

PROTECTING AND RESTORING OUR PLANET, TOGETHER

Australia and New Zealand
Sustainability Report 2022/2023

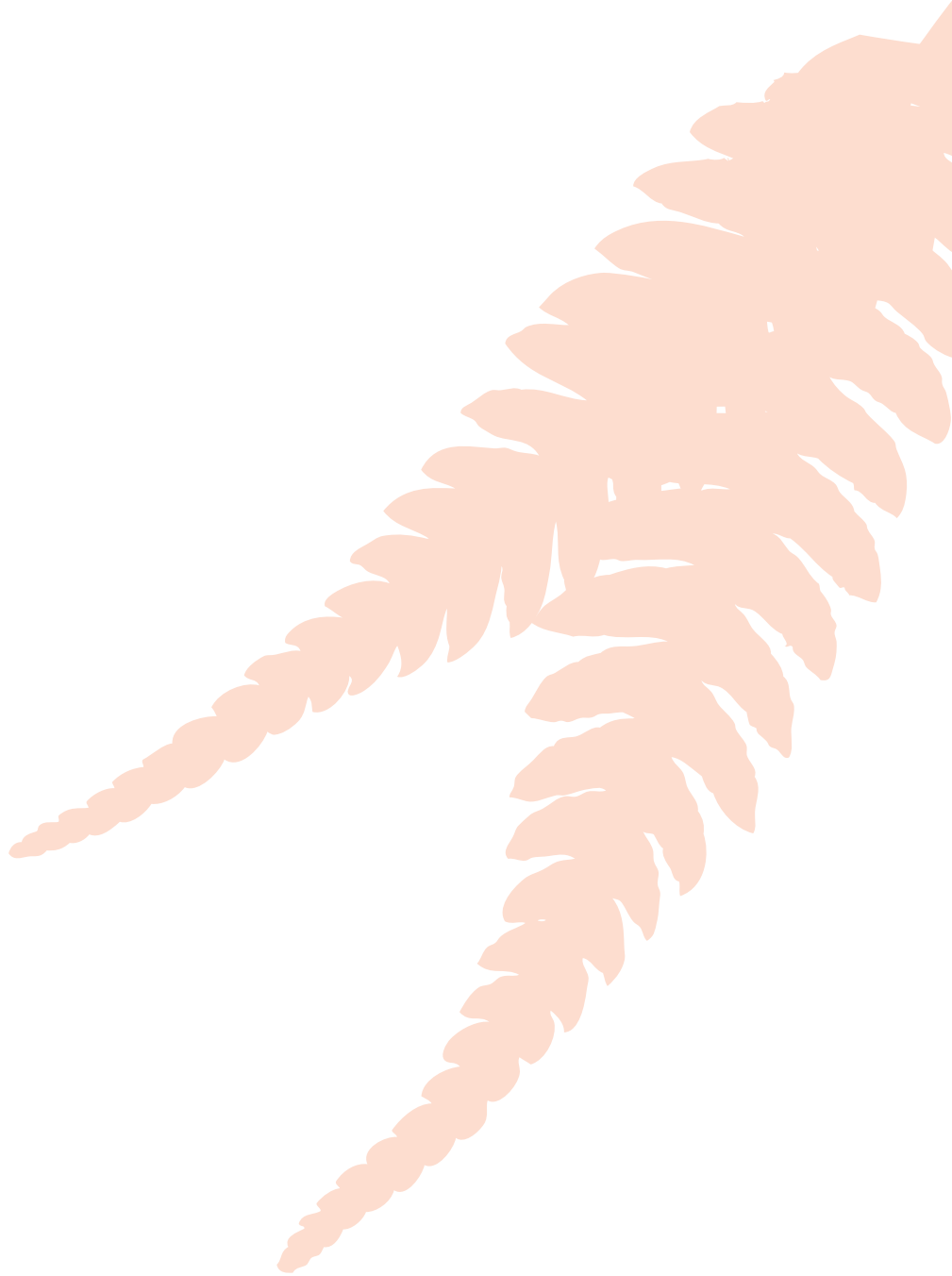




ACKNOWLEDGEMENT OF COUNTRY

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

Manakitang

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

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“Now that Australia has locked in its net-zero agenda for 2050, businesses need actionable insights to become Ecological Transformation-ready.”

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



OUR CUSTOMERS

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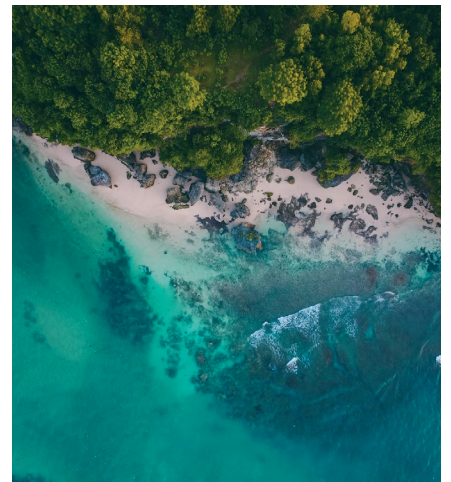
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CHAPTER ONE



A MESSAGE FROM OUR CEO



I am immensely proud of the year that we've had in delivering on our purpose of Ecological Transformation.

Notwithstanding it being our first year of two global teams coming together through the merger with SUEZ, we have continued our commitment to excellent safety performance, confirmed our decarbonisation pathway, improved our customer satisfaction and achieved an 11% growth in revenue.

In 2022, we welcomed over 1,700 new employees and 40,000 new customers with the merger of SUEZ. I am honoured to have led a business through a landmark transformation and witness the resilience, connection and openness of our employees to understand each other and forge a new and strengthened path together. Although we have made great strides in realising the combined synergies, we have much more to do and I am extremely positive that together with my leadership team, we will achieve our ambitions to ultimately contribute to a better and cleaner society for all.

As an essential service provider in waste, water and energy solutions, I believe that Veolia has a special purpose in our fight to tackle the climate crisis to protect and restore both human and natural capital through our ecology of solutions. As a leading ESG company globally, we will achieve a 50% reduction in our carbon impact no later than 2032 (relative to our 2022 baseline), and align with a 1.5 degree pathway to net zero by 2050.

To this end, we are significantly investing in resource recovery infrastructure solutions to move up the waste hierarchy and away from landfills, as our most material emission source. This includes continued investment in Energy from Waste solutions with the release of the Environmental Impact Statement for our proposed Woodlawn Advanced Recovery Centre, and a significant re-build of our Anaerobic Digester organics solution in NSW. We are also decarbonising our electricity supply with a proposed \$20m investment in solar and commercial battery storage for our own facilities.

In parallel, we will continue to identify, pilot and develop technological innovations across our business to accelerate the implementation of climate resilient solutions for both our own operations and for our customers and clients.

One key shining example of delivering on our Purpose this year, was the release of our 4th Reconciliation Action Plan with increased targets particularly on Indigenous procurement and employment. As a non native Australian, my understanding of the importance of First Nations recognition and consultation has grown, as well as recognising the value of First Nations knowledge and experience. I will continue to lead Veolia's strong commitment to reconciliation, and have firmly placed this within our strategic performance objectives.

Looking ahead to 2023, our strategic priorities fall under 3 specific focus areas which our teams will rally behind to achieve - a **Great Place to Work, Innovating for our Customers** and **Getting to Net Zero**. These 3 focus areas, underpinned with cascading performance metrics, will connect our collective solutions and impact areas to achieve better holistic outcomes for our customers, people and communities. These areas, of course, link back to our Multifaceted Performance framework and, in turn, the United Nations Sustainable Development Goals.

This report has been developed in the spirit of transparency. I hope you enjoy our Sustainability Report for 2022-2023, a reflection and celebration of the key activities and impacts with our customers, people and communities, in our first year of being a united and strengthened team to "protect and restore our planet, together".

Richard Kirkman
CEO & MD
Veolia Australia & New Zealand

CHAPTER TWO



OUR PERFORMANCE HIGHLIGHTS



OUR CUSTOMERS



Veolia welcomed

40,000

New customers and expanded the number of solutions with **51 new sites and 1,000 additional trucks**, through the merger of SUEZ.



Customer satisfaction increased by

5%

For our waste customers in our Annual Voice of Customer survey in 2022.



Construction continues with

2

Energy from Waste facilities in Western Australia. The Environmental Impact Statement (EIS) was submitted for the Advanced Energy Recovery Facility in Woodlawn NSW.

Veolia's remediation team

Was named as a **finalist** in the Australian Water Association's annual Water Awards for the title of the Best Infrastructure Project Innovation Award (Regional), and in New South Wales was a finalist in the 2022 Sustainability Awards in the Clean Energy category. Both awards in recognition for its contribution to remediating polyfluoroalkyl substances (PFAS).



Veolia's New Zealand water team

In Otautahi Christchurch was awarded the Project Award at the Water New Zealand Conference. The award recognised our innovative spiral wound pipe solution for trenchless rehabilitation of wastewater mains.

OUR PEOPLE



Veolia welcomed

1,700

New employees through the merger with SUEZ.



Our employee engagement score is

89%

In our 2022 annual employee survey 'Voice of Resources'.



We achieved

26.8%

Women in leadership positions. Our target was 25% in 2022.

More training hours per employee

We reached an average of **32.9 hours of training per employee**. Our target was 21 hours.

Improved safety

We improved safety with a LTIFR (Lost time injury frequency rate) of **2.36*** (vs 2.95 in 2021). Our SIFR (Serious injury frequency rate) was **11.40*** (vs 15.31 in 2021).

Award finalists

2 Veolia staff members were "Young Professional of the Year" and "Women in Waste" finalists in the annual **Waste Innovation & Recycling Awards**.

Award shortlisters

Veolia was shortlisted in the **Prime Minister's National Veterans' Employment Awards**.

Diversity & Inclusion

We launched the company's first **Diversity & Inclusion council**, to help accelerate equality.

Introducing Teamgage

A team engagement platform that provides monthly insights for our leaders and our teams to improve themselves, resolve issues and create an **open and transparent environment**.

Employees became Veolia's largest shareholder

42% of the 179,000 eligible employees globally subscribed to the Veolia employee share plan, known as Sequoia. Employees now represent 6.5% of the Company's total capital, making us the largest shareholder.





**GOOD PEOPLE AND A
CAREER THAT MAKES
A DIFFERENCE**

OUR ENVIRONMENT



We implemented

69%

Of our biodiversity actions with a target of 60%.



We had

13 projects

Participating in the Emissions Reduction Fund generating approximately **412,000 Australian Carbon Credit units** (FY22/23).



We produced

114,000MWh

From solar, hydroelectricity and methane based electricity generation.

Scope 3 emissions

We progressed the study on estimating our Scope 3 emissions as part of our Net Zero ambition. We will share the plan in our next report.

Innovation Accelerator

We held our 3rd Innovation Accelerator event to showcase and fast-track solutions for our clients and customers.

Waste and Water

215,315,000m³

Volume of drinking water produced

4,936,000t

Non hazardous waste treated

165,353,000m³

Volume of wastewater treated

378,000t

Hazardous waste treated

GHG Emissions

1,721,647t CO₂ eq

(FY2022) - Scopes 1 and 2

Australia

3,980t CO₂ eq

(CY 2022) Scopes 1 and 2

New Zealand



OUR COMMUNITY



A new phase of our Reconciliation Action Plan

We launched our 4th Reconciliation Action Plan ("Stretch" RAP), **\$6.96m of Indigenous spend (target \$5m).**

We are 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.



Taronga Zoo Turtle Rescue

We are continuing with the Museum of Contemporary Art sponsorship and the Taronga Zoo Turtle Rescue sponsorship.

The turtle program receives sick and injured turtles of which 20% have been affected by marine debris.

Veolia Mulwaree Trust

During 2022 the Veolia Mulwaree Trust distributed more than \$725,000 toward 151 local community projects, academic and arts scholarships across the seven local government areas it supports.



Kootuitui Trust

Jointly fund a Project Manager role in the Kootuitui Trust to establish the Home Sweet Home Foundation that will undertake the work to assist families in hardship in the Papakura, New Zealand environment.

VEOLIA ANZ IS:

**5,750+
EMPLOYEES**



2 COUNTRIES



More than **300** locations



Operate **130+** wastewater and water treatment operations



More than **30+** resource recovery operations

**OVER
9,000
SUPPLIERS**



**\$3 BILLION
REVENUE
BUSINESS**

ON TRACK TO MEET ITS CARBON AMBITION OF:
2032 Target

Scope 1



Scope 2



Scope 3



2050 Target



Net Zero

Our Socio-economic footprint¹ of Veolia's activities:

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

1 - Utopies study on Veolia's Social-Economic footprint in the world, January 2023.



**16,025 jobs
supported
(FTE)**



**\$2,340M (GDP)
(1,450M Euros)
of wealth
created**



CHAPTER THREE



PURPOSE, PRIORITIES & PERFORMANCE

Our strategic approach
to Ecological Transformation



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

It is with this aim in mind that Veolia sets itself the task of “Resourcing the world” through its environmental services business.



Everyday our 5,750+ employees are collecting waste, recovering materials and energy, remediating the land and water, treating pollution, and producing clean drinking water. We believe that our purpose is a special one, in that it directly speaks to our core business activities and the collective outcomes we are aiming to achieve.

At the very heart of our purpose is Veolia's usefulness to society and customers in achieving Ecological Transformation - which is to create long term solutions and pathways that enable our society to live healthy, well and quality lives, in balance with our environment. This means creating a positive impact for all of our stakeholders in the areas such as our climate, biodiversity, and communities.

Underpinning our purpose, is our Multifaceted Performance, a framework that guides our activities and strategic objectives to achieve Ecological Transformation, recognising that it is a shared approach between all stakeholders, and a balance between impact areas.

In ANZ we also released our strategic objectives and targets under our Priorities and Performance for 2023.



ENGAGING WITH OUR STAKEHOLDERS ON OUR PURPOSE AND MATERIALITY

In October 2022, Veolia ANZ conducted the “Inspire 2027” external stakeholder focus group session to help inform our next strategic plan 2024-2027. 18 stakeholders were in attendance for the first session with two more sessions scheduled for 2023. The stakeholders included customers, suppliers, employees, shareholders and partner associations.

The purpose of the session was to understand our stakeholders' expectations on Veolia's purpose of Ecological Transformation - what the phrase means to them, material issues and how we can achieve that purpose.

Key stakeholder expectations of a “Champion of Ecological Transformation”:

- Leadership
- Exemplarity
- Societal reference
- Connector
- Educator
- Innovator
- Responsible investor
- Communicator.

Key actions to be taken between now and 2030:

- Materialise its purpose by encouraging the circular economy, reuse and recycling, facilitating access to treated water in the territories, and promoting renewable energy.

The second stakeholder focus group in Q1 2023 will expand on this and explore solutions to achieve Ecologic Transformation.

These material CSR issues expand upon a global assessment that was conducted in 2020. To conduct the analysis, 24 CSR issues were identified, taking into account the multifaceted performance indicators defined under the Impact 2023 Strategic Plan. They were then assessed by 188 internal and external stakeholders (customers, suppliers, competitors, associations and NGOs, local residents, end consumers, regulatory authorities, etc.) during an online consultation organised over 7 months in eight Veolia Business Units including Australia and New Zealand.

The internal stakeholders were asked to assess the impact of the CSR issues on Veolia's activity, while the external stakeholders commented on their level of achievement with the Group. To complete this analysis, 75 interviews were held with voluntary stakeholders, some of whom answered the questionnaire. These interviews were organised to discuss the risks and opportunities associated with the CSR issues, and to strengthen dialogue with stakeholders. In this survey, the most significant issues were identified worldwide, by country and stakeholder category.

The top 5 material issues identified in this assessment were:

- Quality of services provided to customers
- Health and safety of Veolia employees
- Pollution and waste management including Climate Change
- Sustainable resource management
- Diversity.

Veolia ANZ will assess our material topics on a regular basis as we progress through the next phase of our Strategic Plan, to ensure relevancy of potential and actual impact, and the assessment of significant impacts of our business.



CAPITAL MARKET DAY

In March 2022, Veolia held a successful Capital Market Day in its Paris Headquarters. Here, Group CEO, Estelle Brachlianoff, reinforced our position as the leading ESG company for meeting environmental challenges.

It was also announced that for the first time in its history, Veolia exceeded the one billion euro mark in current net income.

In 2022, Veolia recorded its ninth consecutive year of growth (excluding Covid) with revenue of €43 billion, representing organic growth of 14%, and net income €1.16 billion, which equates to an increase of close to 30%.

Capital Market Day: <https://www.veolia.com/en/our-media/newsroom/news/veolia-leading-esg-company-meeting-environmental-challenges>



EXTERNAL BENCHMARKING ON GLOBAL ESG PERFORMANCE

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

→ It is selected in the DJSI^{*} World and Europe indices and received a double A for its response to the Climate change CDP and Water security CDP^{**}. The highly selective DJSI indices distinguish the best companies in each sector on the basis of an in-depth evaluation of 28 environmental, social and governance issues. In the Multi and Water Utilities sector, with a score of 82/100, Veolia is one of four companies selected for the World Index and two for the Europe Index.

- The CDP assesses transparency, consideration and management of environmental risks and best practice in environmental management. In 2022, Veolia obtained a double A (maximum score) on the themes of climate change and water security. Only 2.2% of the 15,000 companies assessed by the CDP worldwide receive an A score.
- Veolia is also ranked first among Waste & Water utilities of Moody's ESG 2022 rating and in the top 3% of companies according to Ecovadis.

^{*} Dow Jones Sustainability Indices
^{**} Carbon Disclosure Project

CHAPTER FOUR



OUR CUSTOMERS



Across our business we are investing in resource recovery infrastructure, finding new circular solutions and implementing innovations to support our customers sustainability goals.

We know that to achieve a better future for all, we need to do this together, and are proud to be partnering with customers and clients who share the same ambitions.

Veolia was awarded a \$280 million contract to operate several of the City of Gold Coast's (City) recycling, resource recovery and waste management facilities.

As part of an initial 7-year contract with the City, Veolia has committed to a 5% improvement to the Gold Coast's recovery rates by 2025, through optimised waste management and increased recycling.

From May 2023, Veolia will operate up to 5 of the region's essential resource recovery facilities, including 3 community waste and recycling centres, and 2 landfills. Veolia will also run 14 logistics vehicles and work with the region's social enterprise organisations to drive further environmental outcomes. Overall, approximately 100 personnel will be directly employed by Veolia as the Resource Recovery Solutions contractor.

Craig Barker, Veolia's Chief Operating Officer (COO) for Resource Recovery, said the contract award will bolster recycling and deliver landfill avoidance - all of which will contribute to a better environment.

"We plan to evolve the city's circular economy agenda, by delivering an uplift in resource recovery by 5% by 2025. Protecting the environment is important to the Gold Coast community and we're committed to making this happen."

Mr Barker said the future of the environmental industry is growth, especially as policy demands an improvement in recycling and recovery rates.

"Australians create 61.5 million tonnes of waste each year and we only recover 60% of it. We know that by working with the Gold Coast community, we can recycle more, which would help to increase this number," he said.

"While the Gold Coast has not achieved 60% yet, our partnership will help support the Gold Coast in reaching this target."

Sustainable Development Goals



A multi-million dollar investment by Veolia in collaboration with Dulverton Waste Management and the City of Launceston Council is set to overhaul recycling in Northern Tasmania.

Veolia submitted and secured a planning proposal for a state-of-the-art Materials Recovery Facility (MRF) at the existing Spreyton MRF site. The facility will incorporate the latest sorting technology with manual quality control, ensuring the highest quality end materials for recycling.

Of particular note is the inclusion of the sorting technology that will ensure efficient separation and recovery through automated technology that can detect separate plastics and plastics based on fibre quality.

Once completed, the MRF will cater for around 200,000 residents across multiple local councils. With capacity to process 20,000 tonnes of recyclables annually – an almost three-fold increase on existing capacity – the new facility will capably serve the needs of the northern half of the state well into the future.

Craig Barker, Veolia's Chief Operating Officer for Resource Recovery, said a single facility for the north of the state would maximise materials recovery, allowing councils to share in the environmental improvements.

"The synergies of combining recycling tonnages in the north of the state will create collection and technology efficiencies at a significant cost saving to the community," he said. "It's a win for recycling and residents alike, demonstrating the value of councils taking a progressive joint approach."

Construction is anticipated to commence in May 2023 with an estimated completion date of 1 July 2024.

Sustainable Development Goals



ENERGY FROM WASTE FACILITIES, WESTERN AUSTRALIA

Veolia's operation of the Kwinana and East Rockingham energy recovery facilities near Perth represents a significant investment in the development of clean, renewable energy and the reduction of greenhouse gas emissions. By diverting waste from landfill and converting it into energy, Veolia is helping to create a more sustainable future for Western Australia.

Veolia Australia & New Zealand was selected to operate and maintain the first approved energy recovery facility in the country: the Kwinana Project, commissioning of this plant is due to start in Q3 of 2023 and project completion in Q4 of 2024. This state-of-the-art plant will generate 40 MW of clean energy – enough to power 50,000 households.

Not only does the plant provide a more sustainable waste management solution than land filling, but it will also bolster the local energy supply and create 800 jobs including 34 permanent operational positions.

The East Rockingham Resource Recovery Facility

\$511m

The project has passed 90% completion and will be in full operation by the middle of 2024.

Residual waste treated per year

300,000t

From municipal, commercial and industrial sources.

Energy production to power

36,000 homes

Waste diverted

96%

Of residual waste will be diverted from landfill.

Job creation

50

New jobs will be created for the life of the project.

Sustainable Development Goals





ELECTRIC VEHICLE FOR KERBSIDE COLLECTIONS

Veolia commenced municipal waste operations for the City of Belmont contract in July 2019.

Veolia introduced Western Australia's first Electric Vehicle (EV) waste truck into the City of Belmont at the start of the contract, showcasing the future of waste collection in the community. As the first of its kind in WA, the EV truck has saved approximately 35,000 litres of diesel and around 90 tonnes of carbon emissions each year.

Our service includes collection of waste and recycling from 20,000 households, and processing 12,000 tonnes of general waste and 2,500 tonnes of comingled recyclables each year.

The City of Belmont is well-suited for an electric vehicle as the daily routes are consistent and our Depot and disposal sites are in close proximity to the City which means the vehicle doesn't have to travel far to return to the yard to recharge overnight. Our Electric truck can achieve similar bin lifts per day to our diesel fleet.

Rebecca Goodwin,
Veolia Municipal Waste Manager, WA

Sustainable Development Goals



NANDO'S PACKAGING IDENTIFICATION AND MINIMISATION

Veolia's Sustainability Team and Nando's have worked together to understand and visualise Nando's packaging footprint to work towards achieving their sustainability goal to halve the impact of a Nando's meal by 2030.

The project, now in its second analysis, has identified packaging hot spots within Nando's value chain. This data has enabled Nando's to enter into discussions with their supply chain partners to work towards improving their suppliers and own supply chain packaging material content and recyclability.

This will help align with APCO's target of 100% reusable, recyclable or compostable packaging as well as the removal of unnecessary single use packaging from both suppliers and their own supply chain.

Sustainable Development Goals



ECOLOGIC - CONTINUOUSLY IMPROVING OUR CUSTOMER WASTE DATA REPORTING

Veolia's self-service Sustainability Reporting Dashboard, Ecologic, continues to provide visibility and business insights for our customers with near-real time data on waste services alongside overall diversion and recovery performance.

The number of Ecologic users increased by 30% in the second half of 2022, showcasing the value of accessible and timely reporting. Our new customers resulting from the Veolia-SUEZ merger will also be on-boarded onto Ecologic during 2023 once systems integration is complete.

Enhancements are underway on the dashboard visuals to improve its functionality, useability and relevance to our customers' needs. Simultaneously, the metrics presented will be updated to ensure the dashboard remains at the forefront of industry best practice.

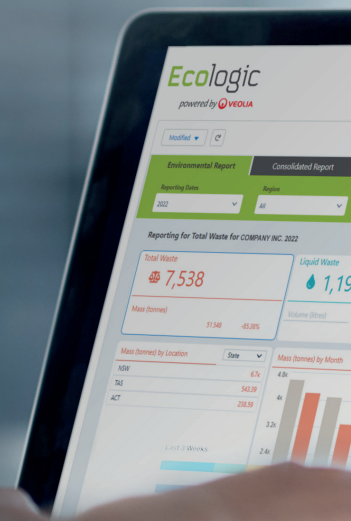
Sustainable Development Goals



User increase of

30%

For Ecologic in the 2nd half of 2022.





INNOVATION IN SEWER NETWORKS

In a world-first initiative, Veolia has developed SkyCam satellite image analysis technology to proactively monitor and prevent blockages in Australia's underground sewer networks.

Using API services developed by UK-based Digital Content Analysis Technology (D-CAT), Veolia built an algorithm to pre-empt one of the nation's most common causes of sewer blockages: tree roots.

The sophisticated satellite technology works by using image analysis to track the growth of vegetation surrounding underground water networks.

When trees begin to grow or show signs of additional nutrients, the algorithm alerts Veolia of a likely broken underground sewer network pipe, where sewage access could be aiding trees' growth.

Veolia is then able to swiftly investigate and repair any broken underground pipes, eliminating the likely scenario of root blockages occurring if left unattended.

Richard Kirkman, Veolia's Chief Executive Officer, said the initiative is a game changer for underground network service maintenance that will significantly reduce costly network disruptions.

Issues in the underground water network system had typically only been detectable when blockages had already occurred. Now, we can proactively identify high-risk locations for potential network disruptions and prevent them before they take place.

"This technology will save councils and taxpayers hundreds of thousands of dollars in repair costs, which can now be spent in other areas of need," he said.

Sustainable Development Goals



Veolia and Defence collaboration boosting Australian Manufacturing

The ongoing 10-year collaboration between Veolia and the Department of Defence continues to deliver benefits not just for the environment, but also for the broader Australian economy.

In implementing over 50 different waste and recycling waste streams across Defence sites nationally, Veolia has sought and identified locally made solutions that are boosting local manufacturing.

From composting products, worm farms and soldier flies, to onsite technology such as digestors and dehydrators, this collaboration is delivering for the environment and the Australian economy.

Anthony Roderick, Veolia's Chief Operating Officer for Environmental Services, said connecting with local manufacturers has been especially valuable in maximising the social and environmental benefits of Veolia's best-practice waste optimisation program.

"If there's one thing we know about waste is that we all need to work together to deliver impact at pace," he said.

"Veolia is proud to be teaming up with a range of like-minded, Australian-owned businesses to provide tailored food waste solutions to tackle the challenges head-on. In doing so, we're not only diverting waste from landfill, but supporting local jobs and manufacturing, promoting operational efficiencies for Defence and reducing the organisation's costs."

Anthony said Veolia provides each Defence site with bespoke solutions that maximise both resource recovery and broader sustainable outcomes.

"This is particularly true in remote locations where the collaboration is amplifying the impact, which we know is important to Defence."

According to Anthony, the result hasn't only been a winner for the environment, but it has also delivered mutual benefits for Veolia, Defence and the businesses themselves.

We can achieve ecological transformation and boost local manufacturing at the same time, making the transition towards the circular economy all the more rewarding.

**Anthony Roderick
Veolia, Chief Operating Officer
for Environmental Services**



Sustainable Development Goals

**Collaborating for ecological transformation**

- Green Eco Technologies (GET) manufactures the WasteMaster food waste recycler in Australia which Veolia uses as an on-site solution to divert food waste away from landfill and is now being rolled out across regional Defence sites in Victoria. Through the support provided by Veolia and Defence, GET has been able to optimise its product and enhance its capability.
- To create a localised circular economy on the Defence estate, Veolia commissioned food processing units from Enrich360® to convert food waste into a product that provides nutrients to both soil and water. As valuable byproducts, they can be captured for beneficial reuse on the land without the need for transport off site.
- In identifying an opportunity to convert food waste into feedstock for local farmers in the Albury-Wodonga region, Veolia engaged Goterra. The company uses black soldier flies to convert food waste into larvae and frass (soil conditioner) in approximately 14 days which is then used on local farms for remediation purposes, strengthening the circular economy.
- In implementing its innovative waste optimisation program on behalf of Defence, Veolia was then able to support Source Separation Systems to bring the manufacturing of its recycling bins back to Australia and make them with 100% post-consumer recycled content.



NEW CLINICAL WASTE PARTNERSHIP

Our Healthcare team successfully secured a new business tender with CSL Behring, in Victoria, combining our solid, liquid, hazardous, and clinical waste business solutions.

Veolia will manage the collection and treatment of clinical and hazardous waste, as well as the management of solid waste and recycling.

Covering 2 locations in Victoria, the main site being in Broadmeadows, the clinical waste element of this contract will generate up to 1,200 tonnes per annum.

Given the enormity of the contract's scope, Veolia is upgrading its infrastructure to cater for this volume.

Sustainable Development Goals



LUGGAGE POINT REMOBILISATION COMPLETE

Veolia operates the Western Corridor Recycled Water Scheme (WCRWS) in Brisbane. In 2021, as dam levels in southeast Queensland dropped below 60 per cent, Seqwater decided to restart part of the WCRWS in a project known as LP3, involving the refurbishing and recommissioning of three reverse osmosis trains and the associated infrastructure at Luggage Point Advanced Water Treatment Plant.

The multi-million dollar LP3 project was scheduled for completion within 13 months, with the final stage – water quality testing – completed in June 2022.

Sustainable Development Goals



A 100+ team of people worked alongside our WCRWS operations team to safely deliver the project on time, under budget and to a high level of quality, overcoming numerous challenges including significant supply chain restrictions, global shipping bottlenecks and a very tight labour market.

The WCRWS now stands ready to deliver up to 70 million litres per day of purified recycled water to supplement dam water in southeast Queensland, once it stops raining and flooding and dam levels once again decrease.



EXTENSION AND EXPANSION OF THE QUEENSTOWN LAKES DISTRICT COUNCIL CONTRACT

Our South Island water network teams secured a contract extension and expansion with the Queenstown Lakes District Council.

We have provided water network and treatment operations and maintenance to the Queenstown Lakes District Council (QLDC) since 2008, including successfully retaining the contract in competitive tender in 2015. In our long-term partnership with QLDC we have incrementally developed trust through consistent delivery of service excellence.

This is evidenced by growth in the value of scope of the contract. Since 2008, this contract has grown from covering just O&M services, to now include speciality inspection services, capital works project delivery, and innovative Spiral Wound Pipe (SWP) network rehabilitation.

Sustainable Development Goals



AWARDS FOR SOIL REMEDIATION SOLUTIONS

In Victoria, Veolia's remediation team was named as a finalist in the Australian Water Association's annual Water Awards.

It was one of 4 nominees vying for the title of the Best Infrastructure Project Innovation Award (Regional). The remediation team in New South Wales was also a finalist in the 2022 Sustainability Awards in the Clean Energy category.

Veolia was recognised for its contribution to remediating polyfluoroalkyl substances (PFAS) in the environment through the development of a bespoke mobile water treatment plant (MWTP). On behalf of highly valued clients in both states, Veolia developed an on-site mobile remediation unit for PFAS-impacted water.

An innovative solution for the safe treatment of PFAS and water contaminants, the MWTP has delivered environmental and community benefits.

The innovation has treated over 2.3 million litres of water for reuse or return to the local environment.

In using 100% locally sourced labour for design and build, the MWTP has also increased local skill sets and created new employment opportunities in the state.

Grant Winn, Veolia's Chief Operating Officer for industrial and energy services, said one of the most significant benefits of the mobile facility has been eliminating the risks associated with off-site transportation and disposal.

"Water contaminants are not easily degradable," he said. "Treating impacted surface water on site is both time and cost effective. It also means transportation of the water to other locations becomes much safer."

Sustainable Development Goals





CHAPTER FIVE



OUR PEOPLE

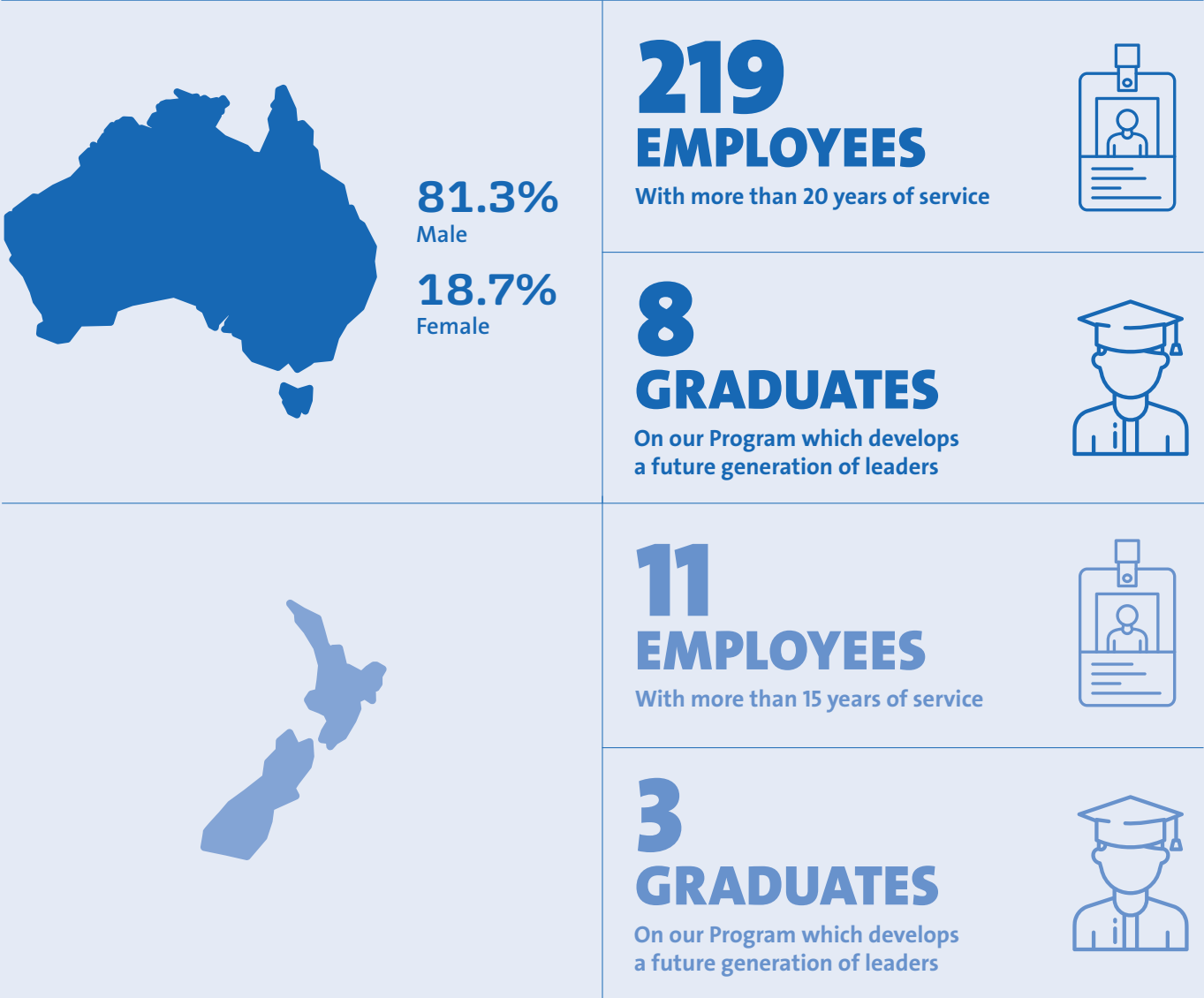


Veolia would not be the business that it is today without the dedication, diversity and attitude of its people, who are working to make a sustainable impact everyday.

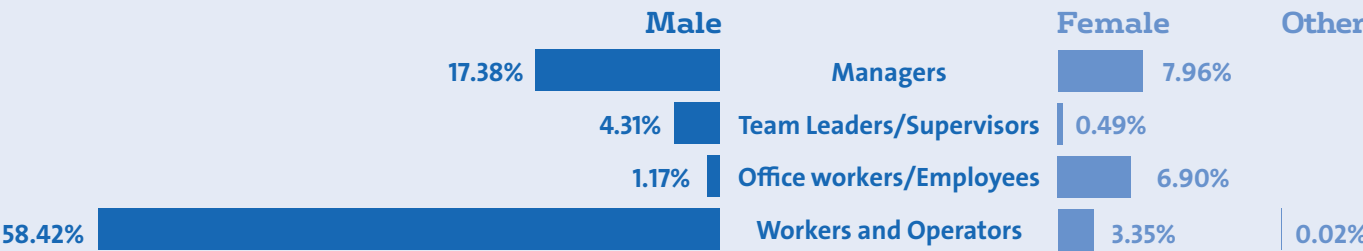
This year, we welcomed new colleagues into our business, which strengthened our insights, dynamism and creativity. From once being competitors, to now being a unified team, the year has exemplified our ability to make connections and to be open to diversity of thought and backgrounds.

OUR PEOPLE

We are a business built on its people. Our team members are passionate about what they do, they enjoy diverse experiences, feel empowered and have a desire to lead change.



ROLES BY GENDER





ALWAYS SAFE, A NUMBER ONE PRIORITY

Although our safety performance improved from last year, there is always more that Veolia ANZ can do. Throughout the year, a number of programs and campaigns were launched to further embed safety into our every action and activity.

Sustainable Development Goals



Always Safe Interactions

always safe



Target

12,416

Achieved

15,923*

High potential hazards closed



Target 35

Achieved

253

A key element of our Always Safe Charter and Always Safe Culture program is our 'Be Aware' program. By doing so we are able to understand and control risks, and report incidents, hazards and near miss events.

An integral part of our successful safety programs is the awareness, identification and management of High Potential (HiPo) hazards – those that can seriously injure or kill someone.

To link this to our Always Safe Framework and make it just the way we work here, we've introduced a simple three step process for everyone to check their safety.

At Veolia, our Always Safe Culture is a choice, and the newly introduced Mental Safety Assessment makes that choice easy for employees and their family.

Before any task – whether turning a valve, lifting a bin, isolating electricity or simply crossing the road – employees are asked to look around and ask these questions:

01. What can kill me (or someone else)?	Identify the HiPo hazards
02. What's stopping me from being killed?	The controls
03. How do I know the control will work?	Verification

Employees are encouraged to ask these three questions of themselves and their workmates before and during a task. We aim to make sure our Always Safe Culture becomes "just the way we work" across every single location.

*2022 results from raw data extract as of May 2023.

LAUNCH OF OUR DIVERSITY & INCLUSION COUNCIL

Veolia Australia and New Zealand has established a VANZ Diversity and Inclusion Council as well as a number of employee resource groups (ERG's) as part of our Culture strategic priority to help drive our Diversity and Inclusion goals. Our committed Council members and ERG members are from all lines of business and are passionate about Diversity and Inclusion with a strong drive to make a real difference for our people.

Supporting and guiding our D&I Council are the following Employee Resources Groups (ERG);

- Reconciliation Action Plan Working Group
- Gender Equity Employee Resource Group
- Veteran Employee Resource Group
- Cultural & Social Diversity Employee Resource Group
- LGBTIQ+ Employee Resource Group
- Disability Employee Resource Group.

Our D&I Council & ERG's mission is to;

- Provide a forum for colleagues to share experiences and ideas.
- Actively promote diversity and inclusion across Veolia, and help colleagues participate in initiatives.
- Develop an overall strategy and tactics to address key diversity and inclusion issues facing colleagues.
- Act as a resource hub through which colleagues can access information.

Sustainable Development Goals



RECOGNITION FOR OUR VETERANS AT VEOLIA PROGRAM

Veolia was recognised at the 2022 Prime Minister's National Veterans' Employment Awards as a finalist in the Employer of the Year - Large category. The Awards celebrated the best in veteran and partner employment, recognising the top veteran and ADF partner employers, employees and entrepreneurs. Our program is designed to support and provide opportunities for veterans in their transition to civilian work. It gives veterans the opportunity to transfer their extensive skills, experiences and knowledge to our business and offers additional incentives to support our Reservists and ADF spouses.

We appreciate the work of our Veterans at Veolia Community Network, a small group of passionate people dedicated to developing our Veterans at Veolia program which has seen it become the success it is today.

Sustainable Development Goals





INTERNATIONAL DAY OF PEOPLE WITH DISABILITY

This important day recognises those of us who live with a disability, and aims to increase awareness and understanding. Veolia is taking steps to create a diverse and inclusive workplace and this is something we can all be proud of.

From the launch of the Diversity and Inclusion Council to working with specialist recruiters to employ assisted workers, and releasing a dedicated disability e-learning course, we have created many opportunities for increased participation and learning.

We work with Vivid, in Northern Victoria, who specialise in providing employment opportunities and support to adults with an intellectual disability.

Through this partnership, Veolia's Echuca MRF (Materials Recovery Facility) has employed Assisted Workers who are valued and crucial members of the team. Echuca MRF has also partnered with a local school to provide work experience opportunities to students with an intellectual disability. Their first student was such a success that he is now employed as a casual during the school holidays and every Friday as part of a transition to work program.

Sustainable Development Goals



VEOLIA LAUNCHES - ELEVATE PROFESSIONAL DEVELOPMENT WORKSHOPS

Elevate is a series of internal workshops and content focused on growing and practising a range of different skills to help us work better together, have richer conversations and work more efficiently and effectively.



Managing a team

- Team purpose & charter
- Coaching for performance.



Specialist skills

- Finance for non-finance managers
- Negotiation skills.



Individual skills

- Time management
- Workplace behaviour
- Crucial conversations
- Giving and receiving feedback
- Creating dynamic presentations
- Engage and network.

Sustainable Development Goals



2023 SYDNEY WORLD PRIDE INTERNATIONAL FOOTBALL TOURNAMENT

In 2023, we were proud to support the Sydney World Pride International Football Tournament, part of the official Sydney World Pride Sports Program. The tournament brings together LGBTIQ+ and ally football players from around the world.

We proudly supported the International Gay and Lesbian Football Association (IGLFA) World Championships which took place in Sydney, from 20 to 23 February.

The Championship welcomed players of diverse sexualities and genders, and a range of skill levels, to join together in an inclusive environment free from discrimination.

Sustainable Development Goals



SAM RINORTNER - YOUNG WATER PROFESSIONAL OF THE YEAR (NSW) FINALIST

Sam Rinortner, our Water Process Engineer at Hunter Water Contract was a nominated a finalist in the 2023 Australian Water Association (AWA) Water Awards.

The Young Water Professional of the Year category acknowledges exceptional young water professionals aligned with AWA's purpose of inspiring and driving a sustainable water future.



Sustainable Development Goals





GRADUATE PROGRAM WRAPS UP FOR 2022

Our 8 current graduates are wrapping up their first year of our graduate program. Having successfully completed a professional development week, they've been reflecting on their first rotation at Veolia.

The week involved a trip to Adelaide where they attended engagement and personal branding workshops, through which they developed skills in internal and external stakeholder management.

Using the South Australian teams and managers as their subjects, the group was then given opportunities to put their new networking skills to the test.

They participated in workshops to create and deliver engaging presentations, which the grads used to exhibit their performance over the past year and future prospects at Veolia to members of their leadership teams and the ExCo. Everyone successfully delivered their presentations with great enthusiasm and professionalism.

Finally, their exposure to Veolia was broadened by visiting a number of our South Australian sites, including a thermal treatment facility, liquid treatment plant (pictured), and resource recovery facility.

The grads have already achieved so much in their short time with us, and we can't wait to see their further advancement in 2023 and beyond.

Sustainable Development Goals



CHAPTER SIX



OUR ENVIRONMENT



Ecological transformation
is our purpose.

This recognises
that our planet is in
a state of emergency,
which then naturally
threatens the livelihood
of the human population,
as the two are intricately
interconnected.

We therefore as a business strive to create a more
circular, a cleaner and safer environment to enable
society to live healthy, well and quality lives.

Our Net Zero Ambition

50% reduction

(Scopes 1 & 2) by the year 2032

30% reduction

(Scope 3) by the year 2032

OUR CARBON JOURNEY TO NET ZERO

Veolia recognises the special purpose that it has in decarbonising the essential services it provides across waste, water and energy solutions both within our own operations, and through the work we do for our customers as they strive towards net zero.

In 2019, Veolia globally committed to a 22% reduction in its greenhouse gas emissions (Scopes 1 and 2) over 15 years, that is by 2034, compared with the operational scope of the 2018 baseline year.

This objective is compatible with Paris Agreement ambitions (below 2°C trajectory) and was validated by the Science Based Targets Initiative (SBTi).

In September 2021, Veolia increased its goal and signed the Business Ambition for 1.5°C of the Science Based Targets Initiative and joined the UNFCCC Race to Zero. In accordance with this commitment, the Group's roadmap will be published at the end of 2023 and will take into account the major change in Veolia's scope of consolidation with the acquisition of SUEZ.

Our ANZ provisional interim target is 50% reduction by 2032 (for Scopes 1 & 2), and 30% reduction (for Scope 3) with the aim to meet the 1.5°C pathway, subject to Group SBTi validation.

To achieve this, our decarbonisation plan includes a practical approach underpinned by investment and embedded within our Strategic Plan:

- Increase landfill gas capture: as our most material emission source, Veolia aims to reduce carbon dioxide equivalent emissions by 50% by 2032.
- Invest further in recycling and recovery infrastructure assets to increase diversion of waste from landfill.
- Innovate through the implementation of new technologies, such as green hydrogen, biogas and carbon capture, utilisation and storage solutions.
- Installation of rooftop solar panels and commercial batteries at our own facilities. This will result in the generation of 507MWh of renewable energy per year, equivalent to the consumption of around 100 households.
- Commenced Scope 3 emissions study on our 9,000 suppliers.
- Our approach is to implement real, practical and genuine reductions through improving our operations, rather than relying on offsetting.



WHAT WE HAVE DONE SO FAR



Undertaking an assessment

Of our Scope 1, 2 and 3 emissions.



Increased methane gas capture

At our landfills in line with our 2032 trajectory.



Purchased renewable energy

At 50% of our Industrial & Energy & Water sites & 100% of our NZ sites.



Alternative fuelled vehicles

We have started using alternatively fuelled vehicles such as electric municipal collection vehicles and hybrid dozers.



Commenced installation

Of rooftop solar panels and battery storage at our Queensland facilities.



Installed 2.5MW solar array

At Woodlawn Bioreactor for onsite use.



Submitted the Environmental Impact Statement

For our Woodlawn Advanced Energy Recovery Centre and undertaking refurbishment of Earthpower Anaerobic Digester.



ON CLIMATE RISK

Climate change poses physical risks to which Veolia and its customers and clients must adapt. The necessary transition to net zero, while generating significant business opportunities for the Group, may also include risks related to this transition. These risks may have a negative impact on our business due to the consequences that natural disasters may have on its sites or facilities, the impact of weather conditions on its activities, or changes in regulations.

In 2020, the Group studied the resilience of its business model and its related strategy. To target risks and opportunities, the study

was performed for two physical scenarios, 2°C scenario and over 4°C scenario, and two low-carbon transition scenarios (in particular the scenario voted by the European Union in 2020) over the periods to 2030 and 2050.

This study identified and characterised the risks relating to climate change. In line with TCFD (Task Force on Climate-Related Financial Disclosures) recommendations, these risks are physical (e.g. global warming, heat waves, flooding, water stress, etc.) and tied to transition to a low-carbon economy (e.g. carbon markets, withdrawal from thermal coal, reduction in landfilling, heat

production, electrification, reduction in certain activities, etc.). Based on this set of climate scenarios, annual financial impacts were estimated for the period to 2030 at between several hundreds of thousands of euros (e.g. withdrawal from certain high-carbon activities) and several millions of euros (e.g. direct impact of higher temperatures).

Veolia will continually review its climate risk and adaptation plans as part of its business continuity and strategic plan.

Sustainable Development Goals



VEOLIA LAUNCHES NATIONWIDE GREEN ENERGY PROJECT TO SUPPORT NET ZERO AMBITION

Under the transformative project, rooftop solar panels and commercial battery stations will be installed across Veolia's eligible Australian facilities, building the company's capacity for behind-the-meter energy independence.

The outputs will power Veolia's offices and operational activities, significantly reducing its reliance on fossil fuelled power production and creating energy resilience in a volatile market.

The initiative will be further complemented by electric vehicle (EV) charging stations, to support employees that wish to transition to electric cars, as well as capacity for electric fleet potential.

"We're evaluating the feasibility of transitioning our vehicle fleet to be gas, battery or hydrogen powered in the future," Grant said. "Across hundreds of vehicles nationwide, that's a substantial investment and one we need to be ready for. By installing charging stations now, we'll be a step ahead if we ultimately move down the electrification path."

The first phase of Veolia's nationwide green energy roll-out included 3 facilities in Queensland. In total, around 636 commercial-grade photovoltaic panels, 180kWh of batteries and 6 charging stations will be installed. This alone will result in the generation of 507MWh of renewable energy per year, equivalent to the consumption of around 100 households.

Across Veolia's 40 eligible sites, it is estimated the initiative would deliver 4.6MWh from batteries – the equivalent of powering 120 electric vehicles – and 8.2MWh from solar photovoltaic panels. Together, the initiative will produce 11.2GWh of energy per annum, enough to power 2,100 households.

The initiative will deliver

4.6MWh **8.2MWh**

From batteries alone.

From photovoltaic panels.

This is enough to power

2,100

Households every year.

Sustainable Development Goals



RECYCLED WATER HELPING TO COMBAT CLIMATE CHANGE

Strengthening Australia's water supply is a key step towards tackling climate change. Veolia is hoping its wastewater recycling and re-use service will help reduce the impacts of what it calls a "global climate emergency". Veolia is using its recycled water service to provide a "climate independent" water supply.

Fresh water represents just 2.5% of the total available water across the globe. Factors such as global warming, rapid population growth and urbanization will significantly affect the worlds' ability to maintain a reliable water supply, according to the report.

Daniel Spiller, Veolia Chief Operating Officer Water, says the time for action is now. He says this vision has led to increased innovation in relation to Australia's national water supply. "We don't see anything as 'wastewater'. Water is a resource, and it should be recycled and reused in order to become sustainable," Daniel says.

"We are in a country where the effects of climate change can vary from location to location. There is a growing shortage of water in many sites across Australia, so expertise and technology have now become vital aspects of optimising a water supply."

Veolia uses 350 internationally tested and proven technologies to service water refining, filtration and disinfection needs of its customers worldwide. A filtration refining process extracts sediment, bacteria and micropollutants from water. Oxidation and decantation are also used to ensure that the end product maintains its quality for re-use. Public support for implementing the changes is a major challenge, Daniel says, particularly surrounding the re-use and recycling of wastewater to create drinking water or additional water supply for agricultural or industrial organisations. "This takes education and explanation so the public can be reassured that these technologies have been proven overseas for more than 50 years," Daniel says.

"Perth is a great example. They have gone through a 10-year exercise, which has included a demonstration plant and discussions with key members within the community, before adding recycled supply to their drinking water supplies."

Veolia's plan is to help clients select, manage and operate the source of water that best meets their needs. These supplies include alternatives which can be relied upon, even during severe weather events such as droughts.

Alternatives such as recycling provide users with a solution that is climate independent and usually cheaper and more environmentally sustainable than desalination, due to reductions in operating costs and energy consumption.

Sustainable Development Goals





Sustainable Development



INNOVATING FOR OUR ENVIRONMENT - ROBOTIC DOGS AND ARTIFICIAL INTELLIGENCE COULD HELP AUSTRALIA FAST-TRACK TO LITTER-FREE STATUS

In a trial by Veolia, dog-botics were trained to collect littered waste, like plastic, paper and glass, to clean-up the state-of-the environment.

Walking the streets of Sydney's iconic Bondi Beach, two dog-botics, aptly named scoop doggy dog and clean-up, successfully collected littered bottles and cans from the promenade, to be recycled instead of potentially ending up in the ocean.

The robotic dog technology used mechanical manipulation and camera detection intelligence to produce a series of custom-trained actions.

With the ability to carry up to 14 kilograms, and a battery life of over an hour, the dogs swiftly moved along the length of the beach before having to empty their buckets.

Richard Kirkman, Veolia's Chief Operating Officer, said the health of our waterways and our ability to solve Australia's litter crisis could rely on the adoption of robotic technology.

"In all parts of our lives we use digital technology to improve our livability and this can include litter. The machines accurately detected and collected littered waste, making it a potential game-changer for cleaning-up the environment.

"The robo-dogs can recognise just about any object we train them to do - like a sophisticated version of fetch, only it could help solve our litter crisis and protect our oceans at the same time," he said.

BIODIVERSITY

Natural capital and protection of environments and biodiversity is a key objective of our strategic plan.

This is measured by the progress of biodiversity footprints at our most sensitive sites and the progress of action plans to improve biodiversity impacts.

A footprint survey tool was developed by the Veolia Group in collaboration with ecological and LCA experts to quantitatively and thoroughly assess all the biodiversity issues of sensitive sites, similar to a carbon footprint. It enables a site-specific action plan to be drawn up for each site according to the highest impacts.

All identified sites have to complete a footprint survey and have deployed their action plan by at least 75% in 2023 to meet the target set by the Group.

- In ANZ, a qualified, in-house ecologist was engaged to measure qualitatively and quantitatively the pressure exerted by the site activities on the ecosystems but also its ecological potential.
- A targeted action plan was developed in conjunction with site representatives and the ANZ Environment Team.
- Follow-up has included supporting sites with understanding and implementing actions, collecting evidence to demonstrate completing and tracking/communicating progress to the wider business.
- Due to COVID-19 impacts posing travel restrictions between some states, an innovative approach was employed with a trial of digital goggles. A site representative (with knowledge of the nominated sites and biodiversity data requirements) would complete the survey in person at site, under the remote supervisor of the Veolia Ecologist, who would participate virtually. An in-person survey was also completed, with the outcome compared to the digital version of the survey. It was confirmed that the findings are comparable, proving the suitability of the goggles for this application, and associated benefits.

Sustainable Development Goals



ENHANCING PLASTICS RECOVERY AT SPRING FARM

Veolia's Spring Farm Material Recovery Facility (MRF) was awarded a \$260,000 grant under the NSW EPA's Waste Less Recycle More Initiative for a project enhancing plastics diversion.

Spring Farm MRF processes around 56,000 tonnes of domestic kerbside recyclables from local councils each year, with recovered mixed plastics traditionally sold to overseas markets. Targeting a better circular economy outcome and continued improvement in output product quality, the grant facilitated optical sorters upgrade in 2021, enabling the facility to separate high-quality single plastics streams - including PET clear, HDPE natural, HDPE coloured and PP mixed - from kerbside recyclables.

As an outcome, Spring Farm MRF's recovery rate has increased by 5% with a purity rate of plastics output of up to 98%. This improved quality means that we can now send out product to local manufacturers for beneficial reuse to help drive the local circular economy.

Recyclables processed

56,000t

From local councils each year.



5%

Increased rate of recovery



98%

Purity rate of plastics output

Sustainable Development Goals



CHAPTER SEVEN



OUR COMMUNITIES



With operations collecting kerbside waste, providing clean drinking water to households and supporting local businesses to improve their waste, water and energy impacts.

Veolia contributes to and is part of our local communities.

Additionally, our employees are part of our local communities. To this end, we recognise the importance of ensuring that our communities thrive and our business is representative of our communities.

VEOLIA ORCHARD - FOOD WASTE

Veolia, Australia's leader in ecological transformation, has announced it will use the circular economy of food waste to help feed disadvantaged communities in Melbourne.

Working with meal charity Food for Change, Veolia has donated and planted an orchard of 140 fruit trees in Victoria's Mornington Peninsula.

The trees are being nourished by compost made from Melbourne's recycled food waste, processed at Veolia's Natural Recovery Systems Facility.

The initiative will see old crops support the development of new ones, with the trees set to produce enough produce for 30,000 meals a year once grown.



Food and garden organics recycling is the future of Australia's circular economy, allowing us to sustainably give back to the land, reduce waste sent to landfill and deliver ecological transformation.

Richard Kirkman
Veolia, CEO

Veolia has donated

140 fruit trees

In Victoria's Mornington Peninsula.

These trees will produce food for

30,000 meals

Richard Kirkman, Veolia's Chief Executive Officer, said the initiative not only closes the loop on food waste but provides sustainable pathways to food equity among the disadvantaged.

"This initiative is a true demonstration of the circular economy of food waste. By using compost made from household food and green waste, we're helping new fruit and vegetables to grow," he said.

"Over the average 30-year lifespan of a fruit tree, we will produce one million healthy meals for those in need. There is no better outcome for our communities and environment."

Mr Kirkman said food waste is one of the world's most valuable resources and should be recycled properly, where it can be given a new lease on life.

"Food scraps such as banana skins and coffee grounds can either be used as a fuel source and turned into renewable energy in a natural process called anaerobic digestion – producing biogas – or processed with green waste into high-quality compost, which can then be used in farming," he said.

Mr Kirkman said that organics recycling is key to delivering a circular economy in Australia.

Sustainable Development Goals





“Our work wouldn’t be possible without support and donations like this one from Veolia, and we’re very grateful.”

Matt Donovan
Food For Change, CEO



Matt Donovan, Founder and Chief Executive Officer for Food for Change, said Veolia's support means the charity can provide the best quality product for the community.

“The donation of compost means we don’t have to use chemical sprays or synthetic fertilisers to put nutrients

back into the soil for our regenerative farming. It allows us to provide the healthiest food possible to people in need which is the ultimate goal.”

Food For Change uses land that is donated to it to grow crops for people who seek food relief. Its program is run by volunteers and all the food produced is donated to local food charities.

Supporting regional and remote communities to build local water capability

The water team commenced the long-term operations and maintenance of the Bamaga Water Treatment Plant and network with the Northern Peninsula Area Regional Council (NPARC), at Queensland's most northernmost tip. The contract aligns with our Strategy to operate and support regional and remote communities with local operations and capability.

The Northern Peninsula Area (NPA) comprises of five Aboriginal and Torres Strait Islander communities, settled by clans from across Cape York and the Torres Strait. There are three Aboriginal communities - Injinoo, Umagico, New Mapoon, and two Islander communities; Seisia and Bamaga. The NPA region is approximately 1,000 kilometres north-west of Cairns by road.

In July 2021 Veolia embarked on the journey of operating and maintaining the existing water infrastructure which was built in 1998 to service 1100 people.

The population has grown to 3200 people with the same infrastructure meeting the increased demand as well as from increased tourists visiting the region. Through our engagement, understanding and listening to the local community Veolia have been able to navigate and overcome the challenges that are unique to the NPA.





Sustainable Development



Kate Gallaway CEO NPARC

As time goes our relationship will only strengthen with Veolia. The reactions to parties when things don't go well is the true test of a relationship between organisations. Veolia are prepared to have those open and honest and hard conversations along the way so there aren't any surprises at the end of the contract.

We live in a beautiful place and want to preserve that for future generations. We all work for the next generation, to make the lives for the next generation better and to ensure that the environment and communities can be sustained for that next generation and generations to come. What we want to see is the longevity and sustainability of the community, the culture and the environment.

Gus Yates Executive Manager Operations NPARC

Veolia Water successfully managed the transition into the contract over a three month period utilising people from NPARC community.

The Veolia transition and operations team worked constructively and collaboratively with the council to maintain drinking water supply while initiating plans for the refurbishment and renewal of critical assets.

Scott Murphy Manager Operations Excellence Veolia

I have been involved with our NPARC contract since it started in July 2022 and there have been a few things that have made working on this contract one of the best I have worked on.

Firstly the people, the individuals from the local community who have joined the Veolia team have been fantastic, open, welcoming, knowledgeable and enthusiastic. Secondly the evolution of the community acceptance and welcoming of Veolia. As a business we had a lot to learn about working with a remote First Nations community and the people of NPARC have been great teachers, similarly Veolia's knowledge of water treatment was available to share, which the community has been open to learn. The mutual sharing and learning experience makes this partnership such an enjoyable and enriching one.

THE LAUNCH OF OUR NEXT RAP

The 2022–2025 Stretch RAP sets out Veolia's vision for a future in which all Aboriginal and Torres Strait Islander peoples are recognised as imperative in contributing to a sustainable Australia.

Sustainable Development Goals





KEY TARGETS INCLUDE



Increasing the employment rate

Reaching at least 4% Indigenous employment rate for Veolia's workforce year-on-year.



Spending on suppliers

Spending at least \$20 million with Indigenous suppliers over the life of the RAP.



Providing training

Providing 100% of Veolia's staff with access to cultural awareness training, cultural celebrations and cultural learning, yearly.



Partnering with organisations

Partnering with at least 5 First Nations community organisations yearly to deliver tangible outcomes in employment, training, education and capacity building.



Connecting to community

Underpinning the plan is Veolia's commitment to walking alongside Aboriginal and Torres Strait Islander peoples to connect, learn and create sustainable opportunities in the communities in which the company and its people live and operate.

VEOLIA'S CHIEF EXECUTIVE OFFICER, RICHARD KIRKMAN, SAID THE PLAN ARTICULATES THE ROLE VEOLIA IS DETERMINED TO PLAY IN RECONCILIATION

Among all of Veolia's achievements, this RAP is one of our most important, because it allows us to live out our values. Veolia's vision for reconciliation is a future where all Aboriginal and Torres Strait Islander people's cultures, opportunities and connection to country is recognised as central to contributing to a sustainable Australia.

Richard Kirkman
Veolia, CEO

THE 2022–2205 PLAN

The second "Stretch" RAP and Veolia's fourth overall – will continue to guide Veolia and its staff to drive change and promote action. To date, Veolia has spent more than \$20 million in Indigenous procurement from over 50 Aboriginal and Torres Strait Islander businesses.

The company has also actively worked to remove barriers to employment for Indigenous people, including through partnerships with more than 10 community organisations.

The RAP was launched alongside a series of events around the country attended by senior Veolia executives and Indigenous community leaders.



SERVING COUNTRY EXHIBITION

Serving Country is a photographic portrait exhibition recognising and acknowledging the valuable contribution of Aboriginal and Torres Strait Islander service men and women who have served or are serving in the Australian Defence Force.

For more than a century, Aboriginal and Torres Strait Islanders have had a long and proud history of serving in the defence of our nation in many theatres, from South Africa to the present day.

Exact numbers are not known, as official defence policy in the first half of the twentieth century was aimed at excluding the enlistment of persons “not substantially of European origin or descent”.

The fact that they served at all at a time when they were denied the basic rights of citizenship is significant – a situation not fully corrected until the 1970s.

To pay respect to this important part of our history a number of Veolia employees attended the Serving Country Exhibition at Tanks Art Centre in Cairns. Serving Country is the creative work of Sydney-based human rights social documentarians Belinda Mason OAM and Dieter Knierim.

The exhibition will be coming to Veolia head office in Pyrmont next year.

Sustainable Development Goals

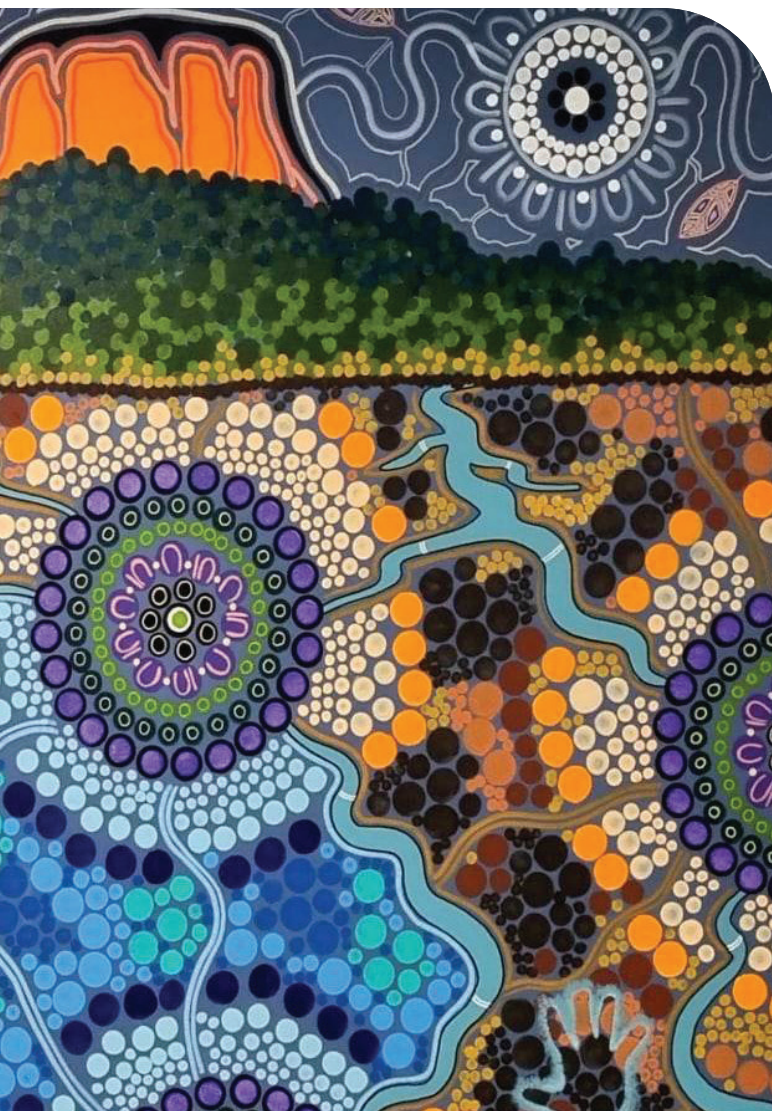


TARONGA ZOO TURTLE REHABILITATION PROGRAM

Veolia is fortunate to continue sponsoring Taronga Zoo’s animal hospital Turtle Programme, which it inherited, through the merger. The program receives about 30 sick and injured turtles each year of which 20% have been affected by marine debris. The turtles are nursed back to health and released into the wild with satellite trackers that enable Taronga to monitor their survival and habitat use.

Sustainable Development Goals





MODERN SLAVERY

In late June Veolia released its third Modern Slavery statement which aligns with Veolia's purpose to contribute to human progress to achieve a better & more sustainable future for all.

Our statement outlines the steps we have taken to identify, manage and mitigate the risks of modern slavery in our operations and supply chain, aiming at achieving a "Modern Slavery Free" environment.

Sustainable Development Goals



NEW INDIGENOUS ARTWORK AT THE ILLAWARRA WATER FILTRATION PLANT

The team at the Illawarra Water Filtration Plant recently commissioned local Indigenous artist, Jasmine Sarin of JS KOORI DESIGNS to create a mural for the site foyer.

The artwork shows the escarpment with Jumbulla (Mt Kembla) and Djeera (Mt Keira), above that are the five Veolia values of Responsibility, Solidarity, Respect, Innovation, and Customer Service. The values are connected, and each connection has leaf shaped motifs which demonstrate the ongoing commitment to these values.

Beneath the escarpment are the water ways. These water ways, which feed into significant bodies of water, such as the Lake, or dams including Avon, Cordeaux and Cataract catchment areas are necessary in carrying resources across the tablelands and down the escarpment. The circles around the lake in the centre of the mural represent the communities and places we live and work.

Sustainable Development Goals



CLONTARF FOUNDATION VISIT WOODLAWN ECO-PRECINCT

The Clontarf Foundation visited the Woodlawn Eco-Precinct to see what Veolia has to offer young Aboriginal and Torres Strait Islander men.

The Clontarf Foundation exists to improve the education, discipline, life skills, self esteem and employment prospects of young Aboriginal and Torres Strait Islander men. Their approach uses supportive relationships, a welcoming environment and a diverse range of activities. There are 139 Academies within 149 schools across the country. Like many of our facilities, our Woodlawn Eco-Precinct offers First Nation peoples the opportunity to join our workforce through a range of employment including apprenticeships and traineeships.

During this particular visit, the students participated in a range of work activities such as preparing Barramundi to be transported to a local customer facility and observed the process of transporting containerised waste from our Crisp Creek Intermodal Facility to the Bioreactor void. Through this hands on visit our focus was to provide an eye opening experience to encourage continuing education and work inspiration.

Sustainable Development Goals



Mentoring Indigenous women residing within the Justice System

Veolia ANZ is providing a range of Career, Employment, and Educational pathways to Indigenous women in prison, pre-release and post-release as an opportunity to support their transition from prison to sustainable employment and increase indigenous employee participation in the business.

Veolia has employed

3 of 8

Women in Boronia Women's Pre-release centre.

Sustainable Development





Anja Bonnard, Indigenous Engagement Manager - Department of Defence has been mentoring 8 Indigenous women in Boronia Women's Pre-release Centre for the last 12 months through the facility's Yirra Djinda Program.

Anja and the WA business prepares and connects, where possible suitable residents coming to an end of their sentences with meaningful, sustainable employment and/or training with various Veolia entities throughout the business as well as connecting the women to our clients when appropriate where roles available within the business are not suited to their existing or desired skills.

By participating in the program the women will develop the skills and support networks required for their successful reintegration.

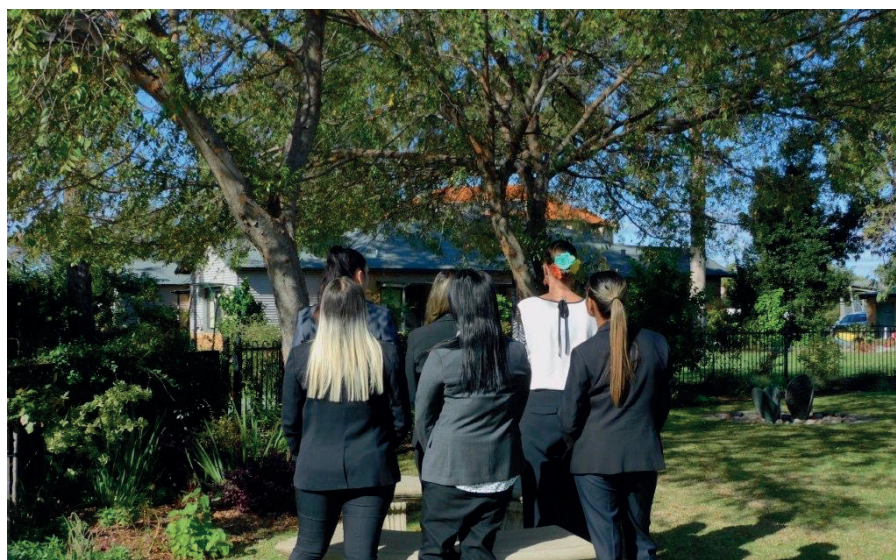
This opportunity will provide the women with a strong pathway to sustainable employment and the opportunity to build a degree of personal financial capacity prior to release.

Veolia will play a fundamental role in giving these women a 'second chance' - which can have significant flow-on effects to not just the individual but also their family and the wider community.

Through this program, Veolia has employed 3 of the 8 women, 1 on a full time traineeship and 2 on the Kinship Program with 4 months of paid work experience.

Anja has also helped one other participant to obtain full time employment FIFO with one of our major clients.

All of the 8 women have now been released back into the community and Anja is now working with the next group of willing, dedicated and focused women.





Veolia Mulwaree Trust Case Studies

During 2022 the Veolia Mulwaree Trust distributed more than \$725,000 toward 151 local community projects, academic and arts scholarships across the seven local government areas it supports.

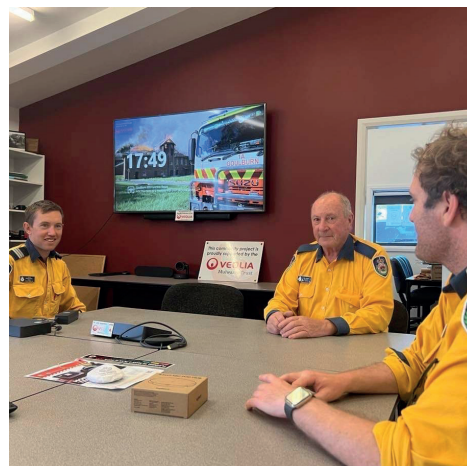


NSW RURAL FIRE SERVICE - GOULBURN BRIGADE

Video conferencing and training equipment project

\$7,249

A grant of \$7,249 was provided to the NSW Rural Fire Service - Goulburn Brigade for the purchase of a video conferencing room system. The system will allow volunteer members the ability to connect remotely to brigade meetings, training events, to connect to external training events and more.



MARULAN PUBLIC SCHOOL

New Playground Equipment

\$11,000

Marulan Public School students are enjoying new and upgraded playground equipment. The project has created a bright, happy and safe environment for the children in the fast-growing Southern Tablelands village. The Veolia Mulwaree Trust, school's P&C association and government partnered in the improvement program.

TARAGO SPORTING ASSOCIATION

Walking Track Upgrade

\$73,300

The Tarago Sporting Association's walking track upgrade project concreted the existing gravel walking track to provide a safe and flood-proof facility for all to use. This upgrade has provided a safe walking track for locals and visitors to enjoy the rural setting, a safe area for the local youth to ride their bikes, skateboards and rollerblades. The track is also now accessible for wheelchairs and mobility scooters.



QUEANBEYAN-PALERANG REGIONAL COUNCIL

Picnic facilities at new Bungendore Playground

\$12,000

An exciting new adventure playground has been constructed in Bungendore, replacing the old and outdated play equipment in the centre of town. The exciting new facility provides a multi-generation, accessible recreation space with something for everyone and is the major play space in Bungendore.

The project was well supported by government and community fundraising. The Veolia Mulwaree Trust was able to support this development with a \$12,000 grant toward new picnic facilities at the park.



LIONS CLUB OF BUNDANOON

"Kids Caring for Gundungurra Country" Teacher's Kit

The Veolia Mulwaree Trust has proudly supported the development of the "Kids Caring for Country" Teacher's Kit over many years and was pleased to attend the launch of the kit at Bundanoon Public School in November 2022.

The kit has been a joint project of the Lions Club of Bundanoon, National Parks and Wildlife Service and local schools. In conjunction with the guide, the Trust has also supported the installation of bush tucker gardens in local schools throughout the Southern Highlands and Shoalhaven.

GLENQUARRY PUBLIC SCHOOL P&C ASSOCIATION

Library Revitalisation Project

\$5,382

Alongside a busy working bee to clean and paint the library, the Glenquarry Public School P&C Association received a grant from the Veolia Mulwaree Trust toward 27 new pieces of library furniture and fresh new blinds.

The new bookshelves, dynamic spinner display units and planter boxes have presented the school library in a modern and visually stimulating way that encourages exploration of reading, literature and learning. Further the new rug, curved modular lounges, ottomans and stools have provided a comfortable and fun relaxing hygienic space to relax whilst immersed in stories.





MARINE RESCUE NSW - JERVIS BAY UNIT

Rescue Vessel

\$25,000

With the support of the Veolia Mulwaree Trust, Marine Rescue Jervis Bay were able to secure a brand new, purpose-built Rescue Vessel JB 41 John Gallimore to support critical lifesaving work in the Jervis Bay area. The new vessel was commissioned in July 2022 and the Trust was proud to contribute to the life-saving work of marine rescue volunteers in the Shoalhaven region.



BERRY RIDING CLUB

Construction of 20 metre round yard

\$3,000

The Berry Riding Club was able to add a new 20 metre round yard to its grounds with the assistance of Veolia Mulwaree Trust funding. The Club said the new yards would be used by riders of all ages, invaluable for the owners of new horses use them to train and get to know their horses in a confined area and for group demonstrations by visiting experts to show and teach techniques safely.

BUNDANOON MEN'S SHED

New fire safety stairs

\$7,550

The Bundanoon Men's Shed boasts 80 members and the facility is shared by a number of local interest groups. Completion of the fire safety project involved the construction of external stairs to the shed's upstairs room. The stairs allow increased use of the room in a compliant and safe manner.



CHAPTER EIGHT



EXTERNAL ASSURANCE OPINION



KPMG external assurance opinion

Veolia engaged KPMG, our global financial auditor, to provide a limited assurance opinion of selected sustainability information in our 2022/2023 Sustainability Report.

The selected Information subjected to limited assurance included • Total Emissions Scope 1 + Scope 2 (Australia) (t-CO₂e) • Energy – renewables generated (MWh) • Significant Incident Frequency Rate (SIFR) • Lost Time Injury Frequency Rate (LTIFR) • Always Safe Interactions (number).

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

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



Conclusion

Based on the evidence we obtained from the procedures performed, we are not aware of any material misstatements in the information subject to assurance which has been prepared by Veolia Environmental Services (Australia) Pty Ltd in accordance with Veolia policies, procedures, and methodologies (the criteria) for the 2022/2023 period.

Information Subject to Assurance

The information subject to assurance as presented in Veolia's Australia and New Zealand Sustainability Report 2022/2023 on Veolia's (AU) website:

SELECTED ENVIRONMENTAL INFORMATION	VALUE ASSURED
Total Emissions Scope 1 + Scope 2 (Australia) (t-CO ₂ e)	1,721,647
Energy - Renewables generated (mWh)	114,000
Significant Injury Frequency Rate (SIFR)	11.40
Lost Time Injury Frequency Rate (LTIFR)	2.36
Always Safe Interactions (Number)	15,923

Criteria Used as the Basis of Reporting

The information subject to limited assurance was prepared in accordance with the GRI Standards published by the GRI, and Veolia's Basis of Preparation (BoP) (collectively "the criteria") for the purpose of providing limited assurance over the information subject to assurance. Specific definitions relating to the information subject to assurance will be presented in the Veolia Australia and New Zealand Sustainability Report 2022/2023 which will be published on Veolia's (AU) website.

Basis of conclusion

We conducted our work in accordance with Australian Standard on Assurance Engagements ASAE 3000 (Standard). In accordance with the Standard we have:

- used our professional judgement to plan and perform the engagement to obtain limited assurance that we are not aware of any material misstatements in the information subject to assurance, whether due to fraud or error;
- considered relevant internal controls when designing our assurance procedures, however we do not express a conclusion on their effectiveness; and
- ensured that the engagement team possess the appropriate knowledge, skills and professional competencies.

Summary of Procedures Performed

Our limited assurance conclusion is based on the evidence obtained from performing the following procedures:

- enquiries with relevant Veolia Environmental Services (Australia) Pty Ltd personnel to understand the internal controls, governance structure and reporting process of the information subject to assurance;
- reviews of relevant documentation including Veolia's policies, reporting procedures and methodologies;
- analytical procedures over the information subject to assurance;
- walkthroughs of the information subject to assurance to source documentation;
- evaluating the appropriateness of the criteria with respect to the information subject to assurance; and
- reviewed the Veolia Australia and New Zealand Sustainability Report 2022/2023 in its entirety to ensure it is consistent with our overall knowledge of assurance engagement

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How the Standard Defines Limited Assurance and Material Misstatement

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Misstatements, including omissions, are considered material if, individually or in the aggregate, they could reasonably be expected to influence relevant decisions of the Directors of Veolia Environmental Services (Australia) Pty Ltd.

Use of this Assurance Report

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

Management's responsibility

Management are responsible for:

- determining that the criteria is appropriate to meet their needs, namely the needs of Veolia's Management and Directors;
- preparing and presenting the information subject to assurance in accordance with the criteria; and
- establishing internal controls that enable the preparation and presentation of the information subject to assurance that is free from material misstatement, whether due to fraud or error.

Our Responsibility


Our responsibility is to perform a limited assurance engagement in relation to the information subject to assurance for the Veolia Australia and New Zealand Sustainability Report 2022/2023 and to issue an assurance report that includes our conclusion.

Our Independence and Quality Management

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



KPMG



Daniel Camilleri
Partner
Sydney
24th July 2023

CHAPTER NINE



GRI CONTENTS TABLE



GRI CONTENTS TABLE

Statement of Use

Veolia ANZ has reported the information cited in this GRI content index for the period 2022/2023 with reference to the GRI Standards.

GRI Used: GRI 1: Foundation 2021

DISCLOSURE	LOCATION	PAGE NUMBER
GRI 2: General Disclosures 2021		
2-1 Organisational details	2.0 Our Performance Highlights https://www.veolia.com/anz/about-us Group information https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf (section 1.3)	Page 6
2-2 Entities included in the organization's sustainability reporting	https://www.veolia.com/anz/legal-notice	
2-3 Reporting period, frequency and contact point	Statement of Use	Page 2
2-4 Restatements of information	None	
2-5 External assurance	9.0 External Assurance Opinion	Page 62
2-6 Activities, value chain and other business relationships	2.0 Our Performance highlights 3.0 Purpose, Priorities and Performance - our strategic approach to Ecological Transformation https://www.veolia.com/anz/services	Page 6
2-7 Employees	Group Data 2022: Key Data - Veolia Global	Page 9
	2.0 Our Performance Highlights	Page 6
	3.0 Purpose Priorities and Performance - our strategic approach to Ecological Transformation	Page 14
	5.0 Our People	Page 30
2-8 Workers who are not employees	Group Data 2022: Key Data - Veolia Global	Page 9
2-9 Governance structure and composition	Group information, corporate governance: Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 109
2-10 Nomination and selection of the highest governance body	Group information, corporate governance: Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 109
2-11 Chair of the highest governance body	Group information, corporate governance: Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 109
2-12 Role of the highest governance body in overseeing the management of impacts	Group information, corporate governance: Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Pages 109, 205
2-13 Delegation of responsibility for managing impacts	Group information, corporate governance: Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Pages 109, 205
2-14 Role of the highest governance body in sustainability reporting	Group information, corporate governance: Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Pages 144, 205
2-15 Conflicts of interest	Group information, risk factors and control: Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf Anti Corruption Code of Conduct https://www.veolia.com/sites/g/files/dvc4206/files/document/2021/11/veolia-anticorruption-code-conduct-english.pdf	Page 73
2-16 Communication of critical concerns	Group information: Vigilance Plan https://www.veolia.com/sites/g/files/dvc4206/files/document/2022/05/vigilance-plan-2021-veolia_0.pdf	All
2-17 Collective knowledge of the highest governance body	Group information, CSR: Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	205
2-18 Evaluation of the performance of the highest governance body	Group information, CSR: Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 204

2-19 Remuneration policies	Group information, CSR: Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 149
2-20 Process to determine remuneration	Group information, CSR: Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 149
2-21 Annual total compensation ratio	Group information, CSR: Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 149
2-22 Statement on sustainable development strategy	Our Purpose https://www.veolia.com/en/our-purpose/our-purpose Multi-faceted performance: https://www.veolia.com/en/purpose/our-multifaceted-performance	Webpage
2-23 Policy commitments	Our Purpose https://www.veolia.com/en/our-purpose/our-purpose Multi-faceted performance: https://www.veolia.com/en/purpose/our-multifaceted-performance	Webpage
2-24 Embedding policy commitments	Group information, CSR: Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 24
2-25 Processes to remediate negative impacts	Group information: Vigilance Plan https://www.veolia.com/sites/g/files/dvc4206/files/document/2022/05/vigilance-plan-2021-veolia_0.pdf	all
2-26 Mechanisms for seeking advice and raising concerns	Group information: Vigilance Plan https://www.veolia.com/sites/g/files/dvc4206/files/document/2022/05/vigilance-plan-2021-veolia_0.pdf	all
2-27 Compliance with laws and regulations	Group information: Vigilance Plan https://www.veolia.com/sites/g/files/dvc4206/files/document/2022/05/vigilance-plan-2021-veolia_0.pdf NSW environment reporting https://www.veolia.com/anz/about-us/environmental-compliance	all
2-28 Membership associations	Industry Partnerships https://www.veolia.com/anz/about-us/environmental-compliance/industry-partnerships	webpage
2-29 Approach to stakeholder engagement	Group information, CSR: Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 257
2-30 Collective bargaining agreements	Group information: Key Data - Veolia Global https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/veolia-key-data-2022.pdf	Page 9
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3-2 List of material topics	3.0 Purpose, Priorities and Performance - our strategic approach to Ecological Transformation Group information, CSR: Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 14 Page 211
3-3 Management of material topics	2.0 Our Performance Highlights 3.0 Purpose, Priorities and Performance - our strategic approach to Ecological Transformation 4.0 Our Customers 5.0 Our People 6.0. Our Environment	Page 6 Page 14 Page 20 Page 30 Page 38
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201-3 Defined benefit plan obligations and other retirement plans	Group information, Financial Statements Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Pages 353, 323, 497
201-4 Financial assistance received from government	Group information, Financial Statements Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Pages 353, 323, 497

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202-2 Proportion of senior management hired from the local community	Group information, Governance, Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 17
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207-2 Tax governance, control, and risk management	Group information: Accounting and Financial Information https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 331
207-3 Stakeholder engagement and management of concerns related to tax	Group information: Accounting and Financial Information https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 331
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303-2 Management of water discharge-related impacts	Group information: Environmental data https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/veolia-key-data-2022.pdf Group information: Environment performance https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Pages 12, 13 Page 214
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305-1 Direct (Scope 1) GHG emissions	2.0 Our Performance Group information: Combat Climate Change https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 223
305-2 Energy indirect (Scope 2) GHG emissions	2.0 Our Performance Group information: Combat Climate Change https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 223
305-3 Other indirect (Scope 3) GHG emissions	4.0 Our Environment Group information: Combat Climate Change https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 223
305-4 GHG emissions intensity	Group information: Combat Climate Change https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 223
305-5 Reduction of GHG emissions	Group information: Combat Climate Change https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 223
305-6 Emissions of ozone-depleting substances (ODS)	Group information: Combat Climate Change https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 223
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Group information: Combat Climate Change https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 223
GRI 306: Waste 2020		
306-1 Waste generation and significant waste-related impacts	2.0 Our Performance Group information: Promote the Circular Economy https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 218
306-2 Management of significant waste-related impacts	Group information: Promote the Circular Economy https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 218
306-3 Waste generated	2.0 Our Performance Group information: Promote the Circular Economy https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 218
306-4 Waste diverted from disposal	Group information: Promote the Circular Economy https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 218
306-5 Waste directed to disposal	Group information: Promote the Circular Economy https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 218
GRI 308: Supplier Environmental Assessment 2016		
308-1 New suppliers that were screened using environmental criteria	Group information: Social Performance https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf Group Supplier Charter https://www.veolia.com/sites/g/files/dvc4206/files/document/2019/07/Veolia-general-principles-suppliers-relationship-032019.pdf	Page 261
308-2 Negative environmental impacts in the supply chain and actions taken	Group information: Social Performance https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf Group Supplier Charter https://www.veolia.com/sites/g/files/dvc4206/files/document/2019/07/Veolia-general-principles-suppliers-relationship-032019.pdf	Page 261
GRI 401: Employment 2016		
401-1 New employee hires and employee turnover	Group information: Human Resources Performance https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 270
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Group information: Human Resources Performance https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 270
401-3 Parental leave	Group information: Human Resources Performance https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 270

GRI 402: Labor/Management Relations 2016		
402-1 Minimum notice periods regarding operational changes	Group information: Human Resources Performance https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 270
GRI 403: Occupational Health and Safety 2018		
403-1 Occupational health and safety management system	5.0 Our People Group information: Guarantee a Healthy and Safe Work Environment https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 273
403-2 Hazard identification, risk assessment, and incident investigation	5.0 Our People Group information: Guarantee a Healthy and Safe Work Environment https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 273
403-3 Occupational health services	5.0 Our People Group information: Guarantee a Healthy and Safe Work Environment https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 273
403-4 Worker participation, consultation, and communication on occupational health and safety	5.0 Our People Group information: Guarantee a Healthy and Safe Work Environment https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 273
403-5 Worker training on occupational health and safety	5.0 Our People Group information: Guarantee a Healthy and Safe Work Environment https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 273
403-6 Promotion of worker health	5.0 Our People Group information: Guarantee a Healthy and Safe Work Environment https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 273
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	5.0 Our People Group information: Guarantee a Healthy and Safe Work Environment https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 273
403-8 Workers covered by an occupational health and safety management system	5.0 Our People Group information: Guarantee a Healthy and Safe Work Environment https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 273
403-9 Work-related injuries	2.0 Our Performance 5.0 Our People	Page 273
403-10 Work-related ill health	2.0 Our Performance 5.0 Our People	Page 273
GRI 404: Training and Education 2016		
404-1 Average hours of training per year per employee	2.0 Our Performance Group Information: HR https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/veolia-key-data-2022.pdf	Page 10
404-2 Programs for upgrading employee skills and transition assistance programs	5.0 Our People Group information: Train and develop skills https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 281
404-3 Percentage of employees receiving regular performance and career development reviews	Group Information: HR https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/veolia-key-data-2022.pdf	Page 283
GRI 405: Diversity and Equal Opportunity 2016		
405-1 Diversity of governance bodies and employees	5.0 Our People Group information: Respect for Diversity and Social Cohesion https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 288
405-2 Ratio of basic salary and remuneration of women to men	Group information, HR Universal Registration 2022 https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 286
GRI 405: Diversity and Equal Opportunity 2016		
406-1 Incidents of discrimination and corrective actions taken	Group information: Ethics and Compliance https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 306

GRI 407: Freedom of Association and Collective Bargaining 2016		
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Group information: Ethics and Compliance https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 306
GRI 408: Child Labor 2016		
408-1 Operations and suppliers at significant risk for incidents of child labor	Modern Slavery https://www.veolia.com/anz/modern-slavery-statement Group information: Human Rights https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Webpage Page 307
GRI 409: Forced or Compulsory Labor 2016		
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Modern Slavery https://www.veolia.com/anz/modern-slavery-statement Group information: Human Rights https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Webpage Page 307
GRI 410: Security Practices 2016		
410-1 Security personnel trained in human rights policies or procedures	N/A	
GRI 411: Rights of Indigenous Peoples 2016		
411-1 Incidents of violations involving rights of indigenous peoples	N/A	
GRI 413: Local Communities 2016		
413-1 Operations with local community engagement, impact assessments, and development programs	Our Facilities https://www.veolia.com/anz/our-facilities	Webpage
413-2 Operations with significant actual and potential negative impacts on local communities	Environmental Compliance https://www.veolia.com/anz/about-us/environmental-compliance/reports?page=2	Webpage
GRI 414: Supplier Social Assessment 2016		
414-1 New suppliers that were screened using social criteria	Group information: Social Performance https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 261
414-2 Negative social impacts in the supply chain and actions taken	Group information: Social Performance https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 261
GRI 415: Public Policy 2016		
415-1 Political contributions	Group information: Ethics and Compliance https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 306
GRI 416: Customer Health and Safety 2016		
416-1 Assessment of the health and safety impacts of product and service categories	Group information: Access to Essential Services https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 269
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Operational Compliance https://www.veolia.com/anz/about-us/operational-compliance	Webpage
GRI 417: Marketing and Labeling 2016		
417-1 Requirements for product and service information and labeling	Group information: Risk Management, Ethics and Compliance https://www.veolia.com/sites/g/files/dvc4206/files/document/2023/04/urd-annual-financial-report-veolia-2022.pdf	Page 300
417-2 Incidents of non-compliance concerning product and service information and labeling	N/A	Webpage
417-3 Incidents of non-compliance concerning marketing communications	N/A	
GRI 418: Customer Privacy 2016		
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	N/A	

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

