from our competitors.”

**Richard Meijburg, Kiwa Division Director Water Appliances**



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**Rely on a one-stop shop!**

Global markets provide manufacturers opportunities to expand. Whether in water treatment, water distribution or plumbing products, they often must meet rigid and complex requirements in order to gain access to different geographic regions as international regulations and certifications tend to vary from country to country. Why not rely on Kiwa's one-stop shop comprehensive expert regulatory knowledge to manage your international approvals?

If you are interested to learn more about the range of testing, inspection and certification services we offer and how our collaborative approach can pave the way through the murky world of international product conformity, please do not hesitate to contact us.



# Partner for Progress

## Certification

Kiwa's certification services are in accordance with NEN-ISO 17065 and encompass a wide variety of products and technologies that may be used in the water pathway – anything that comes into contact with water may be a candidate for certification. However, the certification trajectory may be demanding, especially when innovative complex assembled products are concerned. Assembled products consist of different components and materials that are transformed through chemical, thermal and mechanical processes. This increases the risk

factor and makes the certification trajectory more complex. Kiwa aims to simplify complexity by efficiently utilizing knowledge, experience and synergies between the different approval systems to facilitate regulatory coverage in different countries. This knowledge allows organizations to successfully innovate and manage increasing complexity of product and technology development while keeping pace with the rate of change.

## Inspection

Kiwa's inspection services not only focus on the functionality of an object, product, process or quality management system, but also on important matters like safety and environmental aspects. We are accredited and can guarantee quality depending on local regulatory requirements everywhere. Our employees have the required qualifications to perform inspection activities expertly and safely, and to act as valuable discussion partners.

## Testing

Kiwa provides approval tests in accordance with EN-ISO 17025. We boast state of the art testing facilities, internationally accredited laboratories and a wide range of experienced technical specialists. Thus, we test and certify conformity of a unique variety of products and technologies around the globe.

## Training

Kiwa offers a broad, innovative and high-level package of courses, training programmes and workshops, including technical training, quality, safety and knowledge of standards.

## Kiwa trademark: a sign of confidence

Kiwa is internationally recognized as an independent and transparent knowledge-based organization. Our Kiwa trademark serves as a sign of confidence to industry, governments and consumers. It also represents our ongoing commitment to serve the sector with tailor-made quality assurance and risk management solutions.

