



Veolia and the Australian Packaging Covenant

A Partnership for Sustainable Packaging Initiatives

ACTION PLAN 2017-2020

Managing Director Endorsement

As Veolia Australia and New Zealand's Managing Director, I am pleased to present our new Action Plan 2017-2020 to support the Australian Packaging Covenant's sustainable packaging initiatives.

Sustainability is core to Veolia's business as the largest global provider of high quality environmental infrastructure including consistent water supply, recycling of waste materials and sustainable energy management. These environmental services underpin Australia and New Zealand's future economic growth and prosperity. At Veolia our people are committed to ensuring that the highest quality services are delivered in the most efficient manner so that our needs can be met today without compromising our future.

Our waste business collects, sorts, recycles, recovers energy, treats and disposes of waste.

Therefore we play a critical role in the lifecycle of packaging, from providing recycled materials as inputs and as an end of life service provider in the packaging chain. We acknowledge that our core business does not design or produce products that require packaging however, we understand the key role that we have in influencing, supporting and providing recycling options to our business partners that do.



*Doug Dean (AM)
Managing Director
Veolia Australian and New Zealand*

Veolia is focussed on finding solutions and is conducting research and development into innovative waste solutions. Take for example, our Mechanical Biological Treatment facility at our Woodlawn Eco-Precinct that can sort putrescible waste and is expected to divert up to 60% of waste (including packaging) away from landfill.

We also encourage our people to recycle and 'walk the talk' in their everyday activities as we believe this enhances the strong integrity of our people and our business. Veolia has Green Teams that are run by passionate employees that promote internal sustainability initiatives across the business.

We are proud of our accomplishments under our 2010-2016 Action Plan but recognise that there is always room for improvement. In 2017 and beyond we will continue to seek out sustainable packaging opportunities within the structure of this new Action Plan 2017-2020.

Sincerely,

A handwritten signature in blue ink, appearing to be 'Doug Dean', written in a cursive style.



**Veolia's Global
Vision:**
*Resourcing the
World*

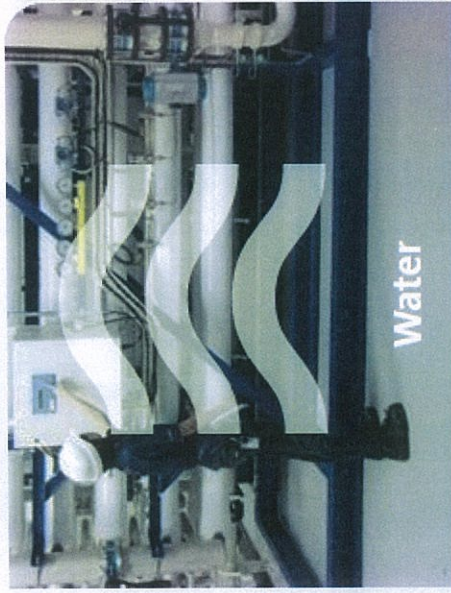
**Veolia's
Mission:**
*Preserve,
replenish and
improve access to
resources*

About Veolia

Veolia is a global leader in the management of water, waste and energy. Headquartered in Paris, Veolia was founded on 14 December 1853. Today, the business employs 174,000 people across ten global zones.

Veolia has established Centres of Excellence, which bring together experts from across its global network to innovate. These experts share concepts, implementation strategies and successful outcomes on specific projects and or business functions. For example, the Solid Waste Centre of Excellence aims to identify key actions to address customers challenges around sorting, recycling and trading waste.

In 2015, Veolia's global business achieved:



Water

- 100 million people supplied with drinking water
- 63 million people connected to wastewater systems
 - 4,245 drinking water production plants managed
 - 3,303 wastewater treatment plants managed



Energy

- 779 district and local heating and cooling networks
- 53 million MWh produced
- 3.4 million multi-family housing units managed
- 2,027 industrial facilities managed



Waste

- Collection services for more than 39 million people on behalf of local authorities
 - 553,500 business customers
 - 42.9 million metric tons of waste treated
 - 601 treatment plants operated

Veolia is committed to working with its customers and the APC to improve Australia's recycling rates

Veolia Australia and New Zealand

Veolia Australia and New Zealand (Veolia ANZ) is the region's only environmental solutions organisation with specific capabilities across water and wastewater treatment, energy management, waste and resource recovery services, as well as refractory management, industrial cleaning and facilities maintenance services.

Veolia has made a significant investment in building an unparalleled environmental services company in Australia and New Zealand. The company has over 4,000 skilled employees in its three divisions of energy, water and waste services, generating an annual revenue of A\$1.38 billion (2015).

The Australian Packaging Covenant (APC) reported that Australia's overall recycling rate for post-consumer packaging was 61.3% (2015) and Veolia is committed to improving this.

Global expertise, local know how

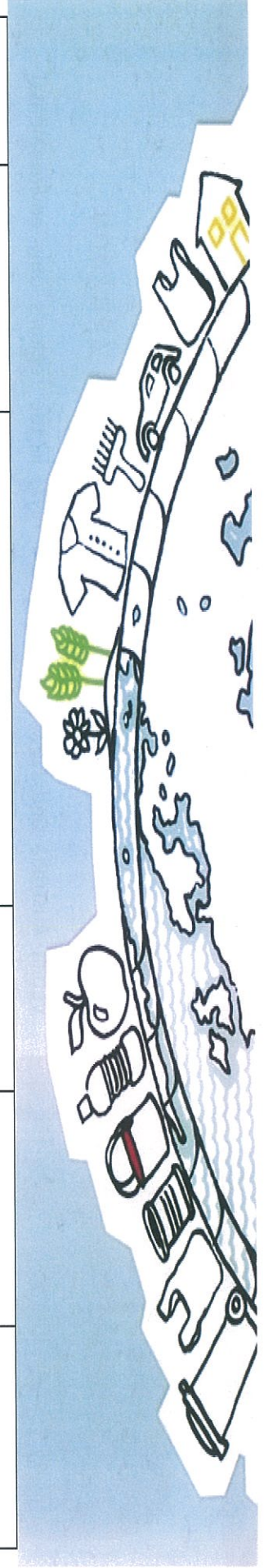
Veolia has a 40-year history in Australia and New Zealand. The Company's extensive local knowledge, teamed with global expertise, ensures we have an intimate understanding of the issues faced by heavy, commercial and municipal industrial sectors.



A decade of differentiating success
 Veolia's expertise and contribution
 has been recognised through the
 receipt of the abovementioned awards

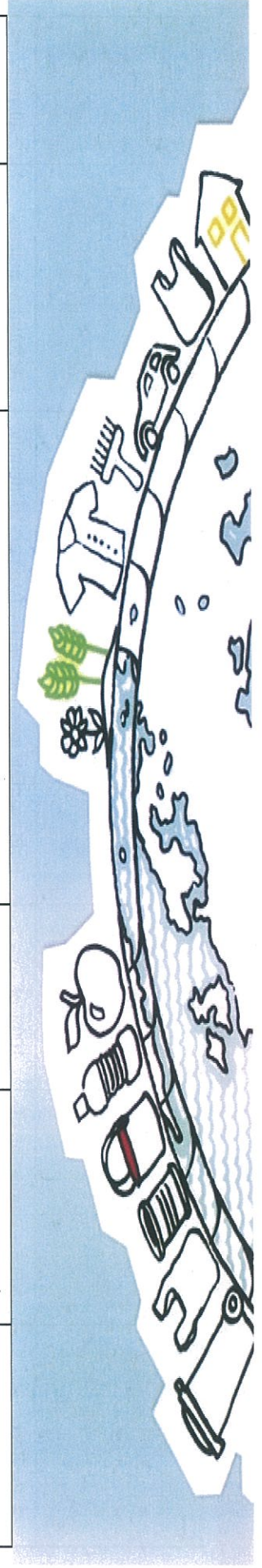
Veolia's Action Plan 2017-2020

APC			Veolia		
Performance Goal	Performance KPIs	APC Targets	Actions and Targets	Responsible	When
<p>1. Design - optimise packaging to achieve resource efficiency and reduce environmental impact</p>	<p>KPI 1 – Proportion of signatories in the supply chain implementing the SPG for design or procurement of packaging</p>	<p>100% of signatories in the supply chain by 2020</p>	<p>Promote the APC principles through annual references to the APC on Veolia ANZ's website, customers communications or the Company's monthly newsletters</p> <p>Partner with Veolia Australia's customers on how to improve the recycling of their packaging through monthly meetings. This will be achieved through providing educational material, reporting and events</p> <p>Continue to review the sustainable procurement policy annually and ensure that it is used effectively</p>	<p>Corporate Communications</p> <p>Account Managers Reporting</p> <p>Corporate Sustainability Procurement</p>	<p>2018</p> <p>All years</p> <p>All years</p>



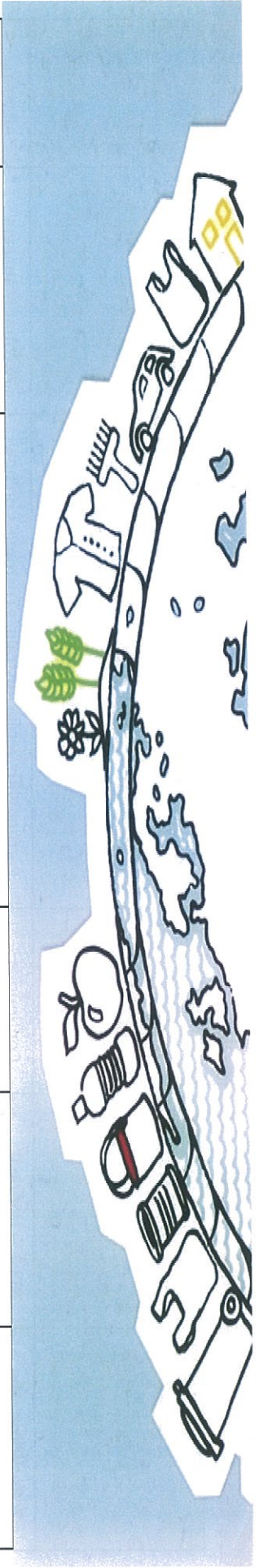
Veolia's Action Plan 2017-2020 (continued)

APC		Veolia			
Performance Goal	Performance KPIs	APC Targets	Actions and Targets	Responsible	When
2. Recycling - the efficient collection and recycling of packaging	KPI 2 – National Recycling rate for packaging	Continuous improvement in the recycling rate	Partner with Veolia Australia's customers on how to improve the recycling of their packaging through monthly meetings. This will be achieved through providing educational material, reporting and events	Account Managers Reporting	All years
	KPI 3 – Proportion of signatories with on-site recovery systems for recycling used packaging			Corporate Sustainability	2017
	KPI 4 – Proportion of signatories with a policy to buy products made from recycled packaging. All APC signatories will have a formal, documented policy of buying recycled products or materials			Strategy Operations	2017
				Corporate Sustainability Procurement	All years
			Review current purchases and identify areas where products with recycled content could be used	Procurement	2018



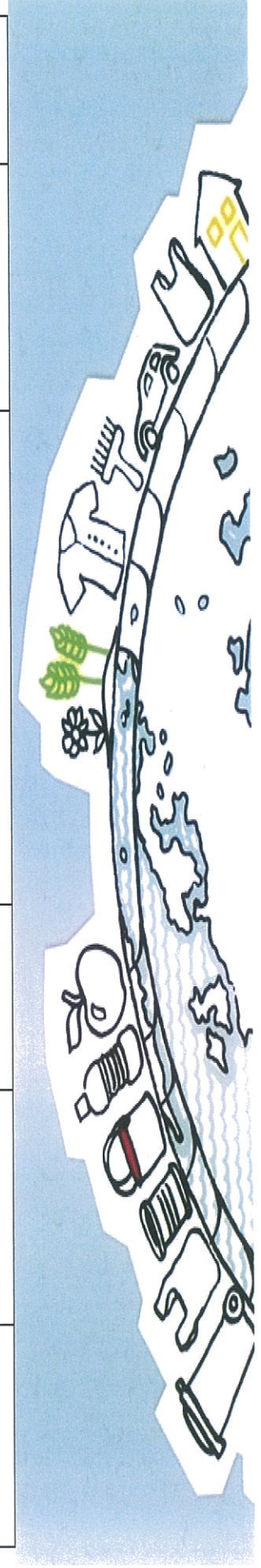
Veolia's Action Plan 2017-2020 (continued)

APC		Veolia			
Performance Goal	Performance KPIs	APC Targets	Actions and Targets	Responsible	When
3. Product Stewardship - demonstrated commitment to product stewardship	KPI 6 – Proportion of signatories that have formal processes for working with others to improve design and recycling of packaging	100% of signatories by 2020	Hold monthly meetings with customers to identify opportunities to improve their recycling rates. This can be achieved through improved monitoring and reporting of our customers waste data i.e. timely waste data, recycling rates and diversion rates. Utilise reporting to show our customers their actual performance and to provide evidence-based solutions to improve recycling. Provide our customers recycling collections and facilities.	Account Managers	All years Improve reporting in 2017
	KPI 7 – Proportion of signatories demonstrating other product stewardship outcomes				
			Maintain ISO 14001 recertification over Veolia Australia's environmental management system. Recertification occurs every two years.	SHEQ	2017 and 2019
			Participate in at least three community and industry waste events to promote recycling	All business units	All years
			Continue to invest and develop innovative recovery solutions to support the recycling of used packaging	Strategy Operations	2017



Veolia's Action Plan 2017-2020 (continued)

APC		Veolia			
Performance Goal	Performance KPIs	APC Targets	Actions and Targets	Responsible	When
<p>3. Product Stewardship - demonstrated commitment to product stewardship</p>	<p>KPI 8 – Reduction in the number of packaging items in litter</p>	<p>Continuous reduction in the number of packaging items in litter</p>	<p>Promote and participate in clean-up initiatives such as National Clean-up day and local events</p>	<p>Corporate Sustainability</p>	<p>All years</p>





Achieve Sustainability
with Veolia.

Contact us!



Stephanie Charles
Sustainability Manager
Phone: (02) 8572 0400
stephanie.charles@veolia.com