

RESOURCERS

TO TURN

THE TIDE



**AUSTRALIA AND NEW ZEALAND
SUSTAINABILITY REPORT 2021/2022**



ACKNOWLEDGEMENT

OF COUNTRY

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

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

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



An introduction from

RICHARD KIRKMAN CEO

What another year it has been, as we have all experienced the most extreme weather, economic, environmental and social impacts seen in a long time. As this becomes the norm across the globe, we've been there to help our customers and the community through many of these challenges. From flood support and clean up efforts, to providing cities and towns with clean and sanitised water, and energy resilient solutions, Veolia has been there for our communities in need.

This year continued to highlight the importance of climate resilient solutions, the need for adaptation planning, and investment in infrastructure ready to address our growing climate emergency. It's our mission to support these efforts across Australia and New Zealand.

Despite the challenges, I've continued to witness a mindset of optimism, determination and moving forward together within our teams. This is encapsulated in the image and title of this year's report 'Resourcers to Turn the Tide'. It represents the spirit of our people, and our business.

Many progressive customers are also demonstrating this mindset, and showing an ever increasing appetite to drive Ecological Transformation from within their businesses. They want solutions that will lower their carbon footprint, increase recycling, and make more efficient use of water and energy resources. It's their effort and commitment that is moving the dial, as they strive to achieve better outcomes for the environment. We're proud to stand beside our customers as they set themselves challenging, but achievable environmental targets, and importantly, offer solutions to ensure they achieve them.

Commercially, we have maintained focus on our multifaceted performance targets. These relate to 5 key areas: economic & financial, environmental, social, commercial and human resources performance. It's our usefulness - across all of these areas - that will lead to greater prosperity for both people and the planet.

Alongside business as usual, in December 2021, the Australian Competition and Consumer Commission (ACCC) announced that it would not oppose the merger of Veolia and the Suez Recycling and Recovery business in Australia. This paved the way for the momentous task of forming a world class team, ready to make an even greater difference for our customers, our communities and the environment. This has been the start of a new chapter for our organisation – one that excites and energises us. Already, our customers are benefiting from additional services, a pool of now over 5,750 talented individuals, improved technology and greater geographical coverage over 240 sites. This will continue to supercharge our value as a partner.

Adding to our exciting new chapter, after 17 years in the company (most recently in the role of Chief Operating Officer for the Veolia Group), Estelle Brachlianoff stepped into the role of Chief Executive Officer following Antoine Frérot (who will continue to serve Veolia as Chairman of its Board). I am delighted to see Estelle leading our company globally, and we have full confidence in her steady leadership.

We hope you enjoy this showcase of our collaboration with clients, and our contribution to the community, the environment and our people.

Richard Kirkman, CEO Veolia
Australia and New Zealand

SNAPSHOT OF OUR

IMPACT

IN 2021-2022

Our Customers
Our People
Our Environment
Our Communities



OUR PEOPLE



8% increase in Always Safe Interactions.



89% engagement score from our 2021 “Voice of Resourcers” survey.



All 8 of our 2020 graduates offered full time positions in 2022.



Over 100 employees or contingent workers identify as Indigenous Australians.



Employees increased from 4,600 to 5,750 through the merger with SUEZ.

OUR COMMUNITIES



Distributed over AUD \$514,000 to support 114 projects and scholarships in 2021 through the Veolia Mulwaree Trust.



Partnered with the Australian Department of Defence in supporting over 38 locations in “Op Flood Assist” with the deployment of over 440 portable toilets, over 85 shower blocks and laundries, provision of 14 lighting towers, fresh potable water supply, hazardous waste and grey water management, power generators and general waste collection services.



Celebrated 20 years of sponsorship of Sydney’s Museum of Contemporary Art.



Proud sponsor of the Taronga Conservation Society of Australia and its satellite turtle tracking program.



Continued our community partnerships with Indigenous organisations such as the Waalitj Foundation, Larrakiah Nation, Outback Academy and Cowboys House.

OUR ENVIRONMENT

GLOBALLY COMMITTED TO NET ZERO BY 2050: signatory to the Science Based Target Initiative’s Business Ambition for 1.5°C. This commitment doubles Veolia’s efforts compared to the ambitions adopted in 2019.

RECIPIENT of the Australian Department of Defence Security and Estate Group “2021 Base Services Innovation of the Year” award for the depackaging of end-of-life ration packs.

7 PROJECTS PARTICIPATING in the Australian Government’s voluntary Emissions Reduction Fund, generating carbon credits.

2,319,000T of non-hazardous waste treated.

183,318,000m³ of drinking water produced.

SCOPE 1 & SCOPE 2 EMISSIONS
938,372 tCO₂e (pre-merger)

OUR CUSTOMERS

Released our [RECYCLEPAK®](#) offer for hard to recycle waste streams.

Investing in Energy from Waste solutions to treat residual solid waste.

Launched our [Ecologic platform](#), a near-real time customer portal for waste and recycling data.

Held our inaugural Innovation Accelerator Day.

Annual “Voice of Customer” survey completed in December 2021 sent to over 30,000 customers across Waste and New Zealand (Papakura). This will be expanded to include all waste collections, resource recovery, Australian water and industrial and energy customers in 2022.

WHO WE ARE

| A stronger Veolia with
more to offer



Veolia Australia and New Zealand is an AUD \$3 billion business whose 'purpose', put simply, is to ensure that humans can continue to thrive while minimising harm to the environment. We are here to clear up, to clean, to recover, to recycle and to provide renewable energy and safe and sanitised water for our municipal, commercial and industrial customers.

Never before have ecological imperatives been so front of mind for government, businesses and society. Every day in our communities we are increasingly experiencing the immediate consequences of climate change, depletion of resources, collapse of biodiversity and multiple forms of pollution.

Veolia's role is to actively tackle the climate emergency through our purpose of Ecological Transformation which directly contributes to the UN Sustainable Development Goals.

Our approach is to **balance** stakeholder interests through our multifaceted performance framework. The framework is equally attentive to, and has the same high standards for, economic and financial, commercial and human resources, as well as corporate, social and environmental performance. Globally, 18 progress objectives were defined for 2023. The related progress indicators are regularly audited and measured by independent third parties and are included in the calculation of Veolia's senior executive variable compensation.

OUR PERFORMANCE

In March 2022, we announced the merger of Veolia and the SUEZ recycling and recovery business in Australia. In doing so, we've added **over 40 new facilities** to our national footprint, including transfer stations, recycling centres, food and organics processing facilities, landfills and depots. We've increased coverage on the western seaboard, while growing our footprint in South Australia, Victoria, New South Wales and Queensland.

As a result, we'll be able to offer a range of new services in some geographical areas – including energy recovery, glass recycling, organics treatment and soil remediation and treatment to name a few. Former SUEZ customers will also be able to access new liquid and hazardous waste treatment options and medical waste collection and treatment in some geographies.

Through the acquisition, we have grown from 4,600 to over **5,750 employees** across Australia and New Zealand. Our dedicated team has the shared values of Customer Focus, Solidarity, Innovation, Respect and Responsibility.

Our newly combined business was born out of a shared ambition to build the strongest possible organisation to solve the complex environmental challenges facing our planet today. We are better placed, more than ever, to achieve this.



We operate waste, water, energy and industrial services in more than **240 locations**.



We generate **\$3B revenue**.



We have over **5,750 employees**.

The image shows two workers in orange high-visibility safety gear and white hard hats. They are operating a large industrial machine, possibly a cable extruder or spooling machine. A large spool of white cable is visible in the foreground. The machine has various components, including a motor, pulleys, and a large spool of white cable. The workers are standing on a paved surface, and a building with windows is in the background. The text "WORKING WITH OUR CUSTOMERS" is overlaid on the right side of the image in green and white. The text "Achieving shared sustainability outcomes" is also overlaid on the right side of the image in white.

WORKING WITH OUR CUSTOMERS

Achieving shared
sustainability outcomes



Every day, Veolia is partnering with our clients who trust us to deliver relevant and impactful innovations and provide circular and low carbon solutions whilst still achieving quality of service and product. With a year marked by extreme weather events, our services to provide climate resilient solutions has never been more essential.

ADVANCED ENERGY

RECOVERY CENTRE

WOODLAWN, NEW SOUTH WALES

In 2021, Veolia proposed the construction of a new Advanced Energy Recovery Centre (ARC) at our Woodlawn Eco Precinct in NSW which currently acts as a bioreactor landfill.

The ARC will take waste that cannot be recycled and turn it into energy, producing enough electricity to power 40,000 homes per year whilst diverting waste from landfill. This is the next stage in Woodlawn's strategy for sustainable development.

Currently, Veolia is in the planning stage of the project, undergoing a range of assessments as part of developing our environmental impact statement. We have maintained consistent engagement with the community, including holding public information sessions and community meetings, as well as providing ongoing updates to local media outlets.

Energy from Waste (EfW) facilities are a proven technology used in many parts of the world to treat residual waste and to generate energy. We advocate a strategy that delivers the best practical solution for our clients, community and the environment. We understand that an integrated waste solution using a variety of treatment options as part of a circular economy is required to resolve the challenges posed by waste, once generated in our communities. As part of this, Veolia recognises the important role that proven EfW technologies can play to support a sustainable future.

If approved, the ARC will be Veolia's fourth EfW facility. It would join Veolia's operation of the Kwinana and East Rockingham Waste-to-Energy facilities in WA (due to open in 2023/24 and for completion in 2023, respectively) and the Maryvale EfW facility under development in Victoria.



BRINGING MORE TO WATER

We welcomed Allpipe Technologies to the Veolia family following the successful acquisition of the Perth-based business.

This strategic purchase enables us to expand our network services activities into Western Australia, opening up new opportunities in sustainable water management and strengthening our position as the nation's leading provider of water solutions. Allpipe has provided sewer network maintenance solutions for local councils across Perth for more than a decade. The company's local assets and all its 20 employees transferred to Veolia, including the former owners, who bring a wealth of knowledge and experience. We welcome Allpipe to the team and look forward to combining local knowledge and global expertise to drive ecological transformation for customers.

Daniel Spiller, Veolia's Chief Operating Officer for water, said the purchase of the business marks an exciting step for the company and will increase the scope of Veolia's services offered in the state.

“ *With our existing industrial services and waste activities, the expansion of our water business will complete our ability to drive a full complement of solutions for customers. Working as part of our network services business, the acquisition will bring new opportunities to drive innovation and whole-of-life network solutions.*

Mr Spiller said that while Veolia is acquiring Allpipe, the relationship will be very much based on a vision to combine local knowledge with global expertise.



RATION PACK RECYCLING

WITH THE AUSTRALIAN

DEPARTMENT OF DEFENCE

WINS INNOVATION AWARD

Ration packs are used by Defence to provide personnel with sustenance and nutrition when undergoing training or on deployment. Despite best efforts to manage stock, a small percentage of ration packs reach their best-before date prior to consumption, in turn requiring disposal.

Unfortunately, ration packs cannot be donated and are unable to be recycled via traditional methods due to the mixed-material composition. In response to this challenge, Veolia sought an opportunity to depackage and recycle Defence end-of-life ration packs.

The solution implemented includes the consolidation of ration packs, which are then transported to a depackaging facility where they are separated into their composite materials and recycled/recovered. At the end of an initial trial, some 92% of the packs' total volume had been diverted away from landfill, including 2.2 tonnes of food organics.

This solution supports and aligns with the Defence Waste and Recycled Materials policy. In addition, Defence has updated the policy relating to the disposal of ration packs in the Electronic Supply Chain Manual which will ensure that all end-of-life ration packs are recycled/recovered.

INNOVATIVE PARTNERSHIP

BRINGS LIFE TO

FUTURE OF WATER

In a landmark partnership Sydney Water is joining forces with Veolia to explore innovation opportunities aimed at developing a robust circular economy to help deliver sustainable, and resilient water services for the growing city.

Aligning the strategic priorities across two industry leaders will see a focus on securing the future of water supply by ensuring new and existing operations become energy self-sufficient, reach carbon neutrality and support the development of emerging technologies.

The collaboration is a step forward for both organisations in supporting the New South Wales Government's ambition to halve the state's carbon emissions by 2030, and Federal targets to achieve carbon neutrality by 2050.

Managing Director for Sydney Water Roch Cheroux said Sydney Water is shifting focus to the future and innovation is a key area of growth to help establish more resourceful ways to provide sustainable water services.

“ *This initiative is a fantastic example of how market leaders can unite and utilise each other's expertise and skill to deliver innovative results that will benefit both businesses, the community and customers.*

Both organisations are passionate champions of the circular economy, and with this joint venture we have managed to bring together the necessary people, ideas and innovations, to accelerate the path to carbon neutrality, while showcasing best practice for environmental partnerships,”
Mr Cheroux said.

Veolia's Chief Executive Officer and Managing Director Richard Kirkman said by combining industry knowledge and experts from both organisations, the energy and water treatment solutions identified are set to rapidly help protect and preserve the planet.

“This affiliation is a unique approach and sets the standard for social responsibility. By trialling new innovations we're maximising the ability to reach carbon neutrality and energy self-sufficiency sooner,” Mr Kirkman said.

“Together we will explore opportunities for energy-saving systems, such as water batteries for district cooling, and look to pilot new innovations that optimise recycled water usage for sustainable cities,” Mr Kirkman said.



Roch Cheroux, Managing Director for Sydney Water with Richard Kirkman, Veolia's Chief Executive Officer and Managing Director

SANTOS WORKING

TOWARDS ITS

COMMITMENT OF

ZERO WASTE TO LANDFILL

For over 20 years, Veolia has worked in partnership with Santos, managing the company's waste and recycling in one of the most remote and challenging environments in Australia. When Santos recently made its ambitious commitment to zero waste to landfill by 2050, Veolia responded by providing a dedicated resource to help the energy producer achieve this goal.

A detailed assessment and planning process was initially undertaken to assess current waste management practices, infrastructure, thoughts and opinions from on-site personnel. The composition of Santos's waste was also examined to identify appropriate recycling and recovery options. A comprehensive plan was then formulated to make an immediate impact and divert significant volumes from the on-site landfill.

By implementing various initiatives and doing things differently, Veolia helped Santos increase its recycling rate by over 25% in 12 months.



NANDOS PACKAGING IDENTIFICATION AND MINIMISATION

In 2018, Australia established the Australian Packaging Covenant (APCO) 2025 National Packaging Targets to minimise the negative impact excessive packaging has on our environment and chart a more sustainable path for the country.

Together, Veolia and fast-food chain Nandos created a roadmap that aligns with APCO's target of 100% reusable, recyclable or compostable packaging. The roadmap was buoyed by a plan to remove unnecessary single-use packaging from both suppliers and its own supply chain.

By moving up the supply chain, Veolia supports our clients in minimising the impact of waste at the source and meeting their sustainability goals.

VEOLIA LAUNCHES RESPONSIBLE RECYCLING WITH RECYCLEPAK®

Veolia has been at the forefront of innovative recycling solutions for decades and the past year was no exception. To celebrate National Recycling Week in 2021, we launched [RECYCLEPAK®](#) to our Australian customers.

RECYCLEPAK® targets hard to recycle items such as small e-waste, snack wrappers, uniforms and safety glasses and finds dedicated recycling or disposal methods that responsibly diverts them from landfill.

The initiative is designed to help businesses navigate the disposal challenges they face for products without conventional recycling solutions.

Richard Kirkman, CEO of Veolia Australia and New Zealand, said:

“Until we start to see a standardisation in the way products are made so that they're 100% recyclable – and commonly recyclable across jurisdictions – our ability to keep them in use is limited. While we continue to support manufacturers to design products with end-of-life solutions, RECYCLEPAK® allows us to prevent waste from being unnecessarily sent to landfill. We were proud to launch an initiative that achieves transparent and responsible recycling solutions for our customers and are pleased this will help us to further our mission to drive real and lasting ecological transformation.”





DIGITAL SOLUTION FOR ALGAL BLOOMS

Veolia attended the Australian Water Association's North Queensland Regional Conference where we showcased our digital solution to harmful algal blooms, SWARM Buoy, in accordance with this year's focus: reef, catchments and resilience.

Despite algae's production of oxygen during its development, it still depletes surrounding oxygen levels when it breaks down. Doing so can devastate delicate ecosystems, as well as affect human health, particularly when it occurs in recreational swimming areas or water storage.

Traditional water quality monitoring often misses early signals of algal bloom. Fortunately, a real-time water quality monitoring tool like Veolia's SWARM Buoy technology in local waterways and catchments can drive catchment resilience and anticipate the risk of algal blooms developing.

REUSABLE SHARPS

CONTAINER IN

HEALTHCARE

As the COVID-19 pandemic progressed throughout 2021, so too did the increase in health and aged care waste output, especially for clinical and PPE waste, with some areas seeing a sudden increase of up to 400%.

Veolia responded to this challenge by adapting collection and disposal operations to ensure safe and effective medical waste management. One of our local teams in

South Australia stands as an exemplary reflection of these efforts, earning an "Above and Beyond" award presented by SA Health.

Contributing to 7% of carbon emissions in Australia, there is now a transition within the health and aged care industry towards developing more sustainable solutions to medical practice. Veolia is committed to assisting the healthcare sector in reaching this goal through:



Implementing improved clinical waste management such as providing reusable sharps containers and access to collection networks.



Upgrading energy and ventilation systems.



Collaborating with the National Australian Built Environment Rating System (NABERS) to establish a dedicated hospital rating system to act as a best practice benchmark.



BHP RENEWS IT'S 5 YEAR CONTRACT

WITH NORTH WEST ALLIANCE

North West Alliance, a joint venture between Emu Nest, a Palyku Traditional Owner Equity Investment Group and Veolia, was awarded a renewed five-year waste management contract with BHP. This five-year agreement will positively impact economic, environmental and social outcomes for the Pilbara region in Western Australia by securing continued employment and supplier opportunities for local Aboriginal people. It will also support improved waste diversion and recycling infrastructure, further contributing to the \$100m of revenue North West Alliance has brought into the Pilbara region since 2013.

NEW ZEALAND DANONE

COW WATER REUSE

As part of the long-term partnership between Veolia and Danone Nutricia NZ, our New Zealand team commissioned an innovative water recovery system at Danone's milk drying plant, located in New Zealand's South Island.

The project enables the reuse of condensate of whey (COW) water in Danone's process. Our New Zealand based technical specialists designed a Daireuse process – the first of its kind in the southern hemisphere – and have managed its commissioning and installation. In order to support the Danone operations team upon the project's commencement, Veolia's technical specialists spent a month onsite during its commission, then remotely monitored the progress for a period of time.

The completion of this facility closes the loop on water resources at the plant, reducing the need for Danone to rely on fresh water for their operation.





ENHANCING OUR

ENVIRONMENT

We are at an unprecedented point in time where the urgency to act on climate change, protect biodiversity and sustainably using resources has never been greater. We have seen extreme weather events impact supply chains and our operations making us even more resolute that our infrastructure and the services we provide are climate resilient. Veolia is taking this responsibility to act and secure our future with every cubic metre of water treated, every tonne of waste recovered and every megawatt hour of energy produced.

ACTING ON NET ZERO

In support of [COP26 \(Conference of the Parties\)](#) and together with our renewed commitment to net zero by 2050, Veolia aired a 3-part webinar showcasing our global commitment to ecological transformation and reaching the target in the face of climate change.

The webinar included discussions from Veolia’s leaders across Europe, Australasia, the Americas and the Middle East. Speakers presented various case studies from around the world to exemplify how we bring innovative, sustainable solutions to the water, waste and energy industries.

| Veolia’s response to extreme weather events in NSW

Several severe rain events and flooding impacted the Sydney region beginning in February 2020, spurring a dramatic deterioration in raw water quality at the Woronora Water Treatment Plant – up to 2.5 times greater than the maximum plant design limits on colour. The dam reached full capacity in March 2022 from its February 2020 level of 32%, with continual spilling since. The rainfall events that followed had the greatest impact, requiring extended 24-hour operations, massive quantities of sludge production and constantly changing raw water qualities. The Veolia team adapted to this change, ensuring no impact to the level of water quality supplied to the community.



Some of the topics covered include decarbonisation and the future of energy, desalination and wastewater solutions, and waste recycling and recovery.

Veolia is reviewing its pathway to decarbonisation as one of its key strategic priorities, with the aim to comply with the 1.5 degree climate scenario. The pathway includes increasing methane capture at landfill sites, which is the most material emission source. A program to tackle Scope 3 emissions is also under review.

In the aftermath of March’s devastating floods in Lismore and northern NSW, the State government called for assistance to help get essential water services back online – and Veolia answered the call. Our team of dedicated technicians worked alongside council teams from Lismore and Richmond Valley to restore operations at water and wastewater treatment facilities, enable the water supply network and go house-to-house re-enabling sewer pumps to bring essential services back online for households.

BIODIVERSITY SERVICES

Veolia routinely conducts habitat rehabilitation and land management activities as part of its offering for water clients. An example is the Western Corridor Recycled Water Scheme (WCRWS) Network Easement rehabilitation and management program in the south-east region of Queensland, where we deliver:

- ✓ General vegetation management and weed control (65ha).
- ✓ Weed control and shrub Thinning (63ha).
- ✓ Erosion identification and control.
- ✓ Pest plant identification and management.

To assist with routine ecological surveys and planned routine inspections (for land and plant assets), we use drones as an innovative way to complete remote aerial surveying and data capture. This new eye in the sky will provide numerous benefits including a reduction in travel time, increases in efficiency, risk reduction and enhanced client communication and reporting.

Veolia also has a global environmental performance objective to ensure that we identify, assess, protect and enhance the ecological value of our sensitive sites. As a result, in 2021, Veolia conducted biodiversity surveys across 9 pre-assessed sensitive sites, through our in-house Ecologist and newly acquired drone capability.

Our work in supporting local habitats by rehabilitating land identified for conservation adjacent to the Kurnell Desalination Plant in NSW is still underway. Once completed, the end result will be an improved ecosystem in this area.

FUTURE RESOURCERS

Recycling education for schools.

Future Resourcers is a free, 6-week education and challenge program for primary and secondary schools across the country. The program delivers waste and recycling education through various activities and digital engagement tools in term 3 of the school year. Every year the program focuses on a sustainability topic. Held in the second half of 2021, the topic was food waste.

As part of the program, students are challenged to create an innovative solution to a sustainability topic, known as 'The Pitch', which is submitted via video to a panel of industry judges. The solutions are scored on 3 categories: creativity, innovation and presentation. The school with the highest score wins a suite of prizes and is the Future Resourcers winner.

Veolia also supports the schools with a waste infrastructure review, which is a consultation to optimise waste management services and increase landfill diversion.

We extend our thanks to the industry judges Kirsten Tibballs, and representatives from Bulla Dairy Foods, Woolworths and Food for Change.



2021 Highlights



Future Resourcers was mapped to the Australian curriculum, with support from the Australian Science Teachers Association (ASTA).



Congratulations to the winner - Killara Primary School in NSW for their 'Smart Bin System'.



Veolia also created a solution for food waste through its support of Food for Change - an Australian food charity that aims to help alleviate food insecurity across the nation. **140 fruit trees** have been planted, then nourished by compost from our organics facility. Each year, the fruit trees will produce enough fruit to donate 30,000 meals to communities in need.

WHO CARES ABOUT WASTE?

Ever wondered where your waste ends up?
Show you care, and scan the QR codes on your bins to find out what really belongs in them.

By taking a closer look at our waste, we can:

- **Reduce** waste going to landfill
- **Reuse** more of our precious resources
- **Recycle** more



AT THE FOREFRONT OF INTERACTIVE WASTE EDUCATION

Knowing what can and can't go in each bin can be tricky. To solve this, we developed interactive bin stickers that, when scanned, show information to help our customers recycle correctly. Stickers incorporate QR technology and can be updated remotely to reflect current waste acceptance.

Our customers are quickly able to see:

- ✓ An alphabetical list of items that are/ are not accepted in that waste or recycling stream.
- ✓ An animated explanation of the recycling process for the recycling stream.
- ✓ A video providing more information specific to that stream.



TAKING SUSTAINABILITY DECISION-MAKING TO THE NEXT LEVEL WITH ECOLOGIC

Veolia's Sustainability Reporting platform provides customers with real-time information on data such as waste diversion from landfill and recycling volumes.

To improve the streamlining of data and provide a better customer experience, we migrated our sustainability reporting platform to a new digital space, called Ecologic.

Powered by Veolia, the Ecologic platform includes great features such as:

- ✓ **Better visibility** – See all parts of a business's waste and recycling initiatives in one simple, easy-to-use dashboard.
- ✓ **Faster decisions** – Plan critical business decisions with near real-time information;
- ✓ **Greater control** – Dig deep into the data that matters. Our customised reporting system lets you drill down in reporting, including by location, metrics and time period.

Available 24/7 throughout the year, Ecologic gives customers the ability to autonomously interact with their waste data, delivering a meaningful record of environmental and operational performance.



ECOLOGIC
powered by **VEOLIA**



AN INTEGRATED APPROACH TO CARBON REPORTING

Veolia Energy have worked in partnership with a large international investment firm to develop a customised solution for their Carbon Reporting. We have taken realtime Water, Energy and Waste data into a singular platform to show a dynamic position of a properties missions. Through live connections to the sites, and a database connection to our Ecologic platform we consolidate the entire emissions view of a property portfolio.

Furthermore we are partnering with this firm to carry out extensive energy audits and optioneering to identify the best pathway to a Carbon neutral state.

Veolia is one of the only organisations that can develop and deploy the full range of solutions to meet the carbon reduction targets society now expects.



VEOLIA ANZ BECOMES A FOUNDING MEMBER OF THE ANZPAC PLASTICS PACT

Upon its official launch in 2021, Veolia was proud to become a founding member of the Australia New Zealand and Pacific Islands (ANZPAC) Plastics Pact.

The agreement unites businesses, NGOs and governments in an effort to reach ambitious plastic waste reduction targets by 2025 across Australia, New Zealand and the Pacific Islands. Steps that will be taken to achieve this include eliminating unnecessary plastics, innovating to ensure the plastics we do produce are reusable, recyclable or compostable and circulating these same plastics to keep them in the economy rather than the environment.

ANZPAC is a contributor to the Ellen MacArthur Foundation's Plastic Pact Network, a global initiative to address plastic waste and pollution which brings together over 550 member organisations with a shared objective of creating a circular economy.





OUR PEOPLE



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

We were delighted to have welcomed our SUEZ colleagues into the team, buoying our already exceptional value proposition to our broad client base.

THE ALWAYS SAFE FRAMEWORK

Veolia is a complex and diverse company, not only in what we do but where we do it.

Our direction is defined by our purpose of Ecological Transformation, and it is our Always Safe framework that ensures we achieve our purpose while protecting our most valuable assets – our people.

In 2022 we release a refreshed Always Safe Framework to simplify and help join the dots on all the safety and compliance initiatives there to keep us and the planet always safe.



ALWAYS SAFE CHARTER

which was refreshed in 2021, is the centre of our framework. It sets the foundation for all our compliance programs and requirements.



ALWAYS SAFE RULES

set the benchmark for the way we work and protect the environment. Our rules include elements such as our Life Saving Rules and DOs and DON'Ts, procedures and work instructions, Always Safe Site, risk assessments, incident management, reporting and audits.



ALWAYS SAFE CULTURE

Culture is a key segment of the framework, as it determines how we conduct ourselves and the decisions we make. Our Always Safe Culture program captures all the aspects of human psychology that impact our decisions and interactions. It improves behaviour through building trust and by strengthening values and beliefs around safety.



OUR ALWAYS HEALTH AND WELLBEING

The third element of our Always Safe framework is about supporting our people. For Veolia to succeed, we need our people to be the best they can be, both physically and mentally. The Always Safe Health and Wellbeing program is offered to all employees as a way of promoting a healthy workplace and providing opportunities to proactively build their wellbeing. Some components of our program are THRIVE (by Assure Programs), our mental health first aid programs and the Fitness Passport program.

always **safe**



COMMITTING TO A PSYCHOLOGICALLY SAFE AND HEALTHY WORKPLACE

Veolia is committed to ensuring our employees are healthy and well. Without a healthy workforce, Veolia would not be able to achieve our aim to become the global benchmark for 'Ecological Transformation'.

Using ISO 45003:2021 'Psychological Health & Safety Veolia' as a guide, Veolia recognises the organisational, psychosocial and individual factors that can influence mental health. In line with our Always Safe Culture, Veolia commits to a mentally healthy workplace through role design, identification and control of psychosocial hazards, education, prevention and early intervention for employees experiencing distress.

Here are a few initiatives that form part of Veolia's healthy workplace strategy.



THRIVE

Veolia's THRIVE program is available to all our employees and their immediate family members free of charge. A number of proactive services are offered including wellbeing coaching, nutrition support, financial coaching and legal advice. Veolia ensures that our employees and managers are informed about this program by providing periodic engagement sessions with our service partner and distributing resources to our employees.



PHYSICAL HEALTH PROGRAM

Veolia acknowledges that mental and physical health are connected. In 2018 we implemented the Fitness Passport program in Australia to give employees and their family members access to gyms and aquatic centres at a reduced cost.



MENTAL HEALTH FIRST AID AND RESOURCES

Mental Health First Aiders are there to provide initial support to adults who are developing a mental illness or experiencing a mental health crisis. Veolia has invested in accrediting at least one mental health first aider in more than 90% of our sites. Our mental health first aid network undertakes quarterly training, and is supported with development and debriefing via the THRIVE manager support program and our mental health first aider online community. In addition, Veolia partnered with a clinical psychologist to develop an online resilience toolkit for our employees which has been embedded within our intranet for all to use.

HEALTH PROMOTION EVENTS

Veolia supports a number of community events to raise awareness and promote good physical, mental and social well-being, such as a global e-run for diversity and RUOK? Day.

SUPPORTING VETERANS

IN THE WORKPLACE

Ex-service personnel can have meaningful and successful civilian careers upon leaving the forces. We value and seek the skills and experience gained in the Defence Force as essential and transferable for our workforce.

We are proud to have signed **The Soldier On Pledge** and are committed to supporting veterans and their families to secure their future careers, in collaboration with the Soldier On Pathways program.

As part of our commitment, we also signed the Through the program, we are creating initiatives that provide career pathways and recognise the skills and experiences that veterans bring to our sector.

In 2021, Veolia Australia & New Zealand established an internal veterans community network that meets monthly to identify opportunities for Veolia to improve how we attract veterans to the company and improve their employee experience.



Some of the actions we have implemented include:

- ✓ Introducing a veteran buddy program.
- ✓ Established connections with Soldier On around the country including actively recruiting through the organisation and looking at best practice initiatives to enhance our veteran program and offering.
- ✓ Transfer partner/spouse Veolia passport which looks to engage partners/spouses with opportunities around Australia.
- ✓ Development of a transferable skills identifier matrix to make it easy for veterans to identify suitable roles within Veolia.
- ✓ Company wide Remembrance Day and Anzac Day recognition.
- ✓ Volunteering opportunities.
- ✓ Information sessions run by ex/serving military members now with Veolia, conducted at Reserve units during parade nights, weekends and also at transition seminars.
- ✓ Dedicated Veolia veterans logo, intranet and website page.
- ✓ Veolia veteran video interviews to promote internally and for recruitment purposes.



The logo represents Veolia's commitment to our veterans, to those wishing to serve and to their families.

The poppy is the symbol for the fallen soldier from World War I and has evolved to become a symbol of remembrance and of sacrifice for all conflicts and service people.

The poppy is a recognition of the service and sacrifice of our veterans and serving personnel.

The red colour of the poppies symbolised the blood spilled in the war.



GROWING THE TALENT

OF THE FUTURE THROUGH

GRADUATE PROGRAM

At the start of 2019, we welcomed 8 Graduates to our first Graduate Program. At the conclusion of the program, all eight graduates were offered full-time positions.

Our first cohort took positions in finance, logistics/commerce, engineering and data. The graduates rotated through different departments, working on various projects within their areas and taking part in dedicated development workshops in-between their rotations. During the last months of the program, Veolia organised an innovation challenge for the graduates. The aim was to develop profitable solutions in groups that could be effectively implemented following approval by the Executive Committee (ExCo).

ATTRACTING WOMEN

INTO A MALE

DOMINATED WORKFORCE

Our Women on Wheels program supports women looking to kick-start a career in waste management. It is an essential training, development and inclusion based program designed to create opportunities for women.

The pilot program was launched in November 2021 at our Cambridge, Tasmania depot. Held over a 4-week period, all 6 women successfully graduated from the pilot and obtained their medium rigid licence.

Throughout the program, participants were also exposed to different areas of the business, such as operations, customer service and sales to understand the behind-the-scenes operations.

Permanent roles have been offered across liquid, sanitary, rear lift, medical and side lift divisions in Cambridge.

We are very proud of the program's success and look forward to seeing this valuable program adapted to benefit any location within our business.



#ISTANDFORRESPECT

CAMPAIGN

Veolia Australia and New Zealand (VANZ) is committed to a safe, respectful and inclusive workplace.

VANZ joined the Diversity Council Australia (DCA) along with many other Australian businesses to support the DCA's #IStandForRespect campaign. Australia is at a turning point in the national conversation about sexual harassment and gender inequality. The campaign was created to ensure these conversations turn into action.

Richard Kirkman, CEO & Managing Director, signed the pledge vowing that Veolia will stand against gendered harassment and violence in all its forms. Richard's signature further affirms that Veolia will take steps to address sexual and sex-based harassment to make the workplace safer for everyone.



SUPPORTING THE ELIMINATION OF VIOLENCE AGAINST WOMEN

International Day for the Elimination of Violence against Women was held on 25 November marking the UN's annual 16 Days of Activism against Gender-based Violence campaign (25 November to 10 December). The theme was Orange the World: End Violence Against Women Now!

As part of our support for the Diversity Council of Australia's #IStandForRespect campaign, we have partnered with The Family Co (Toolbox Talks) since 2020 to deliver domestic violence awareness, response and

prevention training to our workforce. The training helps attendees learn more about the types of abuse, how we might be able to identify if someone is experiencing or using violence and how we can use our positive influence to shape a safer future for everyone.

Close to 200 employees have now participated in this program, which achieved some great outcomes:



International Day Against Homophobia, Biphobia, Interphobia and Transphobia (IDAHOBIT)

In 2021, Veolia arranged an LGBTQIA+ Inclusion webinar delivered on 17 May, for International Day Against Homophobia, Biphobia, Interphobia and Transphobia (#IDAHOBIT).

Our special guest, Dr Bree Gorman (they/them), highlighted the current statistics around LGBTQIA+ experiences in the workplace and why organisations and individuals need to do more to create inclusion.

The webinar increased our awareness of LGBTQIA+ inclusion and provided us with practical ways to create inclusion as individuals and ways to act as true allies to our family members, colleagues and friends.

MODERN SLAVERY

In 2020, Veolia ANZ released its first Modern Slavery Statement. In 2021 we continued our commitment to identify, manage and mitigate the risks of modern slavery as outlined in our 2020 anti-slavery strategy. This strategy is underpinned by four pillars that serve as the foundation of Veolia's ethical conduct within our operations and supply chains: internal awareness; supply chain awareness and due diligence; victim support; and collaboration.

To achieve the strategy, Veolia has taken the initiative to establish a team of modern slavery champions, which provides the resources and training necessary to equip all employees with the skills and knowledge to identify signs of modern slavery and act accordingly. We also observed Anti-Slavery Day to further raise awareness surrounding modern slavery and human trafficking.

As we engage with over 7,000 suppliers annually, this training is valuable to establish and reinforce Veolia's ethical conduct within our industry.



OUR COMMUNITIES

OUR JOURNEY TO RECONCILIATION

Our Vision for Reconciliation is a commitment “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”. We demonstrate this commitment and our vision for reconciliation through our Stretch Reconciliation Action Plan (RAP).

Our RAP has four pillars to guide our impact, one of which is increasing employment and development opportunities for Indigenous Australians. As a business working in many communities around the country, we know we have a deep responsibility to ensure that our workplace is diverse, culturally safe and inclusive. We are also working hard to ensure that all our employees are supported as they move through their careers with Veolia.

In 2021, Veolia appointed a dedicated RAP Program Manager to accelerate our journey of reconciliation.

Graham Kilby, a Wiradjuri man, as the inaugural appointee to this role. Graham has been with Veolia for 5 years, starting in sales support before moving into a Coordinator position and then a leadership position in the customer experience team for one of our largest contracts. Graham’s story, passion, drive and enthusiasm to create meaningful opportunities and impact across our supply chain, employment, communities and workplace will support Veolia’s development of our next RAP to be launched at the end of 2022.



“ I am excited for the opportunity to lead Veolia in the journey of Reconciliation. I am also extremely grateful that I am in a position that directly impacts pathways for First Nations people throughout Australia, providing opportunities, growth and sustainability for my mob. I hope I make them proud.



We also welcomed Serena McDonald, an Indigenous trainee, to the Northern Territory Team. Serena will spend the next 2 years training in landfill operations and will also complete a Certificate III in Civil Plant Operations.

The Waalitj Foundation aims to lead the provision of education, employment and business opportunities for Aboriginal and Torres Strait Islander Australians by working together to empower and build capacity amongst individuals, their families and their communities. In March 2020, Veolia began working with the Waalitj Foundation, presenting at its Stronger Communities Employment Program. Our relationship evolved and in 2021 our WA team met Angel, when they hosted the practical component of the Certificate II in Business Administration that she was completing through the Foundation. Angel had been working with a Waalitj Foundation mentor who guided her to attend their Fit 4 Work sessions which empowers jobseekers to improve their employability and work readiness. Angel is now a part of the Veolia team and recently commenced her Certificate III in Business Administration traineeship with our joint venture, North West Alliance.

The relationship between Veolia and the Waalitj Foundation continues to grow, with Veolia covering the cost of vocational training opportunities for Waalitj Foundation participants who then are provided guaranteed employment pathways with Veolia. Recently our partnership saw Veolia take part in the Foundation’s Deadly Futures Careers Expo, held to showcase career and study pathways for their Deadly Sista Girlz program. Veolia is proud to be providing opportunities through community partnerships such as this one, to Aboriginal and Torres Strait Islander people.



CULTURAL AWARENESS

One key component of our Vision for Reconciliation is learning. During NAIDOC week, we launched our new mandatory cultural awareness training program for all of our employees.

“ *The best online cultural awareness training that I have done. Full of heartfelt stories and practical advice. I learnt a lot and have changed some of my thinking. I encourage everyone to complete it.*

Dan Spiller, Chief Operating Officer – water

INDIGENOUS PROCUREMENT

Cole Supplies (in partnership with Bunzl Safety) has been selected as our sole supplier of the Boomerang Industrial Workwear range. Cole Supplies is a proudly Noongar owned and operated Supply Nation-certified supplier of high-quality bulk corporate apparel, medical and industrial supplies. It is the first and only Indigenous safety wholesaler in Australia.

According to a 2018 report commissioned by Supply Nation, for every dollar spent with an Aboriginal and Torres Strait Islander business, \$4.41 of economic and social value is generated.

Cole Supplies will be powered by Bunzl Safety's e-commerce capability, warehousing and logistics network and supply chain experience. The arrangement is an excellent model of collaboration, enabling Veolia to deliver on our RAP commitments. The Boomerang range delivered by Cole Supplies is of exceptional quality and fit-for-purpose for all working environments. Since the relationship began, Veolia has procured almost \$2m of industrial workwear with Cole Supplies.



INDIGENOUS LAND MANAGEMENT

In partnership with Origin Energy, Veolia established the indigenous land management program at the Eraring Power Station in order to remediate the surrounding bushland in NSW's Hunter region. This program – managed by Veolia and staffed by local Indigenous employees and trainees – involved the construction and operation of an on-site nursery. Here, native seedlings will be propagated and planted to aid in restoring the area's native biodiversity as part of connection to Country, as well as regenerating the bushfire-affected land to encourage the improved well being of wildlife.

VEOLIA MULWAREE TRUST

The Veolia Mulwaree Trust manages and distributes funds to not-for-profit community groups and organisations for the benefit of the former Mulwaree Shire Council area, as well as its immediate surrounds. Veolia's Woodlawn Eco-Precinct, 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, we are able to give back to the communities we operate in. Since 2005, the Veolia Mulwaree Trust has distributed over \$12.5 million to more than 1,500 community projects.





GUNDARY

BUSHFIRE BRIGADE

Fire shed extension, \$18,390

Gundry Bushfire Brigade's new shed extension accommodates the housing of two large trucks with plenty of space, allowing for any maintenance work to be carried out within the shed. There is now also much more room to dry the hoses and keep the brigade in a ready state. Insulation and ventilation makes the shed a comfortable environment to work in with a new training and logistics room within the existing shed.



VEOLIA CREATIVE

ARTS SCHOLARSHIP

2021

The Veolia Creative Arts Scholarships for 2021 were awarded to artists Monica Bridge from Goulburn and Libby Wakefield from Bowral.

Both the artists will receive a scholarship of \$3,000 each to further their arts practice over the next 12 months.

Monica Bridge is a contemporary Aboriginal artist with a passion for visual arts, particularly painting, drawing and sculpture. She was supported by the Veolia Creative Arts Scholarship to build on her arts collection in preparation for upcoming exhibitions, including an online exhibition held during Covid lockdown in August 2021.

Libby Wakefield is a painter and drawer based in Bowral with her practice focussed on the local wetlands of the Southern Highlands region. The Veolia Creative Arts Scholarship assisted Libby to produce a new body of work which was exhibited at Whitehall Arts Projects in Berrima in a solo exhibition in early 2022.

Both Monica and Libby received their scholarships from Veolia Creative Arts Scholarship Patron Jennifer Lamb at a presentation held in Goulburn.

Congratulating the recipients of the scholarship, Ms Lamb told the presentation that the scholarship program was now in its 14th year and had proudly supported 50 local artists across a wide range of creative fields during this time.

Ms Lamb said,

“ *The Veolia Creative Arts Scholarship is one of only a limited number of scholarship opportunities available to rural and regional artists. I am very proud that since 2008 it has supported 50 local artists to pursue their creative endeavours.*

TARAGO

PUBLIC SCHOOL

New playground project, \$91,844

Tarago Public School, partnering with its P&C Association, the NSW Government and Veolia Mulwaree Trust, was able to develop modern, safe, new playground equipment for its students. The new equipment suits all age groups from kindergarten to Year 6 and is encouraging physical activity and movement, complete with a sun-safe shade cloth. The Veolia Mulwaree Trust supported the project with a grant of \$91,844.



TARAGO PRESCHOOL

Solar panel project, \$19,226

TARAGO CWA

Solar panel project, \$5,544

The Veolia Mulwaree Trust was pleased to continue its long-term support of the Tarago Preschool and Tarago CWA by providing grants to assist in the installation of solar panels on both buildings. The project has helped the organisations become more sustainable and offset the savings against other rising costs.

Resourcing the world