



#### **KIA ORA**

Veolia recognises Māori people as the Tangata Whenua o Aotearoa (the people of the land of New Zealand) and Te Tiriti o Waitangi (The Treaty of Waitangi) which is committed to the inclusion of all people.

We also recognise and support these values important to Te ao Māori:

#### **MANAAKITANGA**

Showing respect, generosity and care for others.

#### **WHANAUNGATANGA**

Family relationships and connections.

#### **KAITIAKITANGA**

Guardianship of the sky, the sea and the land.

#### **KOTAHITANGA**

Unity, togetherness and solidarity.



Statement of Use: Disclosures in Veolia's 2024 ESG 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 2024 and includes entities under the brand Veolia Australia and New Zealand. Our previous report pertained to the period 2023/2024. Veolia is committed to transparency and welcomes feedback - please contact anz.sustainability@veolia.com

PAGE ii Acknowledgement of Country - recognition of Australia's First Nations Peoples PAGES iii Ahikā - recognition of the Maori people of New Zealand A MESSAGE FROM OUR CEO PAGES 2 3 Richard Kirkman, Chief Executive Officer Veolia Australia and New Zealand **OUR PERFORMANCE** PAGES 4 | 11 **HIGHLIGHTS PURPOSE, PRIORITIES AND** PAGES 12 | 17 **PERFORMANCE** PAGES 18 | 23 OUR ENVIRONMENT PAGES 24 | 31 OUR CUSTOMERS PAGES 32 | 39 OUR PEOPLE PAGES 40 | 45 OUR COMMUNITIES PAGES 46 | 59 EXTERNAL ASSURANCE OPINION



#### A message from our CEO

#### RICHARD KIRKMAN

CEO & MD Veolia Australia & New Zealand

I am pleased to introduce Veolia's ESG Report for 2024. Veolia's purpose of ecological transformation is our commitment to rethinking how we use, replenish, and renew our planet's resources. Put simply, we exist to promote human progress without unacceptable costs to the environment. Protecting our planet requires a fundamental shift towards depolluting, regenerating, and decarbonising at scale, and we are helping our industrial, municipal, and commercial customers do just that.

Marking the first anniversary of our global strategic plan, GreenUp, we've made substantial progress on this agenda. Australia and New Zealand, identified as a priority growth region within our GreenUp strategy, achieved significant milestones in 2024, including an

expanded energy portfolio, and new resource recovery and water treatment operations.

This meant reinforcing our strengths in waste and resource recovery, municipal water services, and industrial services, while accelerating opportunities in water technology, renewable energy, and hazardous waste management.

Our decarbonisation efforts were demonstrated by our Net Zero roadmap, which commits us to significant emissions reductions by 2032 and net-zero by 2050. Veolia Energy, our newly launched energy retail brand, will support these targets by supplying energy throughout the National Electricity Market (excluding WA and NT), with the ambition to become a Green Energy Retailer as we transition to 100% renewable sources.

"Protecting our planet requires a fundamental shift towards depolluting, regenerating and decarbonising at scale, and we are helping our industrial, municipal and commercial customers do just that."

We've also expanded our liquid waste treatment capabilities, transformed carbon capture operations at our landfills, invested in soil washing, and ensured compliance in our PFAS operations to deliver on year one of our depollution targets. With a strong focus on our customers, our regeneration efforts included major customer contract renewals in Water and Environmental Services, successful tenders for new Materials Recovery Facility operations, and the opening of EarthPower, Australia's largest anaerobic digestion facility.

I am proud that our 6,500 employees across Australia and New Zealand support our customers in achieving their sustainability goals every day by mitigating pollution, treating contamination and hazardous waste, and producing clean energy, water, and materials. In turn, our commitment to the safety, health and wellbeing, development, and diversity of our people is unwavering.

In 2025, we continue this focus on our GreenUp targets. We are also evolving our Reconciliation Action Plan to elevate our efforts in walking alongside Aboriginal and Torres Strait Islander peoples, having celebrated 10 years of implementing Reconciliation Action Plans in 2024.

I am excited about the progress we are making, but there's a lot to do. I invite you to explore some of our highlights and plans as we work towards a more sustainable future for our customers, community, and people.

# 4 - 2024 ESG REPORT OUR **PERFORMANCE** HIGHLIGHTS

# OUR CUSTOMERS

#### 2024...

marked the launch of GreenUp, and our ambition to accelerate, transform and provide tangible, affordable and replicable decarbonisation, depollution and resource generation solutions.

**We celebrated 20 years** of operating our Woodlawn Eco-Precinct.



Veolia made an exciting move by acquiring Brandster, water pollution experts, supercharging our capabilities across Sydney and NSW. Together, we're making a powerful impact - cleaning up pollution and returning vital water safely to our ecosystem.

customer satisfaction increased by according to our annual voice of Customer survey.



**Secured** the operation and maintenance extension of the **Sydney Desalination Plant** until 2042

Through our digitised **Procurement to Pay** system, our suppliers have experienced an automated vendor transaction process.

**Upgraded and commissioned** anaerobic digestion facility, **Earthpower**, in NSW.



# OUR PEOPLE

#### Always Safe culture:

- LTIFR (Lost Time Injury Frequency Rate) 1.13 (vs 1.12 in 2023)
- SIFR (Serious Injury Frequency Rate) 10.24 (vs 8.50 in 2023)

Number of injuries has remained stable year on year



#### **Diversity - Indigenous employment\*:**

3.24%

(vs 3.16% in 2023)

In Australia

**Employee engagement:** 

91%

in our 2024 annual **'Voice of Resourcers'** employee survey

#### **Employee retention:**

**175** Veolia employees have over 15 years length of service

#### Shareholders

Employees continue to represent the company's global total capital, making them Veolia's largest shareholder

#### Women in leadership:

31.2%

(vs 31.7% in 2023) •

 6 out of the 13 Executive members are women.

#### **Learning & development:**

An average of

**40.14** hours

of training per employee (vs 32.6 hours in 2023)



# OUR ENVIRONMENT

#### **15% REDUCTION**

#### IN GHG EMISSIONS

1,174,541 tCO2 eq

(FY2024) - Scopes 1 and 2 (vs 1,395,081 tCO<sub>2</sub> eq in FY 2023)

#### **6% REDUCTION**

#### **IN SCOPE 3 EMISSIONS**

Estimation at 384,719.78 (CY 2024) from 407,866 tCO<sub>2</sub> eq (CY 2023)\*

\*The reduction was predominately due to improved data collection and more activity based estimates.

#### 381.52 KT

#### **EQ CO<sub>2</sub>% REDUCTION**

#### of avoided GHG emissions

from predominantly recycling and energy generation.

#### **Drinking water produced**

203,289,079 m³ serving over 4 million people in the local communities (vs 220,857,000m³ in 2023)

#### **Wastewater treated**

146,000,477 m<sup>3</sup>

(vs 138,415,000m<sup>3</sup> in 2023)

#### Non hazardous waste treated

4,522,771t

(vs 4,501,000t in 2023)

#### Hazardous waste treated

223,810 t

(vs 448,000t in 2023)



### 95%

#### **Biodiversity actions are completed** across significant and sensitive sites.

5%

#### Increase in renewable energy produced 2,163,752GJ or 144,437MWh

(vs 136,706 MWh in FY 2023) from solar, hydroelectricity and methane based electricity generation.



Projects participating in the Australian Carbon Credit Unit Scheme generating **over 200,000 Australian Carbon Credit Units.** 

#### **OUR COMMUNITY**

**Celebrated 10 years** participating in the formal

Reconciliation Action Plan (RAP) framework which commenced 2014.

• 3.24% indigenous employment\* (CY 2024) and over \$21M\*\* in Indigenous procurement (CY2024).

\*In Australia. \*\*Includes \$1.2M in dividends contributed to North West Alliance - a joint venture between Veolia and local Aboriginal company Emu Nest.





**Launched the Future Forward Program** in NSW and QLD, a career pathways program tailored for First Nations peoples, with 18 individuals offered employment at completion.

The Veolia Mulwaree Trust distributed \$746,347 in 2024 toward 210 local community projects, grants, donations, academic and creative arts scholarships in the local government areas in Southern NSW.













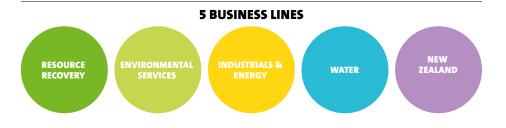
#### **VEOLIA ANZ IS**

#### **6,500 EMPLOYEES**

#### **2 COUNTRIES**

#### **MORE THAN 330 LOCATIONS**

in wastewater, water treatment and resource recovery operations, connecting with over 9,000 suppliers



#### **PROGRESSING TOWARDS ITS CARBON AMBITION OF:**

SCOPE 1	SCOPE 2	SCOPE 3
Reduction 50% by 2032	Reduction <b>50% by 2032</b>	Reduction 30% by 2032
_	_	(relative to 2021)

#### WITH THE AIM OF NET ZERO ON OR BEFORE 2050.

#### A direct impact on 14 of the 17 UN SDGs

SDGs linked to the Group's activities























Our Socio-economic footprint¹ of Veolia's activities, i.e. the social impact beyond Veolia ANZ's products and services is (which addresses SDG 8.1, 8.2, 9.2) 19,959 jobs supported (FTE) \$5,186M (GDP) (2,824M Euros) of wealth created.

<sup>1 -</sup> Utopies study on Veolia's Global socio-economic footprint in the world, January 2024.

# **VEOLIA**A LEADER IN ESG

#### **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.

#### **INCLUSION IN THE LEADING SUSTAINABILITY INDICES**

FTSE4Good

• DJSI (Dow Jones Sustainability indices) • CAC 40 ESG

Worldwide and Europe

#### **RECOGNISED BY LEADING RATING AGENCIES**

#### S&P Global

No. 1 in the Multi and Water Utilities sector, rated "Top 1%" in the Sustainability Yearbook 2024, CSA score of 83/100

#### Moody's Analytics

72/100, leader in the Waste and Water Utilities Europe sector (average sector score 53/100)

#### ISS ESG

"Prime" rating, top 10% in the Multi-utilities sector, scored B

#### • CDP Climate Change 2023

"Leadership" rating, scored A-

#### • CDP Water Security 2023

"Leadership" rating, scored A





# L2 — 2024 ESG REPORT PURPOSE, PRIORITIES AND LT 507 PERFORMANCE

#### GreenUp **OUR STRATEGIC PROGRAM** TO ECOLOGICAL TRANSFORMATION

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

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In Australia and New Zealand, we have set out to grow our waste, water, and industrial activities by 10% year on year, while increasing our energy business tenfold over the next 4 years.

We will also halve our carbon emissions by 2032 against our 2021 baseline. Our GreenUp journey began with our 2024 priority projects aligning with the trio pillars of ecological transformation: decarbonisation, depollution, and regeneration.

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 this performance.

Veolia has prioritised corporate non-financial performance (environmental, social, and governance factors) equally with economic, financial, and commercial performance since 2020, reflecting our commitment to this multifaceted performance.

#### A VALUE PROPOSITION EMBRACING CLIENTS' MAJOR STAKES

#### Veolia, an integrator of solutions

in 3 complementary businesses delivering essential services

 Decarbonisation Adaptation to climate change

Affordability

Clients' challenges

Cities

• Public health through access

to essential services

#### **Industries**

- Licence to operate
- Resource efficiency
- environmental regulations
- Affordability and savings

#### **WATER**

To depollute Towards Net Zero Untreated Pollutants

**Impact** 

To regenerate resources Towards Net Zero Water

#### To decarbonise

Towards Net Zero CO<sub>2</sub> with local decarbonising energy

#### **WASTE**

Compliance with

Security of supply chain

**ENERGY** 

#### Multifaceted performance: an ESG booster at the heart of everything Veolia does



Three pillars – environmental, social and governance – are integral to Veolia's multifaceted performance, which also includes financial and commercial dimensions not covered in this report. GreenUp, Veolia's new strategic program for 2024-2027, aims to accelerate the rollout of practical solutions, while stimulating innovation to depollute, decarbonise and regenerate resources.









## ENGAGING WITH STAKEHOLDERS ON PURPOSE AND MATERIALITY

In 2022 and 2023, we led a series of activities to outline the expectations of our stakeholders and integrate them in what would become GreenUp and guide us through to the end of 2027.

It started with the Inspire 24-27 internal consultation and was followed with the series of 3 workshops, the +1 Inspire 24-27 stakeholder consultation..

In 2024, the inaugural Advisory Council members include a strongly experienced team with varied backgrounds, including across climate science academia, industry and business - chaired by Elizabeth Ann McGregor AM OBE. These experts will provide Veolia's executive leadership team with an external view on strategic issues to:

- 1. Challenge and review our business strategy for ecological transformation to better align with the issues facing Australia and New Zealand, such as climate change, policy drivers, and social blockers;
- **2. Share insights** about what stakeholders are motivated by and expect from Veolia; and
- 3. Recommend the path for progress on other strategies already deployed or being prepared, such as our net zero ambitions. Advisory Members offer a diverse team of business savvy and purpose driven stakeholders to test, challenge, and provide insights on Veolia's 2027 strategic direction, paving the way for climate change prevention and building a circular economy.

Additionally, the requirements under the EU Corporate Sustainability Reporting Directive (CSRD) and Australian Sustainability Reporting Standards (ASRS) has allowed Veolia to confirm the crucial material

challenges it faces. These are grouped into six action areas:

- decarbonise to limit climate disruption;
- depollute and preserve the natural environment;
- spare and regenerate resources;
- provide safe and resilient essential services to territories;
- be an attractive, safe, and fair company; and
- engage our stakeholders in ecological transformation.

This analysis identified 43 impacts, risks, and opportunities associated with these challenges, which are also at the heart of the GreenUp program. It serves as a reminder that reducing environmental impacts is central to Veolia's activities and purpose. This approach includes listening attentively to the stakeholders we consulted on the Group's environmental, social, and governance commitments.

It is designed to provide stakeholders with an even clearer picture both of our positive contribution for the environment through our policies and action plans, and of the levers they themselves hold: ecological transformation requires all our stakeholders to mobilise.

It also aligns naturally with the multifaceted performance approach the Group has followed since 2020 and is continuing in the new GreenUp strategic program.

#### **DECARBONISING**

VEOLIA PLAYS AN IMPORTANT ROLE IN DECARBONISING

Our ANZ roadmap to reach net zero by 2050 or sooner aligns with the 1.5 degree Paris Agreement targets for global warming.

We are working with our customers to reach their net zero ambitions, as well as improving the essential services we provide across waste, water, and energy within our own business, to achieve our decarbonisation ambitions.

Read more in our Net Zero Roadmap which lays out our targets and how we are going to reach them.

Veolia Group released its Climate Report, published simultaneously with GreenUp, to illustrate our updated climate strategy. It meets the requirements of the TCFD1 (Task Force on Climate-related Financial Disclosures) 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 with 42% progress on the investment plan to phase out coal in Europe by 2030, in 2024. In addition to the Climate Report, the Group also follows the guidelines from the TNFD (Taskforce on Nature-related Financial Disclosures) on nature-related risks.

The decarbonisation of business activity relies in the short and medium term on clearly identified projects and action levers to which Veolia can apply proven experience in each of its businesses:

- methane capture at landfill sites;
- energy efficiency;
- on-site renewable energy generation and self-consumption; and
- green energy supply (scope 2).



**On scope 3,** Veolia will reinforce its purchasing policy with its largest suppliers. At a Group level, by 2032, suppliers representing 30% of purchasing related emissions must sign an SBTi (Science Based Target initiative) commitment.

To fulfil its Net Zero 2050 ambition, Veolia is also relying on further development and deployment of innovations currently in progress, such as carbon capture, utilisation, and storage.



See our Net Zero Report for more information.

#### **GOVERNANCE**

FROM ITS CREATION TO ITS IMPLEMENTATION

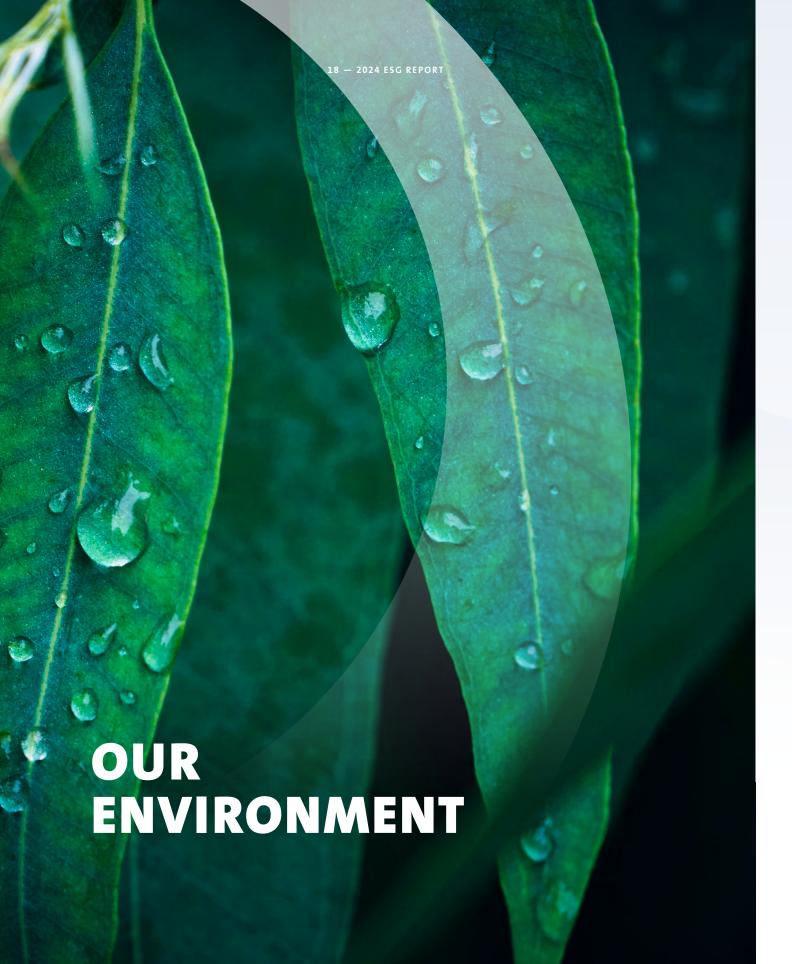
Veolia's purpose is supported and steered at the highest level of the company. It is the result of steered work and an unprecedented collaborative process through various Committees and Forums. It feeds into all of the Group's decisions and actions.

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 2027 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.

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. The new Australian Sustainability Reporting Standard requirements which Veolia will be participating in, also reports into this governance framework.





#### **ENVIRONMENT**

Our ambition is equal to the world's challenges where we protect what's essential for life

# WE ARE INSPIRED AND DRIVEN BY OUR GREENUP Its ac soph trom

to shape the way we use resources, to improve the health and quality of our lives and communities.

### Veolia's new materials recovery facility turbocharges Tasmania's zero waste agenda

Veolia officially commissioned the \$24 million Spreyton Materials Recovery Facility (MRF), which will process household recycling from Northern Tasmanian councils. The facility is set to boost recycling rates across the region, while its unique cross-council collaboration ensures greater savings for councils at the same time.

The MRF has the capacity to sort around 20,000 tonnes of paper, glass, plastic, and metals from more than 100,000 households across the region, almost doubling the state's current processing capacity.

Its advanced sorting technology, equipped with sophisticated automatic recognition, uses trommel screens to separate paper, laser optical identification with air jets to separate plastics, and magnetic currents to extract the metals. The process is designed to remove any contamination from items wrongly put in bins, ensuring high quality sorting of materials for onwards processing into new products.

The MRF was funded, constructed, and designed by Veolia in consultation with regional waste authority Dulverton Waste Management, The City of Launceston Council, and the northern Tasmanian councils. This coming together of councils also allowed them to benefit from a cost structure agreement that delivers savings to councils and encourages recycling.

The Spreyton Materials Recovery Facility is part of Veolia's Green Up strategy, which will guide further sustainable investments across Australia in the next few years.

#### **ENVIRONMENT**

# DEPOLLUTE AND REGENERATE OUR NATURAL RESOURCES

#### Veolia to bring Australia's most advanced thermal energy plant to Macquarie Point, Tasmania

Veolia has substantially progressed an agreement with Macquarie Point Development Corporation (MPDC) to deliver a high-tech energy network that will provide renewable electricity and a next generation thermal energy plant. The company is now performing a detailed site-specific design process to incorporate innovations that provide strong sustainability and economic outcomes.

The thermal energy plant planned for the site is so efficient that it is able to convert up to 10 times the electricity it uses into thermal energy for heating and cooling the precinct. This efficiency is improved even further through advanced heat recovery technologies. At its peak the proposed plant can instantaneously produce 16MW of energy to cool and heat the entire precinct during major events even when experiencing the extremes of summer and winter.

The entire precinct is an exemplar of Veolia's global GreenUp strategy that aims to decarbonise, depollute, and regenerate our natural resources in a way that delivers strong economic and environmental benefits.

"This proposal makes the most of Veolia's global expertise in energy, sustainability, and ecological transformation to create a precinct that takes energy efficiency to the next level," said Veolia ANZ Chief Operating Officer of Energy and Industrials, Grant Winn.

"Our proposal employs multiple local renewable power and energy sources like solar panels, heat pumps, and world leading heat exchange technology to capture renewable energy and waste heat. These are all controlled by smart networks that provide energy and temperature control to wherever it is needed across the precinct."

This range of efficiency improving technologies combined with solar panels on every building and battery storage, reduces the need for electricity from the grid, even capturing enough electricity to distribute to 100 electric vehicle chargers onsite.

There is no doubt the Stadium and the greater Macquarie Point precinct are significant pieces of infrastructure in their own right that will contribute to the urban renewal of Hobart within the 30 year Greater Hobart Plan, but they also set a new standard for sustainability and renewable energy in Australia.

#### MPDC's Chief Operating Officer, Greg Cooper,

acknowledged the project's significance:
"Partnering with Veolia ANZ on this energy
infrastructure project is an important milestone
for Macquarie Point. This collaboration supports
our vision for a sustainable and energy-efficient
precinct, aligning with our goals for innovative
urban renewal and long-term community
benefit," Mr Cooper said.

#### New EarthSure technology to depollute and return Victoria's soils to the circular economy

Veolia's Taylors Road Resource Recovery Precinct, located in Dandenong South, will soon be home to EarthSure's new \$15 million contaminated soil washing technology facility, a joint venture between Veolia and Ventia that will see 160,000 tonnes of contaminated soils and aggregates cleaned and reused every year.

The facility has also been supported by a \$1.15 million grant from Sustainability Victoria as part of its Circular Economy Infrastructure Fund - Hazardous Waste Stream and is the latest addition to the precinct, which has seen it transform from a landfill to a resource recovery park.

The existing EarthSure thermal facility can already treat highly contaminated waste (Category A & B) through its direct fired thermal desorption process. Category A and B materials include commonly produced soils and waste resulting from key industrial processes, chemical storage, and service stations.





However, less contaminated soils (Category C), which most commonly come from underground excavations and construction sites, require a separate treatment process.

The new soil washing facility under construction provides a solution for these lower contaminated soils and aggregates, enabling them to be reused.

"This is a ground-breaking solution for Victoria's circular economy. The new facility allows us to recover more polluted soils, such as sand, gravels and aggregates, by treating them to a level where they can be safely reused in a range of construction and civil engineering applications such as for backfilling, concrete, asphalt, and more," said Veolia's General Manager for Resource Recovery, Mr Mark Globan.

"This depollutes the environment, diverts on average more than 144,000 tonnes of soil from landfill every year, and creates new opportunities for reuse, which means a considerable reduction in the need for quarried virgin materials. We estimate that, by itself, EarthSure will process equivalent to 25-30% of Victoria's annually generated contaminated soils. This is a huge boost to Victoria's sustainability targets and shows how businesses like ours play a role in ecologically transforming our society."



# VEOLIA'S LATEST INVESTMENT IN WESTERN AUSTRALIA



Veolia welcomed the announcement by the Federal Minister for Environment and Water Hon Tanya Plibersek on awarding a joint grant totalling \$8.3 million from the Federal and Western Australian governments Recycling Modernisation Fund to help fund the construction of a \$15 million secondary paper and cardboard sorting facility at its Bibra Lake Resource Recovery Park.

Once complete the sorting facility will boost Western Australia's circular economy by increasing the facility's maximum sorting and paper processing capacity to 40,000 tonnes. This will allow it to recycle more paper and cardboard from 17 Western Australian councils and businesses.

The expansion of the facility marks the latest investment by Veolia in Western Australia's



rapidly growing circular economy - and there will be more to come, according to Veolia

ANZ's Chief Operating Officer Resource

#### ANZ's Chief Operating Officer Resource Recovery, Craig Barker.

The high-tech sorting facility builds on the Bibra Lake's ability to extract valuable resources from a multitude of different waste types including municipal waste from kerbside recycling and organic waste bins, commercial and industrial waste, and Bulk Hard Waste from council verge collections.

The facility will employ an additional six optical sorters and a ballistic separator that together identify and remove mixed plastics, non ferrous materials, glass, and a range of other contaminants from the paper and cardboard streams.

This will enable the facility to meet the Federal government's stringent export standards of 95% purity levels from July 1, 2026, but Veolia won't stop there with plans to exceed this.



#### Veolia signs transformational datadriven waste contract with Defence

Veolia has signed a new six-year contract with The Department of Defence (Defence) that will see a powerful data driven approach brought to bear on its waste management processes.

Using its industry leading reporting platform, EcoLogic, Veolia will help Defence deliver on its target to divert 80% of its waste from landfill by 2030 as part of a contract that has some of Australia's highest standards in quality assurance, risk management, and ambitious waste management goals.

This new contract builds on a 10-year working relationship between Veolia and Defence, which delivered waste management improvements around the country, including advances in FOGO processing, innovative treatment for complex waste types and a significant reduction in waste going to landfill.

"We are delighted that Defence has decided to partner with Veolia again on this new transformative contract, which allow us to continue bringing best-practice waste management to Defence, so it can continue to be the trailblazer for Australia's circular economy and net zero ambitions," said

#### former Veolia ANZ Chief Operating Officer Environmental Services Tony Roderick.

"Defence has been a brilliant partner with Veolia for the past 10 years, driving us with their eagerness to maximise every recycling opportunity, and welcoming collaboration and innovation at every turn. We can't wait to continue to bring our expertise to their sites.

"Defence was an important driver for our world leading program, EcoLogic, which has been described as the gold standard for monitoring and reporting on waste data in real time. Many of its enhancements were driven by Defence wanting to get even more quantifiable detail on what was happening to their waste and accurately reporting on it."

Data has become a key part of recycling and waste management across every part of the Australian economy, with the effectiveness of recycling and waste management becoming more reliant on the quality of intelligence through all points of a materials lifecycle. Defence will be taking that to the next level with the Defence Base Services Transformation Program.

This program will see new resource recovery hubs added to Defence sites. This additional infrastructure will drive an increased need to report on waste behaviours which will be critical to the success of the entire Transformation Program. Veolia will continue to extend its world leading EcoLogic platform to meet that need.

The creation of new resource recovery hubs on the bases will also see increased job opportunities for local communities, small to medium sized businesses, and Aboriginal and Torres Strait Islanders.

Just as importantly, it will open doors to employment pathways for veterans transitioning back into civilian life.

"Defence has been a brilliant partner with Veolia for the past 10 years, driving us with their eagerness to maximise every recycling opportunity, and welcoming collaboration and innovation at every turn. We can't wait to continue to bring our expertise to their sites."

**Tony Rodericl** 

Former Chief Operating Officer Environmental Services.

# OUR CUSTOMERS HELPING BUSINESS MEET SUSTAINABILITY GOALS

#### Veolia solution crushes Sydney's Overseas Passenger Terminal waste costs by 50%

Veolia has delivered a custom designed waste compacting solution to Sydney's Overseas Passenger Terminal at Circular Quay that has cut weekly waste collections by almost 66%, reducing transport emissions by the same amount and halving waste operation costs. The secret to the compactor's success is its size.

The terminal only had a small shared garbage room, so the Veolia team had to create a bespoke option that could fit in the room and still manage the waste produced by its three restaurants. That solution was a tiny 10m small hook compactor unit and a baler for cardboard.

"It's not unusual for waste rooms to be included as an afterthought in commercial buildings, so our team has mastered the ability to develop creative solutions for difficult waste problems," said Veolia's NSW Environmental Services Manager, Brett Jones.

"We worked with our supplier to design a bespoke unit that could fit within the constraints of the site. This compactor can accept up to 3.5 tonnes of waste at a time,



which has made an enormous difference to how often it needs to be collected.

"Previously, the Terminal's general waste was collected twice a day and cardboard was a daily service. The new compactor and baler means that general waste only has to be collected once a week and cardboard bales three times a week. That's a reduction of 17 truck movements every week or 884 truck movements every year."

According to the Port Authority of NSW the installation of the new compactor and baler has directly translated into a 50% reduction in waste operation costs at the Terminal. It is all part of the Authority's drive to embed sustainable practices across its business.

The compactor and baler for the Overseas Passenger Terminals is just one small part of the many solutions that Veolia can bring to bear to help businesses large and small meet their sustainability goals.

#### Providing water and wastewater services for remote communities

In late 2024, Veolia proudly commenced a significantly important social contract with SA Water for the operation and maintenance of water and wastewater services for 18 remote Aboriginal communities across South Australia. These communities are predominantly located in the far west and far north-western corner of the state in extremely remote locations.

The contract focus aligns with Veolia's purpose and Greenup strategic program in tackling economic, social, and environmental challenges as an inseparable whole to the benefit of these communities.

We have quickly established a highly credentialed operational team based in Adelaide, with a broad range of skills to support the contract, including water treatment, electrical and instrumentation, SCADA, pumping, and mechanical.

As part of operating essential services in these remote communities, we are successfully working through unique health and safety challenges including extended travel distances (with the team travelling approximately 10,000 kilometres per month), unsealed road conditions, working in hot and/or wet weather, and extended time in-field.

As part of Veolia's commitment to the contract, we have set the long-term goal of upskilling people in the communities through partnering with local Aboriginal entities to accompany Veolia when in-field. This will provide a significant opportunity for interaction between Aboriginal support workers and skilled Veolia operators to ensure meaningful and sustainable knowledge transfer, leading to economic and social benefits for the communities.

We wish to acknowledge the privilege of working on this contract with the local Aboriginal communities, experiencing their traditional culture, lands, and majestic landscapes.



#### Maryvale Energy from Waste project wins multi-council waste tenders

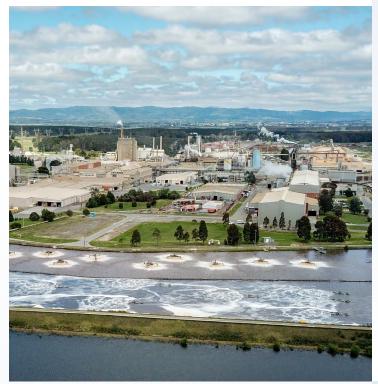
More than a dozen forward-thinking Victorian councils have committed their non-recyclable household waste to the Maryvale Energy from Waste (EfW) project, the most progressed of its kind in Victoria, to help divert it from landfill.

The project consortium, made up of Veolia ANZ, Masdar Tribe Australia, and Opal, secured a waste supply agreement with nine Melbourne councils, made up of Bayside City Council, Cardinia Shire Council, City of Casey, City of Greater Dandenong, Frankston City Council, Kingston City Council, Knox City Council, Whitehorse City Council, and Yarra Ranges Shire Council.

South East Metropolitan Advanced Waste Processing (SEMAWP) Pty Ltd is the single entity of the nine councils. SEMAWP's Board Chair and Bayside City Council CEO Mick Cummins said it is a great outcome for residents of the nine councils involved in the project, which began in 2020.

The Maryvale EfW facility will provide a sustainable and innovative waste management solution for the councils by recovering energy from their non-recyclable waste to help power the Maryvale Paper Mill. Diverting the residual waste from landfill will reduce greenhouse gas emissions by approximately 270,000 tonnes annually, equivalent to removing 50,000 cars from the road per year.

In line with the circular economy, the Maryvale EfW project is focused on maximising the recovery of by-products created during the energy-generating process and identifying value-added ways to recycle and reuse these.



Using world leading technology, by-products will be converted into aggregates for use in construction. By doing so, the facility will target more than 99% diversion of residual waste from landfill.

The EfW facility will bring a new energy industry to Gippsland and is expected to support approximately 500 jobs during the construction phase and an estimated 450 local jobs once operational, including direct and flow-on.

The Victorian Government granted the Maryvale project the first Energy from Waste Licence under the state's Circular Economy laws.

#### **COLIBAN WATER**COMPLETES ITS RESTORATION WORKS

Veolia operates the Specimen Hill water storage with Coliban Water. The project recently completed its storage upgrade guaranteeing water security in the region for the next 30 years.

The Specimen Hill storage is larger than 16 Olympic-sized swimming pools and delivers to many customers including Bendigo health and the region's central business district.

This huge project aims to deliver high-quality water to 22,000 properties across Bendigo, Victoria. The project involved renewal works, repairs, and risk management including ensuring alternative water supplies were available in case of a major outage.



#### BHP CARBON EMISSIONS REPORTING

In line with the GreenUp strategy, Veolia is working in partnership with customers across a range of industries to support their carbon reduction initiatives. Veolia's bespoke digital platform, GreenPath, calculates the carbon footprints of customers' operations to provide deeper insights that help inform and guide sustainable decision making.

Our client BHP requested detailed carbon emissions reporting for their waste streams to understand the impact of their waste disposal considering their remote location, and to calculate the avoided emissions from choosing alternative waste treatment options. Veolia has been providing monthly reports to BHP using the GreenPath carbon emission reporting tool, helping us deliver data-driven, impactful recommendations.





#### Veolia's Adbri Cement contract delivers lower emissions for South Australia's economy

A new contract will see the Veolia ANZ /
ResourceCo partnership deliver more than 1
million tonnes of sustainable refuse derived
fuel (RDF) from its Adelaide facility to replace
natural gas at Adbri Cement's Birkenhead plant.

The contract to deliver the fuel means Veolia ResourceCo's Wilkins Road facility will be one of the few, if not the only facility, to both manufacture and deliver RDF exclusively to a domestic company.

RDF is made from largely selected commercial waste and industrial waste that would otherwise end up in landfill. This waste is processed and re-manufactured into a fuel that can be used for direct combustion in preheaters, calciners, and rotary kilns, making it ideal for cement manufacture. By replacing natural gas or coal for high energy consuming industries, RDF reduces waste to landfill and cuts overall greenhouse gas emissions.

Adbri Cement's Birkenhead plant has increasingly been using alternative fuels to power its manufacturing process since 2003, and Veolia ResourceCo's RDF has played a significant role in this. RDF now makes up around 13% of the energy used by the Adbri Group across its entire business, which has seen a 8% drop in emissions in 2023 compared to 2022.

In 2023, Adbri obtained approval from the EPA SA to further increase the use of RDF that will divert another 80,000 tonnes of RDF material from landfill each year.

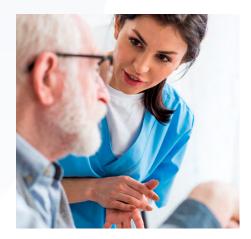
#### Sustainability partnership with Opal HealthCare

In 2024, Veolia was engaged by Opal HealthCare, one of Australia's largest residential aged care organisations, to provide the waste and recycling services for its national Care Community footprint. With strong sustainability ambitions to increase its waste recovery and recycling, Veolia is providing specialist Sustainability advice and program delivery to support Opal HealthCare in achieving their goals.

Working in partnership, Opal HealthCare and the Veolia team are tackling the challenges of bringing solutions to scale in a varied and diverse portfolio. The first phase of the plan will see the delivery of detailed waste composition audits to understand the waste profile, optimisation of infrastructure, and sustainability education.

Veolia is delighted to be working with Opal HealthCare on a 7 year journey to bring relevant, impactful, and scalable solutions to its 138 Care Communities.

"We see great potential to reduce the amount of waste going to landfill across our Care Communities. This exciting 7-year partnership with Veolia will enable us to draw on specialist expertise to improve our practices, innovate, and engage our residents and team in a collective effort that will positively impact all of us and the communities in which we live and work" Roseanne Cartwright Director Communications and Sustainability, Opal HealthCare.



#### VEOLIA LAUNCHES WASTE BEHAVIOUR EDUCATION APP WAY TO GROW

During National Recycling Week in 2024, Veolia launched the improved waste behaviour education tool, Way to Grow - an innovative and fun way to learn about correct waste management practices and change behaviours. More information on this product can be found at www.waytogrow.app



#### Veolia's advanced depackager unwraps a low food waste solution for Woolworths

Veolia has taken recycling to the next level for Woolworths through the use of a state-of-the-art depackaging facility that has the capacity to process up to 15,000 tonnes of packaged food every year.

Woolworths is already well-advanced on its recycling and reuse journey for food, but expired packaged food that wasn't suitable for charities remained a challenge.

Veolia's depackaging solution has changed that. Using state-of-the-art technology, expired food is automatically stripped and separated from its packaging, enabling it to



be safely processed and turned into high quality compost, while the packaging is given new life as a recycled resource.

The depackaging facility is the latest innovation Woolworths Group has brought to bear on its path to sustainability. The Group diverted 80% of food waste across its total operations from landfill in the last financial year, and Veolia's depackaging facility will help save even more food from landfill.

"When it comes to food we can't sell, our first choice is always to give it to our charity partners to help feed people in need. Sometimes that's not an option because the food is no longer edible - but that doesn't mean it has to go to landfill," said Paul Donaghy, Woolworths 360 Resource Recovery Manager.

"While we use a range of services to save inedible food from landfill, one of the biggest challenges is separating packaging from the food inside. This depackaging solution will help us continue to close the gap on food waste by ensuring packaged foods can be efficiently and effectively processed."

The depackaging facility is just one of many technological innovations that Veolia makes available to its clients to increase recycling and reuse rates as Australia moves towards becoming a fully circular economy.

VEOLIA - 31

# 32 - 2024 ESG REPORT 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 everyday. Today, we continue to build on their legacies through our diverse workforce, strong values, and relentless commitment to safety and wellbeing.

#### **OUR PEOPLE**

#### **Taking care of our employees:**

Veolia is responsible for the physical and mental health of its employees and contractors, and for the continuous improvement of their working conditions.

# HEALTH AND SAFETY ARE CONSIDERED NON-NEGOTIABLE

#### "Zero accidents" is both an objective and a performance lever.

Our Global Health & Safety Week takes place in September each year. In 2024, the campaign was focussed on "breaking the routine" and explored how we can avoid operating on autopilot when we're doing everyday tasks. We also put a spotlight on driver safety, especially preventing rollovers.

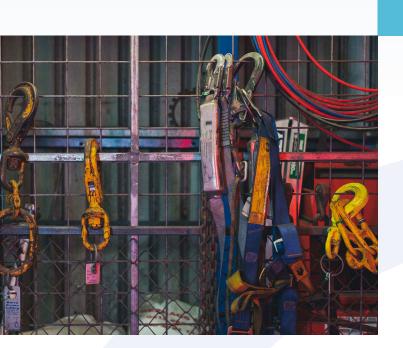


#### ALWAYS SAFE CULTURE

OUR ALWAYSSAFE CULTURE IS ABOUT SAFETY BEHAVIOUR

Being on the ball to the safety and environmental hazards around you and staying tuned in to your surroundings.

Our AlwaysSafe team has a wealth of resources available to educate and embed the AlwaysSafe culture in our teams.



#### **Life Saving Rules**

Everyone's health and safety is non-negotiable and it's our top priority to make sure employees get home safely.

In Australia and New Zealand, we've had Life Saving Rules in place for a number of years, and they've been updated to reflect our business today. The Life Saving Rules are now used on a global scale across Veolia.

# Wellbeing Gateway

Your Mental Health and Wellbeing companion to help you thrive at work, in health and life.

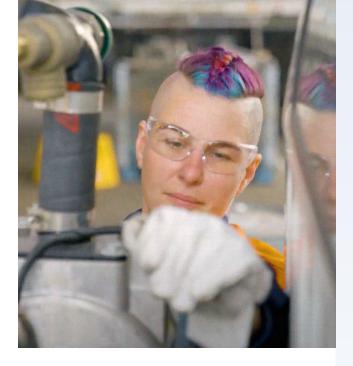


#### Taking care of mental, physical, financial & social health

Wellbeing is a complex combination of physical, mental, emotional, and social health which is strongly linked to our happiness. The Wellbeing Hub is home to a range of resources, all free to access for our employees and their families, covering topics such as mental, financial, social, and physical wellbeing.

#### Employee Assistance Program - THRIVE by Assure

THRIVE by Assure is a full-service, confidential, wellbeing program designed to support our employees to be the best they can be. All employees and immediate family members can access THRIVE at no cost.



#### Women on Wheels program kicks off in South Australia

Our Women on Wheels program is helping to address the national shortage of truck drivers by creating opportunities for women.

Since the program launched in 2021, 9 female drivers have been recruited in Tasmania, and with the program now running in South Australia, it's also planned to roll out in Queensland, Northern Territory, and Western Australia with the aim to attract a further 14 drivers.

Women on Wheels addresses barriers such as the cost and time commitment of accreditation by providing structured, paid training and on-the-job learning.

#### Supporting Pride Month and Cultural Diversity

Pride Month is celebrated each June, to commemorate the Stonewall riots of 1969 and the ongoing pursuit of equality and acceptance for lesbian, gay, bisexual, transgender, queer/questioning, intersex, and asexual (LGBTQIA+) Australians.

At Veolia, we believe in fostering an inclusive workplace where all employees feel welcome, valued, and able to bring their whole authentic selves to work. During Pride Month 2024, we encouraged the team to learn more about the LGBTQIA+ community and what it means to be an ally both in and outside of the workplace.

#### IN ROYAL COMPANY!

#### OUR FUTURE FORWARD GRADUATES MEET THE KING AND QUEEN

In October 2024, Richard Kirkman, Veolia ANZ CEO, Anja Bonnard, Indigenous Engagement Manager, and Future Forward graduates attended the Premier's Community BBQ at Parramatta Park. The team was invited as guests of The King's Trust Australia, a partner in our Future Forward program, to participate in the final day of the Royal Tour.

The Future Forward program is a First Nations employment and training initiative designed to create pathways to sustainable careers at Veolia. It offers participants access, exposure, mentorship, training, and qualifications in fields aligning with both their interests and Veolia's business needs.

With a focus on closing the gap, Future Forward supports First Nations individuals in achieving successful and fulfilling careers. The program also integrates cultural events, practices, and support to foster a culturally safe, engaging, and authentic environment.

See - **Our Communities** section for further information.



## VEOLIA ANZ IS PROUD TO ANNOUNCE

\$40,000 in scholarship funding over four years to help more women into electrical engineering. The Veolia Women in Electrical Engineering Scholarship will support female students commencing an undergraduate Bachelor of Engineering (Electrical & Electronic) (Honours) program at the University of the Sunshine Coast (UniSC).

Commencing in 2025, the funding is provided for two students, valued at \$20,000 each, and is founded in the long-standing and combined efforts of Veolia and UniSC to drive innovative sustainability outcomes.

Veolia ANZ Chief Operating Officer - Industrial & Energy, Grant Winn, said it was important to ensure more women went into STEM (science, technology, engineering, mathematics) fields.

"Veolia is one of the largest employers across waste, water, and energy and is continuing to grow, and the demand for these roles will only accelerate in the immediate future. We hope to help more female engineers and other STEM-qualified graduates and experienced professionals join our team."

"Long-term partnerships need to be nurtured to flourish, and our relationship with UniSC has become a true example of this engagement," he said.

**UniSC Vice-Chancellor and President, Professor Helen Bartlett,** said the scholarships would play an important role in attracting more women to engineering.

"We've had an enormous growth in popularity across our engineering courses, 13% on last year, and yet all of the new students in the Bachelor of Engineering (Electrical and Electronic) program this year have been male." Professor Bartlett said.

"Electrical engineering degrees offer enormous career opportunities and Veolia sets high

targets for employing female engineers, so it's important we make those pathways clear for women as they consider their study options.

"It's wonderful that we can work with Veolia to create such pathways. Through partnerships like this, our students are able to build networks, access facilities, and learn from leading industry experts, and this all leads to better graduate outcomes.

"Our ongoing partnership with Veolia, and our shared vision of innovation and sustainability, has also led to the development of our water battery which features more than 6,000 solar panels and cuts our energy use at our Sunshine Coast campus by 40%.

"Recent data from Engineering Australia shows that only 13% of the Australian engineering workforce is female, and Veolia has set its target at 50%, making the company a promising employer for women," Professor Bartlett said.

The 2024 graduate campaign has seen Veolia hire 5 out of 12 female engineers. While we aimed for 50% female representation, female engineers are in high demand and receive a large volume of offers.

With a relationship stemming back to the early 2000s, Veolia partnered with UniSC in the spirit of innovation, executing a formal industry engagement agreement, and together have achieved some stunning, global award-winning outcomes.



#### SCHOOL OF ECOLOGICAL TRANSFORMATION

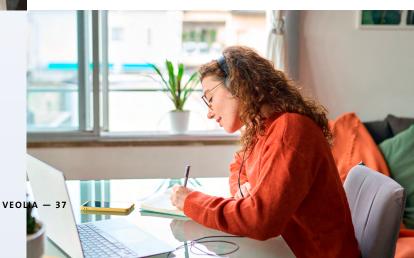
A UNIVERSITY ACCREDITED COURSE TO HELP ADVANCE CAREERS IN SUSTAINABILITY

Alongside The Open University, Veolia ANZ offered its employees the opportunity to complete a university accredited course to help them advance their career in sustainability.

#### The 10-week course sets up participants to:

- explain the scientific facts of the climate and ecological crises;
- re-examine their thoughts and feelings on the urgent need for action on sustainability;
- distinguish how individuals and organisations can uniquely contribute to sustainability agendas including the just transition concept, industrial decarbonisation, the Green Skills agenda, and the Low Carbon and Renewable Energy Economy (LCREE);
- involve a range of stakeholders to identify potential quick wins for transformative change;
- demonstrate their own collaborative leadership skills by engaging and influencing others to effect change;
- critique the impact of past and present actions for sustainability to inform future action; and
- design a sustainability action plan appropriate for their organisation, which will affect longterm change.

Veolia plans to offer this course to employees, customers, and other partners interested in furthering their knowledge in sustainability



#### **OUR PEOPLE** TASMANIA'S **APPRENTICE OF THE YEAR**



#### **Veolia's Ben Barker overcomes** tragedy to triumph as Tasmania's **Apprentice of the Year**

Tasmania's Apprentice of the Year, Veolia's Ben **Barker,** knows how to overcome life's harshest blows and still triumph.

At 14 years old he lost his mother to suicide and, with an absent father, he was taken in by his grandfather who loved repairing classic cars and quickly shared that joy with Ben. Little did he know, that was a career defining moment.

"When my grandfather took me in I was troubled, lost, and uncertain about my future but he instilled in me a passion for cars. One of our first projects was to restore an old Ford ute classic, and when we finished we went cruising Tasmania's country roads with the windows down and classic rock blaring. It felt like they were kings of the world," he said.

"At 16 years old I bought a four wheel drive and began disassembling it to see how it worked, that's when I knew I wanted to be a heavy diesel mechanic," Ben said.

"Unfortunately, while I was going great in the garage, school was another story. I was struggling with dyslexia and the traditional classroom environment left me feeling disconnected and far behind.

"Starting TAFE courses while I was still at school changed everything, it gave me the confidence I was missing. That hands-on learning showed me that even those who don't fit the conventional academic mold can still get ahead in life. That is something I want to share with people like me who feel left behind by traditional education

When Ben landed the apprenticeship at Veolia, he admits it was challenging at first but he worked hard with the support of his mentor, Mat Read, even in his spare time. In his second year that hard work paid off when he was asked to join the 24/7 on-call roster that deals with emergency mechanical issues and promptly gets trucks back on the road. It was recognition of his successful development at Veolia.

That additional responsibility drove him to study even harder, as he wanted to complete his apprenticeship as soon as possible to become an even more valuable member of the team. He achieved that goal by finishing what was supposed to be a four-year apprenticeship in two and a half years. Most recently, Ben received his Certificate III in Heavy Diesel Mechanics.

Today, he mentors three other young Veolia apprentices, passing on the knowledge he gained from experienced colleagues. His

leadership qualities also saw him participate in a partnership with the Beacon Foundation, where he took students through his work in an effort to give the next generation insight into a career as a heavy diesel mechanic. At the end of the experience the students nominated Ben as the most engaging Veolia employee across the program. He has now set his sights on building a new generation of mechanics, raising awareness of the sustainable career path it offers.

"As a diesel mechanic you have a strong and long career in front of you. We're seeing a national rise in the demand for skilled diesel mechanics as the older generation retires, and a lot of the skills we have align very closely to those needed in the development of new sustainable technology, such as bioenergy plants, and energy from waste," Ben said.

"There are so many interesting problems to be solved in this field, excellent leadership prospects and a multitude of career paths.

"The door to this career opens through TAFE, not university. It can start at school or even after and it would suit anyone who has the drive to make something of themselves. Apprenticing as a diesel mechanic with Veolia has changed my life and I am certain that it could do the same for any other young person looking to build a career."

#### PEOPLE AWARDS

#### **AUSTRALIA'S TOP CREDIT MANAGER**

• Our National Credit Manager was awarded the title of National Credit Professional Of The Year at the Australian Institute of Credit Management awards.

#### TM1 WORLD CHAMPIONSHIP TITLE

• Our Senior Business Intelligence Developer clinched the 2024 TM1 World Championships title.

#### **AUSTRALIAN WATER AWARD**

• Our Technical Manager was awarded the Lifetime Achievement Award by the Australia Water Association.

#### **BLUESCOPE STEEL LIVING SAFETY AWARD ON BEHALF OF VEOLIA**

• An Operator in Industrial Services from the Slabmaking Core team at Port Kembla won the Bluescope Steel Living Safety Award on behalf of Veolia.

#### WINNING ASSISTANT SECRETARY **REGIONAL SERVICES AWARD -DEPARTMENT OF DEFENCE**

· North Qld Regional Contract Manager for the Department of Defence received the **Assistant Secretary Regional Services Award** as an acknowledgement of his outstanding support and response to Tropical Cyclone Kirrily that made landfall in Townsville during January 2024.





#### CELEBRATING 10 YEARS - VEOLIA'S RAP JOURNEY



#### Veolia's RAP Journey formally began in 2014

Since the launch of our Reconciliation Action Plan (RAP) in 2014, we have dedicated ourselves to a series of sustainable initiatives aimed at promoting reconciliation between Indigenous and non-Indigenous communities.

The progress we have achieved over the last decade is a testament to the long-standing commitment of our staff, suppliers, clients, and the broader community. Their active participation and unwavering dedication have been instrumental in driving our efforts forward, allowing us to celebrate important milestones and the meaningful Songlines we have woven throughout our journey.

This collective support has strengthened Veolia's commitment to respecting and engaging with Country in a profound way.

Through collaboration, we have approached our reconciliation journey with passion, dedication, diverse expertise, and creativity, embodying the true spirit of teamwork.

Throughout this period, we have taken an active role in a variety of Indigenous events, further underscoring our commitment to support and uplift Indigenous communities. Our engagement has spanned cultural workshops, community festivals, and educational initiatives, all designed to foster understanding and appreciation of Indigenous cultures.

Additionally, we have launched specialised programs, such as the Kinship and Future Forward initiatives, specifically targeting assistance for at-risk and marginalised groups

within these communities. These programs are tailored to meet the unique needs of these groups, providing them with resources and opportunities for growth. Our outreach efforts have also included delivering essential services, such as ensuring access to clean drinking water for those in disadvantaged situations, as part of fulfilling our social responsibility to the communities we serve.

Moreover, we have established meaningful partnerships with various organisations and Indigenous communities, which have significantly amplified our impact and outreach. These collaborative efforts enable us to implement innovative solutions and create sustainable pathways for change, ultimately making a positive difference in the lives of many individuals and families.

On November 1st, we hosted a special event on Gadigal Lands, where we gathered our National RAP Working Groups, Indigenous suppliers, clients, and community members for an exclusive celebration marking the 10-year anniversary of our RAP. This event also served as the launch of our new First Nations Transformational Employment Pathway Program, aptly named 'Future Forward'.

This groundbreaking initiative is designed to provide young First Nations people with invaluable real-world experiences, equipping them with the skills and knowledge needed to pursue lifelong careers in various fields. In recognition of our decade-long journey in reconciliation, attendees were treated to a screening of our newly produced RAP documentary, which highlights Veolia's presence, initiatives, and achievements in the reconciliation space. This documentary serves as both a celebration of our past accomplishments and an inspiration for our continued efforts toward a more inclusive future.



See the Veolia 10 Year RAP Book for more information.

# OUR PEOPLE SELF-WORTH AND SELF-ESTEEM

#### Queensland Future Forward Program

Since the launch and notable success of the Future Forward program in New South Wales, Veolia has proudly expanded the initiative into Queensland. In November 2024, a select group of 11 First Nations participants began their transformative journey aimed at securing meaningful full-time employment in the areas of Heavy Plant operators, drivers, and network operators.

This program opened doors for them across various sites, stretching from Far North Queensland to South East Queensland, enabling participants to delve into and explore their desired disciplines.

During the comprehensive five-week program, participants engaged in various enriching activities, such as receiving internal and external mentorship. Noteworthy networking opportunities included a dynamic day at SeaWorld, where participants could bond and learn in a fun environment. They also participated in a First Nations Yarning Circle, where they listened to the inspiring stories of First Nations staff from across the country, enhancing their understanding of cultural experiences and professional journeys.

Additionally, the program included a unique "day in the life" experience, allowing participants to shadow some of our exceptional team members. This firsthand exposure gave them valuable insights into various roles and responsibilities within the organisation. Furthermore, collaboration with Kings Trust Australia equipped participants



with essential soft skills necessary for navigating their careers successfully, including communication, teamwork, and problemsolving abilities.

In the final three weeks of the program, participants travelled to their respective job sites, where they obtained practical, hands-on experience. This immersive approach allowed them to apply their learning in real-world contexts, making valuable contributions while gaining a deeper understanding of workplace dynamics. Feedback from mentors, managers, supervisors, and colleagues has been overwhelmingly positive, highlighting the participants' growth and potential.

Veolia welcomed a number of these promising individuals into their respective teams through apprenticeships on January 10, marking the beginning of their new careers and ongoing professional development within the organisation.

#### Breaking Barriers: The Journey from Incarceration to Inclusion

In the transformative journey of life, some paths are more challenging than others. Incarceration is one such path, often perceived as a barrier to success.

We've seen too many examples that refute such an assumption. Veolia does not view

imprisonment as a barrier. Rather, we see it as a unique opportunity for innovation and growth. Through our Kinship program, we offer pathways to turn perceived barriers into stepping stones for a brighter future.

Incarceration, while a challenging experience, can be a powerful catalyst for personal and professional development. It's a time for learning and planning. By embracing this period as an opportunity for growth, individuals can transform their lives, breaking barriers that once seemed impassable.

Veolia released a powerful and emotional webinar, Breaking Stereotypes, to shed light on the issues, and offer a safe space to learn more about First Nations people, their culture and way of life. Topics of racism, discrimination, and negative stereotypes were discussed and how they have a profound impact on the social and emotional wellbeing of First Nations people, affecting their sense of self-worth and self-esteem.

Through our Kinship program, and by exploring the social complexities which can lead to incarceration and its impact in First Nations communities, Veolia acknowledges the immense value in providing opportunities to those who have been through the judicial system and supporting their efforts in starting a new chapter.

VEOLIA MULWAREE TRUST TANGIBLE SUPPORT TO THE LOCAL COMMUNITY

2024 was the 19th year of the Veolia Mulwaree Trust's funding program providing direct and tangible support to the local community.

A total of 210 grants, donations, and academic and creative arts scholarships were supported in 2024, with \$746,347 in funding distributed



#### **OUR PEOPLE**

#### VEOLIA CREATIVE ART SCHOLARSHIP RECIPIENTS 2024

The Veolia Mulwaree Trust has recognised the work of three local artists by awarding each a 2024 Veolia Creative Arts Scholarship of \$4,000 to further their artistic aspirations.



Performer, director, youth theatre coordinator and writer **Cara Robinson** from Goulburn



Performing Arts -Cultural Leadership Student **Laura Turner** from Shoalhaven



Multi-media artist

Jodie Munday

from Gundary

Cara, Laura and Jodie each received their scholarships from Veolia Creative Arts Scholarship Patron Jennifer Lamb at a presentation held in Goulburn on May 1.

"The Veolia Creative Arts Scholarship initiative is now in its 17th year and has supported 60 artists through more than \$150,000 in funding to support local creatives undertaking either a program of arts practice or study," Ms Lamb told guests at the presentation.

#### **OTHER GRANTS**

#### **Albatross Musical Theatre Company Inc**

Using a grant of **\$3,748** provided by the Veolia Mulwaree Trust, the Albatross Musical Theatre Company purchased nine new communications headsets and associated parts. These headsets were used by backstage crew during the Junior Albatross Musical 2024 production of "The Wizard of Oz" at the Shoalhaven Entertainment Centre, and will continue to be used for years to come for all AMTC productions.

#### Animal Welfare League Nowra Jervis Bay Branch

The Animal Welfare League Nowra-Jervis Bay Branch purchased an incubator to help neonatal animals with specialised care with the support of a Veolia Mulwaree Trust donation.

#### **Bigga Golf Club Inc**

Volunteer members of the Bigga Golf Club constructed a new shed to store maintenance equipment and golf carts, a project which the Trust supported with a grant of **\$4,410**.

#### Binda Recreation Reserve Land Manager

Thanks to a **\$10,000** grant from the Veolia Mulwaree Trust, the Binda Recreation Reserve Land Manager was able to purchase a new zero turn mower to maintain the extensive public areas in the village, keeping the spaces tidy and attractive for visitors and locals.

#### Goulburn Crookwell Heritage Railway Inc

Goulburn Crookwell Heritage Railway has acquired a specially manufactured four-seater rail bike, which will be a feature of the rail centre as a tourist attraction in Crookwell. The Trust supported the group's project with a grant o \$8,400.

#### Goulburn Men's Shed Inc

Received a grant of **\$2,949** towards the construction of a new glasshouse for propagating vegetables.

#### **Goulburn Pony Club Inc**

Members of the Goulburn Pony Club are able to maintain their facility more efficiently with the addition of a new small tractor/mower and arena rake which they took delivery of in early 2024. The Trust contributed \$17,599 toward the new equipment.

#### **Gunning and District Pony Club Inc**

The Trust supported the Gunning and District Pony Club with **\$5,190** in funding to acquire new show jumping equipment. In line with WHS regulations, the new equipment is light and easy to set up and pack down.

#### **Jervis Bay Sailing Club Inc**

Jervis Bay Sailing Club Inc received a grant of **\$8,749** toward a new Rigid Inflatable Boat (RIB) - On Water Support Boat to improve safety during activities in the Shoalhaven area.

#### **Lady McKell Children's Services Goulburn**

Lady McKell Goulburn has new gross motor outdoor equipment to improve its educational programs for young children including a climbing frame, jumping board, tunnel, and rotation board, supported with a Trust grant of \$4,234.

#### **Marine Rescue NSW Jervis Bay**

The Veolia Mulwaree Trust has continued its support of Marine Rescue NSW - Jervis Bay through the purchase of two rescue watercraft to provide the local community and tourists with an additional rapid response emergency rescue service helping to keep them safe. The second watercraft purchased in 2024 was supported by a grant of \$13,069.

#### **Mittagong Cricket Club**

The Mittagong Cricket Club purchased marquees for use at games for participants and spectators to provide protection from sun. The Trust supported the project with funding of \$3,356.

#### **Moss Vale Tennis Club**

The Veolia Mulwaree Trust partnered with the Moss Vale Tennis Club on a project to install new court fencing to install safer court fencing which exceeded expectations in its

impact on the visual transformation of the facility. The Club received a grant from the Trust of **\$15,000**.

#### **Penrose Community Association**

The Veolia Mulwaree Trust was a proud contributor to construction of the new Penrose Village Hall, providing **\$24,491** toward the installation of a wheelchair lift to the stage area. The new hall has been an important step for the community in recovering from and preparing for future bushfires.

#### **Tarago Area Women's Shed**

The recently-established and popular local community group the Tarago Area Women's Shed continues to receive regular support from the Trust for equipment and facilities for its members.

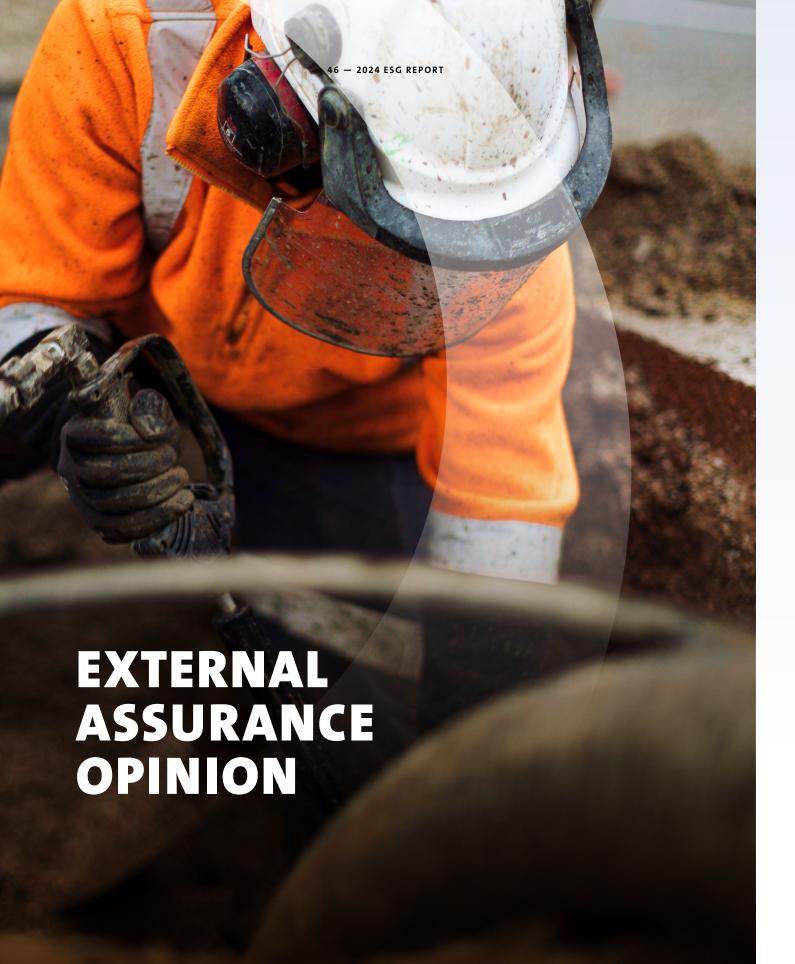
#### **Tarago District Men's Shed**

Members of the Tarago District Men's Shed added a professional grade linisher to their range of equipment, allowing members to work on both wood and metal projects to a high standard, with the support of a \$3,077 Trust grant.

#### **Upper Lachlan Shire Council**

Upper Lachlan Shire Council officially opened the Coleman Park inclusive playspace in Crookwell in April 2024. The Trust contributed **\$50,000** toward this community park development.





#### **KPMG** external assurance opinion

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

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 HOLDINGS AUSTRALIA PTY LTD



#### Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the information subject to assurance within the Veolia Australia and New Zealand ESG Report 2024, has not been prepared by Veolia Australia Holdings Pty Ltd, in all material respects, in accordance with the GRI Standards published by the GRI, and Veolia's Basis of Preparation for the period end 31 December 2024.

#### **Information Subject to Assurance**

Veolia Holdings Australia Pty Ltd engaged KPMG to perform a limited assurance engagement in relation to select information subject to assurance as presented in the Veolia Australia and New Zealand ESG Report 2024 as presented on the Veolia's website (information subject to assurance). The select information subject to limited assurance comprises the following:

SELECTED ENVIRONMENTAL INFORMATION	UNIT OF MEASUREMENT	VALUE ASSURED
Total GHG Emissions (Scope 1 + Scope 2 + Scope 3)	tCO₂ eq	1,559,261
Total GHG Emissions (Scope 1 + Scope 2)	tCO₂ eq	1,174,541
Scope 1 Emissions	tCO <sub>2</sub> eq	981,703
Scope 2 Emissions	tCO₂ eq	192,838
Scope 3 Emissions (Categories 1,2, 3, 4, 5, 6, 7 and 8)	tCO₂ eq	384,719
Energy – Renewables Generated	MWh	144,437
Lost Time Injury Frequency Rate (LTIFR)	-	1.13
Reconciliation Action Plan – Employment	%	3.24
Reconciliation Action Plan – Procurement	\$	21,211,923

#### 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 ESG report 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 Assurance Engagements Other than Audits or Reviews of Historical Financial Information (ASAE 3000). We believe that the limited assurance evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

In accordance with ASAE 3000 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 ESG report 2024 in its entirety to ensure it is consistent with our overall knowledge of assurance engagement.

#### **Inherent Limitations**

Inherent limitations exist in all assurance engagements due to the selective testing of the information being examined. It is therefore possible that fraud, error or material misstatement in the information subject to assurance may occur and not be detected. Non-financial data may be subject to more inherent limitations than financial data, given both its nature and the methods used for determining, calculating, and estimating such data. The precision of different measurement techniques may also vary. The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, evaluation and measurement techniques that can affect comparability between entities and over time.

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. Accordingly, we do not express a reasonable assurance conclusion.

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 Holdings Australia Pty Ltd.

#### **Use of this Assurance Report**

This report has been prepared solely for the Directors of Veolia Holdings Australia Pty Ltd to assist their members in assessing whether the Directors have discharged their responsibilities, by commissioning an independent report in connection with 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 Holdings, 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 2024 period, and to issue an assurance report that includes our conclusion based on the procedures we have performed and evidence we have obtained.

#### **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 Accounting Professional and Ethical Standards Board, and complied with the applicable requirements of Auditing Standard on Quality Management 1 to design, implement and operate a system of quality management.

KPMG

Daniel Camilleri Partner Sydney

7 May 2025

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206-1 Legal actions for anti- competitive behaviour, anti- trust, and monopoly practices	Group information: Ethics and Compliance: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 63
GRI 207: Tax 2019		
207-1 Approach to tax	Group information: Accounting and Financial Information https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 328
207-2 Tax governance, control, and risk management	Group information: Accounting and Financial Information https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 328
207-3 Stakeholder engagement and management of concerns related to tax	Group information: Accounting and Financial Information https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 328
207-4 Country-by-country reporting	<b>Group information: Accounting and Financial Information</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 328
<b>GRI 301: Materials 2016</b>		
301-1 Materials used by weight or volume	<b>Group information: Environmental data:</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From 182, Pages 292 & 498
301-2 Recycled input materials used	Group information: Environmental data: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From 182, Pages 292 & 498

301-3 Reclaimed products and their packaging materials	<b>Group information: Environmental data:</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From 182, & Page 292
GRI 302: Energy 2016		
302-1 Energy consumption within the organization	Group information: Environmental data: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf  2.0 Our performance highlights	From 182, 292, and 498
302-2 Energy consumption outside of the organization	Group information: Environmental data: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From 182, & 292
302-3 Energy intensity	Group information: Environmental data: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From 182, 292, and 498
302-4 Reduction of energy consumption	Group information: Environmental data: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf  2.0 Our performance highlights	From 182, & 292
302-5 Reductions in energy requirements of products and services	Group information: Environmental data: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From 182, & 292
GRI 303: Water and Effluent	ts 2018	
303-1 Interactions with water as a shared resource	Group information: Environmental data: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From 182, & 211
303-2 Management of water discharge-related impacts	Group information: Environmental data: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From 182, & 211
303-3 Water withdrawal	<b>Group information: Environmental data:</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From 182, & 211
303-4 Water discharge	Group information: Environmental data: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From 182, & 211
303-5 Water consumption	<b>Group information: Environmental data:</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From 182, & 211, and 498
GRI 304: Biodiversity 2016		
304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	<b>Group information:</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 219

304-2 Significant impacts of activities, products and services on biodiversity	Group information: Environmental data: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf  2.0 Our performance highlights	From page 219
304-3 Habitats protected or restored	<b>Group information: Environmental data:</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 219
304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	<b>Group information: Environmental data:</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 219
GRI 305: Emissions 2016		
305-1 Direct (Scope 1) GHG emissions	2.0 Our Performance  Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	Page 4 192 and 498
305-2 Energy indirect (Scope 2) GHG emissions	2.0 Our Performance  Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	Page 4 192 and 498
305-3 Other indirect (Scope 3) GHG emissions	<b>Group information:</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 192
305-4 GHG emissions intensity	<b>Group information:</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 192
305-5 Reduction of GHG emissions	2.0 Our Performance  Group information: https://www.weolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 192
305-6 Emissions of ozone- depleting substances (ODS)	<b>Group information:</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 192
305-7 Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	<b>Group information:</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 192
GRI 306: Waste 2020		
306-1 Waste generation and significant waste-related impacts	2.0 Our Performance Group information: https://www.weolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	Page 8 Page 223 & 498
306-2 Management of significant waste-related impacts	<b>Group information:</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	Page 223

306-3 Waste generated	2.0 Our Performance  Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	Page 8 Page 223 & 498
306-4 Waste diverted from disposal	<b>Group information:</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	Page 223
306-5 Waste directed to disposal	<b>Group information:</b> https://www.weolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	Page 223
GRI 308: Supplier Environme	ental Assessment 2016	
308-1 New suppliers that were screened using environmental criteria	Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.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 220
308-2 Negative environmental impacts in the supply chain and actions taken	Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.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 220
GRI 401: Employment 2016		
401-1 New employee hires and employee turnover	Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From 233 & 498
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	<b>Group information:</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From Page 233
401-3 Parental leave	Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From Page 233
GRI 402: Labor/Managemen	nt Relations 2016	
402-1 Minimum notice periods regarding operational changes	<b>Group information:</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From Page 233
GRI 403: Occupational Heal	th 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 32 From page 234, 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 32 From page 234

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 32 From page 234
403-4 Worker participation, consultation, and communication on occupational health and safety	<b>6.0 Our People Group information: Guarantee a Healthy and Safe Work Environment</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2024/04/Finance_Veolia_URD_2023.pdf	Page 32 From page 234
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 32 From page 234
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 32 From page 234
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 32 From page 234
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 32 From page 234 & 498
403-9 Work-related injuries	2.0 Our Performance 6.0 Our People	Page 4 Page 32
403-10 Work-related ill health	2.0 Our Performance	Page 4
	6.0 Our People	Page 32
GRI 404: Training and Educa		_
GRI 404: Training and Educa 404-1 Average hours of training per year per employee		_
404-1 Average hours of training per year per	tion 2016  2.0 Our Performance  Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-	Page 32
404-1 Average hours of training per year per employee  404-2 Programs for upgrading employee skills and transition assistance	tion 2016  2.0 Our Performance  Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf  6.0 Our People Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-	Page 32  Page 4  From page 498  Page 32
404-1 Average hours of training per year per employee  404-2 Programs for upgrading employee skills and transition assistance programs  404-3 Percentage of employees receiving regular performance and career	2.0 Our Performance  Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf  6.0 Our People Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf  Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	Page 32  Page 4  From page 498  Page 32  From page 241
404-1 Average hours of training per year per employee  404-2 Programs for upgrading employee skills and transition assistance programs  404-3 Percentage of employees receiving regular performance and career development reviews	2.0 Our Performance  Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf  6.0 Our People Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf  Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	Page 32  Page 4  From page 498  Page 32  From page 241

GRI 406: Non-discrimination 2016  406-1 Incidents of discrimination and corrective https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-	_
actions taken document-veolia-financial-report-250327.pdf	From page 25
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: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 2!
GRI 408: Child Labor 2016	
408-1 Operations and suppliers at significant risk for incidents of child labor  Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	Webpag
GRI 409: Forced or Compulsory Labor 2016	
409-1 Operations and suppliers at significant risk https://www.anz.veolia.com/modern-slavery  for incidents of forced or compulsory labor  Human Rights https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	Webpag
GRI 410: Security Practices 2016	
410-1 Security personnel N/A trained in human rights policies or procedures	
GRI 411: Rights of Indigenous Peoples 2016	
GRI 411: Rights of Indigenous N/A Peoples 2016	
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	Webpag
413-2 Operations with significant actual and potential negative impacts on local communities  Environmental Compliance: https://www.veolia.com/anz/about-us/environmental-compliance/reports?page=2	Webpag
GRI 414: Supplier Social Assessment 2016	
414-1 New suppliers that Were screened using social criteria  Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 2
414-2 Negative social impacts in the supply chain and actions taken    Group information: https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 2

GRI 415: Public Policy 2016		
415-1 Political contributions	<b>Group information:</b> https://www.veolia.com/sites/g/files/dvc4206/files/document/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	Form page 279
GRI 416: Customer Health a	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/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 152
416-2 Incidents of non- compliance concerning the health and safety impacts of products and services	Operational Compliance: https://www.veolia.com/anz/about-us/operational-compliance	Webpage
GRI 417: Marketing and Lab	peling 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/2025/03/universal-registration-document-veolia-financial-report-250327.pdf	From page 278
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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