

Creating a Sustainable Future

In December 2023, Veolia will celebrate 170 years of delivering sustainable solutions to communities across the world. In that time, we have positively affected billions of lives in many different ways: from providing the means for clean, safe water, to recycling waste and, more recently, generating much needed renewable energy.

I am immensely proud to play a part in that legacy. But while I feel it is important to draw on past experiences, our focus must be on the future. Specifically, on delivering an **ecological transformation** that will improve many more lives for many more generations to come.

This means taking a holistic approach to life, our people, the planet and recognising the direct link between our natural and social environments and how biodiversity loss or pollution, for example, impacts the communities and cultures we live in.

This report is a snapshot of the essential work carried out by Veolia on the island of Ireland, showcasing how we are addressing environmental issues. We know the scale of the challenges before us but we remain optimistic and determined to turn the tide, together.



GAVIN GRAVESON

Senior Executive Vice-President, Veolia Northern Europe Zone

Delivering Ecological Transformation in Ireland and Northern Ireland

In Veolia we put ecology at the heart of our business. This means we consider all the impacts that our decisions make. We do this with our multifaceted performance (MFP) framework which focusses on making commitments to our five key stakeholders: our employees, society, planet, clients and shareholders.

Like our natural and social environments, none of these stakeholders exists exclusively. So, by committing to combating climate change, building a circular economy and protecting biodiversity for our **planet**, we are also actively listening to the concerns of **society** and meeting the needs of the communities in which we work.

Our **employees** work in an environment where they can grow and develop, be true to who they are and be fairly treated. This makes for a more innovative, engaged and motivated workforce; one that better helps the business and its **customers** meet their sustainability goals and achieve their environmental ambitions.

Our **shareholders** – including many Veolia employees – are best served when our contribution to the world is useful. Our financial health allows us to reinvest in our business, which in turn closes the loop that connects all of our stakeholders and edges us closer to truly changing the world.



JOHN ABRAHAM

Chief Operating Officer
Industrial, Water and Energy UK,
Ireland (Country Director) and Nordics

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Veolia is committed to multifaceted performance that takes into account the needs and expectations of our five stakeholder groups. In this 2022 Sustainability Report, we outline our activities in Ireland and Northern Ireland in the context of these stakeholder groups.

This approach aligns fully with the UN Sustainable Development Goals and the Economic, Environmental, Social and Governance (EESG) reporting model.

As we prepare for the implementation of the Corporate Sustainability Reporting Directive (CSRD), we have provided more detailed information on our performance.

EMPLOYEES 5

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Sustainable Development Goals





























Our sustainable development goals:











M Social

Our employees are vital to delivering the innovative solutions our customers want and our society needs.

We help our employees continuously develop their skills and their careers.
We work hard to make our workforce more diverse, bringing new ideas and new approaches to our operations.

HEALTH & SAFETY

At Veolia, we strive to create and maintain a proactive safety culture where employees focus not just on carrying out their own roles safely, but also on keeping colleagues, customers, suppliers and visitors safe at all times. Our 2022 Safety Week encouraged teams to take time out from their daily activities to discuss safe behaviours to make our workplaces even safer. The result was more than 500 ideas to enhance our safety across the UK and Ireland.



We upgraded PPE to improve site safety. Two colour high vis safety wear, which improves visibility, was introduced and is now in use across all sites.

Connectors meetings are integral to how our teams engage with each other and with our leadership team in Ireland. Our third Connectors meeting of 2022 focused on safety with over 100 colleagues sharing best practice to help maintain our first class safety record.







Along with safety, we continue to place a strong emphasis on our five pillars of wellbeing. Our monthly wellbeing activities cover mental health, physical health, financial fitness and **nutrition** with talks, webinars, guest speakers and physical activities delivered virtually to suit all locations and roles. Many were delivered in partnership with our Employee

Assistance Programme which provides support to employees across all aspects of life, not just the workplace.

The fifth pillar, **social wellbeing** is also part of this programme and in August our teams came together for social events to connect outside of the workplace. Each team in our distributed workforce across the island of Ireland organised their own event that suited their own particular requirements.

37 WELLBEING **ACTIVITIES** OFFERED TO **ALL EMPLOYEES DURING 2022**









DIVERSITY & INCLUSION

Our 2021 - 2022 Diversity & Inclusion strategy was instrumental in raising awareness of the importance of diversity and inclusion, encouraging us all to take responsibility for its implementation and engage in important conversations, however and whenever they are needed.



Our UK and Ireland leaders are personally sponsoring inclusion efforts across five key areas.

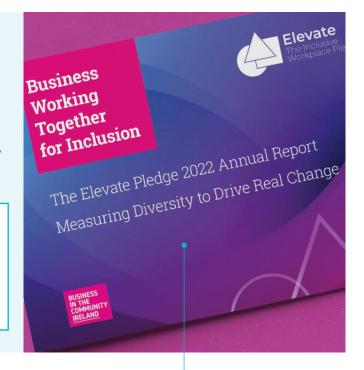


Update on Elevate

Elevate, the Inclusive Workplace Pledge, formally launched in 2021 by Business in the Community Ireland, supports businesses to build more inclusive workplaces. Veolia plays a key role in the group which created and launched the Elevate Pledge, with Sinéad Patton as co-chair and Donna Marie Masterson and Áine Murray actively involved. The inaugural Elevate Annual Report, published in May 2022, offers a baseline of the progress signatories as a collective have made in measuring diversity in the workforce.

Key findings of the report include:

- The impact of gender-specific initiatives is now being experienced at Executive level and there is a strong pipeline of talent at Senior Manager level
- Businesses need to develop age-friendly workplaces to facilitate a multi-generational workforce



LEARNING & DEVELOPMENT



ENCOURAGING ENGAGEMENT

The Spark UK and Ireland hybrid internal conference for all employees took place in May 2022 with a mix of in-person and virtual events.

The Innovation Gallery included the Color X chemical-free water treatment piloted in Donegal and the investment in new treatment capacity to reuse solvent and support the expansion of a semiconductor manufacturer.







82%
participation
rate for employee
engagement
survey our highest ever!



In 2022 a group of 15 managers completed the Aspire Leadership Development Programme.

This programme enables a step up in both knowledge and direction for individuals identified as potential future leaders of Veolia. A range of skills are developed which are then applied through allocated projects based on real-world scenarios occurring in the business. A second group of future leaders began their journey through the programme which will be completed in November 2023.



In addition, four managers participated in the Veolia UK and Ireland Leadership Cadre programme. This programme is designed to support our highest performers in the development of an agile, empowered and change-orientated culture at Veolia that fosters innovation and supports the delivery of our strategy.



We continued to develop Saba, our learning and

development platform which enables online learning to suit individual employees. Using Saba allows us to deliver training on any device at any time in any location.

OVER 30,000 HOURS
OF TRAINING UNDERTAKEN
IN 2022



Our sustainable development goals:











M Social





SOCIAL

Supporting the communities where we live and work is important to Veolia.

Working with the next generation through our schools engagement programmes helps create a diverse, informed workforce for the future. Supporting projects that make local communities more sustainable, helps make wider society more sustainable too.

LANDMARK RESEARCH ON SUSTAINABILITY IN IRELAND

At the Annual Business in the Community Ireland (BITCI) CEO Forum, BITCI presented the results of their landmark study, Accelerating the Transformation — Towards a zero emissions, nature positive and inclusive society.

This foundational piece of strategic research was a collaborative project developed with and **sponsored by Veolia** along with eight BITCI member companies. It explores the current state and future vision for sustainability among

Irish businesses and was undertaken to create a roadmap for accelerated transformation.

Also, **Veolia and Elabe**, a French research and consulting firm, launched **the first barometer of the ecological transformation**.

This first-of-a-kind global opinion survey assesses how ready people are to accept new environmental solutions and analyses the obstacles and opportunities to accelerate the transformation.



HELPING THE NEXT GENERATION

Providing teachers, and by extension students, with up-to-date information and advice on industry developments and employment opportunities is essential to developing the skills required for the workforce of the future.



Industry insights

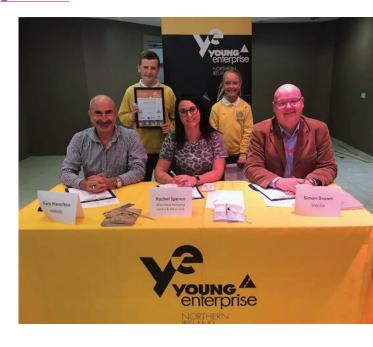
We hosted a cross-border Industry Insights session for teachers and guidance counsellors. The event, **a first of its kind on the island,** took place online in conjunction with BITCI and Business in the Community Northern Ireland (BITCNI) and followed a similar event for teachers in Munster.

Schools engagement programme

In 2022 we continued to engage with our schools, delivering programmes with BITCI and Young Enterprise Northern Ireland.

The Time to Count programme with St Joseph's National School in Fermoy saw Veolia employees spend time with primary school students to improve their maths skills. The World of Work programme with Grennan College in Kilkenny allowed students to learn more about what working in Veolia means and included a trip to Veolia's wastewater treatment plant in Tramore, Co. Waterford.

The Business Beginnings Programme with Euston Street Primary School in Belfast offered students the opportunity to start a real business, producing a product to sell at a special trade fair in St George's Market.



HELPING THE COMMUNITIES WE LIVE IN

In 2022, we developed a comprehensive community engagement strategy for Veolia in Ireland and Northern Ireland focusing on three action areas, in line with our Group principles:

ENVIRONMENTAL CONSERVATION AND BIODIVERSITY

2 SOCIAL INCLUSION

HUMANITARIAN
AND DEVELOPMENT
SUPPORT

Veolia Connect is our community support programme in Ireland. Its aim is to forge links between Veolia and local communities by funding a diverse range of not-for-profit groups and organisations which Veolia staff are personally involved with. In 2022 we donated €15,000 shared among 14 different community projects across eight countries, in line with our three action areas. We supported community groups, sports clubs, homeless charities, animal welfare organisations and special needs education.



Noel applied to Veolia Connect to support the development of a new 4G pitch to help provide improved facilities for underage teams. This encourages young people to participate in and benefit from sport.

Noel Coleman

Hazardous Waste Facility, Fermoy Fermoy FC



Jackie, an active volunteer with Kilkenny Helping the Homeless, applied for funding to purchase essential items to assist homeless families. This helps them to manage the challenges of being homeless.

Jackie Fielder

Water Design and Build Team, Kilkenny Kilkenny Helping the Homeless



The Veolia Connect Fund was happy to help Seamus to equip a new 4-wheel drive ambulance to assist in recovery of patients in inaccessible areas and during bad weather. This ensures rural communities have access to the care and services they need.

Seamus Hunt

Water Technical Team, Kilkenny Order of Malta Ambulance Corp in Cashel

Talita, a volunteer with the Cat and Dog Protection Association of Ireland, successfully applied for funding to develop a fostering programme for rescued cats and dogs.

Talita Jagiełło

Energy Technical Team, Blanchardstown The Cat and Dog Protection Association of Ireland























ENVIRONMENT

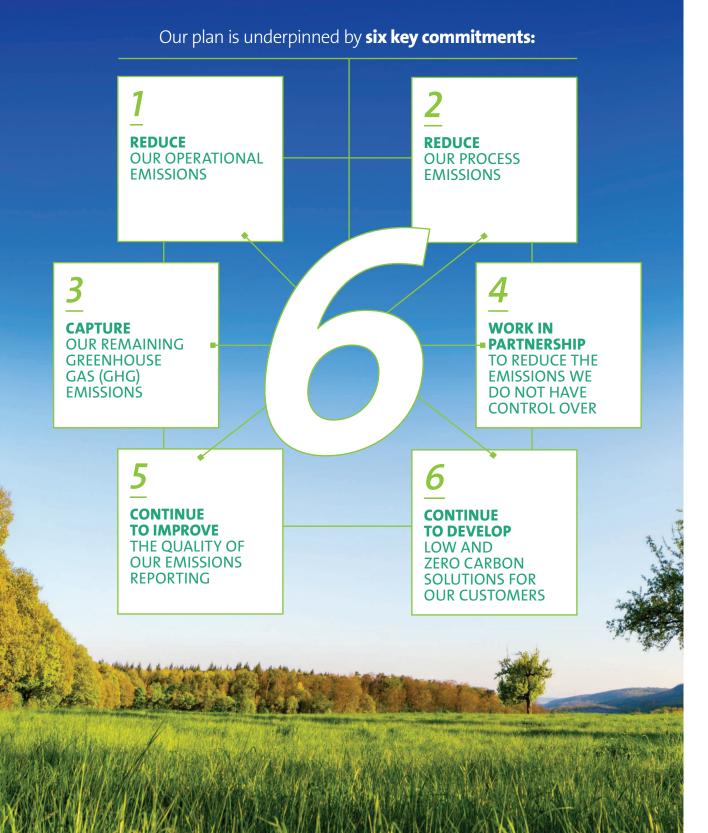
In line with Veolia's global commitments and the increasing threat to the planet from climate change, Veolia in Ireland and Northern Ireland is committed to doing our part to reduce our own carbon footprint and protect the biodiversity of the sites we operate and manage.

We are also committed to working with like-minded organisations to increase awareness of what can and must be done to protect the planet.

OUR COMMITMENT TO NET ZERO

Veolia UK and Ireland has a comprehensive, ambitious and achievable Carbon Reduction Plan for our business as part of our Journey to Net Zero. We continue to prioritise delivering low carbon services for our customers. However, we need to go further and decrease the carbon intensity of the ecological transformation services we provide.





LOW CARBON PLEDGE

Veolia is one of over 60 companies who have signed the Business in the Community Ireland Low Carbon Pledge. It commits us to setting a series of ambitious goals that together provide us with a clear path to reducing carbon emissions across our entire business and supply chain (scope 1,2,3 emissions), in line with Science Based targets. It also commits us to the transparent reporting of our progress.

The fourth Low Carbon Pledge Annual report published in June 2022 shows that Ireland's largest businesses, including Veolia, are making steady progress on meeting Net Zero targets for greenhouse gas emissions.



CLIMATE ACTION PLEDGE

The Climate Action Pledge is part of Business in the Community Northern Ireland's Business Action on Climate campaign which challenges businesses to take action on the climate crisis.

Veolia is one of 90
companies that signed the
Climate Action Pledge
NI making a public
commitment
to achieving an
ambitious target of
reducing our Scope 1
and Scope 2
greenhouse
gas (GHG)
emissions by



RESTORING BIODIVERSITY TO ECOSYSTEMS

As part of Veolia's global Green Spaces Charter, which guides how we promote biodiversity on the sites we own or manage, we reviewed and updated our Ecological Management Plan for the Ballynacor Wastewater Treatment Plan, our largest site on the island of Ireland. We prepared a similar plan for the second biggest of our sites, the Clareville Water Treatment Plant. These plans help us identify existing areas on our sites that we need to protect and opportunities to do more.

To help smaller sites improve their biodiversity management we began the rollout of site Biodiversity Baselines across Ireland. These include descriptions of habitats found and the current management of these areas. Two sites in Northern Ireland have prepared their baselines in 2022.

As a business supporter of the All Ireland Pollinator Plan, Veolia has committed to carrying out pollinator-friendly actions. On our sites in Fermoy and Ballynacor we reduced mowing in some areas to help create a long-flowering meadow and reduced our use of pesticides.





SUSTAINABILITY REPORT 2022 FOR IRELAND AND NORTHERN IRELAND



Our sustainable development goals:









ECONOMIC

To contribute to the fight against climate change, Veolia is committed to developing solutions that help our customers reduce carbon emissions, improve energy efficiency, increase recycling and reuse, and provide sustainable water and wastewater treatment infrastructure.

These innovative solutions help our industrial, commercial and municipal customers meet their own sustainability targets.

DECARBONISATION



Decarbonisation is a major challenge for society. Veolia worked with a major beverage producer in Northern Ireland to create a decarbonisation roadmap for their facility.

We conducted a full review of their energy usage to identify the use of fossil fuels and suggest ways to eliminate them.

Data from current processes was used to identify which areas to focus on, as well as areas where additional data would be useful. The decarbonisation roadmap uses carbon and cost information to allow more informed decision making in relation to the elimination of the site's carbon footprint. Investment in upgrading or replacing plant and equipment is now underway with clear criteria in place to enable the site team to prioritise the areas they focus on.



WATER FOR COMMUNITIES

We continue to work with Uisce Éireann to collaboratively deliver essential upgrades to water and wastewater treatment plants to enable them to continue to meet the needs of local communities. The Early Contractor Involvement (ECI) framework contracting model makes implementation quicker and more effective and takes advantage of our local capabilities and our global water experience.

In 2022 we delivered critical early works in Athlone and Lough Mask water treatment plants in advance of the more significant upgrades planned for 2023. Construction work began on wastewater treatment plants in Kilcar, Kerrykeel, Burtonport and Omeath.

TREATING/RECOVERING HAZARDOUS WASTE

Our waste management team is constantly working with our customers and using our network of waste management facilities to move waste further up the waste hierarchy.

One of our pharmaceutical customers produces a waste Ethyl Acetate stream that was recovered and used to create mixed thinners. Even though this approach provided a recovery solution, the team continued to look for a way to facilitate a direct reuse of recovered Ethyl Acetate.

Having identified a suitable Veolia recovery facility, we carried out a comprehensive trial of the process as well as a detailed commercial assessment which demonstrated that the proposed process could deliver commercial and environmental benefits to the customer. In 2022 we recovered approximately 370 tonnes of Ethyl Acetate for direct reuse by the customer.

This sustainable solution helped the customer improve their overall environmental performance and contributed to their circularity and carbon reduction targets.



ROADMAPS FOR **EFFECTIVE INNOVATION**





Sustainable water treatment

More extreme weather conditions caused by climate change means increased variation in surface water quality. This in turn means traditional water treatment processes struggle to treat water efficiently with resultant rises in operational cost. Veolia explored an innovative solution that could produce drinking water and meet these challenges with minimal water loss, low energy consumption and no requirement for chemicals.

Following extensive testing of a potential solution, a containerised pilot plant was developed and installed in Glenties, Co. Donegal. This solution delivered excellent results and was ideally suited to the small footprint of the site and its remote location in an attractive rural area. The Color X solution provided chemical-free water treatment with no sludge production that reduced total cost by 40% when compared with alternatives. In addition, the plant could be remotely operated, reducing the need for an on-site team.



Customer Satisfaction Survey - Net Promoter Score (NPS): +42











The facility is paving the way for **future** smaller-scale inland AAD-based energy recovering biosolids facilities.

Energy self-sufficient sludge treatment

Working with Irish Water and Kildare County Council at Osberstown, Veolia created an energy self-sufficient Sludge Treatment Facility that uses innovative Veolia technologies to deliver Advanced Anaerobic Digestion (AAD). This creates biogas, which is then used to power the entire treatment process – a significant advantage given energy security concerns and rising prices.

There are also real benefits for Irish Water and local communities from this award winning plant including:



Reduction in carbon emissions of around

8,500 tonnes of CO₂ a year.



Reduction in natural gas usage equal to **2,700** homes.

AWARDS



SUSTAINABILITY COMPANY OF THE YEAR AND SUSTAINABILITY CHAMPION AT THE IHEEM AWARDS 2022 FOR OUR WORK IN **DECARBONISING THE HEALTHCARE SECTOR.**



INNOVATIVE DEPLOYMENT OF RENEWABLE ENERGY AWARD AT THE SEAI ENERGY AWARDS 2022 FOR CREATING AN ENERGY SELF-SUFFICIENT SLUDGE HUB IN OSBERSTOWN, CO. KILDARE.



SHORTLISTED FOR DRINKING WATER
INITIATIVE OF THE YEAR AT THE WATER
INDUSTRY AWARDS FOR OUR WORK
ON UPGRADING THE ATHLONE WATER
TREATMENT PLANT.

Veolia exhibited at the Northern Ireland Chamber of Commerce and Industry's annual Festival of Business.

This event gives local businesses the opportunity to hear from expert speakers, make new connections and learn from a diverse range of exhibitors and delegates from different industries.





Our sustainable development goals:





With a clear purpose, a focus on multifaceted performance and strong local leadership,

Veolia in Ireland and Northern Ireland is well positioned to continue to deliver responsive solutions for our customers, support our employees and deliver value for our shareholders.

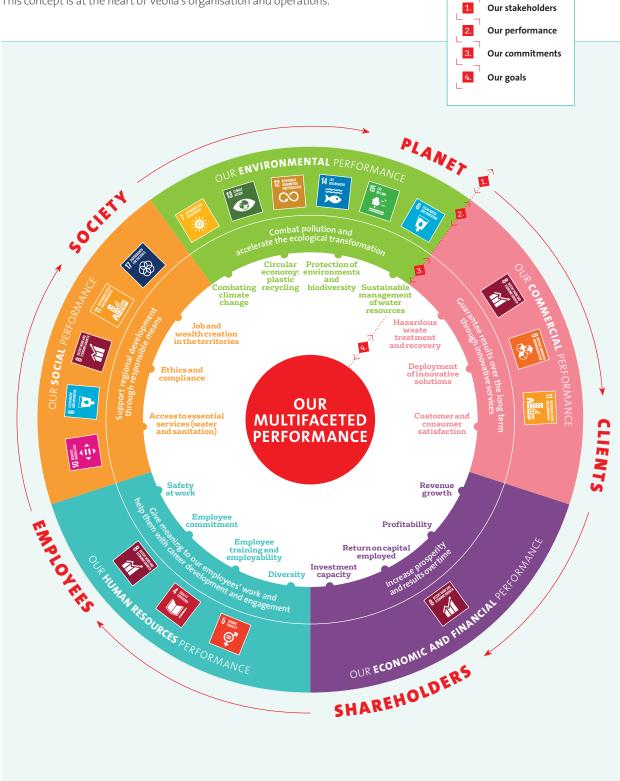
PURPOSE

Our purpose, Ecological Transformation, means acting to reconcile human progress and environmental protection. It is a compass that guides us in setting our course and sticking to it over the long term.



MULTIFACETED PERFORMANCE

Veolia's commitment to multifaceted performance drives the way we grow and develop our activities in Ireland and Northern Ireland. By considering five different stakeholder groups, and the areas of performance that impact them, we have created an approach that balances economic, social and environmental objectives. This concept is at the heart of Veolia's organisation and operations.



LEADERSHIP TEAM



John Abraham
Chief Operating Officer
Industrial, Water and
Energy UK, Ireland (Country
Director) and Nordics

8 years experience in Veolia **Responsibilities:**

Overall responsibility for multiple contracts across Water, Energy and Waste operations in UK, Ireland and Finland



Fergus Elebert Regional Director - Facilities Management and Energy

18 years experience in Veolia **Responsibilities:**

All aspects of energy and industrial utilities operation, maintenance and performance.



Sinéad Patton
Chief Financial and
Commercial Officer - Veolia
Ireland and Regional Director
Veolia Northern Ireland

18 years experience in Veolia **Responsibilities:**

Financial reporting and commercial performance, as well as championing our diversity and inclusion strategy.



<u>Declan White</u> Regional Director

16 years experience in Veolia Responsibilities:

Design, build and operation of water and wastewater treatment plants, and management of hazardous waste.



Jennifer Adams Head of Legal

10 years experience in Veolia

Responsibilities: Advising on strategic, corporate and commercial issues including drafting and negotiating major

commercial contracts.



Angela Bergquist
Head of Risk and
Assurance

15 years experience in Veolia

Responsibilities:

A proactive and positive safety culture which means that all of our staff and suppliers go home safe every day.



Masterson
Head of HR

15 years experience in Veolia

Responsibilities:

Ireland HR strategy and focused strategic HR action plans to meet the needs of Veolia and our customers.



Trevor Mooney

20 years experience in Veolia

Responsibilities:

Digital transformation to enable an agile, responsive business.



Aine Murray
Head of Marketing,
Communications,
CR and Bid Support

16 years experience in Veolia

Responsibilities:

Aligned marketing, communications and CR actions to deliver the strategic objectives of Veolia.

BUSINESS WORKING RESPONSIBLY MARK

We are proud to be reaccredited for the third time with the Business Working Responsibly Mark from Business in the Community Ireland, becoming the first company to be accredited under version 5 of the Mark. The Mark is the leading standard for sustainability in Ireland and is independently audited by the National Standards Authority of Ireland. Achieving this certification validates our commitment to sustainability and helps foster a culture of continuous improvement, ongoing accountability and leadership.



ESG PERFORMANCE

ENVIROMENTAL

87,573

tonnes of CO₂ avoided thanks to our solutions

9.1m

litres of drinking water treated every hour of every day

57,151

tonnes of waste reused/ recovered by our hazardous waste experts

SOCIAL

91%

engagement rate in our Employee Satisfaction Survey

14 community projects supported directly through our Veolia Connect Fund

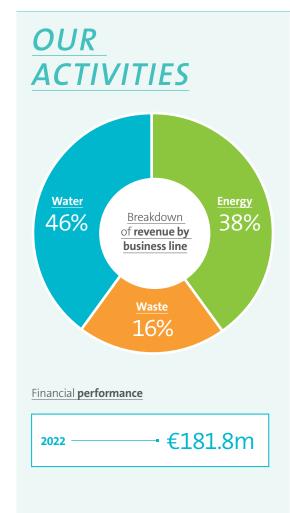
Over

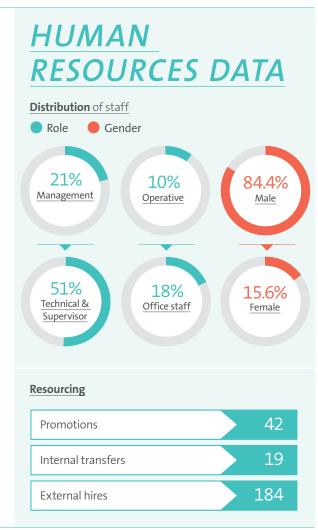
1,000

local suppliers in our Supply Chain



Veolia's Multifaceted Performance





SAFETY PERFORMANCE	2021 RESULTS	2022 RESULTS
■ Lost Time Injury Frequency Rate	3.23	4.02
■ Combined days lost as a % of total days worked	0.29%	0.23%
Opportunities to prevent injuryCARBON PERFORMANCE	1,414	3,365
■ Scope 1 emissions	82,205	88,618
Scope 2 emissions	5,854	5,985
■ Scope 3 emissions	13,461	12,539

87,573 TONNES OF CO_2 AVOIDED THANKS TO OUR SOLUTIONS

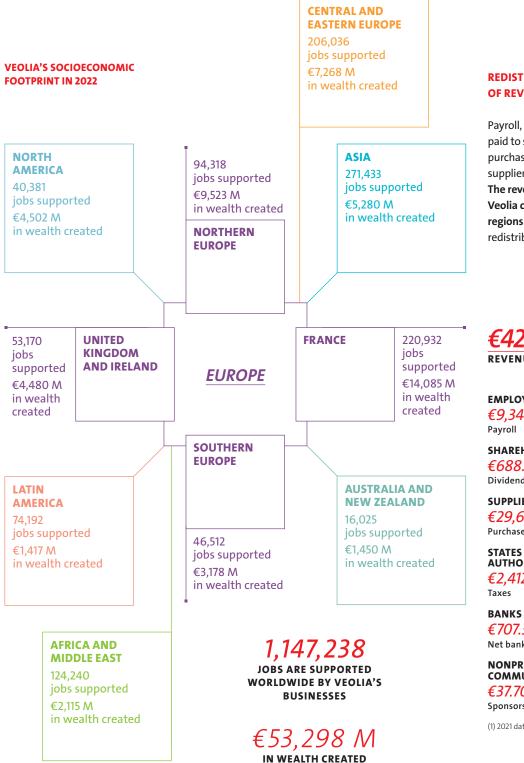
WASTE PERFORMANCE

■ Total waste managed	78,344 tonnes	73,613 tonnes
■ Waste recovered	59,843 tonnes	57,151 tonnes
■ Waste disposed in approved Veolia facilities	18,501 tonnes	16,462 tonnes
■ Secondary Liquid Fuel to replace fossil fuels	15,706 tonnes	17,626 tonnes

78% RECOVERY RATE



VEOLIA GROUP



WORLDWIDE (CONTRIBUTION TO GDP)

REDISTRIBUTION OF REVENUE

Payroll, taxes, dividends paid to shareholders, purchases from local suppliers, sponsorships, etc. The revenue generated by Veolia creates value for the regions through various redistribution mechanisms.

EMPLOYEES €9,340.90 M

SHAREHOLDERS €688.00 M

Dividends

SUPPLIERS €29.699.40 M

Purchases and other

STATES AND LOCAL AUTHORITIES €2,412.00 M(1)

Taxes

€707.30 M

Net bank charges

NONPROFITS AND COMMUNITIES

€37.70 M

Sponsorships, studies and grants

(1) 2021 data before the integration of Suez.

Resourcing the world

Veolia

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