WHITEWATER®
EST. 1980

WhiteWater's 2024 Impact Report

Photo credit: Wahoo Waterworld - Bandung, Indonesia

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Introduction

When Geoff Chutter built the first slides for his own water park in 1980 in British Columbia, Canada, he didn't realize he was taking the first step in establishing a design, engineering, and manufacturing company that would be pivotal in the development of water parks as an entire entertainment category. Today, WhiteWater's products help create wonderful, lasting memories for families across 85 countries around the world, which requires a team of more than 400 employees and a global supply chain. We've boldly expanded our business beyond water parks, into theme parks, surf, and SaaS, as we've applied our aquatic engineering expertise and a wealth of industry knowhow to create enriching experiences across different venue types. As we've grown, we stayed constant that "how" we do business is as important as what we make. This is our first impact report, which reveals some of the values that guide all our activities.

A SINGLE-MINDED MISSION

At WhiteWater, our mission is to ***"work together to create safe places where fun thrives."*** This means that both our clients' and their guests enjoy a return from investing in our products and services, be it financially or emotionally. When we look at WhiteWater's contribution in this broad sense, we must also look at the impact we are making while creating that fun—by evaluating the environmental and social aspects of our activities. Our core capability in utilizing water effectively and safely for leisure requires the diverse talents of our employees, many of whom have a long tenure with us: 39% of our staff have been here for 10 yrs or longer. We aim to be a responsive employer, caring about what they care about, and that has increasingly been about climate change and social equity. It was therefore natural as the Senior Leadership Team reflected upon WhiteWater's 40th anniversary that we needed to decisively be part of leading the way in bringing sustainability to the forefront of our industry.

AMBITIOUS SUSTAINABILITY GOALS

In 2021, WhiteWater publicly announced ambitious sustainability goals, and we've been sharing our ongoing journey since. Summarized in the Sustainability Scorecard, we made a pledge to not only reduce our own impacts on the environment but also help reduce that of the industry. Taking a holistic approach, the scope includes both commitments to our people and the communities we are based in.

Over the last four years, our teams have made significant steps to put in place metrics and actions outlined in this report. We selected ISO 14001, the most respected and robust environmental standard, to measure our environmental impacts and guide our efforts with well-defined processes. This internationally recognized certification fits well with our continuous improvement methodologies and has helped us document our process for transparency and evolution.

ACTIVE SOCIAL RESPONSIBILITY

We have also evolved our social responsibility, organizing many of the worthy activities our employees believe in under one committee. Due to the location of our head office, our people have a special affinity to the Pacific Ocean. We know how important it as an ecosystem and the role its condition has on climate change. That's why we want to support water-based charities such as Ocean Wise.

AND CLEAR GOVERNANCE FOR LONGEVITY

As a private company, our governance is about building a business for generational longevity, with two generations of the Chutter family currently leading the business forward. New risks have emerged, such as cybersecurity, and we are taking preventative measures as well as adopting new technologies. Together across our teams, we work to protect and build a business that is robust and does good in the widest sense, of which we can all be proud to be a part of.

Our goals are ambitious, and this document is a progress report. We know that because of our continuous improvement mindset, we will never finish even after we've passed our initial goals.

UNA DE BOER
Chief Marketing Officer and Sustainability Executive Sponsor
November 2024

Environment

Photo credit: Mt. Olympus Water Theme Park - Wisconsin Dells, USA

WHITEWATER'S SUSTAINABILITY STATEMENT

Water is a precious element, essential to all life on earth; it sustains us physically and emotionally. WhiteWater's products use this vital resource and others to create wonderful, shared experiences all around the world. We recognize our responsibility that creating fun with water must not risk our planet's future; it is therefore our aim to be a sustainability leader, ensuring all our activities are net-zero CO2e emissions by 2045, with incremental milestones along the way.

Our promise is to work across every area of our business to minimize waste and CO2e emission impacts, empowering our people and investing to ensure our products are the benchmark for sustainability in our industry. External certifications will support our sustainability objectives, and our Sustainability Scorecard will track our progress. Our commitment to social responsibility is also to give back, with 1% of profits going to environmental charities to create a healthier planet, while working together with our clients to help achieve their sustainability goals, alongside ours.

WHAT SUSTAINABILITY MEANS TO US

Photo credit: Waterbom Bali - Bali,Indonesia

SUSTAINABILITY SCORECARD

In May 2021, WhiteWater announced its corporate-wide sustainability initiative that was summarized in a **"Sustainability Scorecard."**

Recognizing that the company's operations have environmental impacts across the value chain and beyond, the scorecard focuses on four areas: corporate, manufacturing and supply chain, parks and products, and social responsibility.

All four areas will be covered in this impact report.

- Maintain ISO 14001 certification and expand scope of certification to all product lines and regions by 2028
- Net-zero CO2e emissions for:
  - Scope 1 & 2 by 2030
  - Scope 3 upstream by 2040
  - Scope 3 downstream by 2045

Manufacturing & Supply Chain

- Halve the waste by 2030
- Work with suppliers to use more environmentally friendly manufacturing methods, materials, and packaging

Parks & Products

- Partner with clients to help them achieve their sustainability goals
- Design products and parks to use less water, prevent water loss, and be more energy-efficient

Social Responsibility

- Donate 1% of corporate profits to water-based NGOs
- Support employees to take on social responsibility

CORPORATE

ISO 14001 CERTIFICATION

WhiteWater achieved ISO 14001 certification in November 2024—the only supplier in our product categories that actively has it. An internationally recognized standard for environmental management systems, it is assurance that our company is proactively taking measures to minimize our negative impacts on the environment.

Our initial scope of certification is broad and covers all functions of our business operations. The scope definition includes the ***management of environmental risks associated with product development and design (water slides, interactive water play and water rides), marketing, sales, manufacturing, logistics, installation and servicing for the amusement parks and attractions industry.***

In addition, we have developed WhiteWater's Environmental Policy, which includes four key statements. WhiteWater will:

- Comply with applicable environmental laws
- Consider the environment in our business strategies and operations
- Implement environmental objectives and measure against them
- Advance our environmental performance as a market leader

WHITEWATER'S ENVIRONMENTAL POLICY

WHITEWATER'S ISO 14001 CERTIFICATE

CORPORATE

Working with 31 departments, our ISO certification team created an aspects and impacts* register of over 500 unique lines of data. The most potentially damaging aspects and impacts were identified as significant and became the focus of our remediation plans. Our environmental objectives were created around seven key areas:

- Regulatory requirements
- Operations of products
- Vendor management
- Logistics of goods
- Product lifetime management
- Process related errors
- Office improvements

WhiteWater's newly developed Environmental Management System is our guiding document for compliance with ISO 14001 and environmental compliance regulations as well as the continual improvement plan for WhiteWater's environmental performance.

Other wins so far:

- Created Waste Management Directories for Canadian operations
- Added environmental clauses to all vendor on-boarding, agreements, and purchase orders; vendors are audited to make sure they comply with our requirements
- Developed and put into practice product development tools *(Scorecard, Pugh Matrix and Environmental Risk Matrix)* focused on environmental performance
- Developed an Environmental Protection Plan for on-site work and project touch points with clients to help them with their environmental goals
- Created Emergency Preparedness and Response Plans for our operational facilities and on site

bsi ISO 14001 Environmental Management CERTIFIED

**** ISO 14001 defines an aspect as an "element of an organization's activities or products or services that interacts or can interact with the environment" and an impact as a "change to the environment, whether adverse or beneficial, wholly or partially resulting from an organization's environmental aspects."***

CORPORATE

ROAD MAP TO NET ZERO

Everyone starts a journey with an imperfect understanding of the path ahead, and as we've travelled our sustainability expedition, we now appreciate the mountains we all need to traverse to reach net zero. Back in 2021, we estimated our CO2e emissions for our entire operations and aimed to be net zero by 2040. As we've built expertise, we now realize our initial assumptions needed more refinement, so we are undertaking a more granular carbon measurement, which will be completed in 2025. However, we can still use the original baseline measure as indicative while we build a certified measurement in line with GHG protocol methodology*.

Over the last three years, we've learned a lot, which has made us better understand the goals we've set and the need to be specific in their definition and measurement. We now know how challenging it will be to solve end-of-life treatment for our FRP products—though research is underway—and to influence our customers' energy consumption and use of their products. As a result, we've updated our Sustainability Scorecard targets to be more specific. We now define net zero as net-zero CO2e emissions and have created the following milestone goals to expand our scope over time.

Net-zero CO2e emissions for:

- Scope 1 & 2 by 2030
- Scope 3 upstream by 2040
- Scope 3 downstream by 2045

** https://ghgprotocol.org/standards-guidance*

CORPORATE

WASTE MANAGEMENT

In tandem with our ISO 14001 certification efforts, we have been working to efficiently manage waste at WhiteWater-operated facilities.

Waste management directories have been created for the head office, its nearby manufacturing facility, and at installation sites. These directories guide employees on how to recycle or dispose of materials they commonly use.

And as WhiteWater handles and disposes of hazardous waste, we have trained TDG *(transportation of dangerous goods)* and WHMIS *(Workplace Hazardous Materials Information System)* professionals to make sure correct handling and vendors are used.

PARKS & PRODUCTS

FRP END OF LIFE RESEARCH

To keep FRP (fiber-reinforced plastic) out of landfills, WhiteWater is partnering and co-funding an FRP end of life research project with University of Victoria's Facility for Innovative Materials and Infrastructure Monitoring. Activities to date for this initial multiyear partnership include:

- Refining suitable processes and formulations that utilize the upcycled FRP material in different ways depending on material needs
- Checking that these new formulations can co-exist long term in specific environments without negative impacts, e.g. the material would not deteriorate in water or soil
- Based on above environmental results, testing use of the material in applications such as amusement park furnishings, exterior structures or furniture, landscaping, transportation infrastructure, etc.

In the year ahead, the team will be identifying formulations and applications with the highest real-world potential as well as exploring partnerships to utilize the above formulations or applications in an accessible, value-added, and scalable way. Our hope is that our findings will be applicable to other sectors, such as marine, that produce and utilize FRP.

INDUSTRY ENGAGEMENT

As an industry leader, it is our responsibility to engage with other industry players on the topic of environmental sustainability so that we can support and learn from one another. That's why we continue to lead and participate in presentations and panel discussions such as ***greenloop*** to share ideas on how parks and suppliers can approach reducing our overall impact on the environment.

Past sessions include:

- "Sustainability in Action" (2024)
- "People Are THE Success Factor for Your Sustainability Initiative" (2023)
- "Sustainable Attraction Development – How to Plan to Build Better" (2022)
- "How Water Parks Can Save Power, Water, and Money" (2021)

In addition, we are happy to help parks with information and calculations demonstrating the environmental impact of our products so that they can answer to their guests, shareholders, or local authorities. As well, we share with our clients knowledge of how the design, parts, and materials of a product can have significant effects on water and energy use.

Supply Chain Management

MANUFACTURING & SUPPLY CHAIN

RESPONSIBLE SUPPLY CHAIN

As a global company, good supply chain management is crucial to WhiteWater's success, helping us to deliver high-quality projects on time and on budget, worldwide. We source raw materials, parts, finished products, and various services from a global supply chain. Currently, we have 1,120 active suppliers located in 66 countries on 5 continents.

Vendor relationships are just as important as client relationships. That's why we have a stringent process to evaluate, qualify, onboard, and monitor major suppliers, measuring them against the quality, delivery, and volume standards we have set. Our supply chain management team, together with relevant technical experts, assess supplier capabilities, test their materials, and visit their facilities in person.

After a supplier has been qualified, we take them through a detailed onboarding procedure, training and integrating them into WhiteWater's systems and processes. We work with our suppliers in a continuous loop of monitoring, evaluation, and improvement in order to ensure quality and consistency in our end products. The process includes regular quality audits and site inspections. Failure to meet or comply with our standards will result in termination of the supply relationship.

WHITEWATER'S COMMITMENT TO QUALITY

VENDOR COMPLIANCE

Additional conditions included in the vendor approval process are:

- The supplier is not owned or administered by politically exposed people.
- The supplier is not on any international sanctions lists.
- The supplier respects the equal rights of men and women and must comply with Canada's *"Fighting Against Forced Labour and Child Labour in Supply Chains Act"* (see next page).
- The supplier has strong sustainability credentials and has well-established corporate social responsibilities.
- The supplier complies with all applicable environmental regulations.
- The supplier commits itself to highest standards of professional practice, following the Supply Chain Management Association Code of Ethics.

FIGHT AGAINST FORCED LABOUR AND CHILD LABOUR

WhiteWater operates on the collective understanding that we have a responsibility to help create a more sustainable future, and that includes alignment with the Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights, and the International Labour Organization Core Conventions.

To that end, we have reviewed the company's supply chain policies and are taking these preventative actions:

1. WhiteWater's ***"New Vendor Policy"*** specifies *"The supplier respects the equal rights of men and women, does not use child labour in any part of their business operations."* This applies to all vendors in the global supply chain.

2. WhiteWater's purchase order ***"Terms and Conditions"*** specify, *"Applicable laws: Seller warrants and agrees that it has complied and will comply with all applicable Federal, Provincial/State, and local laws, codes, and regulations. This agreement shall be governed by the laws of Canada."*

3. Two screening questions are added to WhiteWater's ***"Supplier Initial Evaluation Form:"***

   - *"Do you use forced or child labour in your plant or production? (Canadian Bill S-211)?"*
   - *"Do your suppliers use forced or child labour in their plant or production?"*

   WhiteWater will not select the supplier who answers "yes" to above screening questions.

4. WhiteWater sent the *"Bill S0211 Supplier Communication Letter"* to our major global suppliers requesting the suppliers to review their supply chain and to comply with Bill S-211. The feedback/reply from the global suppliers are positive.

5. WhiteWater requests the major suppliers to sign a ***"Supplier Agreement Addendum"*** that includes a supplier code of conduct:

   Compliance with forced labour laws:

   - Supplier agrees not to use forced labour, including convict labour, indentured labour, or child labour, in violation of Canadian laws, including Fighting Against Forced Labour and Child Labour in Supply Chains Act.
   - Supplier will undertake sufficient supply chain due diligence for materials it uses to make goods. This shall include supply chain mapping, tracing, and tracking, using appropriate methods and technology. Supplier shall make all due diligence information available to Buyer upon request. Supplier further agrees to evaluate and address risks of human trafficking and slavery within its supply chain; to monitor its vendors and conduct audits to evaluate compliance with forced labour obligations; to require Supplier's direct vendors to certify that no forced labour was used in making the goods or parts or components of the goods; and to develop and maintain a forced labour compliance plan that includes appropriate engagement and training of employees, vendors, and other stakeholders.
   - Supplier agrees to take appropriate remedial action if indicators of forced labour are found within its supply chain. Remedial action may include the development of a corrective action plan, termination of the relationship, or other actions as appropriate.

The above supplier code of conduct will be included in all future new *"Supplier Agreements."*

LOCAL FOR LOCAL

A key component of WhiteWater's supply chain strategy is local for local, as we have FRP and steel providers in several geographies, meaning that where possible, we try to source commodities in regional proximity of the project site. By reducing the shipping distance, we are able to reduce emissions due to transport, lower cost, shorten delivery times, and add value to the regional economy.

Social

INVESTING IN OUR PEOPLE

OUR MISSION
WORKING TOGETHER TO CREATE SAFE PLACES WHERE FUN THRIVES.

With over 400 employees in different parts of the globe, WhiteWater team members are connected through respect, trust, and a positive mindset. We agree that as we continue to strive to be the leader in thought and innovation, we will always do so with integrity and heart.

Acknowledging that people are what makes WhiteWater special, the People and Culture department regularly conducts employee pulse surveys to listen to our people and monitor their satisfaction. The team periodically reviews our compensation and benefits as well as our system of recognition and feedback.

Employee Benefits

To attract and retain great talent, our employee benefits are tailored to provide the best to the employees in different regions across the world.

Highlights of all our benefits package across different regions include:

- Health, dental, drugs, and vision care for employees and dependents
- Travel assistance
- Short-term and long-term disability
- Accidental death and dismemberment insurance
- Life insurance policy
- Benefits eligibility for part-time and temporary employees
- Vacation and paid personal days
- Company retirement programs
- Educational assistance and training reimbursement
- Professional membership reimbursement
- Legal shield
- Water park or theme park entrance fee reimbursement

Compensation

We aim to compensate our people at par with the living wage based on their location. With our largest employee population being in the Metro Vancouver, Canada area, we have conducted a living wage analysis of our salaries in this jurisdiction and found that we were providing a fair living wage to all employees in the region.

We also conduct annual market benchmarking exercises to ensure we are paying competitive salaries in the markets we operate. Compensation is based on various factors, which includes evaluating job roles and responsibilities, internal equity, as well as benchmarking every job against market data from global surveys.

Our aim is to make WhiteWater a great place to work by valuing and appreciating our employees with a competitive total rewards package.

Employee Recognition and Feedback

Understanding the importance of employee engagement and fostering a positive work environment, our People and Culture team leads the following initiatives:

- **Tat Won Vertical Leadership Award:** an annual peer-recognition award program named after our former, amazing colleague who was a respectful, humble individual and worked hard to break down the silos between departments.
- **"Make a Splash" cards:** a program designed to recognize co-workers who have gone the extra mile to deliver and have demonstrated WhiteWater values. A prize draw is conducted every quarter.
- **Employee Pulse Survey:** conducted bi-annually, the survey evaluates the experience of our people and actively listens to their feedback about how we can continue to be their employer of choice.
- **Training Leaders to be Skillful Leaders:** training to help our leaders develop greater self-awareness and coaching skills to better communicate and empathize with staff.
- **Team20:** a "shadow board" giving high potential talent a chance to work with our Senior Leadership Team (SLT), which also allows the SLT to benefit from fresh perspectives.

Learning and Development

WhiteWater supports our people in continuous learning and development. Our educational assistance program provides regular full-time employees with a 60% reimbursement of tuition fees of successfully completed courses at a recognized educational institution to a maximum reimbursement of $2,500 per year.

We encourage our people to obtain and maintain professional designations related to their work at WhiteWater, offering reimbursement of the required fees to maintain the professional designation. We also reimburse 100% of the job-specific training taken by staff at the request of WhiteWater.

Understanding that leaders play a critical role in the day-to-day expression of culture, we continue to run the Leadership Foundations Program, providing necessary tools to our front and middle leaders. In addition, we offered a higher-level program called Beyond Foundations for 15 leaders in the business.

COMMUNITY SUPPORT

WhiteWater employees have a long history of supporting our local communities, often with corporate matching. Beyond monetary contributions, we have also donated food, clothing, toys, and other household items to help people in need. In the past three years, major organizations and initiatives we have supported include:

- **Surrey Christmas Bureau:** WhiteWater employees have been contributing for 21 years, helping to build a Toy Mountain so that parents can provide their children with holiday gifts irrespective of their economic circumstances.
- **Wildlife Thrift Store:** WhiteWater employees donated gently used clothing and household items to this store whose proceeds support several local charities, including the Covenant House Vancouver, of which our CEO Geoff Chutter is a former board member.
- **YVR Food Hamper Drive:** In partnership with Quest Outreach Society, this program provides a festive holiday meal for families facing food insecurity.
- **BC Wildfire Emergency Fundraiser:** In response to wildfires that had devasted communities in British Columbia's Okanagan Valley, WhiteWater donated to BC Airlift Emergency Response Operations.
- **Rainbow Refugee:** For many years, WhiteWater employees have donated to the cause of helping persons facing persecution in their home countries due to their sexual orientation to relocate to Canada.
- **Abbotsford Food Bank:** Cash and food items were donated to help the flood victims in 2021.

CHAMPIONING THE ENVIRONMENT

Protecting the Resource WhiteWater Is All About: Water

With so many of our employees living by and playing in our oceans, we are connected to how its health (covering 70% of our plant's surface) impacts our environment for everyone, everywhere. This affinity to water is also implicit, being the basis of how we create fun with our products. It is therefore natural we've focused our environmental support on this life-giving element.

Being a medium-sized company, we feel it is better if we consolidate our corporate giving to have a more concentrated impact. We've selected Ocean Wise as our corporate charity because we relate to their journey and identify with their mission:

"From humble beginnings in Vancouver in 1951, we have grown into a global environmental charity that addresses overfishing, ocean pollution and climate change."

Because our employees want to improve the environments around them, WhiteWater has also supported some other local initiatives over the last few years:

- **Swim Drink Fish:** This is a Canadian charity that raises awareness for water pollution and quality as well as works to clean up, monitor, and test our waters. With their help, WhiteWater employees organized a shoreline clean-up event.
- **Adopt-a-Trail:** An initiative from the City of Richmond, WhiteWater employees have been regularly maintaining the trail along the Fraser River, next to the Head Office, since 2020.

DIVERSITY, EQUITY, INCLUSION, BELONGING (DEIB)

"It is my view that if people feel safe to be themselves, they bring all of themselves to work. That would make us more successful and a happier place overall. Our commitment to DEIB is integral to what we do—driving innovation and creating a culture of respect and collaboration. We believe that fostering an inclusive environment where all voices can be heard and valued is essential."

– Geoff Chutter, CEO

WhiteWater's DEIB Team was formed in 2020 with the aim of advancing an inclusive workplace culture where all employees feel respected, valued, and empowered to contribute their diverse perspectives. Our team is working to promote diversity across dimensions such as race, ethnicity, gender, age, sexual orientation, ability, and religion.

To date, the team has initiated and organized activities such as:

- Unconscious bias training for senior management, with plans for rollout to staff
- Group trainings for the DEIB Team
- Monthly newsletters with a diversity calendar and hearing from diverse voices within the company
- Celebration/Recognition for Lunar New Year, Black History Month, International Women's Day, Pride Month, Orange Shirt Day, Pink Shirt Day
- Holiday announcements from regional offices
- Diversity map on the wall at the Head Office

IDEA Scholarship in Collaboration with IAAPA Foundation

To make an impact in DEIB in the industry—outside WhiteWater—the company initiated the IDEA (inclusion, diversity, equity, and accessibility) Scholarship in collaboration with the IAAPA Foundation. This scholarship enables an industry leader from an underrepresented background to attend the IAAPA Institute for Attractions Executives, a week-long program where participants network and learn about organizational change. This initiative aims to nurture hidden talent by reducing financial constraints and systemic barriers. As well, we believe that the industry can become stronger through working with diverse leaders.

READ THE STORY

Governance

OUR CORE VALUES

At Whitewater, we value and practice the following competencies:

ACCOUNTABILITY
We do what we say.

COLLABORATION
We work well together.

CUSTOMER FOCUS
We know and respond to our customers.

COMMUNICATION
We listen to and understand each other.

AUTHENTICITY
We are honest and trust each other.

RESILIENCE
We deal effectively with pressure, are persistent and optimistic.

FLEXIBILITY & ADAPTABILITY
We are willing and able to respond to changing circumstances.

CORPORATE STRUCTURE

Founded in 1980, now based in Richmond, BC, Canada, WhiteWater began as a water park company and through acquisitions, grew to encompass synergistic ventures that complement and extend our product and service offerings to create a one-stop shop. As a 100% privately owned company, we do not report to any investors or shareholders, and any reinvestment is at the discretion of the family owners.

OPERATIONS

WhiteWater has established operations in:

- Richmond, BC, Canada
- Delta, BC, Canada
- San Diego, CA, USA
- Shanghai, China
- Dubai, UAE
- Munich, Germany
- Mumbai, India

CANADA'S BEST MANAGED COMPANIES

Since 2019, WhiteWater has been proudly designated as one of Canada's Best Managed Companies, achieving Gold Standard since 2022. This prestigious program, facilitated by Deloitte and CIBC, evaluates how a company approaches both challenges and opportunities for sustained growth. The award recognizes the adaptability across all our functions, allowing us to outperform the competition to excel both at home and abroad, thus maintaining global market leadership.

CODE OF CONDUCT

As an explicit expression of our values, we have developed a Code of Conduct, defining our values in practical day-to-day terms so that employees know exactly what is expected. This is important to us as we engage staff in understanding our obligations as a good global citizen to all suppliers, customers, and employees alike. What it means to do business is not exactly the same across the globe, so it is important for WhiteWater to define this as we have projects all over the world. As of September 2024, over 60% of the Company has completed the conflict of interest awareness training and signed off on the Code.

SAFETY

WhiteWater prioritizes safety at all levels, from user safety through the design of our products, to work safety for advisors supervising installations on customer sites. Beyond regulatory compliance, WhiteWater employees also play a crucial part in advancing the overall safety in the attractions industry by participating in independent committees such as ASTM F24 to develop new standards or update existing standards for amusement rides and devices.

Product Safety

Safety starts at the stage gate process during product development and continues through to commissioning and later, support throughout the product lifecycle.

Using our proprietary ride simulation software, we ensure that our slides balance thrills with safe ride operations before manufacturing. At product inception, we perform a thorough risk analysis. As well, we conduct regular reviews on product revisions.

As fiberglass is at the core of many of our attractions, we have a dedicated Composites Manufacturing and Engineering department, with specialists and engineers that work on the design and durability of our products and perform stress tests on the material.

During construction, WhiteWater supervises the installation on site with very experienced site supervisors who have industry expertise to make sure every piece is correctly and safely installed.

Our thorough commissioning process has been developed over decades, with knowledgeable site supervisors and engineering teams carrying out the testing. Dozens and dozens of test runs explore the operational limits to safely operate the slides. This process sets the rider/raft weight limits and water flow rates, validates the ride vehicles if applicable, and specifies the attendant needs for each ride, among an extensive list of items to check, test, and validate during the commissioning process. Upon handover of a product, the client receives a manual detailing proper operations and maintenance (O&M) procedures of that product. Clients are encouraged to contact us for copies of the O&M manuals if they need duplicates.

Depending on the type of product and region, WhiteWater follows the standards set by ASTM, EN, GB, AWS, CWB, CSA, IBC, and NFPA and works with organizations such as TÜV, CSEI, DOSH, and AIMS.

WHITEWATER'S COMMITMENT TO SAFETY

Work Safety

WhiteWater takes the safety and wellbeing of our people—both mental and physical—in our offices, in manufacturing facilities, and on construction sites all over the world, very seriously. Aspects of our work safety include continuous awareness and training and involve:

- **Joint Occupational Safety & Health Committee (JOSH):** Our JOSH Committee includes representatives from various departments and facilities, comprising both management and frontline workers. The committee meets monthly to discuss and oversee workplace safety matters.
- **Site Advisor Health and Safety Committee:** This group comprises WhiteWater's Quality and Safety Manager, Construction Operations Manager, and four regional Team Development Specialists. They meet quarterly to raise awareness for on-site health and safety among all WhiteWater site advisors. The committee is responsible for identifying, tracking, and providing support for related issues or incidents.
- **Mental health and wellbeing:** In addition to physical safety, our company prioritizes the mental wellbeing of our employees, offering access to programs and resources that support mental health.
- **Commitment to safety standards:** We strive to align our safety practices with guidelines set by governing bodies such as WorkSafe BC and OSHA (Occupational Safety and Health Administration), regularly updating our programs to reflect these standards and foster a safe working environment across our operations.

Emergency Protocol

In the event that any major safety incidents should arise on site, we have an established emergency protocol with responsible contact persons and immediate course of action to support our employees, partners, and clients in terms of communications, knowledge, and resources.

Championing Safety in the Industry

WhiteWater has many members on industry safety committees and currently holds four leadership positions in ASTM F24 Committee on Amusement Rides and Devices and its subcommittees: in aquatic play, stationary wave systems, and surf lagoon. Since 2014, WhiteWater has been a proud sponsor of the ASTM F24 twice-annual meetings.

In addition, we hold memberships in organizations that champion safety in the attractions industry, such as IAAPA, WWA, TEA, IAAPI, NEAPPA, BALPPA, AZA, VDFU, and CSEI.

RISK MANAGEMENT

WhiteWater's risk management considers many facets of our business. Led by the Legal & Risk Management team, the following are carefully monitored and managed:

Safety Monitoring

- Product quality
- Product safety for commissioning and beyond
- Site and work safety

Financial Risks

- Insurance coverage and strategy
- Bank guarantees and bonding to support the volume and mix of projects
- Payment terms, form of security for financial assets, and collection strategies
- Contractual risk and transfer of liability that could otherwise weaken the company
- Evolution of international taxation and corporate compliances
- Shipping strategy for our products in highly fluctuating conditions
- Diversification of outsourcing and supply strategy

Business Continuity Risks

- Employee retention strategy and succession plans
- Data management and compliance (including CASL—Canada's Anti-Spam Legislation)
- Solid and evolving IT structure, hardware investment

Cybersecurity Risks

- Monthly software security updates and patching
- Continuous phishing attack identification testing and mandatory training
- Managed cyber service to monitor activities 24 x 7 x 365

BUILDING A SUSTAINABLE BUSINESS FOR NOW AND THE FUTURE

As we approach our 45th year, we are proud to demonstrate our robust approach to managing our business professionally. We have outlined an organized framework to not only mitigate our risks but support our people and the communities we work in, delivering on our promise to improve our environmental impact. We have embraced a continuous improvement approach across our business and include the areas of this report in that constantly evolving process.

We look to a future where we can be proud of not only being one of the safest suppliers in our industry but also leading the way in sustainability and social impact. At WhiteWater, we strive for excellence in all we do and never want the fun we create to be damaging in anyway; we hope this report shows the lengths we go ensure that.

Appendix

bsi.

Certificate of Registration

ENVIRONMENTAL MANAGEMENT SYSTEM - ISO 14001:2015

This is to certify that:

WhiteWater West Industries Ltd
180-6651 Fraserwood Pl
Richmond
British Columbia
V6W 1J3
Canada

Holds Certificate No: **EMS 807419**

and operates an Environmental Management System which complies with the requirements of ISO 14001:2015 for the following scope:

The management of environmental risks associated with Product Development and Design (Water Slides, Interactive Water Play and Water Rides), Marketing, Sales, Manufacturing, Logistics, Installation and Servicing for the amusement parks and attractions industry.

For and on behalf of BSI:

Jessica Patel, Senior Vice President, Assurance Americas

Original Registration Date: 2024-11-04
Latest Revision Date: 2024-11-04

Effective Date: 2024-11-04
Expiry Date: 2027-11-03

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To be read in conjunction with the scope above or the attached appendix.
Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.
A Member of the BSI Group of Companies.

Certificate No: **EMS 807419**

Location	Registered Activities
WhiteWater West Industries Ltd 180-6651 Fraserwood Pl Richmond British Columbia V6W 1J3 Canada	Product Development and Design, Marketing, Sales, Manufacturing, Logistics, Installation and Servicing
Derwent 1488 Derwent Way Delta British Columbia V3M 6H9 Canada	Manufacturing and Logistics

Original Registration Date: 2024-11-04
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WhiteWater's Commitment to Quality, Safety, and the Environment

At WhiteWater, we live by our values. As industry professionals, we put quality, safety and sustainability considerations at the core of everything we do. Embedded in our culture is our united commitment to provide high-quality products and services as we aim for zero defects, zero harm, and zero waste. We believe how we work makes a meaningful difference to the end result: safe, well-operated parks that delight guests and incur a minimal environmental impact.

ZERO DEFECTS, ZERO HARM, AND ZERO WASTE

These three "zero" goals are serious commitments to continually evolve quality, safety, and sustainability and are built into all stages of development and delivery of our products and services, from initial concept through to operation and disposal. This promise requires that all WhiteWater employees and suppliers understand their responsibilities and are empowered to act to protect people, the environment, and our clients' reputation. To do so, we:

- Listen and ask questions to fully understand and document customer requirements and environmental needs;
- Collaborate to create concepts and designs that fulfill those needs and help create thriving and more efficient venues;
- Work with suppliers to ensure mutual benefits and the timely delivery of quality products that meet our standards;
- Provide project and on-site services that help our clients operate successfully and be proud of their choice.

OUR PROMISE

We stand behind our products and are here to support throughout their entire lifecycle, aiming to extend it or advise on end-of-life material management options. The WhiteWater logo is the promise to our clients that they can count on the products or services to be safe, reliable, and conforming to all relevant laws and regulations. We measure and track our performance using the WhiteWater Management System (WMS), which is dedicated to achieving recognized benchmarks that are aligned with ISO 9001, ISO 45001, and ISO 14001 standards. Our consistent measurement and feedback processes ensure that we honour the trust placed in us.

Across our businesses, we systematically strive for zero defects, zero harm, and zero waste by applying our best practice, performance feedback, and continuous improvement approach. At WhiteWater, quality, safety, and sustainability are an organizational commitment as well as a competitive advantage—for us, our suppliers, and our clients.

Geoff Chutter, CEO
WhiteWater West Industries

Paul Chutter, President & CCO
WhiteWater West Industries

Onno Meeter, COO
WhiteWater West Industries

WHITEWATER®
EST. 1980

WhiteWater's Environmental Policy

WhiteWater believes that "Creating Places Where Fun Thrives" requires sustainability to be front of mind. Accordingly, we commit to balancing environmental, social and economic considerations in all we do.

WHITEWATER COMMITS TO:

- Comply with applicable environmental laws and regulations;
- Advance our environmental performance through working to prevent pollution and reduce overall natural resource consumption;
- Consider the effects of climate change in our business strategies, polices and operations;
- Employ continual improvement techniques to reduce negative and enhance positive environmental impacts related to our global activities, products and services;
- Implement environmental objectives and measure progress against these goals;
- Promote awareness of our environmental management system and sustainability initiatives through internal and external communication;
- Engage employees in our sustainability mission, educating and supporting their environmental behaviours;
- Support and encourage suppliers and customers to be environmentally responsible through educational content we share within the industry.

WhiteWater is a water park industry leader and commits to environmental sustainability as a part of our commitment to bring "WOW… that made my day!" to the communities we touch.

Geoff Chutter, CEO
WhiteWater West Industries

Paul Chutter, President
WhiteWater West Industries

Onno Meeter, President, Water Parks
WhiteWater West Industries

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WHITEWATER®

Entertain the Possibilities