

VEOLIA ASIA PURPOSE & SUSTAINABILITY BROCHURE

- 2024 -



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ABOUT THIS PUBLICATION

With Veolia Asia Purpose & Sustainability Brochure 2024, Veolia Asia communicates extra-financial information, providing an overview of our multifaceted performance and ESG (Environmental, Social and Governance) performance. The publication covers the period of financial year 1 January to 31 December 2023. It is published in a digital format in June 2024. The publication in PDF versions can be found on our website.

MESSAGE

FROM EXECUTIVE MANAGEMENT




2024 marks a pivotal year as we transit from the successful Impact 2023 program to our GreenUp 2027 strategic plan. GreenUp represents our shared vision for the future and steers us towards achieving new milestones in driving ecological transformation. We continue to reflect our commitment to multifaceted performance and sustainable growth. Together, we will turn this plan into reality!

Christophe Maquet
Senior Executive Vice-President, Asia Pacific

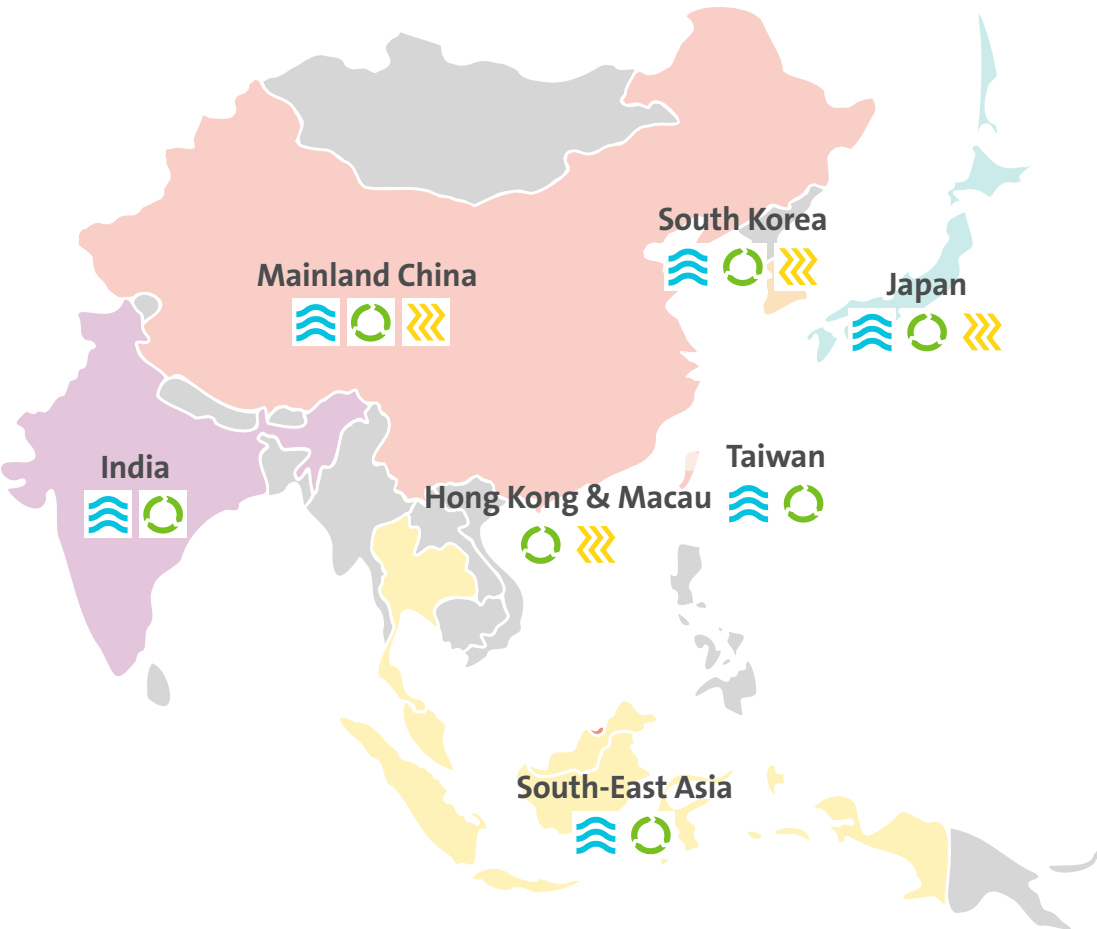
OUR FOOTPRINT

Veolia’s ambition is to become the benchmark company for ecological transformation. With nearly 218,000 employees on five continents, the Group designs and deploys useful, practical solutions for managing water, waste and energy that help to radically change the world. Through its three complementary activities, Veolia contributes to developing access to resources, preserving available resources and renewing them. In 2023, the Veolia group served 113 million people with drinking water and 103 million with wastewater services, produced 42 terawatt-hours of energy and recovered 63 million metric tons of waste. Veolia Environnement (Paris Euronext: VIE) generated consolidated sales of €45.3 billion in 2023.

IN ASIA

 **700+**
Sites that we operate
or where we provide services

 **24,900**
Employees
(incl. JV)



Data consolidated by 01/04/2024

OUR PURPOSE & MULTIFACETED PERFORMANCE

Ecological transformation, that is our purpose

Ecological transformation means acting to reconcile human progress and environmental protection.

We develop and implement locally solutions to depollute our vital resources and preserve them from depletion, solutions to decarbonize our ways of living and producing and adapt them to the consequences of climate change.

All over the world, attuned to local cultures, we strive to improve the health and quality of life of communities.

At Veolia, we tackle economic, social and environmental issues as an inseparable whole to the benefit of the largest number of people.

DISCOVER
Our Purpose
HERE

Our purpose is a roadmap for turning Veolia into the benchmark company for ecological transformation. It is an operational tool that guides our strategy and is steered at the highest level of the company. It is a standard that determines our commitments and progress targets, which are measured by precise indicators. It is a framework for understanding and action that feeds into all our geographies, business functions and levels of our Group.

Estelle Brachlianoff, CEO of Veolia

OUR PURPOSE...

... mobilizes and involves our employees, and more broadly, all of the Group's stakeholders

Our purpose strengthens internal cohesion by offering shared insights into the company and the meaning behind its actions and ambitions, developing and deploying solutions that are useful to the greatest number, with and for its stakeholders. It is reflected in the decision to incorporate our stakeholders: Employees, Clients, Shareholders, Society, Planet, into its governance.

... commits us to a sustainable and multifaceted impact

We give the same level of attention to all our stakeholders by setting clear performance objectives in 5 areas: commercial, economic/financial, environmental, human resources and social, supported by a committed and robust governance mechanism. This is what we refer to as multifaceted performance.

... drives and supports the transformation of our processes

Our purpose forms the backbone of our Group and guides our operation and the management of our activities. It has been incorporated into the processes of all our divisions: implementation of a compensation policy for Top Management based on the multifaceted performance objectives and progress indicators, as well as investment project assessments according to the key multifaceted performance criteria.

ASIA

GOVERNANCE & STEERING

ASIA

EXECUTIVE COMMITTEE MEMBERS

The committee comprises leaders from business units and supporting functions in the Asia zone who play a crucial role in formulating strategic plans and setting targets for Asia.

THE PURPOSE OFFICER

COMMUNITY

The community is the driving force that allows smooth purpose embedment within Asia business units. Under the lead of the Asia Head of Purpose, they:

- . promote purpose within their business units
- . define the deployment roadmap in Asia collectively
- . identify challenges, co-create and promote innovative solutions
- . deploy and monitor the purpose implementation via concrete initiatives and mechanisms

BUSINESS UNIT

STEERING COMMITTEE

The steering committee is made up of members of the Executive Committee and representatives from functional departments within the business unit. It is responsible for aligning the zone's and local deployment of purpose and the multifaceted performance. It is a network which allows transversal collaboration to happen.

KEY PERFORMANCE

IN ASIA



ENVIRONMENTAL PERFORMANCE
COMBATING CLIMATE CHANGE
Avoided emissions (Mt CO₂ eq.)
2.1



COMMERCIAL PERFORMANCE
CUSTOMER AND CONSUMER SATISFACTION
Customer satisfaction rate calculated using the Net Promoter Score
NPS = **58** REVENUE COVERED **97%**



HUMAN RESOURCES PERFORMANCE
SAFETY AT WORK
Lost time injury frequency rate
1.24



SOCIAL PERFORMANCE
JOB & WEALTH CREATION IN THE TERRITORIES
Socio-economic footprint of Veolia's activities in the countries where the Group operates, with regard to direct and indirect jobs supported and wealth created
JOBS SUPPORTED **371,770** ADDED VALUE CREATED (BILLION €) **7**



ECONOMIC & FINANCIAL PERFORMANCE
REVENUE GROWTH
BILLION € REVENUE
2.5

Data consolidated by 31/12/2023

OUR MULTIFACETED PERFORMANCE

GROUP DATA SUMMARY

INDICATOR	2019 (Baseline)	2020 (Results)	2021 (Results)	2022 (Results)	2023 (Results)	TARGET FOR 2023
ENVIRONMENTAL						
COMBATING CLIMATE CHANGE Reduction in GHG emissions: progress with the investment plan to eliminate coal in Europe by 2030	na	8.1 %	17 %	30 %	42 %	30 %
Avoided emissions: annual contribution to avoided GHG emissions (assessed with regard to a reference scenario)	12.1 Mt CO ₂ eq.	12.5 Mt CO ₂ eq.	12.4 Mt CO ₂ eq.	14.1 Mt CO ₂ eq.	15.5 Mt CO ₂ eq.	15 Mt CO₂ eq.
CIRCULAR ECONOMY PLASTIC RECYCLING Volume of transformed plastic, in metric tons of products leaving plastic transformation plants	350 kt	391 kt	476 kt	490 kt	465 kt	610 Kt
PROTECTION OF ENVIRONMENTS & BIODIVERSITY Rate of progress with action plans aimed at improving the impact on the natural environment and biodiversity at sensitive sites	na	1.7 %	30 %	66 %	85 %	75 %
SUSTAINABLE MANAGEMENT OF WATER RESOURCES Efficiency of drinking water networks (Volume of drinking water consumed / Volume of drinking water produced) (cities > 50.000 inhab)	72.5 %	73.4 %	75.6 %	76.3 %	76.4 %	>75 %
COMMERCIAL						
HAZARDOUS WASTE TREATMENT & RECOVERY Consolidated revenue of the “Liquid and hazardous waste treatment and recovery” segment	€ 2.56 bn	€ 2.53 bn	€ 3.06 bn	€ 4.12 bn	€ 4.2 bn	>€ 4 bn
DEPLOYMENT OF INNOVATIVE SOLUTIONS Number of innovations included in at least 10 contracts signed by the Group	na	2 contracts	6 contracts	10 contracts	17 contracts	12 contracts
CUSTOMER & CONSUMER SATISFACTION Customer satisfaction rate calculated using the Net Promoter Score methodology (revenue covered; score)	na	57 %	72 %	83 %	82 %	75 %
	na	Score 41	Score 43	Score 48	Score 53	Score >30

INDICATOR	2019 (Baseline)	2020 (Results)	2021 (Results)	2022 (Results)	2023 (Results)	TARGET FOR 2023
ECONOMIC & FINANCIAL						
REVENUE GROWTH Annual growth in published revenue	€ 27.2 bn	€ 26.0 bn	€ 28.5 bn	€ 42.9 bn	€45.3 bn	Annual target
PROFITABILITY Current net income - Group share	€ 760 m	€ 415 m	€ 896 m	€ 1,162 m	€ 1,335 m	€ 1 bn
RETURN ON CAPITAL EMPLOYED ROCE after tax	8.4 %	6.4 %	8.2 %	7.6 %	8.3 %	Annual target
INVESTMENT CAPACITY Free cash flow (before discretionary investment)	€ 1,230 m	€ 942 m	€ 1,720 m	€ 1,463 m	€ 1,683 m	Annual target
HUMAN RESOURCES						
DIVERSITY Proportion of women appointed between 2020 and 2023 among the Group's Top 500 executives	na	28.3 %	30.4 %	30.3 %	30.7 %	50 %
EMPLOYEE TRAINING & EMPLOYABILITY Average number of training hours per employee	18 hours	17 hours	21 hours	26 hours	29 hours	23 hours
EMPLOYEE COMMITMENT Commitment rate of employees measured by an independent survey	84 %	87 %	87 %	89 %	89 %	≥80 %
SAFETY AT WORK Lost time injury frequency rate	8.12	6.60	6.65	5.61	4.95	5
SOCIAL						
JOB & WEALTH CREATION IN THE TERRITORIES Socio-economic footprint of Veolia's activities in the countries where the Group operates, with regard to direct and indirect jobs supported and wealth created	na	1,105,388 jobs	1,033,623 jobs	1,147,238 jobs	1,561,629 jobs	annual assessment of impacts globally and by geography in at least 45 countries
	na	€ 51 bn	€ 49 bn	€ 53 bn	€ 77.5 bn	
ETHICS & COMPLIANCE Percentage of positive answers to the commitment survey question: “Are Veolia's values and ethics applied in my entity?”	92% of Top 5000	83 %	84 %	85 %	88 %	≥ 80 %
ACCESS TO ESSENTIAL SERVICES (WATER & SANITATION) Number of inhabitants benefiting from inclusive measures to access water or sanitation services under Veolia contracts	5.71 m inhabitants	6.12 m inhabitants	6.71 m inhabitants	6.92 m inhabitants	7.27 m inhabitants (+27.4 % vs 2019)	+12 % (vs. 2019 at constant scope)

ENVIRONMENTAL PERFORMANCE

Combat pollution & accelerate the ecological transformation

CIRCULAR ECONOMY



Waste-to-Energy Plant's Sustainable Recycling Initiative

At our TaHo LuTsao waste-to-energy plant in Taiwan, we implemented a circular economy solution by recycling the bottom ash. Starting in 2022, in collaboration with local authorities, we utilized over 35,000 tons of recycled aggregates for industrial park development, bridge reconstruction and road repairs. We further developed six types of recycled bricks, with around 14,500 pieces used in constructing a recycling and sustainable park in our plant. Our sustainable demonstration park also serves as an educational center to the public.



Advanced Sorting Accelerates Plastic Recycling Circularity

In Japan, Veolia Jenets (VJS) employs cutting-edge sorting technology to streamline material recycling for waste plastic from small home appliances. By utilizing advanced methods like electrostatic sorting, we categorize and crush plastics, allowing manufacturers to recycle and remanufacture these selected plastics. Additionally, by documenting the recycling processes on a digital platform, we can quantify environmental benefits such as material collection and CO₂ reduction, providing a means to evaluate material circularity.

Veolia's HPD® Crystallization Enables Water-Optimized Lithium Conversion at Scale

Our subsidiary Veolia Water Technologies, provides state-of-the-art technological know-how to our client for South Korea's first lithium hydroxide plant utilizing brine resources. Our high purification HPD® crystallization technology converts lithium carbonate to lithium hydroxide for electric vehicle batteries. With an annual capacity of 25,000 tonnes, the plant supplies enough lithium for approximately 600,000 EV batteries. The design of this chemical conversion maximizes the reuse of the condensate generated, with a recovery rate of more than 94%, which minimizes the quantity of water sent to the wastewater treatment plant.

DY Recycling Acquisition Unlocks Synergies in Veolia Korea's Recycling Network



In June 2023, Veolia Korea celebrated the acquisition of DY Recycling, a waste recycling plant in Wonju City, Korea, with sorting, treatment, and solid recovered fuels (SRF) production facilities. The plant receives mixed plastic waste, sorts it, and produces around 3,500 tons of SRF pellets annually from waste vinyl and residues. An expansion project is underway to increase sorting capacity and automate the process by August 2024, creating synergy with our existing recycling operations in Korea. Sorted polypropylene (PP) flakes will be directed to another subsidiary PlastiLoop Hwaseong, enhancing the stable production of their PP pellets. Concurrently, residues from the automated process

will find utility at Ecocycle, supporting SRF pellet production, thereby aiding our customers in their ecological transformation of plastics.

Veolia Southeast Asia's Insect-based Products Entomeal™ and Entolipid Now Reach Europe

Our bioconversion project in Malaysia was granted approval by TRACES, European Commission's online platform for animal and plant health certification. This opens doors to export Entomeal™ - insect meal, and Entolipid - insect oil to the European markets for use in pet food, aquaculture, and livestock. These insect-based products are produced in compliance with European Union's industrial standards and regulations, ensuring safety and traceability. Our yearly production capacity of insect products is 3,000 tons. The bioconversion process transforms agri-food by-products into valuable resources like insect protein meal, oil, and organic fertilizer. This sustainable innovation aims to address the global challenge of feeding the growing population while using fewer resources and producing sustainable proteins for animal feed.

BIODIVERSITY



A Circular Approach to Ocean Plastic Management

In Zhejiang, China, our Huafei "Blue Circle" Project, a collaboration with Zhejiang Lanjing Technology, aims to recycle high-quality ocean plastic particles to reduce marine pollution and achieve decarbonization. Through an innovative cooperation model involving local governments, partners, and customers, a new model of "Blue Circle" ocean plastic waste recycling is created. It was recognized as the United Nations' 2023 Champion of the Earth for Entrepreneurial Vision for combating plastic pollution, being the sole Chinese initiative honored that year.



The project facilitates coastal communities in collecting plastic waste from the marine environment, which is then sorted, recycled, and regenerated at Veolia's plastic recycling plants. The recycled materials are transformed into textiles, packaging, and other goods, creating a circular economy for ocean plastics. Veolia processes the collected plastic waste through various steps to produce high-quality recycled ocean plastic pellets, which can be used to manufacture products for daily life.

DECARBONIZATION



First Low-Carbon Solar-Powered Water Plant in Tianjin, China

Paving our steps towards decarbonization, a significant stride was taken at Veolia's drinking water treatment facility in Tianjin, China, as our solar power project is now linked to the grid, marking Tianjin's first "low-carbon water plant."

The facility has a total 1.6-megawatt capacity with approximately 3,000 solar panels, expected to generate over 1.5 million kilowatt-hours of electricity annually, replacing a tenth of its original power consumption and reducing CO₂ emissions by roughly 1,500 tons per year.



Pioneering Waste Management Park Powers Hong Kong's Sustainable Waste Solutions



With our manifesto for ecological transformation, Veolia Hong Kong and our joint venture partner have been awarded a 94-hectare waste management facility extension project, named the Hong Kong Resources Recovery Park. Veolia is entrusted with its design, construction, and operation under a 50-year contract, marking it the world's largest and longest single New Engineering Contract (NEC).

Scheduled for completion in 2026, the park will facilitate synergy with other current waste management facilities, maximise biogas capture and conversion to electricity, and enable real-time facility monitoring. Beyond waste management, it will use excavated rock for coastal revitalization, and create a rock garden. The

100-hectare site adjacent to the West New Territories Landfill will be filled with up to 76 million m³ of waste over the following 25 years or so, subject to actual waste intake.

This project strongly consolidates Veolia's position in Hong Kong as it is expected that this contract will last for more than 50 years, ensuring that Veolia will continue to be part of Hong Kong's waste management landscape in the foreseeable future.

COMMERCIAL PERFORMANCE

**Guarantee results over the long terms
through innovative services**

HAZARDOUS WASTE TREATMENT & RECOVERY



Tianjin Hejia Veolia: Two Decades of Hazardous Waste Management Success

On October 30 2023, we celebrated 20 years of operation in our Tianjin Hejia project. The project was established in 2001 and officially put into operation in September 2003.

It is China's first comprehensive hazardous waste treatment and disposal plant, integrating incineration, physical and chemical treatment, resource recycling, and security landfill processes. It has played a crucial role in hazardous waste safe treatment and disposal, serving as an industry benchmark and domestic flagship.

To respond to the evolving waste management landscape and social development, the project's daily incineration capacity was increased by 100 tons per day in 2010 and 200 tons per day in 2014, alongside the team's expertise in hazardous waste management.



ENERGY



District Cooling for Energy Conservation



The Kai Tak District Cooling System (DCS), operated by Veolia Hong Kong, celebrated its 10th anniversary. This pioneering project, commissioned by the Hong Kong Government, utilizes seawater for heat rejection medium and saves up to 85 million kWh of energy annually with a 99.99% reliability rate. The site has accumulated 1.32 million accident-free working hours since 2014.

It was the city's first sustainable and energy-efficient cooling system for non-domestic developments, receiving Hong Kong's first LEED Gold certification for sustainability as an electrical and mechanical plant. This

achievement showcases our expertise in contributing to Hong Kong's decarbonization roadmap and advancing energy efficiency and sustainability.

Waste Heat Recovery and Utility Optimization in Korea

Veolia Korea has embarked on a long-term "GreenPath LowCarbon" partnership with Dongkook Life Science, a subsidiary of Dongkook Pharmaceutical. This collaboration focuses on implementing eco-friendly initiatives, including waste heat recovery, utility optimization, energy conservation, and green electricity generation. By embracing renewable energy sources, the project aims to reduce Dongkook Life Science's energy costs by 14.6% and CO₂ emissions savings by up to 12%. To power these efforts, 274m² of solar panels have been installed onsite, capable of generating 200 kWh of energy at peak performance. Besides financial benefits, the wastewater treatment plant's operation and management are set to create local job opportunities.

NEW OFFERS TO CLIENTS



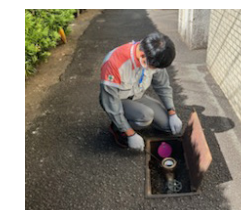
Veolia Japan and Ueda City: Ensuring Sustainable Water Management

Veolia Japan's subsidiary, Fuji Subsurface Information (FSI), has embarked on a four-year collaborative project with Ueda City in Nagano Prefecture. Commenced in February 2023, the project aims to ensure an uninterrupted supply of drinking water for residents, even in the face of potential disasters. Our approach to achieve this is to optimize the city's revenue water ratio by conducting comprehensive water distribution volume analyses and leakage surveys.

This contract marks the first time for a leakage survey project to be outsourced in Nagano Prefecture. Ueda City selected FSI's proposal as the most suitable option to meet their requirements.

Leveraging data on pipes, rates, water volume, and leakage repair history, FSI's water and sewage facility management system, "FmapBase," streamlines the survey process and provides tailored solutions to enhance Ueda's revenue water ratio. In line with sustainable practices, the project adopts a paperless operation approach to reduce CO₂ emissions from the production, printing, and disposal of hard copy documents.

As part of its commitment to talent development, Veolia Japan actively involves younger employees in the project, providing them with valuable mentorship and training opportunities under the guidance of experienced colleagues.



DIGITALIZATION

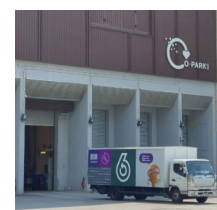


Power BI Dashboard Streamlines Soil Remediation Data Visualization

In our soil & groundwater remediation activities in Taiwan, we face challenges in analyzing and visualizing complex remediation data, and as a result huge impacts on decision-making process and performance monitoring. To address the challenges, Apollo Tech created an innovative solution, leveraging on the data visualisation tool Power BI.

This new approach enables an integration of biological and non-biological methods, research references and insightful analysis of chlorinated olefin remediation data. The intuitive and interactive dashboard interface simplifies the visualization of complex monitoring data, enabling logical interpretation of outcomes, reducing uncertainty, and mitigating project risks. Continuous refinement through the dashboard has significantly elevated project efficiency and subsequent improvements.

Smart Waste Data Platform by Veolia Hong Kong's Waylung



Waylung, a subsidiary of Veolia Hong Kong has been awarded the contract by the Environmental Protection Department (EPD) of HKSAR to implement the food waste collection services in New Territories East. Waylung collects food waste daily from local restaurants, residential buildings, caterers, commercial and industrial establishments and transports it to Organic Resources Recovery Centre Phase 1 (O.Park1) for treatment.

Waylung uses smart systems, implemented on April 1, 2023 to manage daily operations, receives and analyzes collected data. This data is then synchronized to an online big data platform for real-time management. These systems enable us to analyze the data for monitoring of performance, trend study, reporting, and presentation.

Waylung also conducts internal reviews and waste audits on food waste producers' performance, to investigate rooms for improvement and assist producers to improve food waste quality and quantity.

HUMAN RESOURCES PERFORMANCE

**Give meaning to our employees' work
and help them with career development and engagement**

EMPLOYEE SAFETY



Our Commitment to Provide a Safe and Secure Work Environment

Our employees are our most important asset. This is why we work hard every day to ensure that everyone who works at Veolia does so in a safe and secure environment.

Hong Kong District Cooling Company Limited and Southa Group of Companies, Veolia's Hong Kong entities specializing in district cooling systems and energy efficiency services for buildings, have won four awards in the 21st Hong Kong Occupational Safety & Health Award. Hong Kong District Cooling DHY Joint Venture (HKDCJV) has been recognized for its unwavering commitment to workplace health and safety in the construction industries category. It received the prestigious Safety Performance Award for "Excellence" for six consecutive years, starting from 2018. Additionally, Southa Group garnered three outstanding safety performance awards. HKDCJV's dedication to maintaining a safe and healthy work environment was further acknowledged with an Excellence Recognition for three consecutive years. These awards serve as a catalyst for us in raising employee safety and health awareness and upholding a strong safety culture.



From left to right
2022 Occupational Health Award (2022-2023)
2023 22nd Hong Kong Occupational Safety & Health Award
2023 Construction Industry Safety Award Scheme (2023-2024)
2023 Heart Caring Organization Award

A specific example of our commitment to employee safety is the 'Stop and Think' initiative at Hong Kong District Cooling Limited. Workers are required to use personal protective equipment (PPE) to carry out different work activities at height during routine operation, such as respirator gear in confined spaces or high-visibility reflective clothing for road work. However, workers were often confused about which PPE to wear for which tasks, leading to accidents. To make things easier, a set of posters that showed the specific PPEs required for each task were placed at the main entrance, along with full body mirrors. The workers were able to confirm that they were wearing the appropriate PPE.



EMPLOYEE ENGAGEMENT



Asia Purpose Week 2023: A Moment to Foster a Purpose-Driven Culture with Recognition and Celebration



We believe that engaged employees are happier and more productive at work. To this end, we have been actively promoting the company's purpose and engaging in open dialogues with our employees, whom we call Resources. Through these dialogues, we recognized and honored our Resources for their invaluable contributions to the company, society, and the environment.

A notable initiative was the Asia Purpose Week 2023, where various events and activities were organized to reinforce Veolia's purpose across the region. Over

50 sessions of "Purpose & Me" events were held, reaching out to more than 1,000 Resources. These events have provided a platform for our Resources to gain a deeper understanding of our business and purpose. Through personal connections, listening to their work stories, and gathering feedback, we have fostered an environment of empowerment and appreciation.

One of the highlight activities was the "Ecological Transformation Fresco" - a training tool incorporating Veolia's purpose and empowering our Resources to be active participants in driving sustainable change. It enables employees to understand the science of climate change, the challenges of ecological transformation, the solutions to be implemented, and how they can personally contribute to this cause on a daily basis and gathering feedback, we have fostered an environment of empowerment and appreciation.

DIVERSITY - WOMEN DEVELOPMENT & EMPOWERMENT



Menstrual Hygiene Program and Vocational Training for Women



Orange City Water (OCW), a subsidiary of Veolia, has been a dedicated water service provider in Nagpur. While addressing water issues in local communities, OCW recognized the livelihood challenges faced by underprivileged women and their desire for empowerment. On International Women's Day 2023, OCW organized a menstrual hygiene program for 280 women from slum communities, promoting their health and dignity.

Inspired by these women's potential, OCW, in collaboration with UPAY, established the Skill Development Center "Samarth" to empower

women through vocational training. "Samarth" Center offers courses in stitching, spoken English, computer skills, and beauty parlor training. So far, 14 batches have been completed, enabling 59 women to get employed, while 150 more are currently undergoing training in various crafts and skills. These initiatives aim to equip women with the necessary skills and knowledge to thrive in their communities and contribute to a more inclusive and equitable society.

SOCIAL PERFORMANCE

Support regional development
through responsible means

LOCAL DEVELOPMENT & COMMUNITY SUPPORT



Veolia's Award-Winning Renewable Energy Project in China

Veolia's Yibin Cogeneration Project utilizes local agricultural and forestry waste to generate green steam and electricity in a chemical industrial park in Yibin, Sichuan. This centralized renewable energy platform in Jiang'an Economic Development Zone, Yibin, features 3x50T/h steam circulating fluidized bed (CFB) boilers and 1x25MW turbine, supplying green steam to six industrial enterprises, meeting their energy needs while reducing carbon footprint. Annually, the combined heat and power plant procures over 300,000 tons of biomass fuels, promoting the development of local traction battery, processing, and other tertiary industries. This initiative has significantly increased the income of local farmers by more than 70 million yuan. Furthermore, the project organised an environmental open day, fostering ecological and environmental protection education within the local community. This remarkable achievement has garnered recognition, earning the ESG Social Responsibility Award issued by the French Chamber of Commerce and Industry in China on September 23, 2023.

From Over-the-Counter to Online Water Payment Services

A joint venture between Veolia Japan's Fuji Subsurface Information (FSI) and a local company secured a 5-year contract with Yamaguchi City for water and sewerage fee collection services. This paperless operation reduces CO₂ emissions by accepting online applications for water services. As FSI's first contract with a prefectural capital for over-the-counter fee collection, they plan to propose using their mapping system, FmapBase, for efficient leakage surveys. With an experienced director overseeing operations, the JV hired 90% of employees locally. Additionally, they signed agreements with the city for emergency water supply support during disasters and community watch initiatives, demonstrating their commitment to the local community.

ENVIRONMENTAL EDUCATION & YOUTH EMPOWERMENT



Women Leaders at Veolia Uplift Disadvantaged Youth on Women's Day

Veolia collaborates with Life Project For Youth (LP4Y), a New Delhi-based NGO aiding impoverished youth in social and professional integration. In March 2023, in honor of the International Women's Day, Veolia organized a workshop for underprivileged youth. Led by Veolia's female leaders in India, the workshop focused on business etiquette, communication skills, and insights into Veolia roles and responsibilities.

Plastic Pollution Awareness with Our Partners for Students



Veolia is deeply committed to mitigating humanity's impact on the environment. Veolia Services Indonesia joined forces with PT Tirta Investama (Aqua), PT Tridaya Alam Lestari, and the Environment Service of Pasuruan regency to host an event promoting sustainable solutions to plastic waste. Echoing the 2023 World Environment Day theme #BeatPlasticPollution, we engaged 61 students and teachers and spread the message on reducing the usage of single-use plastics. Through activities and competitions, participants were encouraged to reflect on ways to improve waste management and combat plastic pollution.

GOVERNANCE

COMPLIANCE



An Absolute Obligation at Veolia

Adhering to laws and internal regulations is crucial for Veolia, as it forms the foundation of the trusting relationships we maintain with all our stakeholders, including our employees, shareholders, partners, and customers. Compliance is fully in line with the Group's policy of being a responsible and useful business. Upholding stringent compliance standards is therefore essential to how the company delivers on its commitments to stakeholders. Moreover, our compliance efforts directly enhance our competitiveness by allowing it to meet customers' legitimate expectations for ethical conduct while attracting the talent required to execute its strategy and differentiate from rivals. We strictly apply our compliance policy in our relations with customers, partners and intermediaries, suppliers and subcontractors.

Senior management regularly reiterates that compliance as a non-negotiable priority through communications and governance involvement. An independent Compliance Department overseen by the Chairman and CEO enforce rigorous policies across operations in the Group.

Mandatory annual training for all managers covers areas such as anti-corruption, conflicts of interest, anti-competitive practices, and duty of care. Veolia promotes a speak-up culture to ingrain ethical conduct company-wide through management alerts and internal Whispli Platform.

INTERNAL CONTROL



Centralized Risk Control Across Asia

Through a multifaceted risk management framework, Veolia mitigates and manages risk for its employees, its customers, society, and the environment.

HubV is an internal system deployed across Asia to digitalize administrative processes for our employees, managed by the Process, Audit, Risk & Insurance, Control (PARC) department. It serves as a cross-functional platform, encompassing topics from Finance - expense claims, Occupational Health and Safety (OHS), Human Resources and Compliance that are related to risk and controls.

One notable feature of HubV is the lone worker mobile application, designed to address OHS risks and controls. This feature allows for efficient monitoring and management of individual workers, allowing workers to quickly seek help in emergency situations, ensuring their safety and compliance with relevant regulations.

HubV plays a crucial role as a collaborative cross-departmental and cross-regional platform. The standardized nature of HubV ensures consistent audit conclusions across different locations.



VEOLIA'S NEW STRATEGIC PROGRAM

TO ACCELERATE THE DEPLOYMENT OF AFFORDABLE, REPLICABLE SOLUTIONS THAT DEPOLLUTE, DECARBONIZE AND REGENERATE OUR RESOURCES.

"GreenUp" is the new 2024-2027 strategic program that aims to make Veolia the missing link in ecological transformation.

Veolia is paving the way for a more sustainable and desirable future by accelerating the deployment of solutions that already exist and innovating to create those of tomorrow.

Drawing on its expertise in water, energy and waste, Veolia intends to decarbonize, depollute and regenerate resources through three growth boosters: local energy and bioenergies, water technologies and new solutions, and hazardous waste treatment. These high value-added offerings not only mark the evolution of Veolia's activities towards the development of new technologies, but also serve as key differentiators in the Group's strongholds of water, district heating and cooling networks, and solid waste.

With GreenUp, Veolia affirms its essential role in the global ecological transformation. By accelerating the deployment of innovative solutions and investing massively in technological and social innovation, the group is positioning itself as a key player in building a more sustainable and desirable future.



Veolia's purpose and values guide the operation of the entire company, as it strives to be useful to all its stakeholders.

Decisions taken at the head office and by the Business Units - budget discussions and performance dialogue, commitment to major projects and operations, variable compensation of teams, etc. - are assessed based on the five dimensions of multifaceted performance and the 15 priority objectives of the 2027 strategic program.

For each priority objective, an indicator and a target for 2027 have been defined. These 15 indicators are audited annually. They reflect the actual operational implementation of the purpose throughout the Group.



Resourcing the world

Veolia Asia

Purpose & Sustainability Department

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[veolia.com](https://www.veolia.com)