

SUSTAINABILITY REPORT 2021

DELIVERING SUSTAINABLE SOLUTIONS FOR IRELAND AND NORTHERN IRELAND



Ecological transformation - that is our purpose.

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MAKING A DIFFERENCE

DELIVERING SUSTAINABLE SOLUTIONS FOR IRELAND AND NORTHERN IRELAND



Veolia contributes to human progress by helping achieve a better and more sustainable future for all. This is only possible when the world's economic, social and environmental issues are addressed together.

DELIVERING SUSTAINABLE SOLUTIONS

Our commitment to being the benchmark company for ecological transformation drives everything we do.



At Veolia we believe our usefulness drives our success and that through our environmental, social and financial actions we can have a positive impact on all our stakeholders.

We can have a greater impact on the planet by preserving natural resources and mitigating pollution; a greater impact on our customers by improving their environmental performance and controlling their carbon footprint; a greater impact on our local communities by creating sustainable jobs; a greater impact on our employees by broadening their skills and creating opportunities for professional development; and a greater impact on our shareholders by increasing their return on investment.

The impact of our actions is measured using a series of indicators introduced by Veolia Group in 2020. This multifaceted performance framework is now a substantive tool for steering our business, ensuring we remain true to our purpose in everything we do.

I firmly believe that a company's success is measured not only by what it achieves in financial terms, but by the value it adds beyond the balance sheet. It is the impact Veolia has on *all* our stakeholders that demonstrates our usefulness and underpins our success.



GAVIN GRAVESON

Senior Executive Vice-President,
Veolia Northern Europe Zone

WE'RE COMMITTED TO

ECOLOGICAL TRANSFORMATION



By resourcing the world through our businesses in water, waste and energy services, Veolia delivers solutions that facilitate access to essential services and natural resources. We know how precious and finite the planet's natural resources are and we're continually looking for ways to conserve, use and recycle them more effectively.

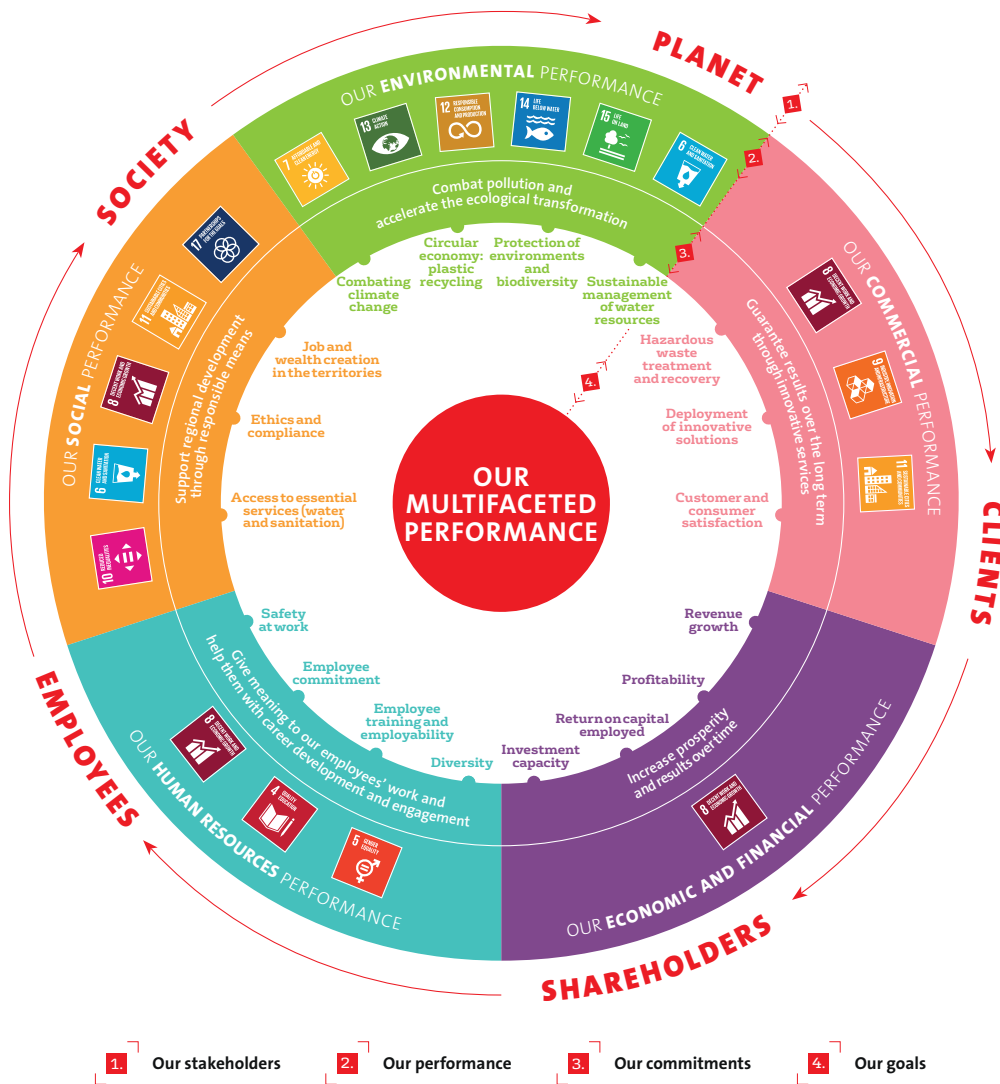
OUR PURPOSE

V eolia's purpose guides us on our journey and is at the heart of our Impact 2023 strategic programme.

In 2021 we ran workshops for the Leadership team to develop our understanding of what Veolia's purpose means in Ireland and it was also the focus of our November Connectors meeting, to which all employees were invited. This helps us to deliver for each of our five stakeholder groups.

A MULTIFACETED APPROACH

V eolia developed the concept of multifaceted performance to ensure we give equal care, attention and resources to economic and financial, commercial, environmental, human resources and social performance.



For each of our five key stakeholders – Employees, Society, Planet, Customers and Shareholders – we have made five clear commitments, all linked to the United Nations' Sustainable Development Goals. 18 performance objectives further outline Veolia's priorities, giving us a clear path to contribute to our goals in our day-to-day work.

Our clarity of purpose and multidimensional approach means we are well placed to deliver the innovations in ecological transformation the world needs.



JOHN ABRAHAM

COO Industrial, Water and Energy UK; Ireland and Nordics

2021 HIGHLIGHTS

<p>JANUARY</p>  <p>Launch of Inclusion Strategy 2021 - 2023</p>	<p>FEBRUARY</p>  <p>1st Virtual Connectors meeting of 2021, for key managers to cascade</p>	<p>MARCH</p>  <p>Spark UK and Ireland virtual internal conference for all employees</p> <hr/> <p>New ambitious Low Carbon Pledge launched with BITC Ireland</p>
<p>APRIL</p>  <p>Virtual Round Table discussion with customers and industry leaders focusing on Total Waste Management</p> <hr/> <p>Launch of Aspire manager development programme for Ireland</p>	<p>MAY</p>  <p>Launch of Business In The Community ('BITC') Ireland Elevate: Inclusive Employer Pledge</p> <hr/> <p>Vyra Sustainability Challenge piloted</p>	<p>JUNE</p>  <p>BITC Northern Ireland Silver Level CORE accreditation retained</p> <hr/> <p>Featured as a case study in BITC Low Carbon Pledge annual report</p>
<p>JULY</p>  <p>Participation in the Institute of Water Northern Ireland Area Young Persons Network webinar on single use plastic</p> <hr/> <p>Shortlisted for Northern Ireland Responsible Company of the Year award</p>	<p>AUGUST</p>  <p>Signed the BITC Northern Ireland Climate Action Pledge</p> <hr/> <p>Inaugural Social Wellbeing Day</p>	<p>SEPTEMBER</p>  <p>Veolia UK and Ireland Our Journey to Net Zero published</p> <hr/> <p>Virtual Round Table discussion with customers and industry leaders focusing on Sustainable Manufacturing in Northern Ireland</p>
<p>OCTOBER</p>  <p>Sustainability Revolution: Sponsors of the virtual event from BITC Ireland</p> <hr/> <p>The Veolia Connect Community Fund supported 15 employee-led projects in local organisations across 10 different counties</p>	<p>NOVEMBER</p>  <p>3rd Virtual Connectors meeting of 2021 - this time open to all employees</p> <hr/> <p>Highest ever participation rate (72%) in our employee engagement survey</p> <hr/> <p>Energy solutions feature in Veolia Group COP 26 Webinar</p>	<p>DECEMBER</p>  <p>Net Promoter Score of +38 in our Customer Satisfaction Survey with the highest recommendation rate ever</p> <hr/> <p>100% customer retention rate in 2021</p>

GIVING MEANING TO OUR EMPLOYEES' WORK AND SUPPORTING THEM WITH CAREER DEVELOPMENT



We cannot achieve our ambitions without having great people in our company. We are committed to supporting all of our employees to be the best they can be. This means ensuring their workplace maintains high standards of safety, and that we protect and enhance everybody's health and wellbeing.



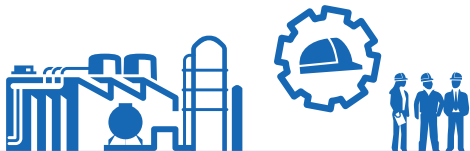
HEALTH & SAFETY

COMMITTED TO TEAM SAFETY



The Veolia Minimum Requirements ('VMR') programme was rolled out during 2021.

Developed in conjunction with our site teams, it saw the creation of minimum standards for all operational sites to both ensure a safer working environment and enable the sharing of best practice. The standards were piloted, reviewed and refined before being implemented across all operations.



BUILDING ON A SOLID FOUNDATION

An annual event, Safety Week 2021 built on the Team Safety campaign of 2020 and the safety commitment boards from 2019.

Videos, case studies and practical tools were made available to managers to help run team exercises throughout the week. A specific programme was delivered for those working in offices or from home to encourage maximum participation in the event.

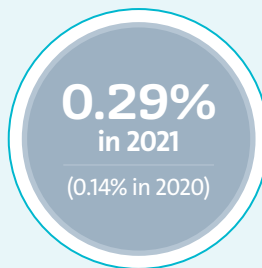


SAFETY STATISTICS

Our LTIFR* was:



WITH COMBINED
DAYS LOST AS % TOTAL
DAYS WORKED OF



Opportunities to prevent
injury were reported in 2021
(1,644 in 2020)

*LTIFR = Lost Time
Injury Frequency Rate.

The Frequency Rate is the number of accidents per one million hours worked that resulted in lost or modified duties.

WELLBEING

RELAUNCHING OUR WELLBEING STRATEGY



In line with our commitment to supporting our employees' wellbeing, we reviewed and relaunched our Wellbeing Strategy, ensuring we had a proactive focus across the five pillars of Wellbeing; Mental Health, Physical Health, Nutrition, Financial Fitness and Social. We also launched an interactive Wellbeing Calendar to give employees access to a range of wellbeing resources.

We felt it was important to encourage our teams to come together after a long period of working under COVID-19 restrictions, so we held our inaugural Social Wellbeing Day in August 2021 across the UK and Ireland.

Working in full alignment with COVID-19 guidelines, groups were able to come together for the first time in a long time.

The COVID-19 pandemic shone a light on the importance of mental health, so we produced a series of interviews where employees shared their experiences and described the strategies that helped them to manage their own mental health.



Ongoing initiatives

Our Employee Assistance Programme gives employees and their families access to a broad range of resources including free confidential counselling and specialist information and advice across a range of topics from relationship issues, bereavement and legal queries through to maintaining a healthy work-life balance.

We also continued to support employees through our **DEDICATED TEAM OF MENTAL HEALTH FIRST AIDERS** in Ireland and Northern Ireland.



DIVERSITY AND INCLUSION

Led by our newly appointed Inclusion Lead for the UK and Ireland, we launched our Inclusion Strategy 2021-2023.

Part of the Future of Work pillar of our four year HR Strategy, it will help guide us on our journey to become a more inclusive place to work.

Inclusion strategy



ATTRACTION & SELECTION



Recognising talent from all backgrounds and selecting and recruiting people in an inclusive way.



AWARENESS & UPSKILLING



Encouraging everyone to take responsibility and help us be more inclusive.



DEVELOPMENT



Making sure that all our people are given chances to progress.



COMMUNICATION



Talking about inclusion openly, so we can share ideas and learn.



CUSTOMERS



Leading the way for inclusive working throughout the whole business and in how we serve customers.

2021 Highlights:

Roll out of unconscious bias training to senior leadership team and people managers

Gender-specific language removed from job descriptions to encourage a wider range of applications

New Diversity & Inclusion hub launched across the UK and Ireland

More than 800 employees across the UK and Ireland signed our Inclusion Pledge

BUILDING AN INCLUSIVE WORKPLACE

As members of the Business in the Community Ireland Leaders' Group on Sustainability Social Inclusion Sub-Group, we co-developed, launched and signed the Elevate: Inclusive Workplace Pledge in May 2021. The pledge was developed to help create a workforce that is representative of all members of Irish society.

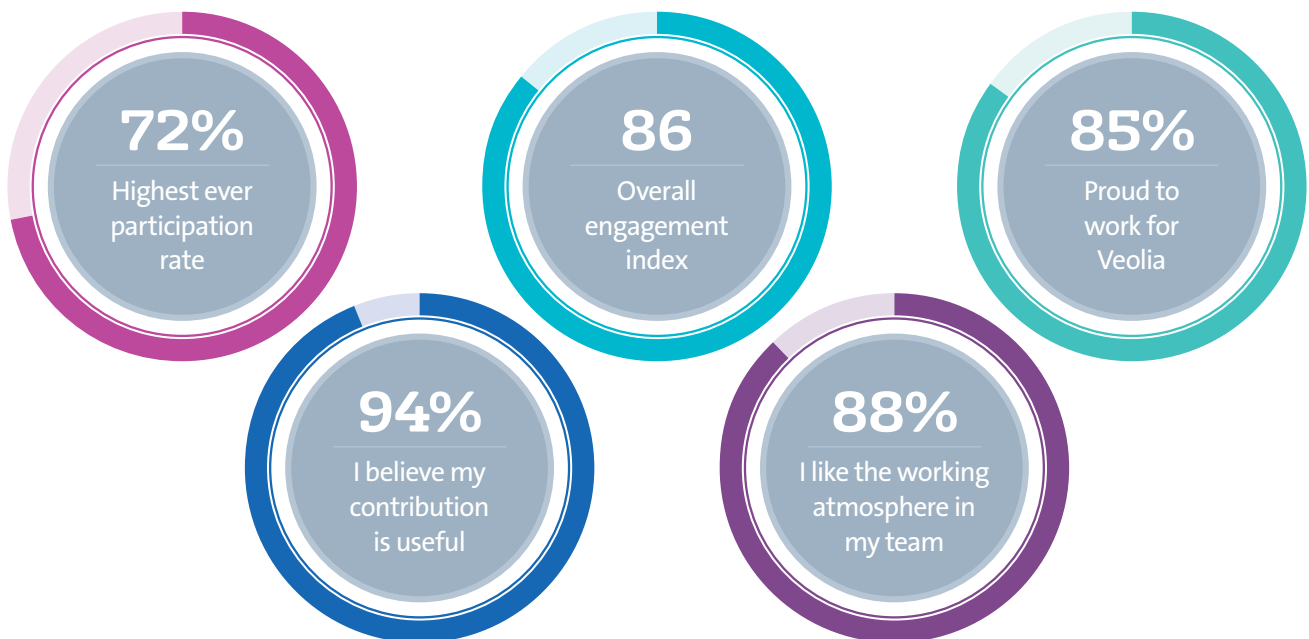
We are represented on the Sub-Group by co-chair Sinéad Patton and committee members Donna Marie Masterson and Aine Murray.

AN ENGAGED WORKFORCE

Our annual “Voice of Resourcers” employee survey is a key tool for measuring employee engagement.

All employees are invited to participate and share their views on working at Veolia.
We use the feedback to constantly improve our employee experience.

2021 Highlights (Ireland and Northern Ireland):



Our dedicated Staff Forum is responsible for ensuring a clear and effective flow of dialogue between senior managers and employees within the Republic of Ireland and our Northern Ireland industrial customers. Six passionate colleagues from across the business, keen to make Veolia a more inclusive and engaging workplace, took up their positions on the forum in 2021 and are already ensuring all employee voices are heard, giving everyone a chance to help shape Veolia's future.

To ensure maximum engagement with our Connectors meetings, in 2021 we adapted their format to enable all employees on the island of Ireland to attend virtually. Over 150 employees joined the November meeting and contributed to the discussions.

We also launched our Knowing the Business virtual series; informal conversations about our services and solutions which are open to all.

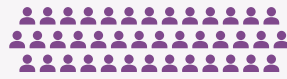
In March 2021, Veolia UK and Ireland held Spark, a fully virtual internal conference open to over 5,000 employees. It blended keynote speakers, panel discussions, Q&A sessions and exhibition stands all hosted on a dedicated platform enabling access for everyone.





TALENT PIPELINE

We continue to grow our team in Ireland through a mix of internal talent development and external recruitment. In 2021 we:



Promoted
40
people to new roles



Facilitated
29
people to gain experience by transferring into new roles



Hired
94
new people externally

DID YOU KNOW

Apprenticeships have always been a part of Veolia's DNA and are integral to broadening the skills of teams across Veolia. At the end of 2021, the Veolia Group was supporting 3,301 employees on work-study programmes.



“The work we have done to create an open and welcoming environment, while supporting our employees to be the very best they can, is fundamental to our success as a business.”



DONNA MARIE MASTERSON

Head of HR, Ireland

LEARNING AND DEVELOPMENT

Developing our people to enhance and raise the level of performance within our workplace is crucial to our sustainable, long-term success.



Our Saba online learning management system is used by employees to record their learning activities. In 2021, Veolia employees recorded over 32,000 hours of Learning and Development, an average of approximately 45 hours per person.



The Aspire Leadership Development Programme was established in 2021 to provide emerging leaders with the skills and behaviours they need to progress to leadership roles and give them experience of real-life strategic projects. The first cohort of 15 future leaders recently completed the 18 month programme.



Individuals recognised as having significant potential talent within Veolia's Senior Leadership Team began a 15 month Leadership Cadre programme in 2021. The programme covers a variety of subjects, incorporates input from expert speakers and includes a 'Harvard style' business school at Birmingham University. Those on the Leadership Cadre, including four people from Ireland, helped shape the Veolia Values and are central to embedding multifaceted performance.



Veolia currently has a number of apprentices working across the Irish business, including in Electrical Instrumentation and Industrial Electrical Engineering. Assessors have also been approved for apprentices in Electrical Instrumentation and Mechanical Automation Maintenance Fitting. Veolia has a strong relationship with a number of 3rd level institutions and employs graduates on an annual basis across the business.

SUPPORTING SOCIETY BY
**CREATING VALUE
FOR THE COMMUNITIES
IN WHICH WE OPERATE**



We are committed to supporting regional development by creating jobs and supporting local economies in the communities in which we operate.



SOCIETY

OPERATING AS A RESPONSIBLE BUSINESS

CORE – the Standard for Responsible Business – is Northern Ireland’s only corporate responsibility accreditation.

In April 2021 Veolia was awarded the Business in the Community Northern Ireland Silver Level CORE accreditation for a further two years. The award demonstrates the positive impact we strive for on our people, the planet and the places we operate in. It also recognises our continued commitment to promoting the benefits of operating responsibly to encourage others to follow.



Awarded the

BUSINESS IN THE COMMUNITY NORTHERN IRELAND SILVER LEVEL CORE ACCREDITATION

CORE
Responsible Business
Silver Level



SUPPORTING LOCAL SUPPLIERS

Across the island of Ireland, Veolia works with approximately 1,000 local suppliers that support both our operations and our customers.

In addition to our important commercial arrangements with local suppliers, we help ensure their compliance with COVID-19 regulations at customer sites and partner with them to enhance their approach to both health and safety and sustainability.



Working with

C. 1,000

LOCAL SUPPLIERS THAT SUPPORT OUR OPERATIONS AND CUSTOMERS.



HELPING THE NEXT GENERATION

Our schools engagement programmes with BITC Ireland and Young Enterprise Northern Ireland was adapted in 2021 to allow it to continue despite the COVID-19 restrictions.

The Skills at Work programme, with Grennan College in Kilkenny and Plunket College in Dublin helped students to prepare for life after education. The Young Enterprise Business Beginnings programme helped students in Euston Street Primary School in Belfast to set up their own businesses. The Time to Count programme helped pupils in St Joseph’s National School in Fermoy improve their numeracy skills.



Helped students

TO PREPARE FOR LIFE AFTER EDUCATION

WITH OUR SCHOOLS ENGAGEMENT PROGRAMMES



HELPING THE COMMUNITIES WE LIVE IN

The Veolia Connect Community Fund allows Veolia employees to apply for funding to support community organisations they are directly involved with. In 2021 we received 39 applications and allocated €15,000 to fund 15 projects across 15 counties.



In addition, our employees directly support numerous organisations, giving their time as part of our volunteering policy. In 2021, employees participated in beach cleans in Co Down and Co Antrim. They volunteered at Cash for Kids Mission Christmas HQ sorting gifts for children living in poverty. They volunteered with Cancer Fund for Children during Childhood Cancer Awareness month getting involved in street collections and visiting the Cancer Fund for Children Daisy Lodge Facility where they worked on a new garden project.

DID YOU KNOW



The Veolia Group independently measures the social value we create. At the end of 2021, the Group's activities support:

169,957
DIRECT
JOBS

AND

1,033,623
INDIRECT JOBS
GLOBALLY



“The communities where we live and operate are key stakeholders for Veolia. Working with local suppliers, engaging with schools and donating time and money to community organisations helps improve these communities. Behaving responsibly benefits everyone.”



**SINÉAD
PATTON**

Chief Financial and Commercial Officer, Ireland and Regional Director, Northern Ireland

COMBATING POLLUTION AND ACCELERATING

ECOLOGICAL TRANSFORMATION AS WE MOVE TOWARDS NET ZERO



In providing water, waste and energy management services in local communities across the island of Ireland, we are well placed to combat pollution and accelerate ecological transformation.



NET ZERO

OUR COMMITMENT TO ACHIEVING NET ZERO







We are committed to achieving Net Zero by 2050 at the latest, a target that is underpinned by our global vision of Ecological Transformation across the Veolia Group.

Our Journey to Net Zero published in 2021 details a wide-ranging programme of measures to decarbonise services essential to everyday life – including waste, water and energy – and will guide us to meeting our target.

It includes ways to reduce emissions from our own operations (across both our Scope 1 and 2 emissions) and continues with our progress to reduce Scope 3 emissions along our supply chain.

Our customers and partners play a key role in our journey towards Net Zero so we are working with them to drive innovation and new market opportunities to achieve our collective goals.

Our strategy comprises six commitments to:

-  Reduce our operational emissions
-  Reduce our process emissions
-  Capture and offset our remaining greenhouse gas emissions
-  Work in partnership to reduce the emissions we do not have control over
-  Continue to improve the quality of our carbon reporting
-  Continue to develop low and zero carbon solutions for our customers

As part of this commitment, we signed up to the new Business in the Community Ireland Low Carbon Pledge which calls on all Irish businesses to set science-based emission reduction targets by 2024. The Veolia Group is fully committed to this important objective, and has signed up to the Science Based Targets Initiative. Cormac Nevin represents Veolia on the Sub-Group. We also featured as a case study in the 2021 annual report thanks to our circular approach throughout our service offering.

In Northern Ireland in August 2021, Veolia signed the BITC Northern Ireland Climate Action Pledge, a public commitment to achieving an ambitious target of reducing our Scope 1 and Scope 2 greenhouse gas (GHG) emissions by 30% by 2030.

BIODIVERSITY



In 2021, Veolia in Ireland and Northern Ireland submitted our first report to the All-Ireland Pollinator Plan.

Also during the year, two sites on the island of Ireland were selected to be part of Veolia's global biodiversity action plan and site specific ecological management plans are being developed to maximise their biodiversity potential.



RAISING AWARENESS AND PROMOTING DISCUSSION



Veoлия's webinar on **Decarbonisation and the Future of Energy (one of three webinars organised to coincide with COP26) highlighted innovative solutions proven to generate carbon savings, on an industrial scale, in any sector. Our Energy Performance Contract with the Mater Hospital in Dublin was one of those solutions.**

Veolia partnered with Business in the Community Ireland to sponsor their virtual series, The Sustainability Revolution, in October 2021. This virtual series of thought-provoking conversations around what a new

contract between business and society could look like, discussed the role of business and its impact on the climate crisis and social inequality.

At the Successful Sustainability event organised by Northern Ireland Chamber of Commerce, Veolia's Donald Walker shared our experiences in helping companies in Northern Ireland on the journey to Net Zero.

Veolia's Cormac Nevin participated in a webinar reflecting on the COP26 summit organised by the France Ireland Chamber of Commerce Climate Response Working Group -

La Vie en Vert, while Veolia's Áine Murray is Deputy Chair of the group.

Our in-house Sustainability Sessions series was launched in 2021, focussing on actions we in Veolia could take ourselves, in our communities and with our customers to reduce our impact on the environment.

15 Veolia employees were involved in piloting the Vyra Sustainability Challenge which involved a variety of activities including sustainable living and education and challenged participants to reduce their impact on the environment.



Over two weeks our pilot team completed
**102 CHALLENGES AND
SAVED 950.6KG OF CARBON**

The equivalent of 15 flights
from Dublin to London.



WASTE RECYCLING AND REUSE IN 2021



Total waste managed

78,344 TONNES

(96,817 in 2020)



Waste recovered

59,843 TONNES

(60,819 in 2020)



Waste disposed

18,501 TONNES

(35,998 in 2020)



Sanitary landfill

15,703 TONNES

(19,168 in 2020)

76% RECOVERY RATE, UP FROM **63%** IN 2020

DID YOU KNOW

In the Vendée region in France, Veolia is working with Vendée Eau to reproduce the natural water cycle in a planned and supervised manner.

Water is recovered from the wastewater treatment plant, refined and discharged into a vegetated area to return to its natural state. From there, it rejoins the river and flows slowly through the Jaunay reservoir. The water ends its journey in the local drinking water production plant, where it is made available for consumption.



“As the champion of Ecological Transformation, Veolia is ideally positioned to help our customers and communities meet the major environmental challenges ahead.

A combination of innovative solutions and dedicated teams to implement them will ensure our success.”



DECLAN WHITE

Regional Director -
Water and Hazardous Waste

ACHIEVING LONG-TERM

RESULTS THROUGH INNOVATIVE SOLUTIONS



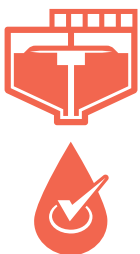
We are committed to listening to, understanding and acting on the needs of our customers. This is what drives us to be creative, passionate and innovative in finding solutions to help our customers increase resource efficiency and financial surety in water, waste and energy, and to meet their net-zero goals.



SUPPLYING RESILIENT DRINKING WATER INFRASTRUCTURE BY UPGRADING VARTRY WATER TREATMENT PLANT

The new state-of-the-art water treatment plant in Vartry, Co. Wicklow was officially opened in December 2021.

The plant, which replaces the Vartry Water Supply Scheme, will facilitate the removal of the old plant from the Environmental Protection Agency's (EPA) Remedial Action List (RAL) and secure the water supply for over 200,000 people in the highly populated North Wicklow and South Dublin area for many decades.



Securing the water supply for over
200,000

PEOPLE IN THE HIGHLY POPULATED NORTH WICKLOW AND SOUTH DUBLIN AREA FOR MANY DECADES.

DELIVERING CARBON SAVINGS FOR ST JAMES'S HOSPITAL, DUBLIN



Throughout 2021 we continued with the construction phase of our Energy Performance Contract (EPC) with St James's Hospital in Dublin in partnership with the Carbon and Energy Fund Ireland (CEFI).

The 20-year contract will deliver €26 million in guaranteed energy and operational savings. The hospital's carbon footprint will be reduced by approximately 118,300 tonnes, cutting electrical consumption by 26% per annum. The new energy efficient equipment will also reduce dependency on the national electrical grid and puts the hospital in prime position to reach its 2030 climate targets.



Reducing St. James's Hospital carbon footprint by approximately

118,000 TONNES
PER ANNUM

CREATING IRELAND'S FIRST ENERGY SELF-SUFFICIENT SLUDGE TREATMENT FACILITY IN OSBERSTOWN, CO. KILDARE

In 2021 we completed the construction phase of the upgrade to the Osberstown Sludge Treatment Facility for Irish Water and Kildare County Council.

The upgrade uses advanced anaerobic digestion and thermal hydrolysis, along with other innovative technologies, to deliver an energy self-sufficient plant.



The new facility will save
8,500 TONNES
OF CO₂ AND 35 GWH OF ENERGY
consumption every year.



REDUCING CARBON EMISSIONS BY CONVERTING FROM HEAVY FUEL OIL TO NATURAL GAS

We are working with a major food processing company on their journey to a low carbon future. As a first step, we are managing the conversion of their boilers from Heavy Fuel Oil to natural gas.

Our energy technical team, in conjunction with our on-site Utilities Management team, will replace one boiler and upgrade a second one which will save over 2,000 tonnes of CO₂ annually through fuel carbon content and system efficiency savings.



Saving over
**2,000
TONNES**
OF CO₂ ANNUALLY

Through new and upgraded boilers

INCREASING RECYCLING AND REUSE TO SUPPORT PRODUCTION GROWTH



Improving recycling and reuse rate through Total Waste Management.

We successfully renewed our Total Waste Management contract with one of the world's largest pharmaceutical companies. Following five years of increasing recycling and reuse, supporting production growth and helping improve environmental performance, we were offered a new contract to continue to supply Total Waste Management services.



MODERNISING AND UPGRADING ASSETS TO IMPROVE RELIABILITY AND RESILIENCE



Over the course of a long term contract, assets and utilities will, naturally, need to be upgraded.

In conjunction with a major utilities customer, we planned and began the implementation of a £12m investment across six sites. When complete, this project will ensure reliable, efficient equipment which will reduce our customer's operational costs and carbon footprint. It will also facilitate energy generation from surplus steam for consumption on-site.



DELIVERING IMPROVED COMPLIANCE WITH INDUSTRIAL WASTEWATER TREATMENT STANDARDS



With the implementation of the Best Available Technologies directive across different sectors including the food and beverage sector, we assembled a working group to help industrial customers meet the challenges that increased compliance will bring. The group is working to co-develop solutions appropriate to the scale of the customer's current and future production, while guaranteeing regulatory compliance.

SUPPORTING LOCAL COMMUNITIES THROUGH THE IRISH WATER EARLY CONTRACTOR INVOLVEMENT PROGRAMME



Throughout 2021 we worked with Irish Water and local authorities across the counties of Louth, Westmeath, Longford and Donegal to improve water and wastewater treatment plants. Circa 20,000 people will benefit from this work.

CUSTOMER SATISFACTION SURVEY

Customer Satisfaction score:

73%



Net Promoter Score (NPS):

+38



DID YOU KNOW



We already have ten years' experience dismantling and recycling lithium-ion batteries using a process that recovers up to 95% of the metals in the cathode at our facility in France and we are expanding this to other countries.



“Delivering for our customers is what we do every day. Across the island of Ireland our on-site teams work with our technical experts and our office based staff to provide top quality services. Our Net Promoter Score (NPS), combined with our contract renewal successes, shows that we are trusted by our customers to deliver for them.”



FERGUS ELEBERT

Regional Director -
Energy and Facilities Management

CONNECTING PROFIT AND PURPOSE TO IMPROVE
**COMMERCIAL PROSPERITY
AND RESULTS**



We know that today's long-term investors are no longer satisfied with financial return alone. They want us to create real social value, factoring in climate risk and finding ways to develop and grow sustainably.



MAKING IT EASY TO RAISE CONCERNS

Ethics is a cornerstone of Veolia's approach to running its business and services. Our Ethics Guide is in place to explain to employees and other stakeholders what ethics and compliance mean to Veolia.

To complement this, our whistleblowing system enables anybody working within our company to raise concerns related to a breach in our ethics. Staff can now directly and confidentially refer the matter to the Veolia Ethics Committee via a single link on a secure digital platform.



A GROWING NUMBER OF EMPLOYEE SHAREHOLDERS

All employees on the island of Ireland were offered the opportunity to become shareholders in the Veolia Group through the Sequoia employee share scheme which was launched in September 2021.



More than **22.5%** of our employees are now shareholders.



RECOGNISED FOR OUR APPROACH TO SUSTAINABLE DEVELOPMENT

The Veolia Group was ranked second in the Dow Jones Sustainability Indices (DJSI) for the Multi and Water Utilities industry. It's the fifth consecutive year we've been selected for the DJSI which distinguishes the best performing companies in terms of sustainable development.

WE RECEIVED A SCORE OF

82/100

based on an analysis of

28 ENVIRONMENTAL, SOCIAL AND GOVERNANCE THEMES.

The DJSI selects companies in 61 sectors, analysing more than 1,000 indicators, and only

10%

OF THE WORLD'S LARGEST COMPANIES ARE SELECTED IN EACH SECTOR FOR THE WORLD INDEX

AND 20% FOR THE EUROPE INDEX.



LOCAL INVESTMENT TO FURTHER IMPROVE WASTE MANAGEMENT

We continue to invest in our hazardous waste management facility in Fermoy to increase our capacity to manage customers' waste, and in our offices to improve our working environment.

Throughout 2021 we continued to invest in our Hazardous Waste Facility and Transfer Station in Fermoy, Co. Cork.

We expanded our fleet of vehicles to include 4 new 40ft Tautliners. This will allow for more efficient collections from client sites, expanded collection capacity and a more flexible service for our customers. An EV van was also added for use by our on-site teams on one of our Total Waste Management contracts.

We also invested in solutions which allow us to wash and recycle plastic drums of all sizes as well as glass bottles and IBC containers. This saves on waste and reduces costs for our customers.

As part of this, we invested in water recycling equipment for the washing machinery. This helps us to save on water use and reduces the volume of water being sent for treatment.

In addition, we changed our outdoor lighting to LED and upgraded our air compressor to a new variable speed compressor which is more energy efficient.



DID YOU KNOW

Globally,

61,139 OF
150,690

ELIGIBLE EMPLOYEES
CHOSE TO SUBSCRIBE
TO VEOLIA'S EMPLOYEE
SHARE SCHEME.

This represents an
unprecedented
participation rate of

40.58%



Resourcing the world

Veolia
Suite 18, Plaza 256
Blanchardstown Corporate Park 2
Blanchardstown
Dublin 15
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