



Resourcing the world

# SUSTAINABILITY REPORT 2018

Veolia Ireland and Northern Ireland





This Sustainability Report shows our commitment to resourcing the world, supporting the people we employ and playing an active role in the community.



**GAVIN  
GRAVESON**

Executive  
Vice-President,  
UK & Ireland

It features many examples of how we work in collaboration with our partners and customers in Ireland and Northern Ireland to create innovative solutions, services and economic models that continue to deliver benefits straight to the bottom line.

Not only is it good for business, but it is also good for the economy, local communities and the planet, as we drive innovation, create new skills and jobs and create social impact for all.

#### **Solving resource problems sustainably**

Veolia works with its industrial, commercial and public sector customers in waste, water and energy to solve resource problems.

By working together, we are helping to realise a sustainable future and at the same time, support the people we employ and the communities in which we operate.

Our services create real value and help to reduce carbon, preserve natural resources and raise environmental standards.

This report highlights how we are a responsible business. We are committed to working in partnership with our customers in Ireland and Northern Ireland to find solutions to the environmental problems we face.

## **Alignment with the UN Sustainable Development Goals**

In this year's Sustainability Report we are showing how our activities reflect the aims of the UN Sustainable Development Goals. Veolia has identified 10 SDGs that our business impacts.

Goals such as SDG #6 Clean Water and Sanitation, SDG #7 Affordable and Clean Energy, SDG #9 Industry, Innovation and Infrastructure, and SDG #12 Responsible Consumption and Production are areas that we focus on every day as we deliver new and innovative solutions to our customers.

In this report, you will see examples of how our work with Irish Water delivers high quality drinking water and fully compliant wastewater treatment. We have focused in on the energy savings we are delivering to the Healthcare sector and how our waste teams are increasing recycling and recovery rates for our customers.

I am also pleased to highlight our Imagine 2050 report, which gives a window into the future of manufacturing in Ireland and our involvement with Business in the Community in Ireland and Northern Ireland.



**JOHN ABRAHAM**

Country Director,  
Ireland

## Our journey is Ireland's resource advantage

Working in collaboration with our local communities, customers and partners, we aim to deliver environmentally sustainable solutions, manage resources efficiently and help Ireland's transition to a low-carbon economy.



Increased reporting of opportunities to prevent injury to

**2,384**

Recruitment and training of

**SEVEN EMPLOYEES**

on the island of Ireland to act as Mental Health First Aiders

Up to

**€15,000**

contributed annually to local community groups through our Veolia Connect programme



### WASTE

- Managed **76,141** tonnes of customers' waste
- Recovered **69%** of waste we managed on behalf of our customers
- Recovered **12,140** tonnes of waste to reuse as secondary liquid fuel (SLF) from solvent waste, which is used to replace fossil fuels
- Recovery of a precious metal (Molybdenum) and achievement of a sustainable return for the customer



### ENERGY

- The amount of CO<sub>2</sub> we avoided in our operations increased from **2,500** tonnes to **5,860** tonnes
- Our work with Aut Even Hospital in Kilkenny was recognised by winning the SME Category in the SEAI Sustainable Energy Awards
- We began delivery of the first Energy Performance Contract of its type in Ireland in partnership with the Mater Hospital in Dublin. **81,000** tonnes of CO<sub>2</sub> will be saved over the course of the contract
- A CHP unit we designed, built, operated and maintained for a major biopharma customer delivered an overall CO<sub>2</sub> reduction of **118,500** tonnes over the first **10** years of the contract



### WATER

- Over **3** million people benefit from the **53** water, wastewater and sludge facilities we operate on the island of Ireland
- The **45** facilities we are currently developing will benefit **1.67** million people. This includes a new **75** million litres per day water treatment plant at Vartry, Co. Wicklow and the upgrade of the Ringsend Wastewater Treatment Plant in Dublin
- We developed and delivered an innovative solution to a pharmaceutical customer to provide pretreatment of a concentrated waste stream in their wastewater

## 3 GOOD HEALTH AND WELL-BEING



### Ensuring healthy lives and promoting well-being at all ages is essential to sustainable development

#### Mental Health First Aiders

##### 🎯 Reduce morbidity for non-communicable diseases and promote mental health

Building on our proactive safety culture, Veolia is working to develop an equally positive attitude towards the mental well-being of our employees.

The starting point on our journey was to recruit and train employees as Mental Health First Aiders. These individuals were trained to spot signs of mental difficulties and offer help and support to someone in need. Seven Mental Health First Aiders were recruited and trained on the island of Ireland.

#### Awards and recognition

Veolia was shortlisted for our employee well-being programme in the **Workplace** category at the Chambers Ireland CSR Awards and in the **Wellbeing at Work** category in the Northern Ireland Responsible Business Awards.



## 4 QUALITY EDUCATION



Continuing Professional Development:

# 2,699

hours of training and upskilling logged

## Obtaining a quality education is the foundation to creating sustainable development

### Schools engagement

🎯 Ensure that all leavers acquire the knowledge and skills needed to promote sustainable development

Veolia's Skills @ Work Programme, run in partnership with Business in the Community Ireland, aims to provide senior cycle students at Plunket College (Dublin) and Grennan College (Kilkenny) with an insight into the world of work within Veolia and help them prepare their CVs and interview skills.

Veolia began a similar programme in Northern Ireland. In conjunction with Young Enterprise NI, we have been working with Euston Street Primary School as part of their **Your City** programme.

### ENGINEERS WEEK

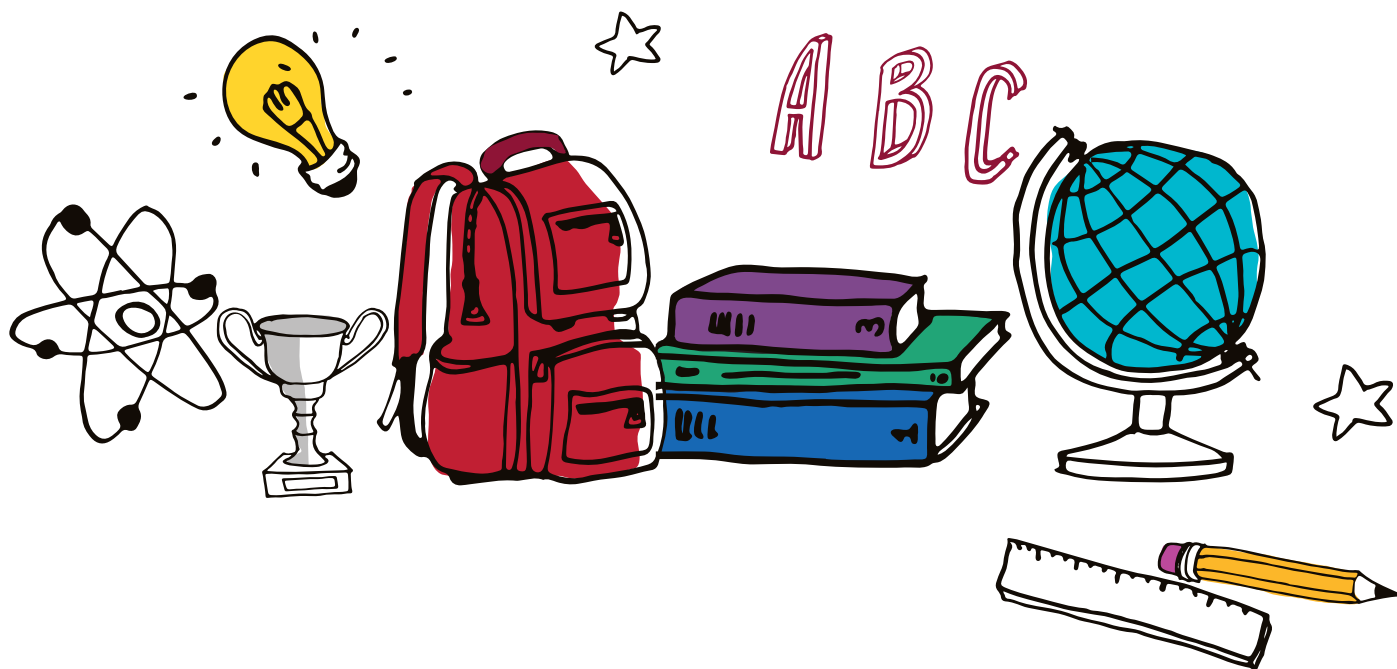
6 schools around the country visited

### CONTINUING PROFESSIONAL DEVELOPMENT

2,699 hours of training and upskilling logged

### GRADUATES

5 new graduates joined our graduate programme





6

CLEAN WATER  
AND SANITATION

## Ensure access to water and sanitation for all

### Improving Ireland's municipal water infrastructure

#### 🎯 Improve water quality

Veolia is working in partnership with Irish Water to develop and operate a new 75 million litres per day water treatment plant at Vartry, Co. Wicklow, which will supply safe and sustainable drinking water to around 200,000 people in Wicklow and South County Dublin.

Veolia is also working with Irish Water to upgrade the Ringsend Wastewater Treatment Plant. The overall upgrade project will meet all foreseeable development needs for Dublin to at least 2025, benefiting 1.9 million people in the Greater Dublin area.

Over  
**3M** PEOPLE

benefit from the 53 water, wastewater and sludge facilities we operate on the island of Ireland

### Working with industry to reduce impact on the environment

#### 🎯 Increase water-use efficiency

Veolia delivered an innovative solution to a pharmaceutical customer in Cork to provide intermittent pretreatment of a concentrated waste stream in their wastewater. The solution used MBBR (Moving Bed Biofilm Reactor) technology and results in a significant reduction in volumes of waste that would otherwise need to be transported off site for treatment.



The 45 facilities currently being developed will benefit

**1.67M**  
PEOPLE



## 7 AFFORDABLE AND CLEAN ENERGY



### Ensure access to affordable, reliable, sustainable and modern energy

#### 🎯 Affordable, reliable and modern energy services

Veolia, in partnership with Dublin's Mater Hospital and the Carbon Energy Fund Ireland, is delivering the first Energy Performance Contract of its type in Ireland. The 15-year Energy Infrastructure Project Agreement will reduce the hospital's carbon footprint by approximately 81,000 tonnes, cut imported electricity from the national grid by 77%, and deliver €26 million in guaranteed energy and operational savings.

#### 🎯 Energy Performance Contract will deliver in energy efficiency

Veolia's work with Aut Even Hospital was recognised by winning the SME Category in the SEAI Sustainable Energy Awards. The 10-year Energy Performance Contract will deliver a 23% reduction in overall energy consumption, an overall cost saving of 22% with 2,630 tonnes of CO<sub>2</sub> avoided.

# 5,680

tonnes of CO<sub>2</sub> avoided in 2018

### Veolia Ireland Carbon Report 2018

	2017	2018
	Carbon emissions (tonnes CO <sub>2</sub> eq.)	Carbon emissions (tonnes CO <sub>2</sub> eq.)
Direct	208,843	193,804
Indirect	15,636	13,387
Avoided	-2,500	-5,680
CPR	-0.0111	-0.0274
2017 vs 2018	0.0163	

## 8 DECENT WORK AND ECONOMIC GROWTH



Reduced our LTIFR\* and LTIMDFR\* to just

2.9

with a Combined Days Lost as % of Total Days Worked of

0.16%

Increased reporting of opportunities to prevent injury to

2,384

\*LTIFR = Lost Time Incident Frequency Rate  
LTIMDFR = Lost Time and Modified Duties Frequency Rate

The Frequency Rate is the number of accidents per one million hours worked that resulted in lost or modified duties

**Sustainable economic growth will require societies to create the conditions that allow people to have quality jobs that stimulate the economy while not harming the environment**

### Proactive Health & Safety culture

Veolia's Visible Leadership programme, where members of the Leadership team commit to visiting four sites, was completed in full. The aim of the visit is to have an objective conversation about Health and Safety with the site team. Engagement with all our on-site teams is a key element of our proactive Health & Safety strategy.

During Safety Week 2018, we delivered information campaigns to all employees focusing on five specific safety risks such as vehicle movements and isolation.

### Local Hero awards

 **Diversify, innovate, and upgrade for economic productivity**

Veolia celebrated the contribution of our employees across the UK and Ireland through our Local Hero Awards. Very well done to Sasha Borisova, from Duncrue Street in Belfast, who won the **Saves the Planet** award for her excellent work on turning the incinerator ash into an aggregate that can then be sold.

Well done also to Sarah Lynch, from Hovione in Cork, who was shortlisted in the **High Achiever** category and to Billy Hennessy and Caitriona Cluskey (**Saves the Day** category), who were the other Ireland representatives at the awards.

**NET PROMOTER SCORE +86**

(industry average is +25)





## 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



### Build resilient infrastructure, promote sustainable industrialisation and foster innovation



#### Imagine 2050

- 🎯 Enhance scientific research, upgrade the technological capabilities of industrial sectors, encouraging innovation

Veolia published Imagine 2050, a research report identifying opportunities and new approaches for manufacturing and highlighting hyper-efficient responses to increasing pressures on resources.

#### Intel PQS Award

- 🎯 Develop quality, reliable, sustainable and resilient infrastructure

Veolia has been recognised by Intel as a recipient of a 2017 **Preferred Quality Supplier** (PQS) award. The PQS award recognises companies like Veolia Ireland that Intel believes have relentlessly pursued excellence and conducted business with resolute professionalism.

#### Commissioning a new biopharma facility

- 🎯 Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency

Throughout 2018, Veolia worked with a global biopharma company to provide Hard Services support for their new Bulk Drug Substance (BDS) facility located in Dublin. Veolia appointed a start-up team with the capability and expertise to ramp up as the project moved from development through to commissioning and handover. Our experienced team delivered a plant that was 'utilities ready' for the company's scheduled dates for operations.

#### Reducing CO<sub>2</sub> emissions using Combined Heat and Power

- 🎯 Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency

Veolia works with a number of large food and beverage and pharmaceutical manufacturers in Ireland to provide a secure, reliable and efficient source of heat and electricity using Combined Heat and Power (CHP). We designed, built, operated and maintained an on-site CHP unit for a major biopharma customer which, over the first 10 years of the contract, delivered a saving of 118,500 tonnes of CO<sub>2</sub>, as well as reducing energy costs.

## 10 REDUCED INEQUALITIES



**To reduce inequality, policies should be universal in principle, paying attention to the needs of disadvantaged and marginalised populations**

### Inclusion Strategy

🎯 **Promote universal social, economic and political inclusion**

Sinead Patton, Chief Financial and Commercial Officer, was appointed co-chair of the Social Cohesion Leaders Group in BITC Ireland.

Veolia's Inclusion Strategy 2018-2020 was developed and launched. It has three strategic aims:

### Monster Confidence tour to Derry

Veolia took part in the Monster Confidence tour to Derry to encourage women into STEM careers. **Justine McMullan**, Head of Reporting and Assurance, Northern Ireland, and **Christine Philips**, QHSE Advisor, Northern Ireland, spoke at the event.

1.

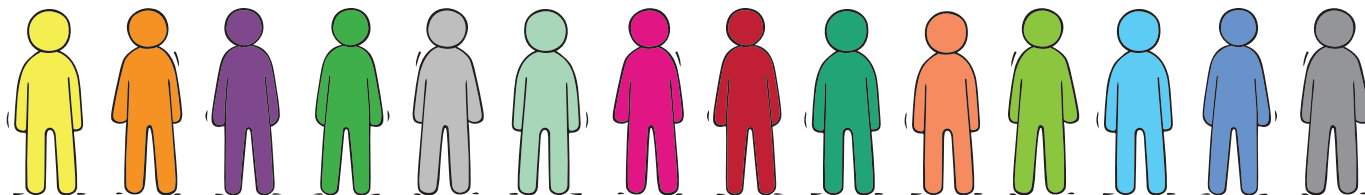
**Building** inclusive teams with the right skills for success

2.

**Increasing** STEM & intergenerational working

3.

**Developing** our talent pipeline



## 11 SUSTAINABLE CITIES AND COMMUNITIES



**There needs to be a future in which cities provide opportunities for all**

### **Veolia Connect funding programme**

14 community organisations benefited from a total of €15,000 in funding from the Veolia Connect Fund.

#### **Alphabet Playgroup**

Una Wallace,  
Northern Ireland

Veolia helped to fund the Alphabet Playgroup, a non-profit charity organisation based in the heart of the Greenisland community in Carrickfergus, so they could provide a fun, accessible learning area for children, enriching their learning experience with a hands-on approach to engaging with the environment.

The group created safe planting areas for flowers and vegetables, which shows children the benefits of caring for our environment around us.

#### **Allihies Men's Shed**

Finbarr Dudley,  
Technical Region

Allihies Men's Shed had its grand opening on Saturday 9th July 2016. The shed has recently started a Women's Shed Group and the Shed also maintains and manages the local allotment gardens.

Veolia helped to fund an administrative area in the form of a chalet on the grounds of the allotment gardens. The chalet gives the Men's Shed, Women's Shed and allotment gardeners a dedicated office space, which is invaluable in helping them to develop their activities.

#### **Vantastic**

Paul Manning,  
Central Region

Vantastic is a not-for-profit organisation that offers accessible transport services, such as cars and minibuses, to people with disabilities, citizens over 65 with mobility impairments and to other not-for-profit groups.

Veolia helped to fund IT equipment for a new office that was set up to help Vantastic to manage its services.



### **Awards and Recognition**

#### **Reduce the environmental impact of cities**

Veolia was shortlisted in the **Environmental Leadership** category at the Northern Ireland Responsible Business awards.

## 12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Recovered

69%

of waste managed including 12,140 tonnes for reuse as a secondary liquid fuel (SLF)



## Ensure sustainable consumption and production patterns

### Recovery of a precious metal from waste

- 🎯 Achieve the environmentally sound management of chemicals and all wastes throughout their life cycle

A customer process to remove sulphur from a product generated a waste stream that was being sent for disposal by either incineration or landfill.

Veolia, working with the customer and using our extensive range of facilities, developed a sustainable solution that achieved a yield for the recovery component and a solution for the contaminants by managing the different phases of the process.

The solution we developed allowed us to extract Molybdenum and achieve a sustainable yield after transport and processing charges. This makes recovery a very attractive, sustainable option for our customers.

### Leaders' Group on Sustainability

- 🎯 Encourage companies to adopt sustainable practices and sustainability reporting

Veolia continued to be actively involved in the Business in the Community Ireland (BITCI) Leaders' Group on Sustainability, a business coalition dedicated to addressing the most pressing sustainability priorities, as well as future opportunities for Ireland. Sinead Patton, Chief Financial and Commercial Officer, is co-chair of the **Social Cohesion** sub-group, and Jim Costello, Energy Director, represents us on the **Transition to a Low Carbon Economy** sub-group.

### Earth Day

- 🎯 Substantially reduce waste generation through prevention, reduction, recycling and reuse

To mark Earth Day, Veolia's on-site team worked with a major manufacturer's Environment, Health & Safety team to organise a collection of household hazardous waste on the customer's site. Over the course of the day, 31 drums and two pallet boxes of hazardous waste from households, which included paint, waste oil, pesticides, aerosols and petrol/diesel, were collected. In addition, eight bins of WEEE were collected and sent for recycling.

### Waste managed and recovered in 2018

76,141T

Total waste managed

52,676T

Waste recovered

23,465T

Waste disposed

12,140T

recovered as SLF



## 13 CLIMATE ACTION



Renewable energy and a range of other measures that will reduce emissions and increase adaptation efforts

Build knowledge and capacity to meet climate change

### Low Carbon Pledge

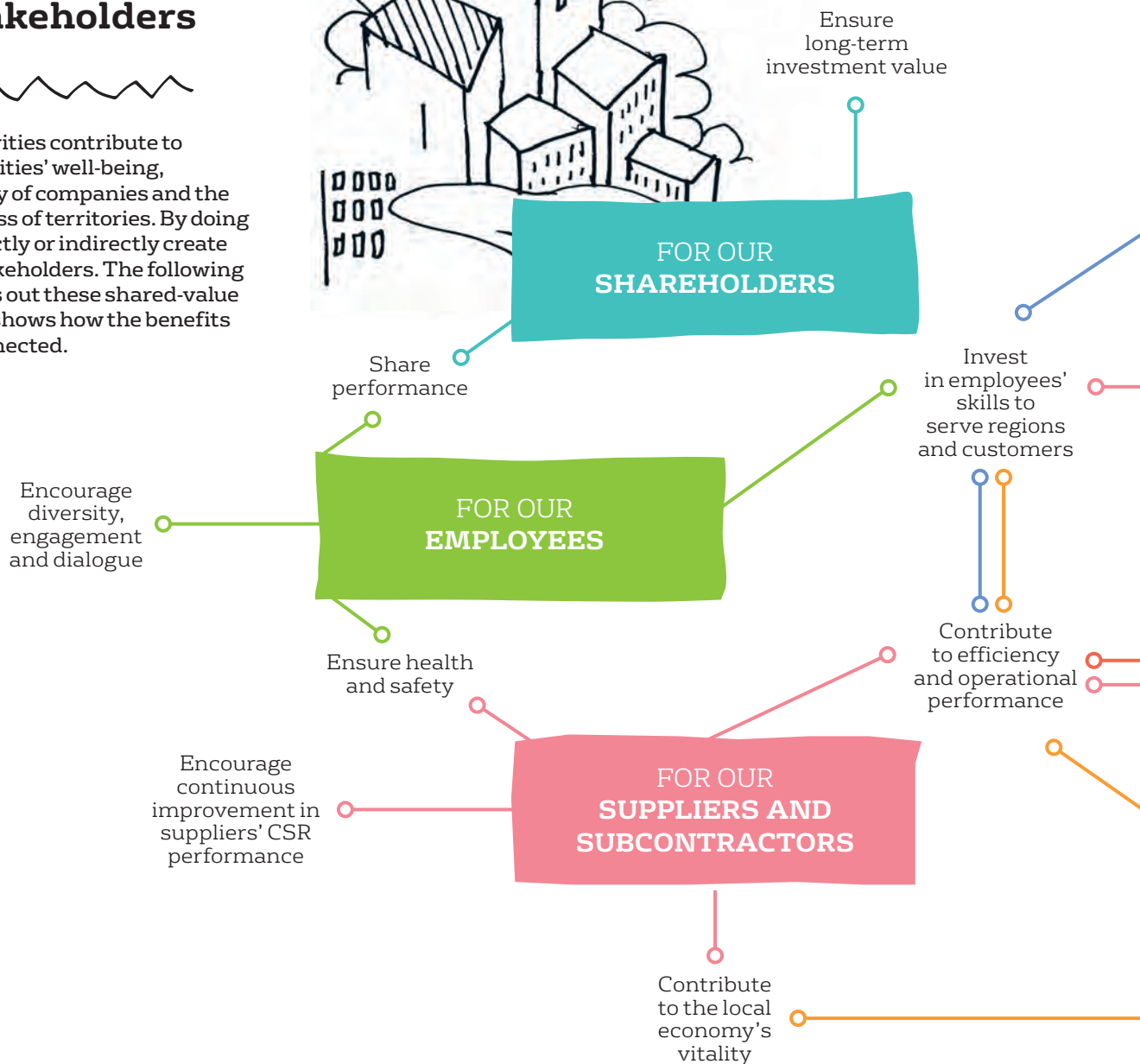
Veolia joined over 40 of Ireland's leading companies in making a dedicated pledge to significantly reduce their carbon emissions as part of the Business in the Community Ireland Leadership Group.

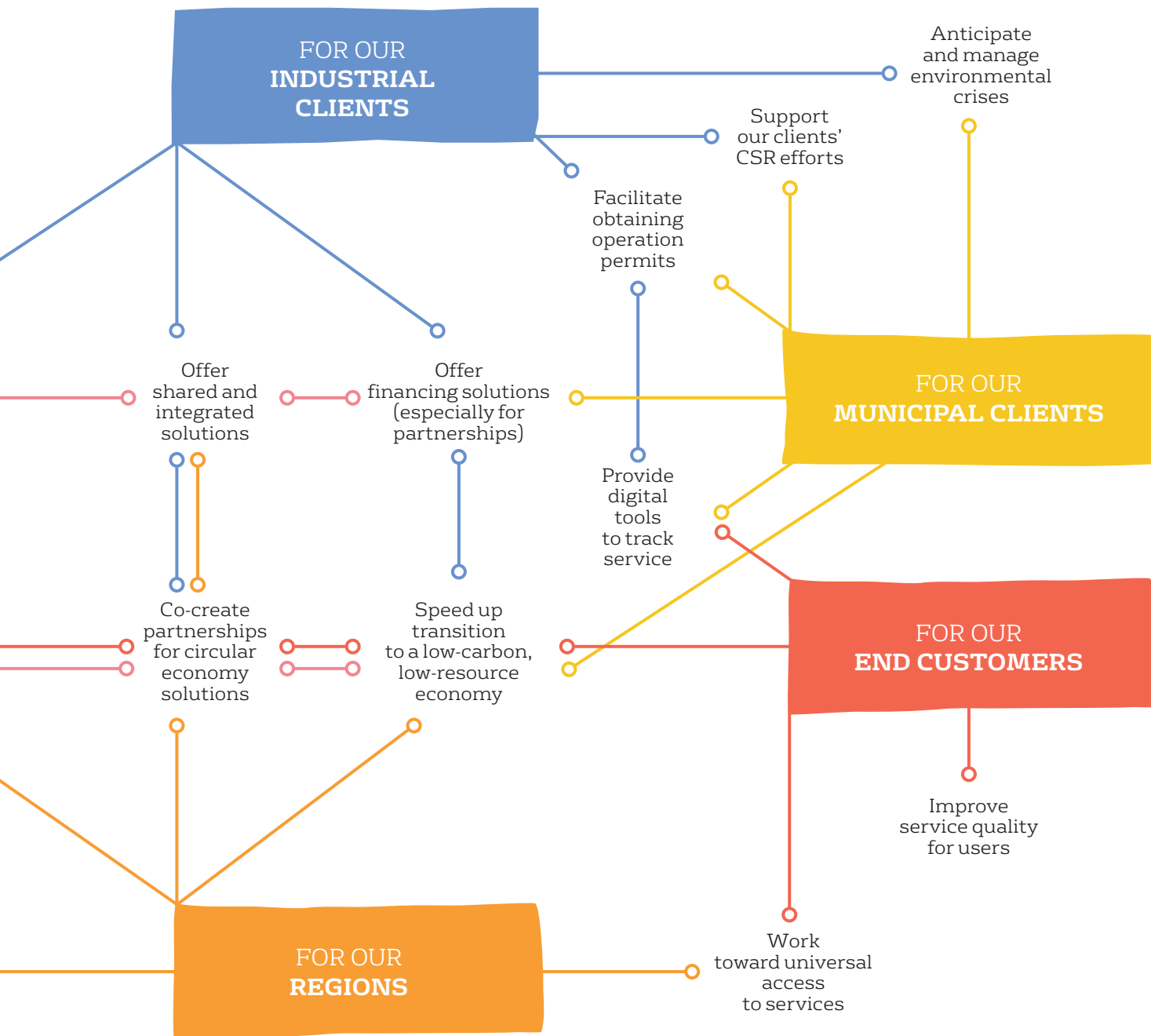




## Performance shared with our stakeholders

Veolia's activities contribute to the communities' well-being, the efficiency of companies and the attractiveness of territories. By doing so, they directly or indirectly create value for stakeholders. The following diagram sets out these shared-value actions and shows how the benefits are interconnected.





## Resourcing the world

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