



VEOLIA AUSTRALIA & NEW ZEALAND

ESG REPORT

2023 - 2024

Going further to
Green Up
together



Acknowledgement of Country

Veolia acknowledges the Traditional Custodians of Country throughout Australia and their continuing connection to land, waters, and community. We pay our respects to them and their cultures and to their elders past, present, and emerging.

Image: Karijini National Park

Ahi Kā

Rights to land by occupation through Whakapapa (genealogy)

Veolia recognises Māori people as the Tangata Whenua o Aotearoa (people of the land of New Zealand).

We recognise and support in particular these values important to Māori:

Aroha

Love, respect, compassion, and care

Kaitiakitanga

Stewardship, conservation and care for the environment

Whakamana Tangata

People and cultures are deserving of dignity, respect and fair treatment Whakakotahitanga – respect individual differences while seeking inclusion and unity

Whānau

Family relationships and connections

Wairua

The spiritual dimension to life

Manaakitanga

Generous giving, hospitality and care

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**“We are more tuned in,
switched on, and ready to
scale up than ever before..”**

RICHARD KIRKMAN
CEO & MD - Veolia Australia & New Zealand

Statement of Use: Disclosures in Veolia’s 2023/2024 Environmental, Social, and Governance Report have been made in reference to the GRI content index. GRI 1: Foundation 2021. This report provides a summary of our performance highlights over 2023/2024 and includes entities under the brand Veolia Australia and New Zealand. Our previous report pertained to the period 2022/2023. Veolia is committed to transparency and welcomes feedback - please contact anz.sustainability@veolia.com



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CHAPTER ONE



A MESSAGE FROM OUR CEO



“Veolia’s purpose is Ecological Transformation, and that means ensuring our industrial, municipal, and commercial customers can depollute, decarbonise, and realise a circular economy for materials, water, and energy.”

In Australia, now with a wider team and geography post-SUEZ merger, we are championing Ecological Transformation with improved stakeholder engagement, a path to Net Zero, and strong commercial growth, with an 8% growth in revenue in 2023 compared to 2022. This means we are more tuned in, switched on, and ready to scale up than ever before. When Veolia grows, more depollution, more regeneration, and more decarbonisation is made possible for our planet.

Every day, our 6,500 employees across Australia and New Zealand are working to support our customers achieve their sustainability goals. We are doing this by helping them adapt and mitigate against pollution, treat contamination, hazardous waste, and water, and by producing clean energy, water, and materials, all of which contribute to a sustainable economy for regional and city dwellers.

Digital transformation has been a major focus in 2023, positioning us well to unlock the value of artificial intelligence. We will make it easier for our people to service our customers, in turn creating a better user experience for everyone. Our Hubgrade digital platforms and solutions are helping our customers measure their impact. They are asking us to help keep them accountable and make sure they can track their progress, and we'll continue to make this happen.

As an organisation - particularly one that marked its 170th year of bringing innovative solutions to global challenges in 2023 - our focus remains being driven by the right technical solution, the appropriate commercial model, and realising new opportunities, which is also driving government conversations about the infrastructure we need to better depollute, recycle, and recover our precious natural resources.

You will see and hear more about how we need more anaerobic digestion (of food waste) and energy recovery facilities (producing green energy) to hit Australia's 80% landfill diversion targets. We know the solutions are available as we operate them across the world, and are actively copying and adapting them to the Australian needs. Veolia has the global expertise to confidently speak to regulators and to the government about the needs and policies required to make this infrastructure work effectively for all Australians.

We must also practise what we preach. We are investing significantly in resource recovery infrastructure to help divert waste away from landfills, capture more landfill gas, and produce more renewable energy. This includes continued investment in Energy from Waste (EfW) projects with ongoing public and regulatory consultation for our proposed Woodlawn Advanced Energy Recovery Centre, the

re-opening of EarthPower in Sydney, progress at the EfW facility in Maryvale, Victoria, and the opening of two facilities in Western Australia that Veolia will operate. We are pushing to develop some 600MW of new renewable energy by 2027.

Looking toward 2024, we've launched our ambitious 3-year strategic plan GreenUp which is about three things: decarbonising, depolluting, and regenerating. Locally, our projects fall under three focus areas: *Great Place to Work*, *Innovating for our Customers*, and *Getting to Net Zero*. 2024 will also see us celebrate ten years of formalising our Reconciliation Action Plan, levelling up for indigenous peoples.

I'm very excited to be focussed on making this happen. I hope you enjoy our ESG Report for 2023-2024, highlighting some of our key plans and stories as we work to make Australia and New Zealand a more sustainable business for our customers, community, and people.

Richard Kirkman
CEO & MD
Veolia Australia & New Zealand



CHAPTER TWO



OUR 2023 PERFORMANCE HIGHLIGHTS

OUR CUSTOMERS



2023 marked
170 YEARS
of Veolia service to the environment
and our customers with our waste, water,
and energy solutions around the world.



Customer satisfaction increased by
3%
according to our annual
'Voice of Customer' survey.



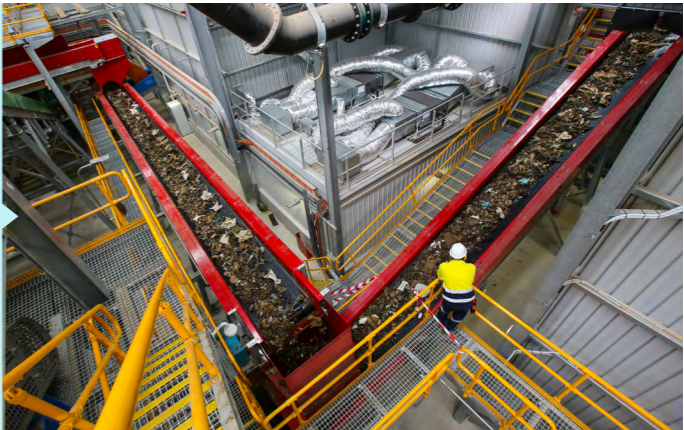
Construction continued on Australia's first
2
Energy from Waste facilities
in Western Australia.

EarthPower
Upgraded anaerobic digestion facility,
set to re-open in Q2 2024.

Continued digitalisation
of our Environmental Services will enable
greater customer service agility and
improved customer experience.

**Through our digitised *Procurement
to Pay* system**
our suppliers will experience an
automated vendor transaction process.

**Environmental Impact Statement
(EIS) submitted**
for the proposed Advanced Energy Recovery
Facility in Woodlawn NSW, and progress
continues with the Maryvale Energy from
Waste facility in Victoria.





OUR PEOPLE



Learning and development

32.6 HOURS
on average of training per employee



Women in leadership

31%
(vs 27% in 2022)



Indigenous employment

3.16%
(vs 2.57% 2022)

Shareholders

Employees represent 7.5% of the Company's global total capital, making them Veolia's largest shareholder

Employee Engagement

89% in our 2023 annual 'Voice of Resources' employee survey

Employee retention

Almost 300 Veolia employees have over 20 years length of service



Renewed focus
on a Maori-connected New Zealand business with launch of 'Our People our Wai' campaign

AlwaysSafe culture

LTIFR (Lost Time Injury Frequency Rate) fell to 1.12 (vs 2.36 in 2022), SIFR (Serious Injury Frequency Rate) fell to 8.50 (vs 11.31 in 2022).



GOOD PEOPLE AND A CAREER THAT MAKES A DIFFERENCE



OUR ENVIRONMENT



We completed
92%
of biodiversity actions
across significant sites.



We had
13 PROJECTS
participating in the Australian Carbon Credits
Units Scheme, generating approximately **1,187,675**
Australia Carbon Credit units (2023/2024).



We produced
136,706 MWh
from solar, hydroelectricity, and methane
based energy generation.

Scope 3 emissions
Second year of estimating Scope 3 emissions,
407,866t CO₂ eq (CY 2023).

Avoided GHG emissions
Approx. 407,000t CO₂ eq of avoided GHG
emissions predominantly from recycling
and energy generation.

WASTE AND WATER

220,857,000m³ Volume of drinking water produced	4,501,000t Non hazardous waste treated
138,415,000m³ Volume of wastewater treated	448,000t Hazardous waste treated
	293,000t Of recovered waste

GHG EMISSIONS

1,395,081t CO₂ eq
(FY 2023) - Scopes 1 and 2 (vs 1,721,647 t CO₂ eq in FY 2022)

OUR COMMUNITY









The Veolia Mulwaree Trust
distributed more than \$901,000 in 2023 toward 173 local community
projects, and academic and arts scholarships in the seven local
government areas it supports in Southern NSW.



Our 4th Reconciliation Action Plan (Stretch)
Continues with over \$17m Indigenous spend in 2023 (target \$7m)

We celebrated and supported Indigenous servicemen and women in the “**Serving Country**” exhibition in Sydney





Launched ‘**Our People Our Wai**’ campaign in New Zealand, highlighting the passion and commitment of our local New Zealand employees to both our customers and our purpose of Ecological Transformation



VEOLIA ANZ IS:

 **6,500**
EMPLOYEES

2 
COUNTRIES

More than **330** locations



in **wastewater, water treatment, and resource recovery** operations.

5 BUSINESS LINES

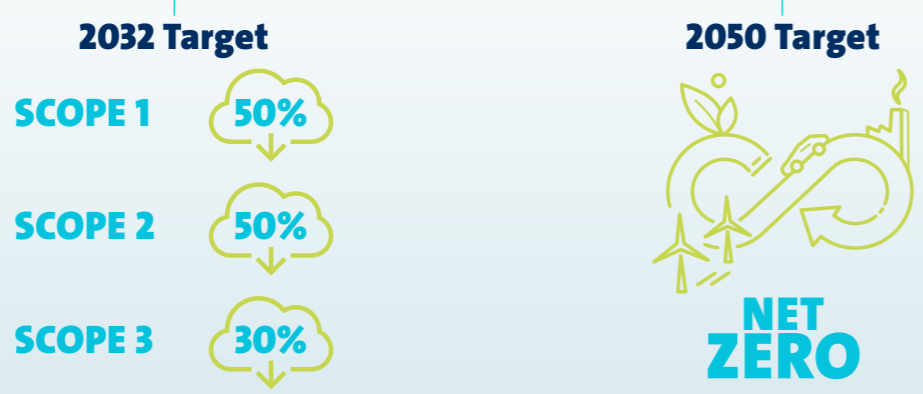


in **Resource Recovery, Environmental Services, Water, Industrials & Energy, and New Zealand.**

OVER
9,000
SUPPLIERS 

 **3.2 BILLION**
REVENUE
BUSINESS

ON TRACK TO MEET ITS CARBON AMBITION OF:



Socio-economic footprint¹ of Veolia activities:

i.e. the social impact beyond Veolia ANZ's products and services (which addresses SDG 8.1, 8.2, 9.2)



20,026 jobs
supported
(FTE)



\$4,068M (GDP)
(2,453M Euros)
of wealth created

1 - Utopies study on Veolia's social-economic footprint in the world, January 2024.





AWARDS & NOMINATIONS



WINNER

Canstar Blue 2023 Customer Satisfaction Award, Small Business Waste Management

Veolia received 5-star ratings for client service, frequency/availability of waste disposal, bin/container hire options, and value for money through the Canstar Blue survey of over 2,000 consumers of Waste services.



WINNER

Integrated Clean Energy Award, Energy solutions Qld, National Energy Efficiency Awards

Our Energy Solutions team in QLD was recognised for their extraordinary work with the University of Sunshine Coast in designing their state-of-the-art water and energy solution. This will help deliver a 40% reduction in campus grid electricity use, save 80 megalitres of potable water, reduce carbon dioxide emissions by over 100,000 tonnes, and save over \$100 million over 25 years - proving that what is good for business can also be good for the environment.



FINALIST

2024 Australian Water Association NSW Water Awards, Infrastructure Project Innovation Award (Regional)

The Upper Talus (Avon Dam) Raw Water Pipeline Tunnel Remediation project strengthened a water tunnel used for transferring raw water from the Avon Dam to Illawarra Water Filtration Plant for the production of potable water. This project ensures a sustainable future for years to come by supplying potable water to almost 300,000 customers in the Illawarra Region.



WINNER

Queensland Water Industry Awards, Queensland Water Industry Operators Association

John Sebasio of our Bamaga team was awarded the Operator of the year - Civil/All-Rounder award for his service to the community, and absolute dedication to ensuring continuity of water supply in sometimes difficult conditions. John has also fostered the development of the next generation as a role model for local water operators.



WINNER

Youth in Waste Award, Dane McKay, Waste Contractors and Recyclers Association (WCRA)

Dane joined as an apprentice in Wetherill Park in 2019, and was recognised for his exceptional progress as a heavy vehicle diesel mechanic while helping to build a strong, supportive work culture. Peers look up to Dane for his skill progression and positive attitude.



EnergyAustralia

WINNER

Energy Australia Yallourn (customer award), George Georgiadis, Quarterly Programmed Difference Award

George is a Morwell bulk driver who spends a considerable amount of time each week on the Energy Australia Yallourn Power Station, recognised for providing critical support to the customer during outages.



WINNER

WasteSorted Awards WA, Innovation Award and Waste Award

The WA Municipal Waste Collections team was awarded for the recognition of the successful trial and implementation of real-time feedback on waste contamination in kerbside bins to communities in participating councils.

FINALIST

Women in Safety Awards, Victoria Jameson Making a Difference Award

Health & Safety Advisor, Jill Cooper, was announced as a finalist in the 2023 Women in Safety Awards, which honours women who have made outstanding contributions to work health and safety.



WINNER

Uniting (customer award), Michelle Runge, Account Manager of Excellence

Michelle has worked with Uniting since 2007 and led major contract renewals in 2017 & 2021, where she was recognised for her outstanding service and commitment to her customer.



CHAPTER THREE



PURPOSE, PRIORITIES AND PERFORMANCE

Our strategic approach
to Ecological Transformation

In Veolia's 170 year history, the business has helped to shape the way we use resources, to improve the health and quality of our lives and communities.

Veolia's purpose is to contribute to human progress by firmly committing to the Sustainable Development Goals set by the UN to achieve a better and more sustainable future for all.

It is with this aim in mind that Veolia sets itself the task of **"resourcing the world"** through its environmental services business.



Underpinning our purpose is our Multifaceted Performance, a framework that guides our activities and strategic objectives to achieve Ecological Transformation, recognising that it is a shared approach between all stakeholders, and a balance between impact areas. ESG - Environment, Social & Governance - is at the heart of our Multifaceted Performance.



5 STAKEHOLDERS

- > Employees
- > Clients
- > Shareholders
- > Society
- > Planet



5 COMMITMENTS

These express the dimensions in which Veolia’s performance shall be assessed and specify the course set by the Group for each one by reiterating the key points of the text. They are linked to the UN’s Sustainable Development Goals (SDGs).



15 PERFORMANCE OBJECTIVES

These specify the Group’s priority actions for each dimension; they cover the text of the Group’s purpose and enable all the business units to commit to a common approach for implementing this purpose according to actual needs in the field.

THE UN’S SUSTAINABLE DEVELOPMENT GOALS (SDGS)

Veolia plays a part in all 17 of the UN SDGs at different levels and has a direct impact on 13 of them.

No Poverty	Clean Water and Sanitation	Sustainable Cities and Communities	Peace, Justice and Strong Institutions
Zero Hunger	Affordable and Clean Energy	Responsible Consumption and production	Partnerships for the Goals
Good Health and Well-being	Decent Work and Economic Growth	Climate Action	
Quality Education	Industry, Innovation and Infrastructure	Life Below Water	
Gender Equality	Reduced Inequalities	Life on Land	



VEOLIA LAUNCHES GREEN UP OUR 2024-2027 GLOBAL STRATEGIC PROGRAM

GreenUp is aligned with our Purpose of Ecological Transformation, and sets out some ambitious targets for the next 4 years across our water, waste and energy businesses, both globally and locally.

Here in ANZ, we will grow our **waste, water, and industrial activities** by **10%** year on year while increasing our energy business **tenfold**, and we will do this by also **HALVING OUR CARBON EMISSIONS** by **2032**.

Our GreenUp journey has already begun with our 2024 priority projects aligning with the trio of Ecological Transformation being **decarbonising, regenerating, and depolluting**.



ENGAGING WITH STAKEHOLDERS ON PURPOSE & MATERIALITY

In 2022 and 2023, we led a series of activities to outline the expectations of our stakeholders and integrate them in what will become the next strategic program to guide us through to the end of 2027. It started with the Inspire 24-27 internal consultation and was followed with a series of 3 workshops throughout the +1 Inspired 24-27 stakeholder consultation.

Inspire 24-27 internal consultation

From September 13 to October 13, 2022, Veolia Group organised the Inspire 24–27 consultation designed to feed our next strategic program. Globally, 12,648 employees responded (including 210 from Australia and New Zealand) and the results showed clear agreement on what our priorities should be over the next few years, for example, energy and innovation. Overall, the results revealed a strong expectation for Veolia to lead by example.



+1 Inspire 24-27 stakeholder consultation

In addition to the employee consultation, preparations for the 24–27 strategic plan also involved engaging with our stakeholders. This is the “+1” approach established with the aim of incorporating our stakeholders’ expectations into our plan, to further consolidate our usefulness to the regions.

Each of the 3 workshops organised had representatives from communities, environment groups, policy, customers, shareholders, and employees and addressed how we can achieve Ecological Transformation and overcome barriers in Australia and New Zealand. The outcomes of this collaborative journey were incorporated in Veolia Australia and New Zealand’s strategic program.

Issues such as climate change, scarcity of resources, pollution, and threats to health and safety are driving growing demand from our stakeholders for solutions - the 3 major challenges which Veolia will address as part of its GreenUp strategy are:



DECARBONISATION

with a 50% reduction in carbon emissions by 2032, by prioritising the use of local renewable energy sources in our operations.



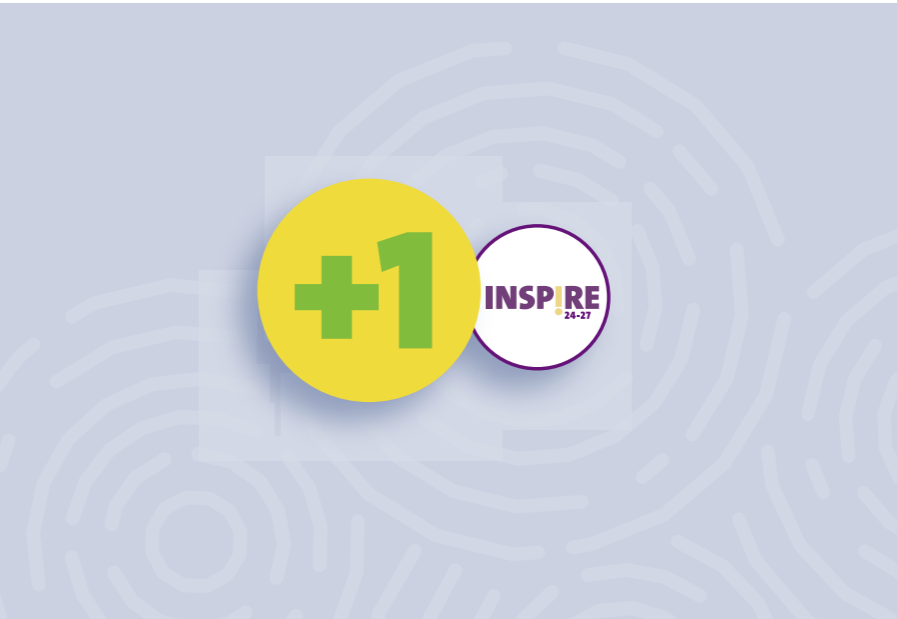
REGENERATION

and protection of resources by scaling up water reuse, preservation of fresh water, and enabling more materials recycling.



DEPOLLUTION

and preventing pollution by collecting and treating more waste.





ON DECARBONISATION

Veolia Group recently released its **Climate Report**, published simultaneously with GreenUp - to illustrate our updated climate strategy. It meets the requirements of the TCFD¹ covering the governance, risk management policy, and performance indicators we have in place. It also highlights the financial resources the Group has mobilised: over €1.6 billion in investment by 2030, including €500 million already invested between 2018 and 2023.

In September 2021, the Group signed up to the Science Based Targets initiative (SBTi)'s Business Ambition for 1.5 °C campaign and submitted its targets for validation in December 2023, once the merger with SUEZ was completed.

For 2024, Veolia is announcing an ambitious trajectory – to achieve Net Zero by 2050 (Scopes 1,2,3). To this end, the Group is accelerating its decarbonisation effort by committing to reduce its Scopes 1 and 2 emissions by 50%, and its scope 3 emissions by 30%, by 2032 (compared with 2021).

In addition, the Group is committing to increase its 'Scope 4' emissions, which illustrates the decarbonising power of the solutions we provide to our customers which includes capture of biogas, recycling and sorting, renewable energies, and energy recovery from waste.

¹ Task Force on Climate-related Financial Disclosures



RISK MANAGEMENT AND MEASUREMENT OF RISKS RELATED TO CLIMATE CHANGE

In 2020, the Group studied the resilience of its business model and its related strategy. To target and characterise the climate change risks and opportunities for the Group, a study was performed for two physical risk scenarios (RCP2.6 (2°C scenario) and RCP8.5 (over 4°C scenario)), and two low-carbon transition scenarios (in particular the scenario voted by the European Union in 2020) over the periods to 2030 and 2050.

Physical risks were identified (e.g. higher average temperatures, heat waves, flooding, water stress), as well as risks related to the transition to a low-carbon economy (e.g. carbon markets, withdrawal from thermal coal, reduction in landfill, heat production, electrification, reduction in certain activities).

Based on this set of climate scenarios, annual financial impacts were estimated for the period to 2030 at several hundreds of thousands of euros (e.g. withdrawal from certain high-carbon activities) for transition risks and several tens of millions of euros (e.g. direct impact of higher temperatures) for physical risks. In 2022 and 2023, acute and chronic physical risks were assessed at the main operating sites to identify the best adaptation strategies at both Group level and in each of the BUs.

GOVERNANCE

From its creation to implementation, Veolia's purpose is supported and steered at the highest level of the company. Through unprecedented collaboration, it is fed into all of the Group's decisions and actions.

Decisions taken at the head office and by the Business Units (budget discussions and performance dialogue, commitment to major projects and operations, variable compensation of teams, etc) are assessed based on the five dimensions of multifaceted performance and the 15 priority objectives of the GreenUp strategic program.

For each priority objective, an indicator and a target for 2027 have been defined. These 15 indicators are audited annually. They reflect the actual operational implementation of the purpose throughout the Group.

The Board of Directors, which has approved the text and indicators, ensures that they are properly implemented, in particular through a dedicated committee.

The Group Executive Committee and Group Management Board monitors the text and indicators, while deciding on resource allocation.

The Purpose Steering Committee, made up of members of the Executive Committee and functional departments, is responsible for coordinating and driving the approach within the Group.

The Critical Friends Committee, made up of independent experts, is regularly consulted for its advice, with the aim of challenging the company and helping it to stay on course.

The Strategy and Innovation Department steers Veolia's strategy with a view to multifaceted performance and in line with the Group's purpose.

Additionally, in ANZ, we have established a Net Zero planning Steerco with members from across the business, executives, and CEO to help govern our climate trajectory, plans, and actions.



Our Global CEO Estelle Brachlianoff, visits Australia in March 2023.
L-R: Veolia ANZ CEO & MD, **Richard Kirkman**, Veolia ANZ Chief Marketing, Communications & Sustainability Officer, **Kate Moonen**, Veolia Global CEO **Estelle Brachlianoff**, Senior Executive Vice President, Asia Pacific, **Christophe Maquet**



EXTERNAL
BENCHMARKING
ON GLOBAL ESG
PERFORMANCE

Like any listed global company, Veolia Group is rated for its Environmental, Social, and Governance (ESG) performance based on its published information and statements. This year, our Group is recognised among the best for its extra-financial performance:

Member of
Dow Jones Sustainability Indices
Powered by the S&P Global CSA

Dow Jones Sustainability Index
(DJSI*** Inclusion in the World and Europe indices)



FTSE4Good

FTSE4Good Inclusion



S&P Global 83/100
1st in the Multi and Water utilities industry*



Veolia Environnement was ranked in the first decile of the Multi-Utilities industry by **ISS-ESG** with a score of B.



CDP** Climate Change Leadership, A**



Veolia Environnement scored 72/100 in the 2023 **Moody's Analytics ESG Assessment** (average industry score = 53/100)



CDP Water Security Leadership, A

* CSA score as of 12/22/2023 ** As of 10/17/2023 *** Dow Jones Sustainability Indices **** Carbon Disclosure Project

PURPOSE
AMBASSADOR
NETWORK LAUNCH



Our purpose, Ecological Transformation, spans the entirety of services and sustainable values that we deliver to customers and communities every day. We believe the best way to deliver Ecological Transformation to our many stakeholders is through deeply integrating it into our company culture.

Globally, we celebrate our purpose by creating internal awareness around the meaning of Ecological Transformation.

Locally, this can take form in many different ways: through webinars, social events, learning modules, or team-building activities. In 2023, Veolia Australia and New Zealand celebrated with the launch of the Purpose Ambassador network.

This network is comprised of Veolia employees who volunteered to help strengthen their coworkers' connection to our purpose, and to amplify employees' ideas and questions around sustainable action.

Purpose Ambassadors play an integral role in engaging their teams with activities and learning opportunities around Ecological

Transformation. For Purpose Week in October, a number of ambassadors helped to run focus groups and other activities across Australia and New Zealand centred around what Veolia is currently doing to achieve Ecological Transformation, and to explore new areas for improvement.

Over the course of the week, hundreds of ideas were shared to help one another improve our sustainable practices at home and in the workplace. These were then compiled and are now available for all employees to access and learn from.





CHAPTER FOUR



OUR ENVIRONMENT

**Ecological Transformation
is our purpose. This
drives, inspires, mobilises
and unites us to go
further to protect and
enhance our environment
so humans can thrive.**

In the face of climate change, biodiversity loss, and pollution, we are continually finding effective ways to make our planet a better place, faster.



“We know we need to look beyond landfill to reach Net Zero, and EfW is one way in which to divert from landfill.”

RICHARD KIRKMAN
CEO & MD - Veolia Australia & New Zealand

WESTERN AUSTRALIA & VICTORIA LEADING THE WAY IN ENERGY FROM WASTE (EFW)

This year, Energy from Waste (EfW) facilities will become better known in Australia with two facilities operated by Veolia coming online in Western Australia - and further progress being made on the Maryvale project in Victoria (which was successfully awarded the first Energy from Waste Licence under Victoria’s new *Circular Economy (Waste Reduction and Recycling) Act 2021*).

The two facilities near Perth opening mid-2024 at East Rockingham and Kwinana will provide the catalyst for greater national awareness of this global technology.

In Victoria, Veolia CEO Richard Kirkman said the Maryvale project brings Victoria closer to its sustainability goals.

“We know we need to look beyond landfill to reach Net Zero, and EfW is one way in which to divert from landfill.

These facilities have been converting waste into heat and electricity through combustion, as well as enabling recycling of metals and reuse of aggregates. Compared to landfilling, they manage waste immediately rather than leaving waste to future generations to manage.”

Veolia is well positioned to contribute to these discussions as we operate more than 65 EfW facilities globally. As governments across Australia recognise this as a way to divert non-recyclables from landfill, we hope to see more EfW approvals in future.

Sustainable Development Goals



EARTHPOWER UPGRADE: HELPING FOOD GO FROM ‘PLATE TO Paddock’

EarthPower in Sydney will be back online in 2024 following a major \$17m upgrade - the bioreactor converts food waste from commercial kitchens, food manufacturers, councils and more into rich fertiliser and produces enough green electricity to power 4,800 homes.

It is specifically designed to process five waste streams: solid organic waste with maximum inorganic contamination of less than 5% in each load; spadable sludges; liquid wastes; grease trap waste; and selected packaged wastes.

The high-tech facility offers one of the most environmentally sustainable ways of disposing of solid or liquid food waste, significantly cutting greenhouse gas emissions when compared to other methods.



Sustainable Development Goals



At its peak, the new EarthPower facility is expected to process 62,500 tonnes of waste every year.

Bioreactors like EarthPower will be vital for NSW and Australia as a whole to meet the ambitious circular economy targets set by the government. Modelling commissioned by Veolia shows that at least 17 organics processing plants with a capacity of 250,000 tons will be required to meet the national waste plan target of an 80% average recovery rate from all waste streams by 2030.

Facilities like EarthPower can process food scraps into useful by-products such as soil fertiliser and conditioner that can be used to remediate farmland and grow more delicious fresh produce to put on our plates.

Sustainable Development Goals



VEOLIA ANZ ELECTRIFIES ACT’S GARBAGE COLLECTION

Veolia Australia and New Zealand are powering up for a low emissions future, after trialling a new bright green electric powered Volvo garbage truck in Canberra in 2024.

The truck, in partnership with Volvo, was another step in Veolia’s sustainability commitment in its plans to further accelerate the transition of its 2,700 strong fleet to electric vehicles.

Canberrans saw the truck on their streets collecting rubbish in January and February as Veolia tested its capabilities in tight spots and over distance.

Veolia’s Chief Operating Officer for Environmental Services, Tony Roderick said our future is in low emissions and electric tech - with the trialling of an EV truck to service the city.

“This first EV purchase is crucial to our Canberra and national operations, and it was important to test its performance to ensure



we understand the benefits of EV vehicles in our fleet and to know what changes we need to make to bring them into our business.

The Canberra trial was just one part of Veolia’s mission of Ecological Transformation to achieve a sustainable future. We are constantly on the lookout in every part of our business to reduce carbon emissions.”

This active move towards low emissions changes can already be seen in other parts of Veolia’s business, having already rolled out EV charging stations at three facilities in Queensland and with plans for another 20 charging stations nationally by early 2024 for a total of around 50 chargers. All of these sites will be linked to a monitoring system to determine where further energy efficiencies can be found.

These benefits don’t just stay with Veolia. Chargers installed on some of the sites are available for public use.





BIOCONVERSION TRIAL USING SOLDIER FLIES IN NZ

In a New Zealand first, Veolia launched a trial that could see the organic waste from industry diverted from landfill and transformed into useful oil, animal feed, and compost, all thanks to a small non-invasive insect; the black soldier fly, and its larvae.

Veolia’s research partners – Plant and Food Research Institute and Massey University – will oversee the pilot and report on whether this bioconversion process can be expanded to industrial scale.

Veolia NZ Country Director Emma Brand said, if successful, it will go a long way to helping New Zealand hit its Net Zero targets and create a truly circular economy, ensuring the majority of food waste will be re-purposed into useful products for farms and families.

“We often underestimate how much food waste contributes to greenhouse gases when it is put into landfill. Globally, if food waste was a

country it would be the third largest producer of greenhouse gases behind only the US and China.

In New Zealand, it has been estimated that more than 150,000 tonnes of food waste ends up in landfill every year, where it is left to rot. If we can instead turn that food into something useful, we can develop an entirely new sustainable industry and significantly reduce waste and greenhouse gases at the same time.”

Veolia has already used this proven technology in industrial-scale plants in France and Malaysia, but with New Zealand’s very different climate and environment a pilot must be run to see that it will be just as effective here.

The black soldier fly is the perfect insect to convert food waste into compost and components for pet food. It is a non-invasive species that can be found worldwide and it doesn’t carry diseases.

Sustainable Development Goals



REUSE OF WATER FILTRATION MEMBRANES

Every year Veolia’s AQUA 2000 operations team replaces some of the ultrafiltration membranes across the three treatment facilities that operate in Bendigo, Castlemaine, and Kyneton.

Over 1,000 membranes are typically removed each year and end up in landfill.

This year the team wanted to change that, so they connected with SkyJuice Foundation, an organisation that manufactures small water filtration plants - SkyHydrants - and sends them around the world for community water supplies and use in disaster relief situations. Each SkyHydrant unit can produce 10,000 litres or more of clean water daily.

Once the membranes were packed and removed from Bendigo, they were transported to the SkyJuice warehouse in the Gold Coast where they were reused.

Veolia’s Chief Operating Officer for Water, Dan Spiller said adding the used membranes to the SkyHydrant devices brought down their cost before being shipped to disaster zones and other places in need - primarily hospitals and schools where they have the greatest impact. “This shows the calibre of the water team at Bendigo As well as constantly finding ways to improve our treatment facilities, they always look beyond the front gate to find ways to give something back to their local communities and others in need.”

Sustainable Development Goals



“If we succeed in hitting our FOGO and Net Zero targets, it will be a win-win for governments and WA residents in every way”

CRAIG BARKER
Veolia Chief Operating Officer - Resource Recovery

VEOLIA’S FOGO READY TO GO-GO FOR 70,000 WA HOMES

Veolia has boosted its capacity to transfer and process the Food Organic and Garden Organic (FOGO) waste of 70,000 Western Australian (WA) households.

Expanding the North Bannister Resource Recovery Park facility, via the Bibra Lake facility, means it can process more FOGO, which will divert even more waste from landfill, reducing greenhouse gases, and turn the organic waste into high quality ‘Vitagro’ compost.

Veolia’s Chief Operating Officer - Resource Recovery Craig Barker says WA’s agriculture sector stands to benefit from the circular economy, too.

“One of the key reasons we invested to increase this processing capacity and can act so quickly to expand it again is because Veolia prides itself on being an Australian leader in Ecological Transformation and the circular economy. It was a no-brainer to invest in North Bannister, which is why we are so far out of the starting blocks already, and Veolia has the potential to duplicate the existing facility, too.”

Mr Barker said the Vitagro compost coming out of North Bannister is due in large part to the newly installed \$1.3 million decontamination plant. This ensures the product quality from bin to compost - because Veolia is the only company in WA involved at every stage of the process.

“Veolia collects the bins from the kerbside using trucks fitted with smart technology that also detects contamination, and then we consolidate the FOGO at Bibra Lake, with its recent \$1.2 million upgrade, before transporting it to North Bannister,” said Mr. Barker.

“Those WA residents that have embraced their FOGO bins make a genuine difference to developing a circular economy and reducing greenhouse gas emissions coming from landfill.”

Mr. Barker said while Veolia is already moving quickly ahead with FOGO, including through its own standalone upgrades, it welcomes the WA and Federal Governments’ recent investment of \$11.25 million in organic processing to help make the local circular economy a reality.

“If we succeed in hitting our FOGO and Net Zero targets, it will be a win-win for governments and WA residents in every way - and could set a benchmark for how FOGO can be approached at a national level. It means there’s huge potential to transition to a three bin service in WA.”

Sustainable Development Goals





CHAPTER FIVE



OUR CUSTOMERS

Veolia was created in France in 1853 to bring pure water to communities and protect them from the water-borne epidemics that were ravaging cities.

Throughout its 170 years, Veolia globally has adapted and reinvented itself to bring sustainable services and solutions that make it possible for humans to live in a healthy and productive environment.

Today our focus is on **depolluting, regenerating,** and **decarbonising** for our customers, to meet the challenges of the 21st century.

VEOLIA WINS DEFENCE INNOVATION AWARD (AGAIN)

Veolia’s long-standing service with the Department of Defence Australia has enabled the development, experimentation, and implementation of many innovative, sustainable solutions. In 2023, a collaborative solution to tyre waste saw Veolia awarded the Defence Base Innovation of the Year Award for the second year in a row.

The award was for overcoming the challenge presented by waste export restrictions introduced in 2020 that prevented the export of used rubber tyres — something Defence produced in large numbers as a result of its operations. What they needed was a scalable solution to keep these used tyres out of landfill.

Veolia, in collaboration with BGIS and with consultation from Tyre Stewardship Australia, identified an opportunity to recycle the tyres into a product known as ‘Flexiroc’.

Flexiroc is a durable, shock-absorbent material used for a range of products, from sportsground surfacing to road base and earthquake-resistant support in construction. The tyres sourced from Defence are now pelletised to create a crumbled rubber mix which can be tailored for its intended use, offering a circular solution to replace traditional aggregate materials.



By the end of 2023

13,300 TYRES

had been diverted away from landfill and turned into Flexiroc.

Sustainable Development Goals



CITY OF BELMONT LEADING THE WAY WITH FOGO EXPANSION, WA

Veolia was awarded the tender for a Food Organics and Garden Organics (FOGO) waste collection program in the City of Belmont, WA. This program aims to reduce landfilling and inspire local residents to commit to better waste management practices.

FOGO has gained traction in recent years as communities grapple with mounting concerns around landfill and it has become key to promoting a three bin system in the state by 2025.

Veolia Chief Operating Officer - Resource Recovery Craig Barker said the company has made a significant investment in its capacity to collect, transfer, and process FOGO.

Sustainable Development Goals



“We expect the introduction of FOGO to bolster the City of Belmont’s waste recovery rate to well and truly above the WA Government targets.

Residents who embrace their FOGO bins will make a genuine difference to developing a circular economy in WA, reducing greenhouse emissions coming from landfill.”

CRAIG BARKER
Veolia Chief Operating Officer - Resource Recovery

ONTRACK SUSTAINABILITY SERVICES

Achieving high levels of recycling and landfill diversion is not always easy - but, however challenging it may be, change is necessary for a sustainable future. In 2023, there was a tangible shift in customers' actions towards achieving their ambitions that reflected this change. We saw people actively engaging in sustainable initiatives to align with State and Federal waste and emissions reduction targets.

To support our customers' new focus, Veolia developed OnTrack: a standardised services package that brings together all the initiatives and strategies provided by our Sustainability Services and Products team. OnTrack provides a simplified, holistic approach to achieving sustainability targets.

Veolia's dedicated Sustainability team is on hand to support customers at all stages of their OnTrack journey. The team takes a personalised, on-the-ground approach to understanding the various challenges and opportunities.

For more information visit anz.veolia.com/ontrack



KENNARDS: ENGAGEMENT FOR SHORT-MEDIUM TERM PROJECT

The family-owned equipment hire business already embodied sustainable practices - after all, their entire business model encourages reducing and reusing. Now, Kennards Hire is setting its sights on further minimising its own environmental impact.

Veolia was engaged to assist with improving Kennards Hire's waste management practices and overall sustainability performance.

The first element of OnTrack (the 'Review' stage) was applied to assess and identify gaps in the current processes, create opportunities for waste reduction, and obtain past and current waste data.

This provided the Veolia and Kennards Hire teams with a benchmark against which they can measure future improvements.

Building on this foundation, a tailored Sustainability Waste Framework is being developed in OnTrack to provide a step-by-step plan for enhancing the company's waste management behaviours.

The initial steps within this guide will be executed in 2024 across the company's top waste-generating sites. All subsequent steps will be informed by the results of the strategies applied at these high waste sites.

The ongoing partnership between Kennards Hire and Veolia's Sustainability team demonstrates their commitment to continuous improvement and creating a more sustainable future

Sustainable Development Goals



TELSTRA SHARPENING FOCUS ON SUSTAINABILITY

As Australia's leading telecommunications provider, Telstra understands its responsibility to the communities where it operates to help create a better and more sustainable future for the next generations. Doing business responsibly is one of the key pillars of Telstra's T25 strategy (Telstra's strategy for growth spanning FY22-FY25).

Acknowledging the substantial cultural and behaviours shifts required within the internal and supplier workforces to achieve their goals, Telstra has partnered with major suppliers to support implementation of Telstra's sustainability objectives throughout the supply chain. To support their ambitions with respect to operational network waste, Telstra engaged Veolia as both its service provider and sustainability partner.

This collaboration facilitated a level of engagement rarely seen before, which included Veolia joining Telstra's Network Waste & Recycling Steering Committee and governance forums.

Due to the size and spread of Telstra's operations across Australia and its ambitious targets, a dedicated, full-time Sustainability Specialist from Veolia has been assigned to aid in the successful activation and

acceleration of the Sustainable Waste Framework. The specialist works in tandem with Veolia's National Account Manager, operational teams, and other support departments to deliver comprehensive assistance to Telstra.

Taking a 'boots on the ground' approach, the specialist is currently working collaboratively with Telstra's facility managers across their 15 top network waste-producing sites. Together, they are gaining extensive knowledge of current network waste management procedures, overseeing the sites' progress, and identifying new opportunities for sustainable improvement. Our specialist and Telstra are continuously reviewing and adapting the Sustainable Waste Framework to develop new strategies and implement changes that accelerate their ambitions.

The exemplary initiative shown by Telstra in partnering with suppliers to advance their sustainable strategies serves as a prime example of the widely changing attitudes towards incorporating sustainability into standard business practice across Australia.

It is because of this enthusiasm that ambitious targets are now within reach for customers such as Telstra.



Sustainable Development Goals



'GREENING UP' OUR UNIVERSITIES



Our university partners appreciate data-driven analyses and recommendations, and as a result waste audits have become common practice as part of OnTrack's initial assessment and planning stage.

These audits provide valuable insights into customers' baseline waste management performance and allow the development of actionable roadmaps tailored for our clients.

In 2023, waste audits performed by Veolia's Sustainability team yielded significant benefits for our university partners. As an example, the Australian National University engaged Veolia to complete a Food Organics Rationalisation Report using data insights from our GreenPath Digital Platform.

This report identified that the introduction of an organics waste stream to the university would be both an achievable and effective waste diversion strategy. To support this recommendation, the report also reflected the expected reduction in emissions if a food organics waste stream were implemented.

The University of Queensland and The University of Melbourne also both engaged Veolia to complete waste audits as part of the OnTrack offering. These customers are provided with waste stream analyses to highlight areas for improvement and a series of actionable recommendations.

Sustainable Development Goals





GIVING OUR CUSTOMERS
TRANSPARENCY THROUGH
NEAR REAL-TIME REPORTING
WITH ECOLOGIC

Veolia’s self-service sustainability reporting dashboard, Ecologic, continues to provide visibility and business insights for our customers with near-real time data on waste services alongside overall waste diversion and recovery performance. The number of Ecologic users increased by 55% in 2023, showcasing the value of accessible and timely reporting. The metrics presented have been continuously improved to ensure the dashboard remains at the forefront of industry best practice.

Ecologic works hand-in-hand with Veolia’s specialist support staff in the Sustainability Services team. An example of how Ecologic supplements the services offered by our Sustainability team can be seen with our client freight delivery provider Border Express Australia.

Our sustainability specialists prepared a detailed action plan for Border Express to achieve greater waste diversion targets. By using the Ecologic platform, Border Express was able to continuously oversee its waste diversion progress and track its alignment with the action plan.

Tracking the improvements using Veolia’s industry-leading waste tracking dashboard Ecologic allowed Border Express to monitor trends and direct attention to sites needing more support, as well as celebrating improvements.

Sustainable Development Goals



“The data obtained via Ecologic has been paramount in implementing waste management best practices across most of our major depots.

The visual breakdown of data has a huge impact on the stakeholders. The visuals pertaining to trends and comparison provides a sense of accomplishment to the teams and enables them to dig deeper into where processes can be fine-tuned.”

KRETHEKA VAITHIANATHAN
Procurement Change Manager,
Border Express Australia



NORTHWEST HEALTHCARE
DIGITISING THEIR JOURNEY
TO NET ZERO WITH HUBGRADE

Northwest Healthcare Properties REIT is the largest healthcare real estate owner, manager, and developer in the Australia-New Zealand region. In 2022, the investment trust committed to achieving carbon neutrality across their ANZ portfolio by 2050, which demands thorough and ongoing analysis of their properties’ energy use.

Veolia has been collaborating with Northwest Healthcare to achieve this ambition. As part of our initial assessment, energy audits were conducted at all 77 properties within the portfolio to gain critical insights into Scope 1, 2, and 3 emissions and key areas for sustainable upgrades.

Veolia’s Hubgrade was implemented as a customisable solution for monitoring the energy, water, and waste performance of each property, and identifying new opportunities for carbon reduction. Hubgrade acts as a single source of truth for Northwest Healthcare’s needs by consolidating the data from each site to enable better informed decision-making while improving reporting accuracy and efficiency, providing a solution that enhances both sustainability and operational outcomes.

Sustainable Development Goals



Energy audits conducted at

77 **PROPERTIES**

within Northwest Healthcare’s portfolio to gain critical insights into Scope 1, 2, and 3 emissions and key areas for sustainable upgrades





HOW GREENPATH AIDS SUSTAINABLE DECISION-MAKING

Decarbonisation is a key focus for Veolia, both as a business and service provider. We actively assist our clients to set and achieve their own decarbonisation goals through our extensive range of tools, industry expertise, and networks. GreenPath Digital Platform is one such tool, developed by Veolia to support clients in their emissions reduction efforts.

The GreenPath Digital Platform is a measurement tool aligned and certified to the methods of the Greenhouse Gas Protocol Standards and ISO14064-1 — both of which are global standardised frameworks intended for organisations to inform and track their greenhouse gas management.

GreenPath’s insights are tailored to the customer. It offers either simplified or detailed carbon footprint measurements depending the client’s need for precision, and provides scenario comparisons to reflect potential emission-reduction outcomes of different sustainable actions. Paired with a catalogue of sustainable solutions, GreenPath’s holistic approach assists customers in both developing and executing their decarbonisation roadmaps.

Using GreenPath, Veolia was able to help one of our customers measure the carbon emissions saved from diverting a significant waste stream away from landfill and instead to an alternative fuels facility, along with the different transport options available and their respective carbon footprints. The findings of this study started the journey for this customer on a ‘zero waste to landfill’ strategy.



Sustainable Development Goals



NET ZERO WASTE TO LANDFILL ACHIEVED IN RURAL AUSTRALIA

In Australia, a common challenge faced by industrial clients is finding cost-efficient and sustainable waste solutions for remote locations. In 2023, landfill disposal costs dramatically increased in South Australia’s Cooper Basin, which severely impacted the operational costs for one of our clients in the oil and gas industry.

Oil and gas operations produce high quantities of waste that can be complex to recycle or recover, which further limited the remote site’s waste management options. Veolia’s expertise was sought to identify a sustainable and cost-effective solution.

Rather than sourcing another landfill, Veolia proposed the use of ResourceCo, our alternative fuels facility located in Adelaide. The use of this facility enables diversion of waste away from landfill, and instead converts the material into an alternative fuel. The technology shreds and blends the residual waste into a combustible product, known as Processed Engineered Fuel (PEF), which is used to power a nearby cement kiln. PEF creates a circular solution for waste which would otherwise be landfilled, recovering its value while reducing the kiln’s reliance on fossil fuel-derived energy.

Using Veolia’s GreenPath tool, our client was able to observe and compare their potential emissions outcomes depending on their chosen waste disposal method. The calculations confirmed that for each tonne of waste diverted from landfill and instead sent to Veolia’s ResourceCo, an average of 1 tonne of greenhouse gas emissions would be avoided.

Now that their residual waste is diverted to ResourceCo, the client’s Cooper Basin site has reduced its greenhouse gas emissions and claimed the title of first oil and gas company to achieve effective ‘Net Zero waste to landfill’ in Australia. In addition, Veolia’s solution has reduced the site’s disposal costs by over 50% - a welcome added benefit to this site’s sustainability journey.

Sustainable Development Goals



EMBRACING FIRST NATIONS WISDOM FOR SUSTAINABLE LAND MANAGEMENT

Our client in the energy sector wanted to create opportunities for Indigenous Australians and the local community that incorporate responsible land management into their site’s operations. Through Veolia’s established long-term Aboriginal Land Management Traineeship program, the client was able to implement their own initiative offering guidance, supervision, and professional and personal skill development to trainees.

Through the Aboriginal Land Management Traineeship Program, the site was able to achieve revegetation and rehabilitation of ground cover, low and mid shrubbery, and upper storey plant species. Native seeds were collected and propagated at the onsite nursery to produce the seedlings that are used for revegetation. Additionally, habitat and pest management was brought under control.

Upon completion of the program trainees achieve a Certificate III in On Country Land Management, and ongoing sustainable landcare maintenance is conducted by Veolia.

Sustainable Development Goals



NET ZERO IN WATER

In order to reach our Net Zero ambitions, Veolia’s water facilities across Australia and New Zealand are committed to implementing the changes necessary to make them a reality. Scan the QR code to see some of the key steps taken on our decarbonisation journey.



Sustainable Development Goals



PROVIDING A CRITICAL EMERGENCY RESPONSE TEAM FOR NEW ZEALAND WATER AUTHORITIES

Veolia New Zealand assisted with a state of emergency declared for Queenstown in 2023 following a significant weather event that caused flooding.

The Queenstown team, with the support of colleagues from around New Zealand (and Australia), responded to four separate emergencies that occurred simultaneously, including a Cryptosporidium outbreak, two critical system outages, and a 1 in 25 year rain event that hit the district.

Each emergency had its own complexities and challenges but under the local and VANZ crisis management teams, good communication, effective collaboration with Queenstown Lakes District Council and local contractors, and the commitment and skills of our people, we led the emergency response to produce excellent outcomes and enhance our reputation as a delivery partner of choice.

The actions of this team ensures the continued safe drinking water supply for these regions in New Zealand, and demonstrates the strength that a global organisation and skilled operators can bring to New Zealand communities and authorities.

Sustainable Development Goals





CHAPTER SIX



OUR PEOPLE

Veolia's development over the years as a business is the result of the countless passionate and committed employees who had a vision and executed it, bringing their best selves to work every day.

Today, we continue to build on their legacies through our **diverse workforce, strong values, and relentless commitment to safety and wellbeing.**



RECOGNITION FOR
BEST IN CLASS SAFETY
PRACTICES

In 2023, two crew members at our Portland Alcoa site in Victoria were awarded with an Alcoa Stop For Safety Coin to mark their commitment to workplace safety.

Alcoa manufactures aluminium and is an important client of Veolia. Due to the nature of work executed at the facility, safety is paramount.

The Stop For Safety Coin is part of the Human Performance Program at Alcoa and a way to recognise individuals for responsibly using the tools in the program, and to encourage employees to continue to “STOP” and “SEEK OUT” assistance and advice for a situation that poses a risk to safety.

An exemplary case of this in action is when our Material Handling crew member Andrew Reed received his coin. Andrew was working in one area of the site when he noticed the manifold (a type of pump or chamber) was open on a crane. He stopped the job immediately and sought assistance from the area supervisor to promptly attend to and mitigate the risk

Sustainable Development Goals



SAFETY INNOVATION
THAT WILL BENEFIT
THE INDUSTRY

Veolia’s innovative team has come up with a remote switching finger solution to reduce the risk of life-changing injury or death through exposure to a potential electrical explosion known as a flash arc.

Conducting high-voltage or low-voltage switching while standing in front of switchgear puts workers at risk if an arc flash occurs, and this risk has previously been largely controlled through PPE.

Veolia’s Hunter operations and Aaron Burke’s prototype creating skills saw the development of a remote switching finger - an inexpensive,

portable, and easy-to-use safety tool with potentially life-saving impacts.

The switching finger works by attaching to the front of a wide variety of switchgear using high-powered magnets. The finger is attached to a remote control by a long cable that allows workers to move many metres away from the switchgear, outside of the impact zone of an arc flash.






When the worker presses the button on the control unit, an extendable metal finger acts like a human finger to open or close the circuit breaker.

Sustainable Development Goals



VEOLIA CARES

These rights apply for everyone,
everywhere. No matter your geography,
nationality, or status.

-  A minimum of 10 weeks of parental leave and at least one week of coparent leave
-  Health cover
-  A life insurance plan guaranteeing at least 6 months of death benefits
-  Support for employee "carers" who look after ill loved ones
-  One paid day off every year to volunteer with a charity

VEOLIA LAUNCHES GLOBAL
EMPLOYEE BENEFITS PROGRAM
‘VEOLIA CARES’

In 2023, we launched Veolia Cares - our global employee benefits program. The program sets a global standard that ensures all Veolia staff have access to a common set of benefits no matter where in the world they work. This is especially critical for countries where there are no provisions by law for life moments like parental and carers leave, health cover, and death.

The great news is that Australia and New Zealand already exceed most of the standards, and as part of the program we introduced some new benefits:

- > Parental leave now applies from day one of your employment regardless of whether you’re on a permanent or fixed term contract.
- > A ‘passing in service’ benefit for all employees, up to 6 months of wage or salary, which is a financial safety net for families should a team member pass away while employed by Veolia.

Veolia’s Chief People and Safety Officer Kim Hall says “We’ve also done a lot of work harmonising our HR standards, post the SUEZ merge in Australia, to ensure that we have one set of best practice standards.

“We’ll continue to evolve the standards in line with legislative changes and feedback,” she said.

“This new set of common standards is a simplification which should be easier to understand and use.

“We still have a few policies to work through, and will be launched shortly which will bring everything together for all employees - and deliver on making this a great place to work.”

“We’ve also done a lot
of work harmonising
our HR standards, post
the SUEZ merge in
Australia, to ensure that
we have one set of best
practice standards”

KIM HALL
Veolia Chief People and Safety Officer

Sustainable Development Goals





DIVERSITY & INCLUSION

Veolia values the contribution of all employees, recognising diverse backgrounds and experiences. We are here to support increased capability and resilience by creating the most value for our people, our customers, and society. Our Diversity and Inclusion Strategy highlights our commitment and responsibility to our people to provide a safe and supportive workplace free of discrimination, intimidation, and harassment.

These initiatives include:



Developing a Diversity and Inclusion Strategy intended to foster a workplace culture that values the diversity and contribution of our employees and contractors



Establishment of the Diversity and Inclusion Council and supporting Employee Resource Groups with a mission to actively promote and support diversity and inclusiveness across our company



Supporting the United Nations LGBTI standards of conduct for business to combat discrimination against people who identify as lesbian, gay, bisexual, transgender, and intersex



Supporting families with a paid parental leave framework, and mechanisms to support employees experiencing family or domestic violence



Providing employment opportunities for Veterans, ADF Partners and Spouses to increase access and support to career development and opportunities with Veolia



Supporting people with disabilities through initiatives for increased recruitment, retention and development of inclusive workspaces



Setting a gender equity target - we achieved our target of 30% women in leadership roles by 2023, and our focus continues on increasing our female workforce participation across our organisation. We aim to achieve 21% female participation in Operational roles by the end of 2024



Providing Indigenous employment opportunities through our FutureForward Program to attract, retain, support and develop Aboriginal and Torres Strait Islander talent and achieve 4% Indigenous employment as part of Reconciliation Action Plan commitment



NextGen development program for new and existing employees to increase employment opportunities for people from marginalised groups such as women, youth, Indigenous, mature-aged, Veterans and their partners/spouses, ex-offenders, refugees, and long-term unemployed



Safety and compliance governance in place to keep us and the planet AlwaysSafe through stringent processes and prioritising safety at all levels of the organisation

Sustainable Development Goals



WOMEN ON WHEELS PROGRAM WINS AT TASMANIAN TRANSPORT ASSOCIATION AWARDS

The **Tasmanian Transport Association** has awarded Veolia their **Diversity and Inclusion award in recognition for our Women on Wheels program**.

Our Women on Wheels program was developed in response to our challenge to attract and recruit female drivers in Tasmania. The program was trialled in-house with a current female driver, to test and refine the content and approach, before the opportunity was advertised, calling for females to apply – no experience needed.

From 70 applicants, six women were appointed, with a range of diverse backgrounds and experiences, including aged care work, and mothers returning to work.

The trainees were employed with the opportunity to complete training in industry topics including chain of responsibility, fatigue management, heavy vehicle driver licensing, and across the full range of Veolia induction and internal business operations. Except for the heavy vehicle driver licence assessments, the entire program was provided in-house.

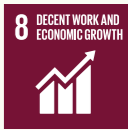


Michael Barker (CS Manager), Brook Roberts (VLO) Chris Dickinson (CS Manager), Steph French (WIW Participant, current hook truck driver), Thomas Dalmazzo (HR Advisor), Garry Howlett (VLO)

A feature of this development program was creating opportunities for the trainees to engage in structured networking with key people across Veolia operational areas, including operations, sales, customer service, and IT.

Following the success of this program in Tasmania, we've run further programs in Tasmania and both regional and metropolitan Victoria to help us increase diversity, equity, and inclusion in our business.

Sustainable Development Goals



Award presenter Steven Dietrich of TasRail and Thomas Dalmazzo, Veolia HR Advisor



CHAPTER SEVEN



OUR COMMUNITIES

Veolia serves the people and communities in which we operate and live through its essential services and solutions.

Veolia also recognises the place it has in empowering, supporting and enhancing communities, to be better places and creating opportunities for them to find their paths.



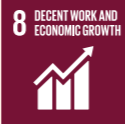
**VEOLIA
MULWAREE TRUST**



The Veolia Mulwaree Trust has distributed
MORE THAN
\$901,000
TOWARD
173

local community projects, and academic and arts
scholarships in the seven local government areas
it supports in Southern NSW

Sustainable Development Goals



**VEOLIA CREATIVE ARTS
SCHOLARSHIPS 2023 - \$12,000**

Celebrating 16 years of its Creative Arts Scholarship initiative, the Veolia Mulwaree Trust named three artists as the recipients of scholarships, worth \$4,000 each, to advance their artistic ambitions. The artists received their scholarships from Veolia Creative Arts Scholarship patron Jennifer Lamb and panel member Rose Marin. Awarded scholarships in 2023 were:



Miah-Tya Nungheena Gowland
[Bungendore] Screen artist



Hannah Cooper [Bundanoon]
Weaver and natural dye artist



Emmaleen Miller [Sutton Forest]
Expressive portrait and abstract painter

OTHER GRANTS INCLUDED:



Tarago Area Women's Shed
Improving safety and facilities
\$5,860



Goulburn High School
Disability support playground development
\$78,781



Crookwell Public School
Kindergarten permanent shade shelter
\$20,258



Upper Lachlan Shire Council
New Lin Cooper sports amenities building
\$100,000



St Michael's Catholic Primary School Nowra
All-weather synthetic grass playground
\$22,000




Cerebral Palsy Alliance
Resources and equipment to support regional people living with disability
\$15,848



Marine Rescue NSW - Jervis Bay Unit
Emergency rescue and water sport support
\$20,000



Bowral Little Athletics Club
Purchase of ride-on lawnmower
\$7,140



SERVING COUNTRY EXHIBITION

10TH NOVEMBER 2023

**CELEBRATING
OUR INDIGENOUS
SERVICEMEN & WOMEN**

For more than a century, First Nations Australians have had a long and proud history of serving in the defence of our nation. In commemoration of their service, Veolia supported the **Serving Country exhibition in Sydney** which recognised the 124 years of Indigenous service in Australia’s defence forces.

The Serving Country open air photographic exhibition in Sydney reflected the experiences of Australian First Nations families and individuals who have proudly served and continue to serve in the Australian Defence Force. The exhibition featured 99 portraits of current and past serving Indigenous members of service, depicted on 4.5 metre high flags which flew across Pyrmont Bridge and Cockle Bay Wharf in November.

Clients and community members were invited to join award-winning human rights social documentarians Belinda Mason OAM and Dieter Kneirim, along with Veolia staff to attend the exhibition, learn about the traditional culture and history of Sydney Harbour, and hear genuine accounts from Indigenous veterans and proud participants of Serving Country.

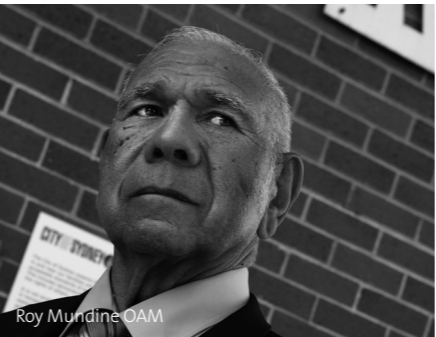
Veolia’s Chief Marketing, Communications & Sustainability Officer, Kate Moonen said Veolia organised this exhibition to acknowledge the mighty contribution Indigenous veterans and

current servicemen and servicewomen have made to Australia, side-by-side with non-Indigenous personnel.

“The Aboriginal and Torres Strait Islander men and women pictured on these flags showed an extraordinary act of selflessness to fight in the armed forces of this nation,” Ms Moonen said.

“They have served in the Australian armed forces since the Boer War in 1899, and have a long and proud history that has seen them take part in every major war and peacekeeping effort since then.”

Serving Country, developed by Belinda and Dieter, serves as a platform for sharing stories, courage, and mateship. Story-sharing plays a vital healing role within Australian First Nations culture, so it was a great honour to help bring to life for every Australian the quiet and powerful role Aboriginal and Torres Strait Islanders have had in keeping our country safe.



Roy Mundine OAM

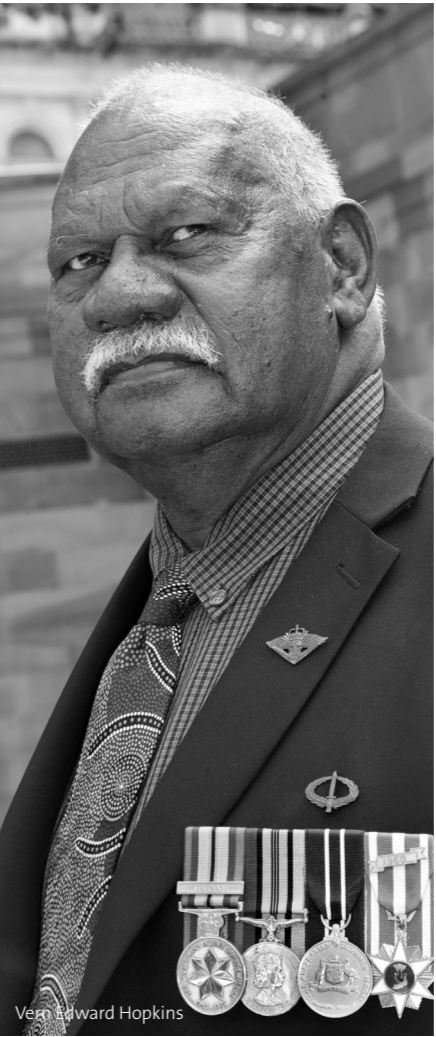


Tenaya Mourish



“The Aboriginal and Torres Strait Islander men and women pictured on these flags showed an extraordinary act of selflessness to fight in the armed forces of this nation,”

KATE MOONEN
Veolia’s Chief Marketing, Communications & Sustainability Officer



Vern Edward Hopkins





10 YEAR ANNIVERSARY - NORTH WEST ALLIANCE

Veolia and the North West Alliance marked their 10 year anniversary in 2023. Established in 2013, NWA is a joint venture between Veolia and Emu Nest, a local Aboriginal company.

The business was established to target large waste management contracts in the mining and oil and gas sector, while also delivering social and economic impact for Aboriginal people in the Pilbara region of Western Australia.

NWA addresses two problems: the desire for the mining and oil gas industry to employ local Aboriginal people and to develop and grow local Aboriginal suppliers; and the desire by the local Aboriginal community for jobs, training, and supply chain opportunities where it may be difficult to obtain due to barriers of entry.

NWA is the largest and longest Aboriginal waste partnership in the Pilbara and is committed to generating positive economic impacts, fostering sustainability for future generations in the region whilst serving the local customers tirelessly.



FORMER JUSTICE RESIDENTS SUSTAINABILITY CAREER OPENED THE DOOR FOR OTHERS

A new program developed at Veolia, together with its Aboriginal partners and the Western Australian Department of Justice, is changing the outcome for former residents of a justice facility.

The genesis of the program was in June 2022, when two mature-aged First Nations students joined Veolia for four weeks’ work experience through a project run by the Waalitj Foundation. Their work and dedication quickly impressed colleagues and managers who offered them full-time traineeships. However, to get those traineeships, both students had to go through police checks and both had police records.

Veolia’s Indigenous Engagement Manager Anja Bonnard was inspired by the students’ early success so, with the support of senior Veolia executives, she decided to reach out to the Department of Justice to develop the Kinship Program.

Over the past year, Veolia has mentored 16 Indigenous women from Boronia Pre-release Centre in Bentley, employing 3 women and with the clear expectation to hire more in the near future.

The program is designed to create a pathway for recently incarcerated Aboriginal and Torres Strait Islanders, working with them before release to set them up with career opportunities with Veolia once they transition back into the community.

Veolia ANZ CEO Richard Kirkman says it’s just the latest development in Veolia’s Reconciliation Action Plan, which has been running since 2014.

“Veolia is an inclusive organisation that appreciates all its people for their skills and their potential and no-one gets labelled or pigeon-holed. This is just one small part in our efforts to bring marginalised communities and especially Aboriginal and Torres Strait Islander communities into the light of our business,” said Dr Kirkman.

“I’m proud to say we’re doubling down on our efforts at reconciliation and forging ahead for our company and indigenous communities. We aim to bring 100 new Aboriginal and Torres Strait Islander people into our business over the coming 2 years, and we will continue to procure goods and services from Aboriginal companies.

“This is not an idle goodwill gesture, it is deeply embedded in Veolia’s purpose. We are driven by the idea of Ecological Transformation, where the modern world and the natural world can co-exist in harmony, and this requires a deep community connection. Employing the experience of those people who have lived in harmony with this land for over 60,000 years is a perfect fit for our ambition.”

CONTINUED COMMITMENT TO OUR RECONCILIATION JOURNEY

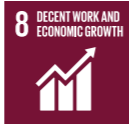
Veolia is currently on its second Stretch Reconciliation Action Plan and will be celebrating 10 years of having a formal Reconciliation Action Plan in 2024.

Veolia is committed to walking alongside Aboriginal and Torres Strait Islander peoples to connect, learn, and create sustainable opportunities in the communities in which we live and operate.

To learn more about our Reconciliation efforts and Reconciliation Action Plan, visit anz.veolia.com/about-us/reconciliation-action-plan



Sustainable Development Goals



“Veolia is an inclusive organisation that appreciates all its people for their skills and their potential and no-one gets labelled or pigeon-holed.”

RICHARD KIRKMAN
CEO & MD - Veolia Australia & New Zealand

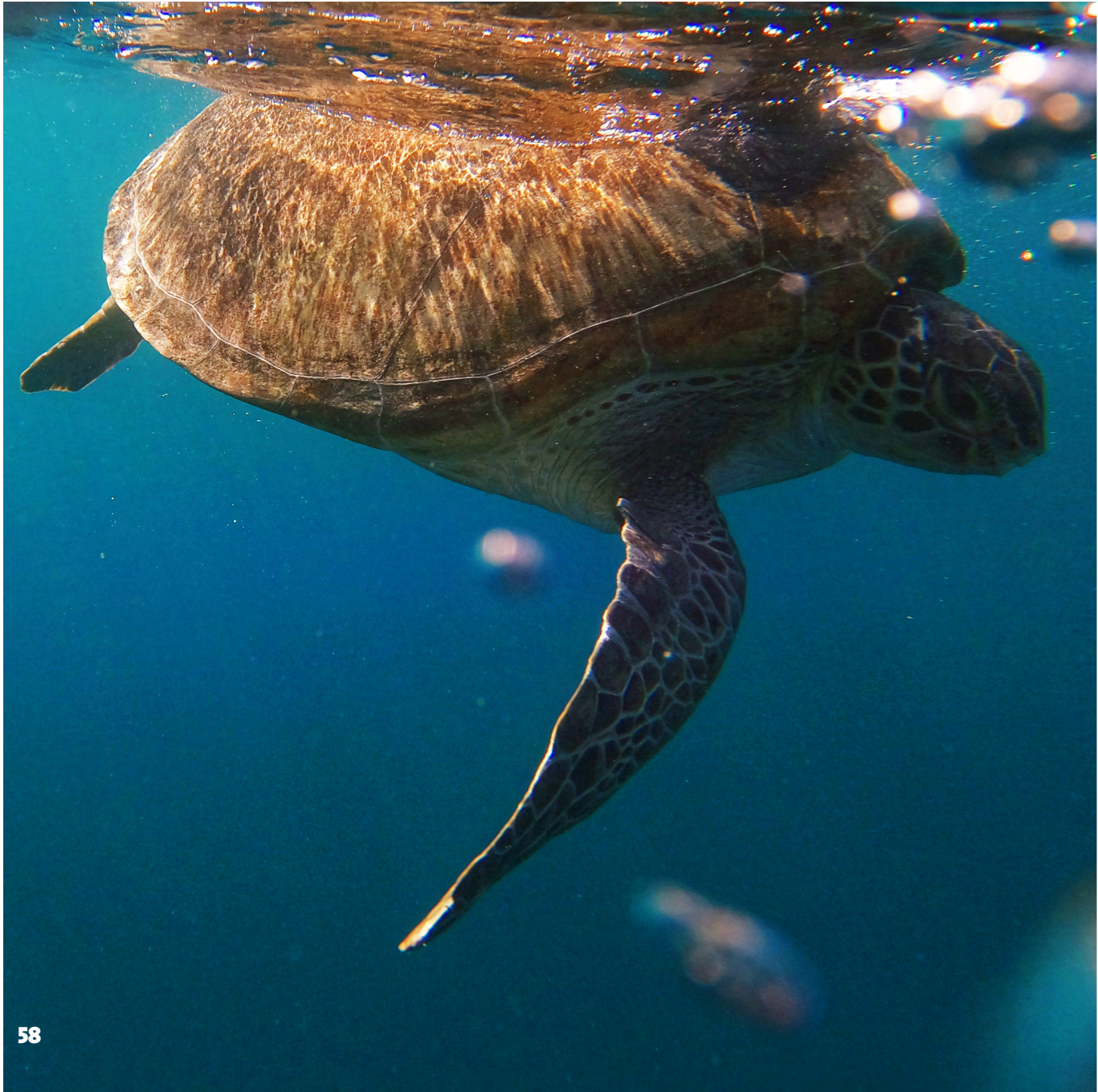
VEOLIA SPONSORS TARONGA WILDLIFE HOSPITAL'S MARINE TURTLE SATELLITE TRACKING PROGRAM

Every year around 40 turtles are taken to Taronga Wildlife Hospital, with the majority of injuries caused by consuming marine debris, fish hooks and lines, or being struck by boats and jet skis.

In 2023, the Taronga Wildlife Hospital released three endangered green turtles back into the wild after they recovered from serious injuries. All three were tracked by satellites along the New South Wales coast thanks to a turtle research program sponsored by Veolia as part of our broader mission of Ecological Transformation.

Veolia ANZ CEO Mr Richard Kirkman says it's work that's close to our heart. "The Taronga Turtle Tracking program exemplifies our commitment to finding ways for the natural world and human activities to exist side by side. It also shows that when we come together and take responsibility for the simple things in our lives, like disposing of litter properly, we can all contribute directly to making the world a safer place for our endangered wildlife."

Sustainable Development Goals





CHAPTER EIGHT



EXTERNAL ASSURANCE OPINION

KPMG external assurance opinion

Veolia engaged KPMG, our global financial auditor, to provide a limited assurance opinion of selected sustainability information in our 2023/2024 Environmental, Social, and Governance Report.

The selected environmental Information subjected to limited assurance included • Total GHG Emissions (Scope 1 + Scope 2 + Scope 3) • Energy – Renewables Generated (MWh) • Lost Time Injury Frequency Rate (LTIFR) • Reconciliation Action Plan - Employment (%) • Reconciliation Action Plan - Procurement (\$).

The information subject to limited assurance was prepared in accordance with the GRI Standards.

INDEPENDENT LIMITED ASSURANCE REPORT
TO THE DIRECTORS OF VEOLIA ENVIRONMENTAL
SERVICES (AUSTRALIA) PTY LTD



Conclusion

Based on the evidence we obtained from the procedures performed, we are not aware of any material misstatements in the Information Subject to Assurance, which has been prepared by Veolia Environmental Services (Australia) Pty Ltd (Veolia) in accordance with Veolia policies, procedures and methodologies (the criteria) for the 2023/2024 period.

Information Subject to Assurance

The Information Subject to Assurance as presented in Veolia’s Australia and New Zealand Sustainability Report 2023/2024 on Veolia’s (AU) website:

SELECTED ENVIRONMENTAL INFORMATION	VALUE ASSURED
Total GHG Emissions (Scope 1 + Scope 2 +Scope 3)	1,802,909
Scope 1 Emissions	1,117,280
Scope 2 Emissions	277,763
Scope 3 Emissions (Categories 1, 2, 3, 4, 5, 6, 7, and 8)	407,866
Energy – Renewables Generated (MWh)	136,706
Lost Time Injury Frequency Rate (LTIFR)	1.12
Reconciliation Action Plan – Employment (%)	3.16
Reconciliation Action Plan – Procurement (\$)	17,479,190

Criteria Used as the Basis of Reporting

The Information Subject to Assurance was prepared in accordance with the GRI Standards published by the GRI, and Veolia’s Basis of Preparation (BoP) (collectively “the criteria”) for the purpose of providing limited assurance over the Information Subject to Assurance. Specific definitions relating to the Information Subject to Assurance will be presented in the Veolia Australia and New Zealand Sustainability Report 2023/2024 which will be published on Veolia’s (AU) website.

Basis for Conclusion

- We conducted our work in accordance with Australian Standard on Assurance Engagements ASAE 3000 (Standard). In accordance with the Standard we have:
- > used our professional judgement to plan and perform the engagement to obtain limited assurance that we are not aware of any material misstatements in the Information Subject to Assurance, whether due to fraud or error;
 - > considered relevant internal controls when designing our assurance procedures, however we do not express a conclusion on their effectiveness; and
 - > ensured that the engagement team possess the appropriate knowledge, skills and professional competencies.

Summary of Procedures Performed

- Our limited assurance conclusion is based on the evidence obtained from performing the following procedures:
- > enquiries with relevant Veolia personnel to understand the internal controls, governance structure and reporting process of the Information Subject to Assurance;
 - > reviews of relevant documentation including Veolia’s policies, reporting procedures and methodologies;
 - > analytical procedures over the Information Subject to Assurance;
 - > walkthroughs of the Information Subject to Assurance to source documentation;
 - > evaluating the appropriateness of the criteria with respect to the Information Subject to Assurance; and
 - > reviewed the Veolia Australia and New Zealand Sustainability Report 2023/2024 in its entirety to ensure it is consistent with our overall knowledge of assurance engagement.

How the Standard Defines Limited Assurance and Material Misstatement

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Misstatements, including omissions, are considered material if, individually or in the aggregate, they could reasonably be expected to influence relevant decisions of the Directors of Veolia Environmental Services (Australia) Pty Ltd.

Use of this Assurance Report

This report has been prepared for the Directors of Veolia Environmental Services (Australia) Pty Ltd for the purpose of providing an assurance conclusion on the Information Subject to Assurance and may not be suitable for another purpose. We disclaim any assumption of responsibility for any reliance on this report, to any person other than the Directors of Veolia Environmental Services (Australia) Pty Ltd, or for any other purpose than that for which it was prepared.

Management’s responsibility

- Management are responsible for:
- > determining that the criteria is appropriate to meet their needs and the needs of Veolia’s Management and Directors;
 - > preparing and presenting the Information Subject to Assurance in accordance with the criteria; and
 - > establishing internal controls that enable the preparation and presentation of the Information Subject to Assurance that is free from material misstatement, whether due to fraud or error.

Our Responsibility

Our responsibility is to perform a limited assurance engagement in relation to the Information Subject to Assurance for the 2023/2024 period, and to issue an assurance report that includes our conclusion.

Our Independence and Quality Management

We have complied with our independence and other relevant ethical requirements of the Code of Ethics for Professional Accountants (including Independence Standards) issued by the Australian Professional and Ethical Standards Board, and complied with the applicable requirements of Australian Standard on Quality Management 1 to design, implement and operate a system of quality management.

KPMG

Daniel Camilleri
Partner
Sydney
17 July 2024

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GLOBAL REPORTING INITIATIVE (GRI) CONTENT INDEX

Statement of Use
Veolia ANZ has reported the information cited in this GRI content index for the period 2023/2024 with reference to the GRI Standards.
GRI Used: GRI 1: Foundation 2021

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306-5 Waste directed to disposal	Group information: Promote the Circular Economy: https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	From page 210
GRI 308: Supplier Environmental Assessment 2016		
308-1 New suppliers that were screened using environmental criteria	Group information: Social Performance https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf Group Supplier Charter: https://www.veolia.com/sites/g/files/dvc4206/files/document/2019/07/Veolia-general-principles-suppliers-relationship-032019.pdf	From page 250
308-2 Negative environmental impacts in the supply chain and actions taken	Group information: Social Performance https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf Group Supplier Charter: https://www.veolia.com/sites/g/files/dvc4206/files/document/2019/07/Veolia-general-principles-suppliers-relationship-032019.pdf	From page 250
GRI 401: Employment 2016		
401-1 New employee hires and employee turnover	Group information: Human Resources Performance https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	From Page 267
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Group information: Human Resources Performance https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	From Page 267
401-3 Parental leave	Group information: Human Resources Performance https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	From Page 267
GRI 402: Labor/Management Relations 2016		
402-1 Minimum notice periods regarding operational changes	Group information: Human Resources Performance https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	From Page 267
GRI 403: Occupational Health and Safety 2018		
403-1 Occupational health and safety management system	6.0 Our People Group information: Guarantee a Healthy and Safe Work Environment https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	Page 44 From page 270
403-2 Hazard identification, risk assessment, and incident investigation	6.0 Our People Group information: Guarantee a Healthy and Safe Work Environment https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	Page 44 From page 270
403-3 Occupational health services	6.0 Our People Group information: Guarantee a Healthy and Safe Work Environment https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	Page 44 From page 270



403-4 Worker participation, consultation, and communication on occupational health and safety	6.0 Our People Group information: Guarantee a Healthy and Safe Work Environment https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	Page 44 From page 270
403-5 Worker training on occupational health and safety	6.0 Our People Group information: Guarantee a Healthy and Safe Work Environment https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	Page 44 From page 270
403-6 Promotion of worker health	6.0 Our People Group information: Guarantee a Healthy and Safe Work Environment https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	Page 44 From page 270
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	6.0 Our People Group information: Guarantee a Healthy and Safe Work Environment https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	Page 44 From page 270
403-8 Workers covered by an occupational health and safety management system	6.0 Our People Group information: Guarantee a Healthy and Safe Work Environment https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	Page 44 From page 270
403-9 Work-related injuries	2.0 Our Performance 6.0 Our People	
403-10 Work-related ill health	2.0 Our Performance 6.0 Our People	
GRI 404: Training and Education 2016		
404-1 Average hours of training per year per employee	2.0 Our Performance Group Information: HR https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/veolia-key-data-2023.pdf	Page 8 Page 13
404-2 Programs for upgrading employee skills and transition assistance programs	6.0 Our People Group information: Train and develop skills https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	Page 44 From page 281
404-3 Percentage of employees receiving regular performance and career development reviews	Group information: HR: https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	From page 281
GRI 405: Diversity and Equal Opportunity 2016		
405-1 Diversity of governance bodies and employees	6.0 Our People Group information: Train and develop skills https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	Page 44 From page 290
405-2 Ratio of basic salary and remuneration of women to men	Group information, HR Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	Page 288
GRI 406: Non-discrimination 2016		
406-1 Incidents of discrimination and corrective actions taken	Group information: Ethics and Compliance: https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	From page 305
GRI 407: Freedom of Association and Collective Bargaining 2016		
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Group information: Ethics and Compliance: https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	From page 305
GRI 408: Child Labor 2016		
408-1 Operations and suppliers at significant risk for incidents of child labor	Modern Slavery: https://www.anz.veolia.com/modern-slavery Group information: Human Rights https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	Webpage From page 310
GRI 409: Forced or Compulsory Labor 2016		
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Modern Slavery: hhttps://www.anz.veolia.com/modern-slavery Group information: Human Rights https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	Webpage From page 310

GRI 410: Security Practices 2016		
410-1 Security personnel trained in human rights policies or procedures	N/A	
GRI 411: Rights of Indigenous Peoples 2016		
GRI 411: Rights of Indigenous Peoples 2016	N/A	
GRI 413: Local Communities 2016		
413-1 Operations with local community engagement, impact assessments, and development programs	Our Facilities: https://www.anz.veolia.com/our-facilities	Webpage
413-2 Operations with significant actual and potential negative impacts on local communities	Environmental Compliance: https://www.anz.veolia.com/about-us/environmental-compliance/reports?page=2	Webpage
GRI 414: Supplier Social Assessment 2016		
414-1 New suppliers that were screened using social criteria	Group information: Social Performance https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	From page 250
414-2 Negative social impacts in the supply chain and actions taken	Group information: Social Performance https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	From page 250
GRI 415: Public Policy 2016		
415-1 Political contributions	Group information: Ethics and Compliance https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	Form page 303
GRI 416: Customer Health and Safety 2016		
416-1 Assessment of the health and safety impacts of product and service categories	Group information: Access to Essential Services https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	From page 263
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Operational Compliance: https://www.anz.veolia.com/about-us/operational-compliance	Webpage
GRI 417: Marketing and Labeling 2016		
417-1 Requirements for product and service information and labeling	Group information: Risk Management, Ethics and Compliance https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	From page 305
417-2 Incidents of non-compliance concerning product and service information and labeling	None	
417-3 Incidents of non-compliance concerning marketing communications	None	
GRI 418: Customer Privacy 2016		
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	None	

Note: From Requirement 3 in GRI 1: Foundation 2021, the Sector Standard that most applies to Veolia is the ‘Utilities Sector Standard’ - this Standard is currently not available.

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