



## Protocol for Measuring and Reporting Societal Indicators 2016

## TABLE OF CONTENTS

TABLE OF CONTENTS	2
OBJECTIVES OF THE PROTOCOL	3
CONTACTS AND PROTOCOL UPDATE	3
DEFINITION OF THE SCOPE	3
1. Activities and companies included (general framework)	3
2. Activities and companies included (specificities)	4
GLOSSARY / DEFINITIONS	4
REPORTING PROCEDURES AND CALENDAR	5
1. Responsibilities	5
2. Calendar	5
INDICATORS	6
Axis 1. Access to services and social link on the territory	7
Axis 2. Employment: qualification, equal opportunity and social welfare	11
Axis 3. Contribution to local economic development	13
Axis 4. Fair practices and actions for human rights	15
APPENDIX 1 – DETAILED EXPLANATION SHEET	17
TAL-1-5: Population who have had access to essential services in countries with access deficit (among developing and emerging countries)	17
TAL-1-6: Percentage of disadvantaged inhabitants newly connected to services	17
TAL-1-8: Number of users benefiting from social aid mechanisms	21
TAL-1-9: Percentage of users benefiting from social aid mechanisms	21
TAL-1- 12q: Actions facilitating access to information and customer service	22
TAL-1- 20q: Stakeholders mapping and conditions for dialog	23

## OBJECTIVES OF THE PROTOCOL

The protocol describes the procedures to be followed for measuring and reporting societal indicators of the three Veolia activities: Water, Waste and Energy.

It is to be used as the internal terms of reference by all the business lines which can adapt it appropriately and homogeneously to their respective activities. It ensures consistency across the activities.

This protocol or its adaptation is also used as an internal guide. In order to ensure transparency, the protocol is available on the Veolia internet site

## CONTACTS AND PROTOCOL UPDATE

The protocol for Measuring and Reporting must be revised and approved every year before 31<sup>st</sup> December at national or international level and must take into account the changes that took place in the Veolia's activities.

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## DEFINITION OF THE SCOPE

The scope covers all the Company's activities according to the rules described below:

### 1. Activities and companies included (general framework)

The scope covers all activities of which Veolia has operational control worldwide at December 31<sup>st</sup> of year Y for the following activities:

- Operation of public drinking water and wastewater services (Water)
- Collection, transfer and treatment of waste, cleaning and industrial maintenance (Waste)
- Energy services (Energy)

#### Companies included

The reporting concerns companies and/or Business Units where:

- The interest held by Veolia is greater than 50%
- The interest is less than 50% but of which Veolia has operational control

Note: Transport activity, co-enterprise with 50% held by Veolia, is outside the reporting perimeter

"Operational control" is defined as follows.

A company (or Unit) is deemed to have operational control of a source of impact when it exercises the dominant influence over the impacts resulting from the activity, that is, when it has the decisional power over the operational procedures at the origin of these impacts.

Generally speaking, for the three activities of the Company, only contracts over a full year of operation are taken into account in the reporting for the period concerned.

Contracts terminated during the year are excluded from the reporting for this last year.

## 2. Activities and companies included (specificities)

Several specificities may be associated

- ✓ to the data obtained on restricted geographical or business scopes (→ specificities detailed in the description of the indicator)
- ✓ to the data originating from other reporting in the Company (→ specificities of the reporting mentioned) :
  - Environmental and operational (ENV)
  - social (SOC)
  - financial (FIN)
  - purchasing (ACH)

## GLOSSARY / DEFINITIONS

Definition of the terms and expression used in this document:

### **Subscribers**

(Definition chosen for the Veolia Water and Energy activities) → Indicator “Number of subscribers”

They are subscribers paying residential tariff, excluding trading entities, professional services, secondary homes occupied less than six months year (a first estimate could take into account the number of subscribers at residential rate) source: commercial management system urban planning document)

### **Social Aid Funds**

Any mechanism, either contractual or not, set up by Veolia locally (or with its participation) to financially assist the most deprived populations (water checks, participation in solidarity funds, housing, etc.)

### **Stakeholders**

Stakeholders are defined in “Stakeholder Theory “E.R. Freeman, 1984) as all the organizations, person or group of persons:

- affected directly or indirectly in a positive or negative way by the activity of the company,
- affecting directly or indirectly in a positive or negative way the activity of the company

They are now commonly split into two categories:

- Business or contractual stakeholders: employees, clients, users, suppliers, service providers, shareholders
- Non-business or non-contractual stakeholders: actors with whom we have no contractual ties but who do interact with us (associations, media, NGO, residents, civil society, leaders, academia etc.)

### **Disadvantaged population**

Disadvantaged population means, according to the activities and the situations, populations for whom access to services has become a problem for financial reasons (primary connection costs, works required for connection, difficulties in paying the subscription) or administrative, language related or physical reasons (remote location, elderlies) = population far from the service

This population must also be defined as one being offered special tariff, different from the usual offer (subsidized connection, tariff or services adapted to socio-economic criteria)

↪ See section “detailed explanation sheets” (indicator TAL-1-6) appendix 1

## REPORTING PROCEDURES AND CALENDAR

### 1. Responsibilities

The reporting of indicators is under the responsibility of each correspondent identified as the contact for the Sustainable development department with regard to societal reporting for the Units within the reporting scope (countries, Business Units, Corporate Directions). They are required to:

1. Fill out the forms provided for this purpose and give the required data
2. Check data comprehensiveness, consistency and plausibility
3. Comment on these results if necessary
4. Forward to the Corporate person in charge of societal reporting before the date given in the calendar below:
  - The data from the unit when not done at corporate level
  - Evidence document if necessary

### 2. Calendar

Key stages of the reporting are given in the table below:

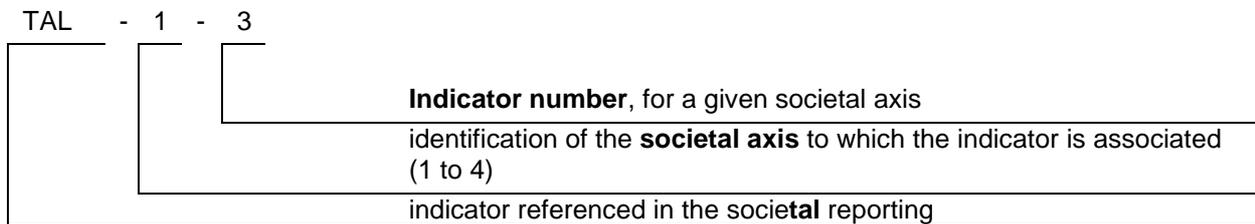
Stages	Date	Societal reporting Correspondent	(Sustainable development department)
Protocol update (list of indicators, questionnaires...)	Oct. to Nov. Y		X
SD correspondents list update for the societal reporting (countries, Business Units Corporate Directions, ...)	Nov. Y		X
Protocol and questionnaires sent to the "societal reporting" Correspondents	Nov to Dec. Y		X
Integration of the data from "societal reporting" Correspondents	End Jan – beginning Feb Y+1	X	
Consolidation at Company level	Mid Feb. Y+1		X
External verification	End of Feb Y+1		X

## INDICATORS

The societal reporting indicators are deployed around **4 axes**:

1. Access to services and social link on the territory
2. Employment: qualification, equal opportunity and social welfare
3. Contribution to the local economic development
4. Fair practices and actions for human rights

The societal reporting indicators are identified as follows:



A qualitative indicator is noted by the letter “q”. Otherwise (by default – i.e. if no letter “q”), it indicates a quantitative indicator.

In the table below, in the 2<sup>nd</sup> column, (INDICATOR/SOURCE) gives the source of the information

Sources are labeled as follows:

- ENV = environmental and operational reporting
- SOC = social reporting (human resources)
- ACH = sustainable purchasing reporting
- FIN = financial reporting
- DIRECT = data obtained outside the reporting (from countries, services, ...)

*Example: the indicator « TAL-1-1 » that we retain in the societal reporting as the source: “ENV / W-E-7-5 “, corresponding to the indicator referenced W-E-7-5 in the environmental and operational reporting*

**Axis 1. Access to services and social link on the territory**

REFERENCE	INDICATOR / SOURCE	DEFINITION
<b>Access to services</b>		
TAL-1-1	<b>Number of inhabitants provided with drinking water</b>  <i>Source : ENV / W-E-7-5</i>	See definition sheet for the indicator W-E-7-5 of the protocol for the measurement and reporting of environmental indicators 2016  <i>Primary indicator and published externally</i>
TAL-1-2	<b>Number of inhabitants provided with wastewater services</b>  <i>Source : ENV / W-E-8-5</i>	See definition sheet for the indicator W-E-8-5 of the protocol for the measurement and reporting of environmental indicators 2016  <i>Primary indicator and published externally</i>
TAL-1-3	<b>Number of inhabitants provided with waste-collection services</b>  <i>Source : ENV / CMU10</i>	See the definition for the indicator CMU10 of the protocol for the measurement and reporting of environmental indicators 2016  <i>Primary indicator and published externally</i>
TAL-1-4	<b>Number of inhabitants provided with heating services</b>  <i>Source : ENV / WN-40-3</i>	See definition sheet for the indicator WN-40-3 of the protocol for the measurement and reporting of environmental indicators 2016  <i>Primary indicator and published externally</i>
TAL-1-5	<b>Population having access to essential services in countries with access deficit</b> (among developing and emerging countries)  <i>Source : DIRECT</i>	Number of inhabitants recently served by Veolia (cumulated since the beginning of the contract) for <ul style="list-style-type: none"> <li>- water,</li> <li>- wastewater treatment,</li> <li>- electricity</li> </ul> in developing and emerging countries where Veolia works on connecting disadvantaged populations. This indicator expresses Veolia's contribution to the commitments of the international community on the MDGs (Millennium Development Goals) 2000-2015. The indicator is calculated as follows: Number of connections X number of inhabitants per connection  And uses the indicators W-C-1-21 and W-C-1-22 of the protocol for the measurement and reporting of environmental indicators 2016. <i>calculated Indicator and published externally</i>
TAL-1-6 [No retained for 2016 – in progress]	<b>Percentage of “Disadvantaged” inhabitants recently served (Year Y or aggregated)</b>  <i>Source : DIRECT</i>	“Disadvantaged” inhabitants recently served ( <u>aggregated since the beginning of the contract</u> ) by Veolia (water, wastewater treatment, collection/management of waste, energy) The calculation (see appendix 1) includes the following steps: identification of the populations considered “disadvantaged” over the scope of the contract (B), number of “disadvantaged” inhabitants recently served (A) over the year Y or aggregated since the beginning of the contract, calculation of the ratio A/B (%) Indicate the commencing year of the contract(s) concerned  <i>calculated Indicator - see detailed sheet in appendix 1</i>

TAL-1-7	<b>Number of social aid mechanisms</b>  <i>Source : DIRECT</i>	Number of mechanisms set up by (or with) Veolia locally to financially assist the most deprived people. This indicator is spread out in a non-exhaustive list of information to report : <ul style="list-style-type: none"> <li>✓ Number of initiatives, municipalities and persons reached by the device “ <i>Water for everyone</i>” (France)</li> <li>✓ Number of payment schedules granted (France)</li> <li>✓ Number of “<i>water checks</i>” used (France)</li> <li>✓ Number of files “<i>Solidarity Housing Fund</i>” accepted (France)</li> <li>✓ Number of initiatives for aid, subsidized tariffs or any other aid mechanism for the most deprived population (World)</li> </ul>
<i>Indicators calculated</i>		
TAL-1-8	<b>Number of users benefiting from social aid mechanisms</b>  <i>Source : DIRECT</i>	Number of users (persons) benefiting from a mechanism set up by (or with) Veolia to financially assist the most deprived people.
TAL-1-9	<b>Percentage of users benefiting from social aid mechanisms</b>  <i>Source : DIRECT</i>	Percentage of users benefiting from social aid mechanisms (mechanisms as defined in TAL-1-7) = calculation of ratio $\frac{A}{B}$ (in %) with A: Users benefiting from social aid mechanisms (see TAL-1-8) B: Population considered “disadvantaged” over the scope of the contract (see detailed sheet in appendix for TAL-1-6)
<i>Primary or calculated indicator –see detailed sheet in appendix 1</i>		
TAL-1-10	<b>Amount dedicated to the setting up/participation to the setting up of social aid funds</b>  <i>Source : DIRECT</i>	Amount dedicated to the setting up or participation of social aid funds when such fund is constituted on the identified scope (contract, country, BU)
TAL-1-11	<b>Percentage of the revenue dedicated to the setting up/participation of social aid funds</b>  <i>Source : DIRECT + FIN</i>	Percentage of the revenue dedicated to the setting up or participation to social aid funds (revenue norm IFRS)  = calculation of the ratio $\frac{A}{B}$ (in %) with A: dedicated amount (= TAL-1-10) B: Turnover on the identified scope (contract, country, BU)
TAL-1-12q	<b>Actions facilitating access to information and customer service</b>  <i>Source : DIRECT</i>	Examples of actions to be taken, if any: physical access points, digital solution or other information system about the services Veolia manages
<i>Qualitative Indicator - see detailed sheet in appendix 1</i>		
TAL-1-13 to TAL-1-19	(void)	(void)

## Contribution to the social link (stakeholders dialog, consumers...)

TAL-1-20q	<b>Stakeholders mapping and conditions for a dialog</b>  <i>Source : DIRECT</i>	The stakeholders, their influence and their positioning with regard to the Company must be identified (= establish the stakeholders mapping) then describe the conditions for a dialog.  <i>Qualitative Indicator – see detailed sheet in appendix 1</i>
TAL-1-21	<b>Number of social partnerships agreements</b>  <i>Source : DIRECT</i>	Number of social partnerships (i.e; participation in development projects [social, environmental, economic ...] in partnership with public or private associative actors and contributing to the social bond) set up in countries / BUs or centralized (Veolia Head Office, Veolia Foundation, etc...). These partnerships may be institutional, operational, sponsorships, subsidies, etc...  Considered two ways : a) total number of societal partnerships <u>contractual or non-contractual</u> b) Number of societal partnerships set up in the framework of the contract ( <u>contractual</u> )
TAL-1-22	<b>Budgets allocated for local sponsoring actions</b>  <i>Source : DIRECT</i>	Budgets allocated for local sponsoring actions (finances or skills) or subsidies (outside Veolia Foundation)
TAL-1-23	<b>Budgets allocated by the Veolia Foundation for actions on the territory</b>  <i>Source : DIRECT</i>	Amount engaged during the year by the Veolia Foundation for local initiatives - Financial sponsorship (financial support to projects) - Skills sponsorship (missions in the field) - In-kind donations (equipment)
TAL-1-24	<b>Number of days spared by collaborators for the Foundation</b>  <i>Source : DIRECT/Foundation</i>	This indicator measures the employees' involvement in the projects carried by the Veolia Foundation through the <u>Veoliaforce</u> (volunteers who work on their working hours being paid by Veolia; emergency humanitarian aid in cases of natural disasters or aid to essential services development projects supported by the Foundation in the world)
TAL-1-25-1	<b>Satisfaction surveys</b>  <i>Source : DIRECT</i>	Number of satisfaction surveys made to our customers and consumers.  <i>Calculated indicator</i>
TAL-1-25-2	<b>Listening to and dialoging with our clients and consumers</b>  <i>Source : DIRECT / CoE</i>	- Example: number of complaints concerning the quality of service (on a defined perimeter) - description of listening and dialogue action
TAL-1-26 [Not retained for 2016– in progress]	<b>Reduce antisocial behavior</b>	
TAL-1-27q	<b>Part of sub-contracting compared to the Company's external expenses</b>  <i>Source : DIRECT / Purchasing</i>	Estimate obtained after compilation and analysis of various data from the Company contracts  <i>Qualitative published Indicator</i>

TAL-1-28 <i>Deleted as from 2014</i>	<i>Percentage of buyers trained in Sustainable development for the last three years</i>  <i>Source : ACH</i>	<i>Indicator deleted as from 2014</i>
TAL-1-29	<b>Percentage of strategic suppliers evaluated on their CSR performance in the last 3 years</b>  <i>Source : ACH / DDHA 01 01</i>	See definition of indicator DDHA 0101 of the 2016 protocol for the reporting of Sustainable Purchasing  <i>Indicator calculated et published</i>
TAL-1-30	<b>Percentage of contracts integrating sustainable development requirements</b>  <i>Source : ACH / DDHA 0102</i>	See definition of indicator DDHA 0102 of the 2016 protocol for the reporting of Sustainable Purchasing  <i>Indicator calculated et published externally</i>
TAL-1-31	<b>Purchasing in France carried out with the protected and adapted work sector</b>  <i>Source : ACH / DDHA 0201</i>	See definition of indicator DDHA 0201 of the 2016 protocol for the reporting of Sustainable Purchasing ( <i>France perimeter</i> )  <i>Indicator calculated and published externally</i>
TAL-1-32 <i>Deleted</i>	<i>Spending/Purchase from Small- average businesses</i>  <i>Source : ACH</i>	<i>Indicator deleted as from the 2015 exercice</i>
TAL-1-33 to TAL-1-39	<i>(void)</i>	<i>(void)</i>
TAL-1-40	<b>Number of major partnerships based on creating shared value</b>  <i>Source : DIRECT</i>	This indicator illustrates the Veolia's commitment n°4 <sup>1</sup> .  <i>Primary Indicator and published externally</i>

<sup>1</sup> « Our commitments to sustainable development », Veolia, April 2015 / <http://www.veolia.com/sites/g/files/dvc181/f/assets/documents/2015/04/commitments-sustainable-development.pdf>

**Axis 2. Employment: qualification, equal opportunity and social welfare**

REFERENCE	INDICATOR / SOURCE	DEFINITION
<b>Qualification</b>		
TAL-2-1	<b>Number of employees who have participated in at least one training program (total)</b>  <i>Source : SOC / D03bis</i>	See definition of indicator D03bis in the annual social reporting procedure  <i>Primary indicator and published externally</i>
TAL-2-2	<b>Percentage of employees who have participated in at least one training program over the course of the year</b>  <i>Source : SOC / PE23</i>	See definition of indicator PE23 in the annual social reporting procedure  <i>indicator calculated and published externally</i>
TAL-2-3	<b>Number of training hours per employee, per category Manager/non-Manager M/F</b>  <i>Source : SOC / D13a, D13b, D14b, D15b</i>	See definition of indicators D13a(Manager Male), D13b (Manager Female), D14b (non-Manager Female), and D15b (non-Manager Male) in the annual social reporting procedure  <i>Indicator calculated</i>
TAL-2-4	<b>Number of hours of training effectively provided (total)</b>  <i>Source : SOC / D11</i>	See definition of indicator D11 in the annual social reporting procedure  <i>Primary indicator and published externally</i>
TAL-2-5 [deleted in 2015 because part of TAL-2-3]	<i>Number of hours of training provided per category (manager/non-manager/male/female)</i>  <i>Source : SOC</i>	<i>Indicator deleted as from 2015</i>
TAL-2-6	<b>Headcount of work-study contracts</b>  <i>Source : SOC / A14</i>	See definition of indicators A14 in the annual social reporting procedure  <i>Primary indicator and published externally</i>
TAL-2-7	<b>Number of students/ interns in the company</b>  <i>Source : SOC / A15</i>	See definition of indicator A15 in the annual social reporting procedure  <i>Primary indicator and published externally</i>
TAL-2-8 and TAL-2-9	<i>(void)</i>	<i>(void)</i>

## Equal opportunities

TAL-2-10	<b>Number of projects for employability or social inclusion supported by the Veolia Foundation</b>	Number of projects (or number of people accompanied in projects) for employability or social inclusion supported by the Veolia Foundation during the year (annual inventory for the Foundation)
	<i>Source : DIRECT/Foundation</i>	<i>Indicator published in the biannual report to the administrators</i>
TAL-2-11q	<b>Examples of solutions for insertion and number of people received in structures of inclusion</b>	Studies and analyses carried out by the Veolia Foundation (2004-2009 study or other)
	<i>Source : DIRECT/Foundation</i>	
TAL-2-12	<b>Support towards employment (actions)</b>	Quantifying or qualitative indicator showing measures to support employability for people in situation of exclusion (associations and companies for the insertion through an activity, training projects and support and social link, etc.)
	<i>Source : DIRECT/Foundation or countries</i>	
TAL-2-13	<b>Feminization rate per socio-professional category</b>	Ratios calculated from the social reporting : <ul style="list-style-type: none"> <li>✓ Female manager / manager headcount</li> <li>✓ Female supervisors-technicians / supervisors-technicians headcount</li> <li>✓ Female laborers or operational workers / female laborers or operational workers headcount</li> </ul> See definition of indicators A05, A06a, A06c, A09, A10a and A10c in the annual social reporting procedure
	<i>Source : SOC / A05, A06a, A06c, A09, A10a et A10c</i>	<i>Indicator calculated</i>
TAL-2-14 to TAL-2-19	<i>(void)</i>	<i>(void)</i>

## Social welfare

TAL-2-20 [Not retained for 2016 – in progress]	<b>Health / welfare cover for employees</b>	Rate of employees having a Veolia complementary health / welfare coverage
TAL-2-21 [Not retained - interrupted construction]	<i>Provident Fund employees</i>	<i>Not retained - Interrupted work on this indicator</i>
TAL-2-22	<b>Social dialog : number of agreements on social dialogue</b>	See definition of indicator G01c in the annual social reporting procedure
	<i>Source : SOC / G01c</i>	<i>Primary indicator</i>
TAL-2-23	<b>Safety at work</b>	Rate of employees trained in safety during the last 12 months (in %) = [employees trained for safety (SOC / F04)] / [total headcount - full-time employees (SOC / A23)] See definition of indicators F04 and A23 in the annual social reporting procedure + examples of actions or good practices : VIVRE (France), strong decrease of the frequency rate and severity rate over an area, ...
	<i>Source : SOC / F04 et A23 + DIRECT</i>	<i>Indicator calculated + qualitative</i>

**Axis 3. Contribution to local economic development**

REFERENCE	INDICATOR / SOURCE	DEFINITION
<b>Contribution to local development</b>		
TAL-3-1	Redistribution of POA	
[deleted as from 2014 see TAL-3-6]		Indicator deleted as from 2014 – see TAL-3-6
TAL-3-2	<b>Headcount Total as at 31.12 Year Y</b>  Source : SOC / A02	See definition of indicator A02 in the annual social reporting procedure  <i>Primary indicator and published externally</i>
TAL-3-3	<b>Number of jobs created by the biomass sector</b>  Source : DIRECT	Number of jobs created by the biomass activity  Calculation made for any new facility (France / World) from the following elements : <ul style="list-style-type: none"> <li>- Annual tonnage of wood recovered, i.e. consumed at the Veolia facility (ENV/E-9-4-5-1-1, E-9-4-5-18-1, E-9-4-6-0-1, E9-4-6-18-1)</li> <li>- Ratio (ADEME) → 1000 Metric tons of wood recovered = One job created (upstream from the recovery facility)</li> </ul> <i>Indicator calculated and published externally</i>
TAL-3-4	<b>Number of jobs created, accessible to less qualified populations or with no possible relocation</b>  [Not retained for 2016 – in progress]	
TAL-3-5q	<b>Actions in favor of the development/ reinforcement of the territories economy</b>	Examples (and measurement when data are available) of Veolia contribution to the local economic development : <ul style="list-style-type: none"> <li>- Number of indirect jobs created (on the territories)</li> <li>- Number (average) of small businesses and enterprises in relation with Veolia on the territory</li> <li>- ....</li> </ul>
TAL-3-6	<b>Percentage of Veolia spending reinvested locally</b>  Source : FIN + ACH / DDHA 0202	Indicator associated to the Veolia commitment <sup>2</sup> n°5. For each studied geography, it is calculated as: $(A + B) / (C + B)$ with A = external Purchasing expenses managed directly by territories / BU B = wages C = total external Purchasing expenses Origin of data: A and C: see the definition of the indicator sheet DDHA 0202 of the 2016 protocol for the reporting of Sustainable Purchasing B: Financial reporting / income statement  <i>Indicator calculated and published externally</i>
TAL-3-7 à 9	(void)	(void)

<sup>2</sup> « Our commitments to sustainable development », April 2015 // <http://www.veolia.com/sites/g/files/dvc181/f/assets/documents/2015/04/commitments-sustainable-development.pdf>

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### Contribution to local development

TAL-3-10	<b>Development of infrastructures, countries / BUs</b>	Indicator "Industrial investments" feedback from the financial reporting /NF1210 (flow F99)
	<i>Source : DIRECT / FIN</i>	
TAL-3-11	<b>Innovation</b>	R&D amount dedicated to actions on the contract / territory
	<i>Source : DIRECT / FIN - VERI</i>	

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## Axis 4. Fair practices and actions for human rights

REFERENCE	INTITULE / SOURCE	DEFINITION
<b>Fair practices/Prevention of corruption</b>		
TAL-4-1	<b>Training and awareness raising actions</b>	<p>Group of indicators relating to training and awareness raising actions for the personnel</p> <ul style="list-style-type: none"> <li>- Actions terminated but with continuing effect (personnel still working for instance)</li> <li>- Actions in progress or new ones over the year Y</li> </ul> <p>Example of indicators:</p> <ul style="list-style-type: none"> <li>✓ Number of managing executives trained for the program “Ethics and business life” (2004-2005)</li> <li>✓ Number of executives who participated in the training program for “compliance with competition law” (since 2008)</li> <li>✓ Number of executives who have participated in a training program for the prevention of penal risk and awareness of the risk of corruption (since 2009)</li> <li>✓ Number of people who have received the guide “ risk management and business criminal law”</li> <li>✓ Number de executives who had training for the reinforcement of fraud control and prevention</li> </ul>
TAL-4-2 à 9	(void)	(void)

## Actions for human rights/right to a healthy environment

TAL-4-10q	<b>Actions in favor of human rights</b>	Description of significant actions
	<i>Source : DIRECT</i>	
TAL-4-11	<b>Human right to water and sanitation</b>	<p>Elements on Veolia's contribution to the right to water and sanitation, as recognized by the United Nations (including quality, quantity, cost, accessibility):</p> <ul style="list-style-type: none"> <li>✓ Quality of drinking water – Rate of conformity (i) global (ii) bacteriological and (iii) physicochemical</li> </ul> <p>See definition of indicators (i) E-7-3-2, (ii) E-7-3-1 and (iii) E-7-3-3 in the protocol for the reporting of environment indicators 2016</p> <ul style="list-style-type: none"> <li>✓ Other information: subject to availability of information</li> </ul>
	<i>Source : DIRECT + ENV / E-7-3-1 to 3 (water)</i>	

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TAL-4-12	<b>Right to a healthy environment/ Measures taken for the health and safety of residents</b> <i>Source : ENV / E-4-6-1-e (dioxin)</i>	Actions for the right to a healthy environment ✓ Air quality Average concentration in dioxin (limit value for the emission from the European directive 0,1 ng/Nm3) See definition of indicator E-4-6-1-e in the protocol for the reporting of environment indicators 2016  ✓ Regulatory compliance of our facilities (releases to the environment)  ✓ Prevention of the Legionella risk <ul style="list-style-type: none"><li>• Legionella Action Plan</li><li>• Percentage of deployment of the plan of control of the legionella risk</li></ul>
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## APPENDIX 1 – DETAILED EXPLANATION SHEET

The sheets below outline the approach that will allow reporting on some societal indicators. The explanatory sheets are established for the following indicators:

TAL-1-5	Population who have had access to essential services in countries with access deficit (among developing and emerging countries)
TAL-1-6	Percentage of “disadvantaged” inhabitants recently served (aggregation since the beginning of the contract)
TAL-1-8	Number of users benefiting from social aid funds mechanisms
TAL-1-9	Percentage of users benefiting from social aid funds mechanisms
TAL-1-12q	Actions facilitating access to training and customer service
TAL-1-20q	Mapping of stakeholders and conditions for dialog

### TAL-1-5: Population who have had access to essential services in countries with access deficit (among developing and emerging countries)

This indicator is attached to the notion of **access to services**, and to the commitments of the International Community (United Nations)

MDG (Millennium Development Goals) 1990 – 2015

SDO (Sustainable Development Objectives) 2016 – 2030

Number of inhabitants newly serviced by Veolia (added from the beginning of the contract) for

- Water
- Wastewater treatment
- Electricity

In developing or emerging countries where Veolia works on connection operations for disadvantaged populations;

The indicator is calculated as follows:

Number of connections X number of inhabitant for one connection

Connection: new point of access to a service to which Veolia contributed. It is measured by using ENV / W-C-1-21 (number of new active water connections in the customer database) and ENV / W-C-1-22 (number of new active sewage connections in the customer database)

Number of people per connection: this factor is given by the country according to the sociological context in the country

### TAL-1-6: Percentage of disadvantaged inhabitants newly connected to services

This indicator is attached to the notion of **access to services** and more specifically to the notion of access to services for “**disadvantaged**” populations.

**Disadvantaged populations:**

Disadvantaged populations means, depending on business and circumstances, populations for whom access to services has become a problem either for **financial reasons** (high cost of primary connection, works required for connection, payment difficulties for subscription), **administrative or physical reasons** (remote location, elderly people) , **or language barrier**.

The aim of this indicator is to highlight the actions that have been implemented and these populations can also be defined as those targeted for an offer adapted to their circumstances, different from the classic offer (subsidized connection, tariff or service submitted to socio-economic criteria)

The approach aims to calculate the ratio (in %) = A / B, with

- A = Number of “disadvantaged” inhabitants recently served during the year Y (or added since the beginning of the contract)

- B = Number of potentially “disadvantaged” inhabitants identified on the scope of the contract

Steps of the approach:

1) Population seen as “disadvantaged” identified on the scope of the contract

➤ **Have the populations seen as “disadvantaged” been identified on the scope of the contract: O / N?**

“Disadvantaged” means populations remote from the service, a notion that covers, exhaustively or not, different realities (see table below)

➤ **Are there any populations that cannot be connected individually (illegal occupation, nomads) on the contractual scope of the contract?**

In developed countries, this question concerns squats, Travellers, etc....

In developing countries, it regards people living in slums (without any legal land ownership documents) This indicator concerns the three activities of the Company.

The energy area, a priori, faces these difficulties to a lesser degree than the two other activities because its actions are kept within targeted areas under different contracts. The water and environmental services must ensure the same services over the whole area of the local authority concerned.

➤ **If any, quantification = B**

- For developed countries: census for people squatting, homeless, Travellers (usually available in *Préfecture* in France or their equivalent abroad)
- For developing countries: census for people living in slum, nomads or remote from access to services

*Sources: statistical data, master plans, contract of delegated management (if available), studies,*

<b>Cause of remoteness from service</b>	<b>Targeted inhabitants</b>	<b>Repartition indicator (“development” or” maintenance” of access)</b>
<b>Financial difficulties</b>	People living under the poverty line (to be defined for each country)	OECD: Maintenance of access
		Developing countries : Development of access
<b>Mobility difficulties</b>	People with reduced mobility	Maintenance of access
	Elderlies	Maintenance of access
	People without transportation	Maintenance of access
<b>Language difficulties</b>	Inhabitants who do not master the language of the country	OCDE countries: Maintenance of access
		Maintenance of access: Development of access
<b>Administrative difficulties</b>	Inhabitants who have difficulties in accessing information and understanding administrative procedures	OCDE countries: Maintenance of access
		Developing countries: development of access
	Inhabitants without any direct link with the service : no contractual relations between users and services, the inhabitant is a user but not a direct client	OCDE countries: Maintenance of access
		Developing countries: development of access
	Sedentary people without legal/compliant housing	Developing countries: development of access (squats...)
		Developing countries: development of access (slums)
“Nomads”	OCDE countries : Development of access ( Travellers, homeless)	
	Developing countries: development of access (tribes, nomads)	
<b>Difficulties due to limited technical means</b>	People with no bank accounts or who do not use bank services optimally: impact on means of payment	OCDE countries: Maintenance of access
		Developing countries: development of access
	People facing difficulties with digital invoicing	OCDE countries: Maintenance of access
		Developing countries: development of access

2) Solutions put in place and populations recently connected

➤ **Have solutions been put into place?**

Examples:

- Water: installation of standpipes (free or not)
- Water: subsidized connection fee (individual or collective), social connection (Morocco, Niger ...)
- Energy: program to improve subsidized housing (ex: Isolation of the housing in return for a connection to urban heating)
- Environmental services: service dedicated to specific areas, for, people on the fringe who were not previously connected

➤ **Number of “disadvantaged” inhabitants recently connected through individual and collective connection = A**

- Over the year Y,
- Aggregated since the beginning of the contract (if data available)

➤ **Calculation of the indicator TAL-1-6**

$\text{Percentage of “disadvantaged” inhabitants recently connected} = \frac{A}{B} \%$
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with

- A = Number of “disadvantaged” inhabitants recently connected over the year Y (*or aggregated since the beginning of the contract*)
- B = Number of inhabitants potentially “disadvantaged” identified on the scope of the contract

### TAL-1-8: Number of users benefiting from social aid mechanisms

This indicator is attached to the notion of **access to services**, and more specifically to the notion of access to services for “**disadvantaged**” populations

Disadvantaged populations means, depending on business and circumstances, populations for whom access to services has become a problem either for **financial reasons** (high cost of primary connection, works required for connection, payment difficulties for subscription), **administrative or physical reasons** (remote location, elderly people) , **or language barrier**.

🔗 See table above in the detailed explanatory sheet for indicator TAL-1-6

“**Social aid mechanism**” means any mechanism set up by (or with the participation of) Veolia locally to financially assist the most deprived populations.

Non-exhaustive list of mechanisms:

- Set up / participation to an Aid Fund / solidarity
- Facility “Water for all” (France)
- Payment schedule (France)
- Use of “Water checks” (France)
- Participation to the “Housing Solidarity Fund” (France)
- Subsidized tariff (social tariff), for example tariff grid with a social block (i.e. sale under production cost/purchase costs)
- System of rate band (price increasing with the consumption)
- Social connections
- Etc...

The indicator may be obtained:

- ✓ Directly, if the contract allows it and if the information is available (social tariff for instance.)
- ✓ By calculation established from the number of cases being helped; a ratio of the number of people by helped case.

### TAL-1-9: Percentage of users benefiting from social aid mechanisms

Calculation of the ratio (in %) = A / B, or

- A = Number of “disadvantaged” inhabitants benefiting from social aid mechanisms over year Y (*or aggregated since the beginning of the contract*)

- B = Number of potentially “disadvantaged” inhabitants identified and **connected** to the services over the scope of the contract

## TAL-1- 12q: Actions facilitating access to information and customer service

This indicator is qualitative, and is designed to report actions facilitating access to information for users and populations on territories where Veolia operates: information about services provided by Veolia, feedback of claims or access to customer service.

Examples of actions to illustrate

➤ **Easing access to information**

- ❖ Points of access - physical – to information about services managed by Veolia
- ❖ Points of access to information shared with other entities such as the municipality, other services and companies if any  
*Indicate the number of points of access and people dedicated to information when data are available*
- ❖ Digital solutions for access to information deployed or not (or with) Veolia: internet site, mobile application, etc.
- ❖ Call centers dedicated to information / claims

➤ **Easing payment**

- ❖ Relay Points for payment of bills  
*NB: Relay points means points where people can pay their bills outside the commercial service agencies, for instance corner shops (ATM machines, grocery shops)*
- ❖ Service allowing the payment of bills by phone (SMS, etc...):  
*Indicate the number of service points and the population covered when the data are available*

➤ **Easing subscription to service(s)**

- ❖ **Internet** site allowing to submit a request on-line for a connection and/or a subscription to services
- ❖ **Telephone** service allowing to submit a request by phone for a connection and/or a subscription to services  
*Indicate the population covered*

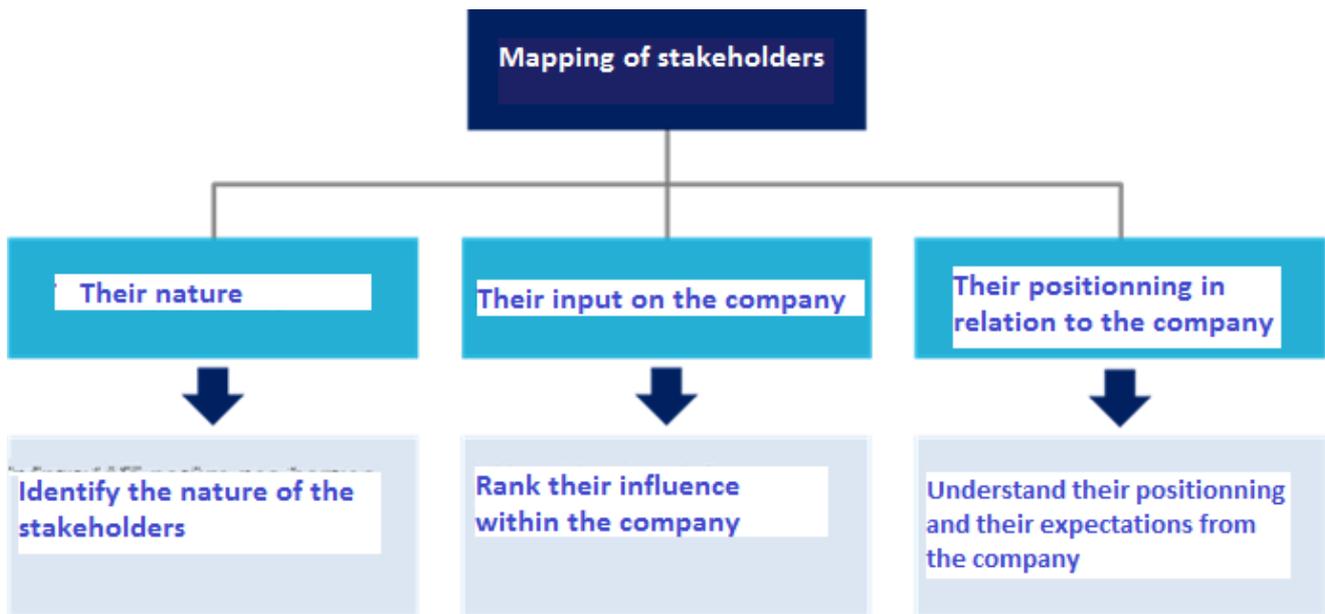
➤ **Easing invoicing operations / monitoring consumption**

- ❖ Electronic invoicing
- ❖ Invoicing on actual consumption (remote reading, monthly reading or charging (proportional to the amount of waste produced for instance.)
- ❖ Possible monitoring of consumption

**TAL-1- 20q: Stakeholders mapping and conditions for dialog**

**Stage 1**

All the stakeholders on the territory must be identified and the elements of information must be associated with them



**1. Identify local stakeholders**

The first task will be to identify all the players that can be considered as stakeholders of our operations

Among them

- “Contractual” stakeholders, in particular our collaborators, clients, users and suppliers
- “Non-contractual” stakeholders, players with whom we do not have contractual ties but who interact with us
  - residents,
  - press and media,
  - associations and civil society (NGO, residents associations, organizations for the protection of the environment, citizens networks or anti-globalization movements who take part in the debates on collective services
  - Local authorities and representatives “outside our contracts” = other than the delegated authorities with whom we have contractual ties
  - public services
  - economic players on the territory
  - experts and academia
  - religious leaders
  - “neighbor” social professional
  - Etc...

**“stakeholders” as mentioned in the Grenelle II Act:** pursuant to Article 225 of the Grenelle II Act of 12 July 2010, the decree of 24 April 2012 (amendments introduced in the Commercial Code) refer to the “Relations between persons or organizations interested in the activities of the company, in particular associations for inclusion, educational establishments, associations for the protection of the environment, consumer associations and residents”. It will therefore be crucial to identify – a minima- these stakeholders.

**Analyze the influence of local stakeholders**

The task is to assess the influence of each stakeholder identified. This is subjective but some consistent evidence allows, for each organization, to have a more accurate view. It is quite possible to assess the influence of organizations in the following manner:

- press: circulation, title's credibility, sales evolutions, interest from local opinion leaders
- Digital press: number of readers, echoing in the written and audiovisual media
- NGO: number of members, echoing of messages in the press, participation to international networks, participation to official decisional circles

**2. Analyze the stakeholders' expectation and positioning with regard to Veolia**

This is the central issue of the mapping: understanding the stakeholders positioning with regard to the Company

Firstly, some stakeholders may have specific expectations or positioning toward us that we have to decipher, secondly we must also assess the wish of the various organizations to possibly cooperate

**Second step**

Write for each of the stakeholders, the conditions for dialog: nature, onset date, frequency, participants,