

# Governance, Risk and Compliance Policy

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

Our goal is to provide comprehensive, high-value-added solutions that balance growth and environmental protection, solutions that manage water sustainably, turn waste into a resource, and develop cleaner, more efficient energy systems.

Veolia's business strategy is guided by five elements: our business, our customers, our people, our environment and our community. These elements shape all aspects of Veolia's future performance, and our corporate policies and practices are linked to delivering excellence in one or many of them.

Veolia is committed to:

- Applying good corporate governance principles and values encompassing stewardship, leadership, accountability, transparency, fairness and balance, honesty, dignity, legal compliance, goodwill, sustainability and ethical conduct, and encouraging its employees to also act in this manner;
- Managing risk by applying the methods prescribed in ISO 31000 risk management, the compliance principles contained in ISO 19600 compliance programs standards, and complying with our contractual and legal obligations making risk and compliance part of our business;
- Ensuring regular monitoring and reviews in risk management and compliance to improve company performance, reinforced by identification, reporting and if required corrective and preventative actions;
- Responding to any breaches of governance and compliance with appropriate action.

All managers, employees, contractors and visitors are responsible for being aware of, and complying with this policy.