

AUSTRALIA AND NEW ZEALAND

SUSTAINABILITY REPORT 2020

# ECOLOGICAL TRANSFORMATION IN ACTION





ACKNOWLEDGEMENT

# OF COUNTRY

**Veolia acknowledges the Traditional Custodians of Country throughout Australia and their continuing connection to land, sea and community.**

**We pay our respects to them and their cultures and to their elders past, present and emerging.**

## Ahikā (title to land by occupation through Whakapapa (genealogy))

Veolia recognises Māori people as the Tangata Whenua Aotearoa (people of the land of NZ), the Tiriti o Waitangi (Treaty of Waitangi) is committed to the inclusion of all people.

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

**Whanau** – family relationships and connections

**Kaitiakitanga** – responsibility for conservation and care of the environment

**Manakitanga** – acts of giving, hospitality and care

**Arohatanga** – love, respect, compassion and care

**Whakamana Tangata** – that people and cultures are deserving of dignity, respect and fair treatment

**Whakakotahitanga** – respect for individual differences and participatory inclusion for decision making

**Wairua** – the spiritual dimension to life

A WORD

FROM **RICHARD  
KIRKMAN**  
C E O



**Welcoming their new CEO, Richard Kirkman, from the UK business at the end of 2020, Veolia Australia and New Zealand (ANZ) is set to widen the scope of essential services in waste, energy and water, to provide resilient and sustainable solutions to businesses and local communities, and to plan for much needed recovery infrastructure. The time is right to deliver sustainable technologies that will allow Australia and New Zealand to prosper.**

Following a difficult year with devastating bushfires in Australia and then the global pandemic, Veolia ANZ is re-energising for a positive and impactful year ahead.

Reflecting on 2020, I am particularly pleased with the Veolia ANZ response to the COVID-19 pandemic. In such unprecedented circumstances, the team relentlessly focused on ensuring that our essential services to our customers continued without service failure even during the mandated lockdowns. Additionally, increased services such as sanitisation, were also implemented to adapt and respond to our customer and community needs.

The health and safety of our employees is our top priority. We saw a 24% increase in our 'Always Safe' Interactions from the previous year, which demonstrates the continued engagement with our frontline employees and leadership teams on ensuring that Veolia is a safe place to work. Further, with over 1,000 employees working from home during the pandemic, Veolia ANZ implemented 'working from home' ergonomic assessments, resilience sessions for frontline staff and leaders, hygiene engagement and awareness sessions, in addition to a variety of focused health and wellness programs.

Looking ahead, with the appropriate policy support and signals from the Federal and State Governments, and the community appetite to do more, I believe that this is an exciting time to be in our industry to drive change for a truly circular economy to support our transition to net zero carbon, responding to and anticipating customer needs.

Systemic change is needed to value materials more, attitudes and education is paramount, and we need to innovate our way forward. I'm impressed by the talent running deep within the Veolia ANZ teams – we can go anywhere we want with capable and motivated people. We have a fantastic opportunity to deliver environmental change which will allow human activities and the economy to prosper. I am on the lookout for creative ways in which we can recover valuable materials, produce renewable energy, reduce emissions and give our people an opportunity for an exhilarating career. There is much to do and many capable people ready to do it.

We're incredibly proud of the progress we have made in our pursuit for ecological transformation, and we are looking forward to furthering our relevancy and usefulness to people, customers, local communities and the environment, as part of our Impact 2023 strategy.

A handwritten signature in black ink that reads "R Kirkman". The signature is written in a cursive, slightly stylized font.

**Richard Kirkman, CEO Veolia  
Australia and New Zealand**



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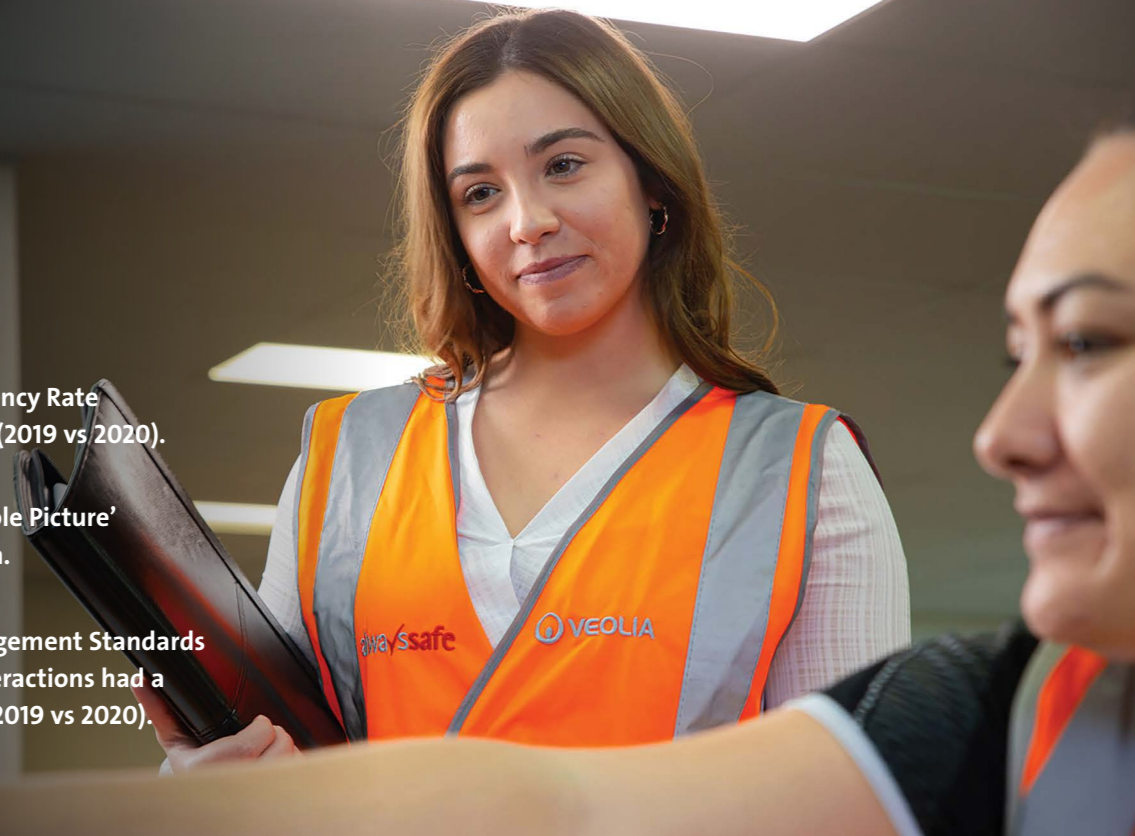
CHAPTER

# SNAPSHOT OF OUR ACHIEVEMENTS IN 2020

Our Customers, Our People,  
Our Environment, Our Communities.

## OUR PEOPLE

- ✓ All Injury Frequency Rate reduced by 7.1% (2019 vs 2020).
- ✓ Completed 'Whole Picture' Safety Campaign.
- ✓ High Risk Management Standards Always Safe Interactions had a 55.5% increase (2019 vs 2020).



**80% OF OUR LOCATIONS** have a trained mental health first aider.

**93%**

**ENGAGEMENT** from our internal 'Voice of Resourcers' survey.

**i x 8**

**GRADUATES** employed on our Graduate Program.

## OUR COMMUNITIES



Over \$400,000 donated to 11 bushfire relief organisations, including a partnership with Conservation Volunteers Australia.



Partnered with the Department of Defence in Operation Bushfire Assist.



Launched our inaugural community partnership with Plastic Oceans Australasia.



Celebrated the 15-year anniversary of the Veolia Mulwaree Trust which has distributed almost \$12 million to community organisations, over 1,200 projects.



Implementation of our 3rd "Stretch" Reconciliation Action Plan (RAP).

## OUR ENVIRONMENT

✓ **A FULL YEAR** of operating our 2.5MW solar farm at Woodlawn Eco-Precinct.

✓ **RENEWABLE ENERGY PRODUCTION** increased\* by 8.46% to 1,563,797 GJ, compared to 1,441,772 GJ in 2018/19.

✓ **145,000,000m<sup>3</sup>** of drinking water produced.

✓ **2,651,000T** of non-hazardous waste treated.

✓ **8 PROJECTS PARTICIPATING** in the Federal Government's voluntary Emissions Reduction Fund, which has generated over 1,000,000t CO<sub>2</sub>-eq carbon abatement.

## OUR CUSTOMERS



82% of commercial waste customers are satisfied by Veolia's services.



Introduction of Reusable Medical Waste Containers replacing Single Use plastic sharps containers.



Veolia launched Hubgrade, a suite of smart digital solutions to help our customers display, assess and optimise the management of their water, waste and energy resources.



Launched an innovative partnership with Earlytrade to support small to medium vendors.

\*Comgen Australia as per National Greenhouse and Energy Reporting (NGER) submission 2019/2020.



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# WHO WE ARE



**Veolia Australia and New Zealand is a \$2 billion business whose ‘purpose’, put simply, is to enhance the environment we live in to ensure that humans can continue to thrive. We are here to clean up, to recover, to recycle, and to provide renewable energy and clean water for our municipal, industrial and commercial customers.**

We understand that in order for humans to prosper, we need to take care of our planet – the two are inextricably interconnected.

We are a team of 4,600 employees across nearly 200 locations and two countries, whose daily efforts are turning our purpose into practical reality.

Veolia’s daily actions contribute to the transformations needed to achieve the 17 UN Sustainable Development Goals (SDG’s). The SDG’s aim to resolve the major global challenges we face in order for a better and more sustainable future for us all. Through Veolia Group’s focus on health and new pollutants, adaptation to climate change, new loops for materials, food security, new energy services and new digital offers, we are making a significant impact in our contribution to the SDG’s as part of our latest strategic program – Impact 2023.

**Sustainable Development Goals:**



**OUR PERFORMANCE**

**Our global performance is recognised in a number of global sustainability benchmarking rankings including:**

- ✓ **CDP:** Rated A-CDP Climate Change and CDP Water Security.
- ✓ **Dow Jones Sustainability Index:** Among the 5 multi-utilities (out of 38 globally) to be selected in the DJSI World Index.
- ✓ **Ecovadis:** Veolia is ranked in the top 3% of companies as a sustainable supplier.
- ✓ **FTSE4Good:** Selected in the Sustainable Development Index of the London Stock Exchange.

We understand the importance of listening to our stakeholders. In 2020, we engaged with stakeholders both internally and externally to determine what is most important to them. The results of this materiality survey revealed that safety of our services to customers, safety of our employees, and pollution and waste management were the top material subjects for our stakeholders.



We operate, maintain or support over 130 water and wastewater treatment plants.



We operate over 20 Resource Recovery facilities.



We have over 4,600 employees.



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## WORKING WITH OUR CUSTOMERS

Achieving sustainable outcomes.





## We are proud

to work in partnership with our 60,000 diverse customers, who have trusted us to support them in delivering reliable, relevant and sustainable outcomes for their businesses.

### DEPARTMENT OF DEFENCE

### TOWARDS ZERO WASTE

**As Defence's national waste management partner, Veolia currently provides 37,000 bins, delivering over 90,000 waste services per month.**

Since 2017, Veolia has been implementing an Optimisation Program to realise these potential positive outcomes. The Optimisation Program looked to redesign waste logistics to drive greater operational efficiency, whilst focusing on engagement and education to drive better waste behaviour. The end goal of the Optimisation Program is to reduce waste to landfill; reduce carbon emissions and reduce total waste operation costs for Defence in alignment with Defence's sustainability ambition. Through this program, Veolia is enabling Defence to become the benchmark for leading behavioural change through waste education, advocacy and operational excellence, with 60,000 personnel as the innovation champions.

This program was launched after a very successful pilot program at HMAS Albatross and Creswell sites in the NSW Shoalhaven region in 2017. The Shoalhaven Pilot of Veolia's Waste Optimisation Program has helped Defence reduce waste to landfill by 11.7%; abated 57.6% of GHG Emissions and delivered an annual cost saving of over \$180,000. The Optimisation Program, as it is scaled will rethink the way that waste is produced, managed and handled – across its entire life-cycle – in order to optimise the environmental and economic impacts of waste management across the Defence Estate.

## UNIVERSITY OF THE SUNSHINE COAST

### On the path to net zero emissions with industry.

A solar-powered 'water battery' that keeps an entire university campus cool has saved more than 4,184 tonnes of carbon dioxide emissions in its first year of operation at the University of the Sunshine Coast (USC), equivalent to planting almost 70,000 trees and growing them for 10 years!

Veolia and USC partnered to build a new central energy facility incorporating thermal energy storage powered by more than 6,500 solar panels across campus rooftops and carpark structures, with the system operational in late August 2019.

USC Vice-Chancellor and President Professor Helen Bartlett said the system's success in its first year was a major milestone towards the university's goal of becoming carbon neutral by 2025, and proof that regional universities played a key role in innovation. "USC is the first university in Australia to install a water battery powered by renewables, which is further proof that you don't need to be in the big cities to do big things," Professor Bartlett said.

"In the first full year of operation, the system has generated more than 3 million kilowatt hours of solar electricity, and conserved a further 2 million kilowatts in efficiencies for our Sunshine Coast campus, representing more than 42% of the total electricity required." Very little surplus energy is placed back into the electricity grid. "On top of this, we are tracking our energy savings in real-time and using that information to teach our engineers, designers and leaders of the future about the enormous and cost-effective possibilities in renewable technologies," Professor Bartlett said.

The 2.1-megawatt photovoltaic system produces enough energy to cool 4.5 megalitres of water, effectively acting as an 8 megawatt hour battery. The cooled water is stored and used for air conditioning, which is currently the single biggest user of electricity at the campus. The system is expected to save more than 100 thousand tonnes of carbon dioxide emissions over 25 years, equivalent to the emissions of 525 average Australian houses for the same period. It will lead to an estimated \$100 million saving for the university over the 25 year life of the project.

Veolia's Energy State Manager Andrew Darr said the system had surpassed its targets by saving 4,184 tonnes of CO<sub>2</sub> emissions – with 3,082 tonnes saved by USC through using solar power instead of grid electricity, and the rest by Veolia employing energy efficient technologies and strategies. The project won the prestigious Out of the Box category of the Global District Energy Climate Awards from the Euroheat and Power Organisation in 2019 among strong international competition. It also recently won the Denis Joseph Award for Innovative Use of Solar Energy in HVACandR (heating, ventilation, air conditioning and refrigeration) from the Australian Institute of Refrigeration, Air Conditioning and Heating.



## PARTNERING WITH THE CITY OF DARWIN TO ACHIEVE SUSTAINABILITY OUTCOMES

**Veolia Australia and New Zealand was awarded the contract for the operation and management of Shoal Bay Waste Management Facility (SBWMF) in Darwin, where they expect to improve sustainability outcomes for the City.**

Valued at \$50 million over 7 years, this is the largest ever contract signed by the City of Darwin. This new partnership is expected to result in greater efficiency in operating costs, and a range of improved sustainability outcomes for the City of Darwin through increased diversion of waste from landfill, and the production of organic composting products for local markets.

Veolia operates 6 similar facilities across the country, processing close to 3 million tonnes of waste annually with a focus on sustainably managing waste to promote a circular economy. Scott Waters, City of Darwin's CEO, said

“The signing of this contract was a clear demonstration of City of Darwin's commitment to improving the sustainability outcomes for the local community.”

“The awarding of this contract to Veolia, who are recognised as world leaders in environmental services, hails a new era in waste management in the greater Darwin region and highlights the importance that Council place on reducing emissions.”

“By increasing diversionary activities at the site, Council is looking to promote efficiencies and encourage recycling and reuse of materials within our local economy.”

**VEOLIA RECOGNISED  
FOR ITS RESPONSE  
TO THE PANDEMIC IN  
THE HEALTHCARE  
SECTOR**

**Veolia's Healthcare and Clinical Waste Operations teams were at the forefront of essential services throughout the pandemic in 2020.**

One acknowledgement of this went to the South Australia team, who were recognised in this year's SA Health Awards for going 'Above and Beyond' – in their efficient and professional service to meet customer needs. Mark Walker, SALHN Manager Corporate Services said,

**“** *It was good to get in contact with Veolia and know that we can rely on them...it's a real partnership.*

At the height of the pandemic, where change was routine and timing was paramount, the teams in South Australia were busy managing SA Health's Clinical Waste Management service contract as new COVID-19 testing clinics opened up, while in Victoria the Veolia team were instrumental in the management of overwhelming volumes as the virus spread through aged care facilities in the second wave, also involved with testing clinics.

The Veolia team also developed a Pandemic Protocol in response to various customers requests for clarity, including State Governments, providing a customer guide on the most appropriate way to handle clinical waste, including waste that is confirmed or suspected as infected with COVID-19.

**VEOLIA  
SECURES EXTENSION  
OF QGC CONTRACT**

**Contract extension for a further 5 years.**

Veolia has been awarded the QGC contract extension in the Industrials and Energy business to deliver Total Waste Management services to support the safe and sustainable operations that includes Waste and Recycling services, Industrial services, Liquid hazardous and non-hazardous services.

QGC's sustainability ambitions were to reach a target of zero waste to landfill, which is a challenge given the remote location of the operations and the various waste streams they produce – one that Veolia can help deliver.

Veolia also manages the complete production water treatment process in the complex field of unconventional oil and gas in a 20 year contract for QGC.

The gas field operated by QGC spans 4,500 square kilometres with close to 200,000 cubic meters of production water needed to be treated per day – the volume of 80 Olympic swimming pools. Through Veolia's treatment processes a very high-quality end product is guaranteed on a long-term basis where 97% of the treated water is beneficially reused in local industry or agriculture.

**RECOGNISED  
FOR MOA POINT SLUDGE  
TRANSPORTATION**

The Veolia team, together with other Wellington Water partners, was applauded for mitigating a potential environment and community disaster by moving 128,814m<sup>3</sup> of sludge at Moa Point, New Zealand.

When the pumped sludge pipelines unexpectedly burst, the Veolia team jumped into action to find a solution that would prevent the discharge of large volumes of wastewater sludge flowing into the Cook Strait and nearby Lyall Bay.

The operation was highly complex due to the uneven terrain, narrow entry and exit points, inclement weather, residential surrounds and the COVID-19 pandemic. Despite this, the team were successful in moving the equivalent of 51 Olympic swimming pools of sludge out of the area to be treated, the result of over 27,670 truck movements covering over 332,040 kilometres!

With our continued focus on health and safety, every contractor and operator understood and upheld their health and safety requirements at all times.

The local community applauded the efforts undertaken and warmly waved to the drivers, displaying "well-done" posters. Their ultimate accolade was a request from the community that the sludge trucks, pump owners, and Veolia participate in a local convoy along the route on June 18, with all lights blazing! (Sadly this fell through at the final moment as a southerly storm hit Wellington on the day).



## SYDNEY MARKETS EXTEND

## VEOLIA'S WASTE AND RECYCLING

## CONTRACT TO 2025

## SANTOS - ZERO

## WASTE TO LANDFILL

## BY 2050

**Sydney Markets, which feeds over 7 million Australians each day, distributing an estimated 2,500,000 tonnes of fresh fruit and vegetables annually, has partnered with Veolia since 2005 to help achieve its ambitious sustainability goals.**

Fundamental to the contract extension has been a collaborative approach to continuous improvement and optimisation of organics recovery and recycling. This includes a new cardboard recycling program and strategy, which has increased recycling by 18% in the first month of contract alone. This adds to specific waste stream recovery projects and solutions for food organics (approximately 50% of waste produced), plastics, polystyrene, paper, timber, concrete and steel.

“Environmental sustainability is a key component of Sydney Markets strategic vision. Our company is saving more than \$1 million a year through our waste and environment program and we are now recycling upwards of 70% of all waste onsite. We have developed a strong partnership with Veolia over the years and look forward to continued success in the future.” Brad Latham, CEO Sydney Markets.

“Our relationship with Sydney Markets demonstrates what’s possible when we reimagine waste as a resource, creating beneficial energy, creating organic compost and reducing waste to landfill through reuse and recycling. We continue to thank Sydney Markets for their trust in Veolia, and we will continue to innovate and drive new value for Sydney Markets and its customers.” Richard Kirkman, CEO Veolia ANZ.

**In 2020, after a long-standing relationship with Santos, Veolia was granted a contract extension with Australia’s largest domestic gas supplier.**

Veolia’s scope consists of industrial and waste management services, mechanical services, water asset and landfill management, and shutdown support services for Santos’ South Australian Cooper Basin and South West Queensland operations.

Due to the unique nature of the Moomba site, with its remote location, 970km from Adelaide, Veolia in partnership with Santos had to strategically re-think the recovery of materials.

Many activities conducted by Santos in the Cooper Basin generate waste, some of which can be hazardous and harmful to human health and the environment. In 2020 Santos generated nearly 21,000 tonnes of waste; the cost of which to manage is significant.

At the Moomba site there is a high volume of ‘hollow’ recyclables including wooden pallets, plastic drums, plastic tanks, IBCs, wheelie bins and tyres. Their size and lack of volume makes them difficult to load onto a trailer for transport to Adelaide for recycling. To this end, Veolia’s onsite solution involved mobilising an industrial shredder to render the recyclables into smaller, easily handled pieces that reduced the air volume in each load and provided significant savings on transport costs and reduction in emissions. The shredder project treated 80,000m<sup>3</sup> of waste, successfully reducing the waste volumes by an average of 75%, reducing transport greenhouse gas emissions and costs to Santos.

For material that was unable to be recycled, the shredding decreased the volume of material destined for the landfill, significantly increasing the lifespan of the existing cell and minimising environmental impacts from landfill expansion.

53 TONNES  
Polystyrene

1500 TONNES  
Cardboard

3500 TONNES  
Organics

9000 TONNES  
General waste

Volume per annum



TREATED 80,000m<sup>3</sup>  
of waste.




WASTE VOLUMES  
reduced by an average 75%.



REDUCED  
transport greenhouse gas  
emissions and costs to Santos.

## Hubgrade

Powered by  VEOLIA

### Network Hypervision for Papakura, New Zealand.

Veolia deployed the innovative Hubgrade Essential (Network Hypervision, HNH) on our Papakura network operation contract in New Zealand, an integral part of our network maintenance contracts and a tool to support the fostering of trust and transparency with our clients.

Part of our Hubgrade suite of digital solutions, HNH is developed by Veolia in France and is designed to integrate and display all the data sources required to maintain drinking water, wastewater and stormwater networks. It breaks the silos between the legacy systems, simplifies the consultation of asset information and operational data and overall enhances the situational awareness of the status of the networks – an important intelligence tool to drive operational performance.

This digital solution will facilitate the management of work orders and field operators in Papakura by displaying real-time information about the assets, work orders, location of vehicles and live traffic on a user-friendly, map-based interface.

## VIVA ENERGY

## BIOREMEDIATION

**Veolia is using an organic process called bioremediation which uses microorganisms to naturally decompose the contamination, and treat hydrocarbon contaminated sludges and sediments from tank bottoms at Viva Energy, Geelong.**

Traditionally, the hydrocarbon contaminated sludge would go to specialised landfill but through rethinking sustainability, Veolia is diverting around 2,000 tonnes of hydrocarbon contaminated waste every year!

Veolia first dewateres the wet, hydrocarbon contaminated sludge through a specially engineered textile bag which reduces the material to a 10% water content. The recovered water is redirected into the plant for reuse. Once the dewatering stage is completed, solids are mixed with locally sourced green waste to promote the same biodegradation process that occurs in nature to break down the hydrocarbons.

After eight weeks of regularly turning the product, the product turns into compost which is tested and used on 100,000 native trees around Viva Energy's buffer zone.

## SUPPORTING

## SMALL BUSINESSES

## IN OUR SUPPLY CHAIN

**Commitment to a transparent social procurement agenda, with a focus on supporting the success of SME businesses, Veolia Australia continues to partner with Earlytrade.**

Australian startup Earlytrade offers a unique early payment digital solution – a very simple and transparent method of receiving early payment on Veolia approved invoices for a small discount (as nominated by the supplier). Gwen Inglis, Chief Procurement Officer at Veolia said:

**“**As a national business, servicing a number of regional and remote locations, we fully appreciate the value of secure cash flow to small businesses. Our partnership with Earlytrade is just another illustration of Veolia's commitment to support small businesses, indigenous suppliers and not-for-profit organisations. Earlytrade has done a terrific job in offering an innovative, simple and transparent tool which will greatly assist our supplier communities through these unique times.

In 2020, the Australian Small Business Ombudsman released their final report into the Supply Chain Finance (SCF) industry; highlighting Earlytrade as one of the ethical leaders and provided positive endorsement based on the flexibility of the program.

Guy Saxelby, CEO and co-founder of Earlytrade said, “We are pleased to see another global brand make the right call to offer their suppliers a better, more flexible payment option, especially during these testing times. We look forward to continuing our work in helping large companies and small businesses work better together.”

## Enhancing our environment

Veolia's purpose is to preserve and enhance our environment for future generations, which means providing access to clean water, clean land and renewable resources. By doing so, we contribute to positively impacting carbon emissions as well as ecosystem services.

CLIMATE:

THE TIME FOR ACTION

IS NOW

**In 2019, Veolia Group committed to a reduction of greenhouse gas (GHG) emissions of 22% by 2034. This objective aligns with the Paris Agreement ambitions of a 2 degree trajectory and was validated by the Science Based Target Initiative (SBTi) in 2019.**

In order to help combat climate change, Veolia is committed to implementing solutions to reduce GHG and limit climate change, both for itself and its customers. Veolia provides its customers with solutions aimed at reducing greenhouse gas emissions through energy efficiency, use of renewable energies, capturing and recovering methane, waste material and energy recovery. Many of our customers and partners have committed to net zero ambitions, which we are helping them to achieve through our solutions.

We are also committed to climate adaptation, deploying solutions such as identification of water stress risks, water recycling to limit pressure on resources, managing wastewater systems during periods of heavy rainfall to prevent flooding, and crisis management and continuity planning to ensure that essential services are supplied when extreme events occur.

In Australia, Veolia's most significant impact is the emissions generated from its landfill sites. We have invested in technology and infrastructure to capture the gas to convert into renewable energy which is helping us to achieve our group target to capture over 60% of emitted methane.



**8 projects generating over 1,000,000t CO<sub>2</sub>-eq**

Veolia is a participant in the Federal Government's voluntary Emission Reduction Fund with 8 projects generating over 1,000,000t CO<sub>2</sub>-eq carbon abatement to date. These projects include landfill gas capture to produce renewable energy and waste diversion from landfill activities.

## NATIONAL RECYCLING WEEK

During COVID-19, recycling facilities saw a significant increase in contamination. For National Recycling Week, we launched our National Recycling Guide showing what can and can't go into our bins.

To encourage our customers to download, we ran a sweepstake competition for the chance to win 10 hours of sustainability support. Clients entered by uploading a photo of their staff using the brochures to their social channels and using the hashtag #RecycleWithVeolia.



## FUTURE RESOURCERS

Sustainability education program for schools.

Veolia launched its first national sustainability education program for schools in 2020, with program commencement in 2021. This free 6-week education program, which aligns to the Australian Curriculum, challenges students to develop a creative and innovative solution, known as 'The Pitch', with a focus on food waste in 2021. Schools present their solutions via video submission to a panel of industry judges, and compete against other schools across the country for the ultimate title of Future Resourcers winner.



## INDIGENOUS LAND MANAGEMENT TEAM - ERARING POWER STATION

Veolia provides Total Waste Management services to Origin Energy's Eraring Power Station located in the Hunter Region of NSW. With over 30 employees based on the site the contract includes waste management, plant cleaning, industrial services, grounds maintenance and site security services.

Veolia, together with Origin is delivering a unique Indigenous land management program that helps to remediate bushland surrounding the facility, through the planting of native flora to encourage biodiversity and restore the land as part of connection to Country.

An onsite nursery has been created at Eraring Power Station which is managed by Veolia and staffed by local Indigenous employees.

Their activities include growing plants from seeds harvested locally and using them to regenerate sections of 1100 hectares occupied by the power station. The initiative has created sustainable employment opportunities for Indigenous employees and trainees as part of managing Origin's environmental impacts, and the rehabilitation of the surrounding bushland.

Veolia and Origin have developed a traineeship program for 3 trainees in 2020, who are studying Indigenous Land Management and develop their experience at the onsite nursery.



Each year Veolia plants over 5,000 native species of plants in rehabilitated areas of the Power Station.



Trainees gain valuable work experience, skills and TAFE qualifications in Indigenous Land Management.



In 2019 the Eraring Nursery was awarded Origin Energy's National Award for "Best HSE solution for the community".

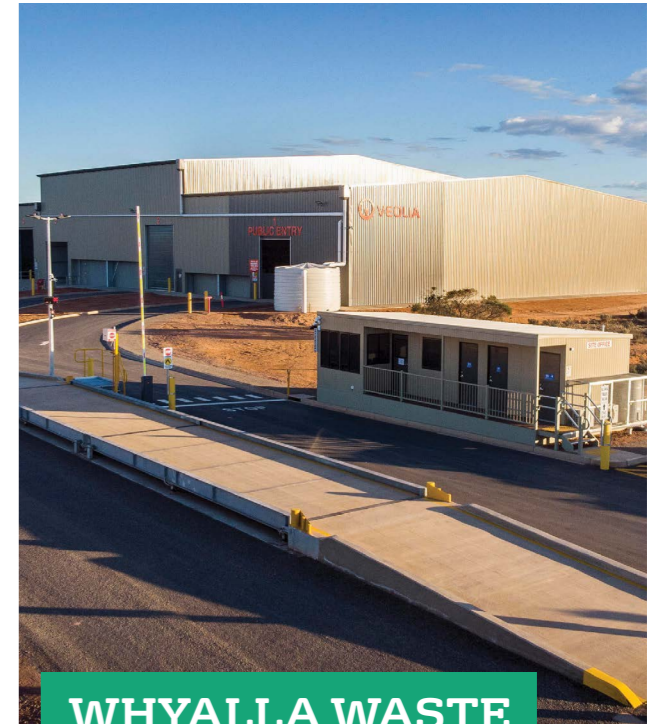


## BIODIVERSITY

**Veolia is working with Symbio Wildlife Park at Helensburgh to plant approximately 400 Eucalyptus trees which are endemic to the Kurnell Peninsula, on a remote part of the Kurnell Desalination Plant site which is unlikely to be used for any future development.**

The tube stock, which is currently being grown in the Sutherland Shire Council nursery, will be planted during autumn and it is anticipated that in about 18 months to 2 years the trees will start to provide a sustainable source of fresh Eucalyptus leaves to help feed the ten koalas they have in the Wildlife Park. The proposed location will have a basic irrigation system installed to provide water to the tube stock for the first few months and as required if there is low rainfall.

On behalf of Sydney Desalination Plant Pty Ltd, Veolia manages a Conservation Area of 15 hectares which is adjacent to the desalination plant. The area is one of the last remnant areas of natural bushland on the peninsula and Veolia is undertaking a long-term bush regeneration program with the vision of returning the area to as natural a state as possible. The Conservation Area contains a Grey Headed Flying Fox colony which has been there for a number of years. The population of the colony varies from year to year and is currently at about 40 individuals. Veolia has made contact with Sydney Wildlife Rescue, which, among other tasks, helps to rehome orphaned Grey Headed Flying Foxes. The organisation has carried out a site visit and has advised that the area is suitable for rehabilitating orphaned Grey Headed Flying Foxes, but a minimum number of about 100 in the colony is required before this is possible. At the last count the colony is at about 40 individuals so at this stage the numbers are too low to introduce additional animals, however counts are carried out monthly so the rehoming of some orphans may be possible in the future.



## WHYALLA WASTE AND RESOURCE TRANSFER STATION

**Opens in South Australia.**

A new \$7 million purpose-built facility providing improved material segregation and landfill diversion by recovering materials more efficiently opened in Whyalla.

It ensures the safe and compliant treatment of waste and recyclables generated within the local region. Veolia has operated in Whyalla for over 20 years and operating the new facility is the next step in delivering on Whyalla Council's waste management strategy, whilst also ensuring that waste management services across the region are sustainable and reliable for residents and businesses.



## AUSTRALIA'S FIRST THERMAL WASTE TO ENERGY FACILITY

### Veolia will operate and maintain Australia's first waste to energy facility in Kwinana, Western Australia on behalf of Avertas Energy.

The facility will contribute to landfill reduction by processing up to 400,000 tonnes of residual (post recycling) waste every year. The resulting carbon dioxide emissions reduction is equivalent to taking 85,000 cars off Perth's roads.

In addition, the facility will generate and export 38MW of green electricity to the local grid per year, sufficient to power more than 52,000 households. Avertas Energy already has 20-year waste supply agreements in place with Rivers Regional Council and the City of Kwinana, playing a role in supporting those local governments' waste management strategies.

As the preferred supplier of baseload renewable energy, Avertas Energy will also be supporting the green energy needs of the Western Australia Local Government Association (WALGA) and its members.

Although new to Australia, waste-to-energy has a long track record internationally. Avertas Energy is implementing moving grate technology which is used in approximately 2,000 facilities globally. In other countries, waste-to-energy is part of an overall solution for reducing landfill in conjunction with avoiding waste production, recycling and reuse. The facility will recover the metallic materials that will be recycled and also intends to reuse by-products as construction materials.

Veolia ANZ will operate and maintain the facility for 25 years.

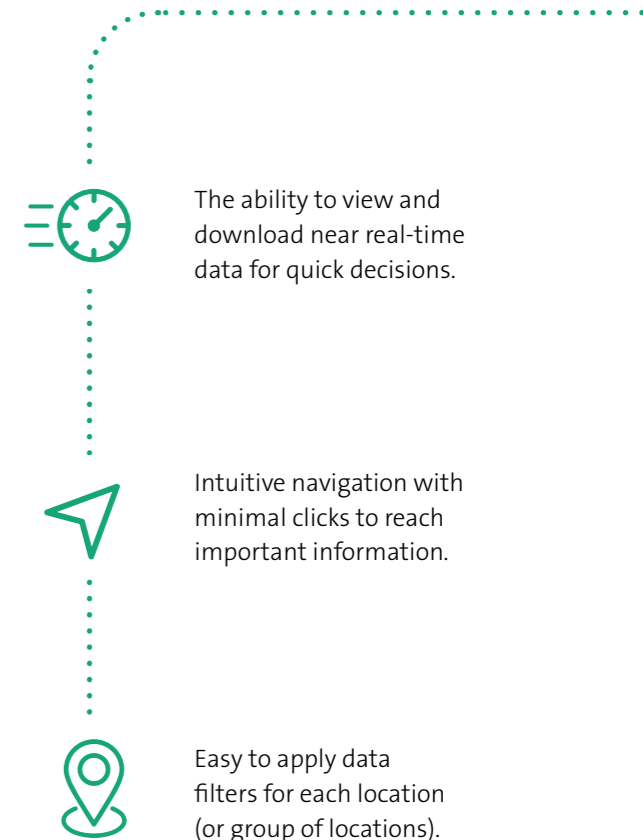


Image credit: Avertas Energy

## VEOLIA'S DIGITAL SUSTAINABILITY REPORTING PLATFORM

### Our customers want to be able to see how their waste is being effectively and sustainably managed, with convenient access to their waste management data.

That's why we've worked with industry experts to make it easier for our customers to access and understand key definitions and calculations on their recovered and diverted waste metrics. The result is a simple, easy to use Sustainability Reporting Platform, available to our customers 24/7. This is one way we help our customers understand the jargon, and make sense of their waste and recycling data.



### The digital Sustainability Reporting Platform provides:



Consistent reporting with standard dashboards across complex waste streams, services and sites.



Transparency of data ensuring areas of opportunity can be targeted and addressed.



Independent viewing of data by individual site managers.



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CHAPTER

# OUR PEOPLE

## At Veolia

we are committed to being Always Safe, and we support our people to perform and grow. We know that Veolia is a great place to work because of our diverse and talented team who deliver on our purpose every day.

In 2020, Veolia had over 140 employees whose length of service was over 20 years.



## ALWAYS SAFE

## CULTURE PROGRAM

Can it be done better, safer, slower or not at all? These are the questions Veolia continually asks our team to think about, whether it be at work or at home, and is a fundamental part of our aspiration of achieving zero accidents. Veolia believes that no job is so important, or urgent that it cannot be done safely.

World class safety performance is driven by behaviour and leadership, and Veolia is committed to moving from compliance in safety to behavioural safety, at every level and at every site through our Always Safe Culture program. What this means is that each site is encouraged to move to, or maintain, a state of interdependence, when a site will still look after itself even if the Site Supervisor or Leader are not there. Interdependence is when everyone is setting and maintaining the standard and holding themselves accountable.

Our Always Safe Culture Program is built on our Always Safe Principles, and is an integral part of the Always Safe Framework.



always **safe**

## The Always Safe Framework



### ALWAYS SAFE CHARTER

Focuses on the key attributes of responsibility, respect and accountability. It also provides the guiding principles for the entire Always Safe program.



### LIFE SAVING RULES

Sets the minimum safety standards required for all work conducted by Veolia; these non-negotiable rules provide the baseline safety standards for all work.



### ALWAYS SAFE INTERACTIONS

Provides the opportunity for all employees to discuss safety at work; it guides leadership interactions and encourages a personal commitment to work safety at all times.



### OUR ALWAYS SAFE CULTURE

Focuses on the actions and decisions within Veolia that shape how the organisation behaves towards safety. It promotes behaviours that encourage and support the Always Safe program at an organisational level.



VEOLIA CELEBRATES

20 SAFE YEARS

IN BALLARAT, VICTORIA

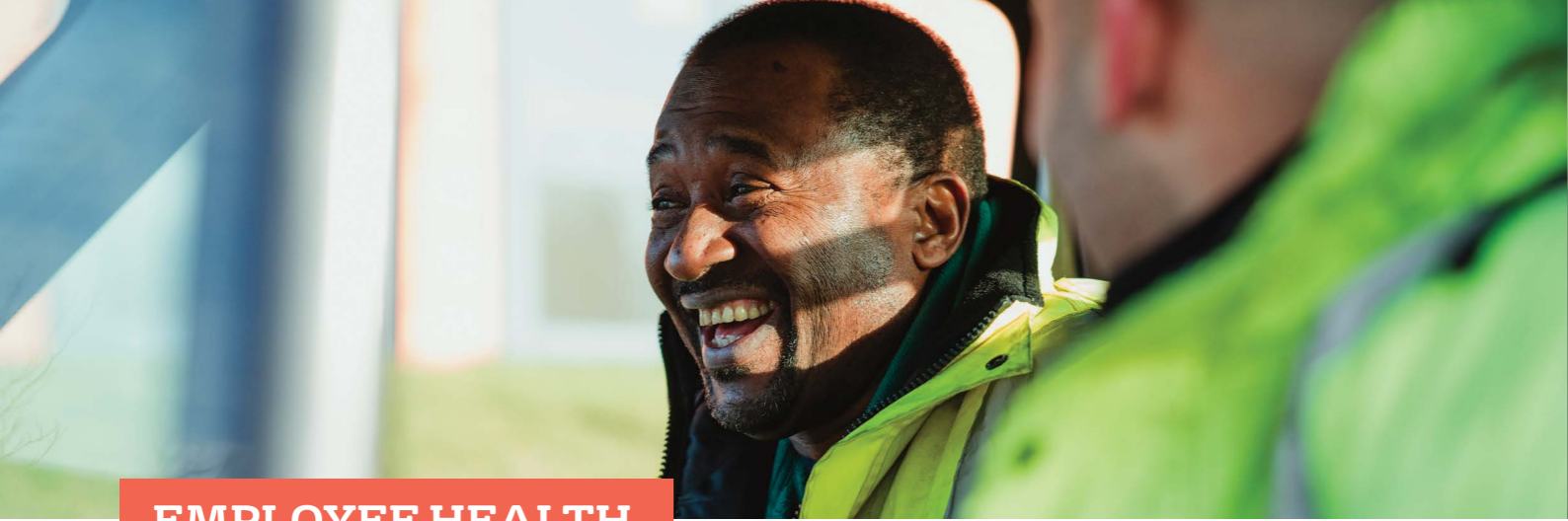
**Since February 2000, Veolia has successfully operated two water treatment facilities that provide clean water to 120,000 people in the city of Ballarat and nearby townships.**

From its humble beginnings with only one manager and two operators to today employing 18 staff based in Ballarat, the team ensures flexible and robust operations for existing and new clients.

Surviving through droughts and severe water restrictions that resulted in a connection to the Goldfields Superpipe – a 130km long pipeline that supplied raw water from Waranga Basin to White Swan – to ensure Ballarat did not run out of water.

Veolia maintained the quality of the water and retro-fitted fluoride dosing facilities to the plants. Since then numerous water authorities have inspected the sites and incorporated key aspects of the design into their own fluoridation upgrades.

The 20 year milestone in 2020 celebrated the excellent safety record for this contract with zero lost time injuries (LTI's) reported over the last 10 year period.



## EMPLOYEE HEALTH

**Injury Prevention and Health is a key component of our Always Safe program. During the COVID-19 pandemic, the focus was even greater with teams working from home, individuals isolated from family, friends and colleagues, as well as with the various challenges and changes that occurred during this time.**

### Some of the programs implemented included:

**EMPLOYEE ASSISTANCE PROGRAM (EAP)**  
THRIVE by Assure Programs is available to all our employees and their immediate family members free of charge. The proactive services include: wellbeing coaching, nutrition support, financial coaching and legal advice, manager support and coaching, access to resources to support physical and mental wellbeing and confidential counselling.

**MENTAL HEALTH FIRST AID**  
Veolia recognises that mental health first aid is equally as important as physical injury first aid in the early assessment, and help for a mental health issue. Our aim is to have a mental health first aider available in every workplace to provide this first aid by mid 2021 – currently 80% of our sites have a trained mental health first aider. Training for these first aiders has already commenced. The mental health first aiders will also be supported by our new EAP provider.

**VEOLIA AUSTRALIA AND NEW ZEALAND RAN A 6 WEEK FIT AND WELL STEP CHALLENGE FOR ALL EMPLOYEES AT THE END OF 2020**  
We partnered with HealthLogix to promote a physical activity challenge and ran 10 online exercise classes, with over 330 employees joining in on the challenge!

**MENTAL HEALTH SUPPORT DURING COVID-19**  
Veolia Australia and New Zealand used a multi-faceted approach to mental health from the outset of the COVID-19 pandemic in 2020. This included education sessions for line managers on how to perform a wellbeing check-in with their front line employees, and the managers then checked in and offered proactive EAP support to their workforce. General mental health education for employees working from home, educational videos and a Google+ community was implemented to keep employees informed and connected. Leader resilience coaching was also provided.

**EARLY INTERVENTION PROGRAM**  
Veolia has undertaken a review of the opportunities available to ensure Veolia employees receive the best early intervention service. This triage service will enable fast and evidence-based management of injuries and illnesses so that the best possible outcome is achieved. Early intervention can prevent a small ache or injury from developing into a significant concern.



## VEOLIA GRADUATE PROGRAM

Veolia's 2020 Graduate Program has been designed to align with our strategic workforce planning needs and to create a talent pipeline for future capability and leadership requirements. The aim of the customised 2 year Graduate Program was to attract high quality candidates to:

- 1 Provide meaningful development experiences.
- 2 Provide challenging and valuable work experiences.
- 3 Create a culture of empowerment, accountability and trust.
- 4 Provide an exciting and challenging environment along with support and encouragement from a network of engaged line managers, buddies and mentors.

Veolia's intake of 8 graduates has been a success and we are looking to recruit for the program again in 2021, for a 2022 intake.

**“** Through the graduate program, I have had the opportunity to be a part of a wide variety of projects and expand my skill set accordingly. I have also really enjoyed attending the development weeks as it was great to meet all the other graduates and to get support starting working life.

Louise Witherow, Logistics Graduate.



**8 GRADUATES**

- 5x **ENGINEERING**
- 1 **EACH** for Finance, Data, Logistics



**654 APPLICANTS**

- 454 **BLENDED ABILITIES ASSESSMENT** (logical / numerical / verbal and behavioural)
- 83 **VIDEO SCREENS**
- 5 **FEMALES**
- 3 **MALES**

**We also have a focus on pathway programs through Traineeship/Apprenticeship, Internship, Cadetship and Graduates Foundational roles. The aim of this program:**

**TRAINEESHIP/APPRENTICESHIP**  
Veolia aims to have an annual intake of apprentices from diverse backgrounds including females, those from an Aboriginal and/or Torres Strait Islander background as well as young and mature age apprentices with the intention of retaining 80% of its annual cohort.

**JOB EXPERIENCE**  
The Internship and Cadetship program is to provide students who are completing their tertiary education with on the job experience. The aim is to have a 50:50 male to female ratio with at least a 10% Aboriginal participation. It is intended that high performing interns will also be offered a place in the future Graduate Program.

## DIVERSITY

## AND INCLUSION

Veolia is committed to creating a working environment that values and celebrates diversity, inclusion and belonging. We wish to create a safe and positive workplace where staff members feel comfortable to be themselves. Our draft Diversity and Inclusion 2023 (D&I 2023) strategy and associated employee plans outline our approach.

Successful implementation of our D&I 2023 strategy will result in the following outcomes:

1

Increasing the recruitment and retention of Aboriginal and Torres Strait Islander peoples.

2

Increasing the recruitment and retention of women in operational roles, management roles and senior management roles; improving the talent pipeline for women for all roles and removing the barriers to both recruitment, retention and development of women in the organisation.

3

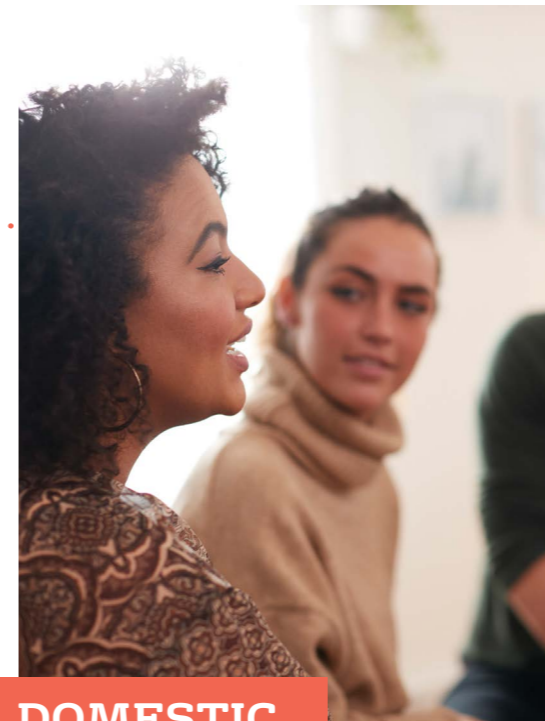
Providing flexibility and supporting employees to balance work and life responsibilities across all stages of life.

4

Ensuring that Veolia provides a supportive and inclusive working environment for employees who identify as having a disability, who come from culturally and linguistically diverse backgrounds, are in the later stages of their career, or who are Lesbian, Gay, Bisexual, Transgender, Intersex or Queer+.

5

Increasing the recruitment and retention of people with a disability and people who come from marginalised groups i.e. former military personnel, ex-offenders, refugees, long term unemployed and the homeless.



## DOMESTIC VIOLENCE AWARENESS

In 2018 Veolia ANZ released our Family and Domestic Violence Standard and Support Resource to assist our people in the support of those directly impacted or indirectly impacted by Domestic Violence.

In 2020, for the UN's International Day for the Elimination of Men's Violence against Women, we ran an internal online campaign to again reinforce our stand against violence against women and children, and our commitment to provide a flexible and safe workplace for staff affected by Domestic Violence.

Our Kurnell site also participated in a 45 minute toolbox talk on addressing Domestic Violence. The program is called 'Harnessing the Positive Influence of Men' which partners with male dominated industries to focus on the positive influence participants can have in the prevention of Domestic Violence. Further pilot sessions are being delivered in 2021.



## GIRLS ON THE MOVE

As part of International Women's Day and to celebrate gender equality, Veolia hosted a 'Girls on the Move' program as part of the Elles Bougent Association (international body) which aims to highlight and promote the diversity of jobs within STEM and demonstrate Veolia's commitment to gender diversity in science and technology. We invited over 30 high school students and teachers from a number of schools near the Kurnell desalination plant to hear from a panel of inspirational women who have achieved great success and play business critical roles at Veolia.



## Veolia Mulwaree Trust

2020 marked the 15th year anniversary of the Veolia Mulwaree Trust with a celebration of supporting over 1,200 projects through \$12 million to the community.

# 5

CHAPTER

# SUPPORTING OUR LOCAL COMMUNITIES



**At Veolia, we are firmly committed to supporting the communities in which we work and live. 2020 has been a challenging year where we have needed ‘community’ more than ever.**

We are proud to have worked closely with our local communities; from the impact of devastating bushfires in Australia to an unprecedented global pandemic which has forced us to be more adaptable and agile than ever before. Our communities and employees have risen to the challenge.

## THE VEOLIA

## MULWAREE TRUST (VMT)

## 15 YEAR ANNIVERSARY

The Veolia Mulwaree Trust supports not-for-profit community groups and organisations in and around Veolia’s Woodlawn Eco-Precinct, NSW. Woodlawn, previously a copper, lead and zinc open cut mine, is now the location of a Mechanical and Biological Treatment (MBT) facility and Bioreactor, with the surrounding 6000 hectares used for aquaculture, horticulture, wind farming and other renewable technologies.

In partnership with the Veolia Mulwaree Trust, Veolia is able to give back to the communities we operate in. Through the Trust, Veolia has supported local schools and preschools, sporting facilities, parks and playgrounds, emergency services, charities and community service organisations. The Trust also supports a range of academic and creative arts scholarships annually.

2020 year marked the 15th year anniversary of the Veolia Mulwaree Trust with a celebration of supporting over 1,200 projects through \$12 million to the community. In 2020, a total of nearly \$300,000 has been distributed in 48 grants, donations and scholarships to the local surrounding communities.

## BUSHFIRE RELIEF

A collective donation of \$400,000 was made by Veolia and the Veolia Mulwaree Trust to benefit a range of registered charities supporting local communities where Veolia operates, including Rural Aid, Blazeaid, WIRES, Conservation Volunteers Australia, Gippsland Emergency Relief Fund, Wildlife Victoria, Hunter Wildlife Rescue (NATF Inc), Aussie Ark – Australia Action Fund and Wangi Men’s Shed.

The financial donation is in addition to extended in-kind support across both South Australia and the East Coast, including the provision of demountables, portable toilet and shower blocks, spill kits, water storage tanks, sharps containers, bins for people displaced by the bushfires, water transport services to assist the firefighting aerial fleet and use of the Veolia Goulburn Arena as an evacuation centre.



## CONSERVATION

## VOLUNTEERS

## AUSTRALIA

In March 2020, Conservation Volunteers Australia (CVA) launched a new partnership with Veolia to support CVA's bushfire recovery efforts in South Australia, including Cuddle Creek which was severely impacted by last season's bushfires and Fleurieu Peninsula.

These projects will provide much needed revegetation of critical habitat for endangered species – including the Black Glossy Cockatoo and the Pygmy Possum through contributing to the Wild Futures Campaign. Darren Kennedy, Former Regional Manager, SA / NT and WA said:

“ From experience, bushfire recovery is a long game where initial and long-term support is needed. Thanks to this partnership, we will be providing this support which will include measures to assist with habitat recovery.

Veolia also participated in CVA's inaugural corporate innovation challenge as part of World Environment Day on 5th June 2020. The aim of this virtual challenge was for corporate teams to get together and help tackle the global challenge of Ocean Litter. Team Veolia came up first and won the competition for their 'Plastic Pickers' solution.



## PLASTIC OCEANS

## AUSTRALASIA (POA)

Plastic Oceans Australasia's (POA) mission is to change the world's attitude towards plastic within a generation. We have formed a national partnership with POA to support them in addressing the root cause of single use plastic consumption through education and business programs.

Veolia launched its partnership with POA in 2020 and will provide sponsorship to 20 schools in NSW and VIC to take part in POA's education program as well as allow students to take part in site visits and learn from the industry.

We are also supporting the translation of the Ocean Discovery Days short movie series which have been adapted from 'A Plastic Ocean' the award-winning documentary highlighting the challenges of plastic in the seas into local Yolngu Matha language; Gupapuyngu to be shared with the community. Other support resources will also be provided to support measurable actions for change.





## STRETCH

## RECONCILIATION

## ACTION PLAN (RAP)

Veolia is committed to walking alongside Aboriginal and Torres Strait Islander peoples to connect, learn, and create sustainable opportunities in the communities in which we live and operate. Our vision for reconciliation is a future where all Aboriginal and Torres Strait Islander peoples' cultures, opportunities and connection to Country is recognised as central to contributing to a sustainable Australia.

Veolia launched its Stretch RAP (its third RAP) and are proud to work with a diverse range of passionate employees, partners and businesses to do so. We continue to focus on Reconciliation Australia's pillars of relationships, respect and opportunities whilst aligned to our focus areas of education, employment, business and community.



EDUCATION



EMPLOYMENT



BUSINESS



COMMUNITY

### EDUCATION

Veolia is committed to supporting the education of our employees to create an environment that is welcoming and celebrates Aboriginal and Torres Strait Islander cultures through our cultural awareness training. We are also focused on supporting education outcomes for Aboriginal and Torres Strait Islander peoples.

#### TAFE SA Scholarship Program

The Veolia TAFE SA Scholarship fund offers up to five scholarships for Aboriginal and Torres Strait Islander students enrolled in a TAFE SA Certificate II or above qualification, along with opportunities for students to participate in an industry workplace. Starting in 2019, Veolia has made a nine year commitment for this Veolia Scholarship to support increased education and employment outcomes.

#### Engineering Aid

Veolia has partnered with Engineering Aid since 2013 to support their Indigenous Australian Engineering Schools program to provide Aboriginal and/or Torres Strait Islander students insights into engineering and university life. During the week-long school, participants are given the opportunity to engage with Veolia engineers, take part in design work, visit working sites and gain understanding of the employment opportunities in the sector. Veolia provides education classes on current environmental issues and how our services and facilities support a move towards more sustainable practices.

### EMPLOYMENT

Veolia is working with Aboriginal and Torres Strait Islander peoples to support equitable employment opportunities. As an organisation we are committed to working towards our target of 3% participation within our workforce and take a multifaceted approach to support the development of our employees.

#### Hunter Water Apprenticeships

Veolia has engaged four Aboriginal and/or Torres Strait Islander apprentices to support our Hunter Water operations. Hunter Water is Veolia's largest municipal water contract, providing operational and maintenance services to Hunter Water who supply drinking water and wastewater treatment services to 600,000 residents. This work covers 26 plants located across an area of 5,500 Sq km in the Lower Hunter Valley area in NSW.

Veolia worked with Aboriginal Employment Strategy (AES) to target Aboriginal and/or Torres Strait Islander candidates. Four candidates were successful, with two Electrical and two Mechanical trades spread between their first year and fourth year of their apprenticeships.

The apprentices are a valuable part of supporting the Hunter Water Contract, providing an integral part of the mobile maintenance team.

#### QGC Contract Success Stories

The Western Downs Indigenous Traineeship program is a partnership with our client Shell's QGC business and Harness Energy. The program is a paid work experience traineeship, which runs over a 9 month period for Aboriginal and Torres Strait Islander peoples from regional Queensland who are keen to learn. The students will complete a Workplace Health and Safety Certificate, along with work experience through a number of businesses connected to QGC. Over the course of the 9 months, Veolia hosted four students. All program participants secured ongoing local employment on completion of their traineeships.

### BUSINESS AND SUPPLY CHAIN

Geared Up Culcha (GUC) is an Aboriginal business founded by Bunjalung man, Paul Dodd. GUC is Veolia's primary partner for our company merchandise as we continue to diversify our supply chain and support ethical businesses.

### COMMUNITY

#### Cowboys Community Foundation

The Cowboys Community Foundation is a community owned charity improving employment, health and social outcomes for young North Queenslanders through education-based programs, including NRL Cowboys House, which focuses on improving education outcomes for young Aboriginal and Torres Strait Islander people.

Veolia has formed a partnership with NRL Cowboys House to support its 105 geographically-disadvantaged students from 28 remote communities to attend secondary school at nine partner schools in Townsville.

The House is a unique, culturally-sensitive accommodation solution, providing a wraparound model of care that supports students to fulfil their potential while building long-lasting friendships and essential life skills along the way.

Veolia also hosts a Mechanical Apprentice from NRL Cowboys House and work experience students throughout the year.





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