



Resourcing the world

YOU & SUSTAINABILITY

Inspiring stories of growth and success

*Ireland's Sustainability Report 2017 | **A SUMMARY***



Delivering innovation for our customers

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

It also features many examples of how we work in collaboration with our partners and customers in 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 we operate in.

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 to find solutions to the environmental problems we face.

In sharing these stories we want to inspire thought and more positive change for the future. ”



Gavin Graveson
Executive Vice-President, UK & Ireland

Our Strategy

By working in partnership, we deliver value for our customers across energy, water and waste and create value for:

Society and People

- Over 2 million (48% of Ireland’s population) people benefit from our drinking water, wastewater installations and sludge management
- Treated 30.3 million m³ of wastewater and provided 32 million m³ of drinking water to local businesses and people
- Our near miss/safety concerns reporting almost doubled demonstrating a more proactive culture, significantly reducing our number of accidents
- Up to €15,000 contributed annually to local community groups through our Ireland Connect sponsorship programme

Environment

- We are a carbon positive business and have reduced our energy-related greenhouse gas emissions by 14% since 2016
- Saved 30,689 tonnes in CO₂ emissions for our customers through implementing energy efficiency projects - enough to heat up to 80,000 homes
- Recovered 36,118 tonnes of waste to reuse as Secondary Liquid Fuel (SLF)
- Helped customers avoid 2,500 tonnes in CO₂ emissions through recycling

Economy

- Provided 536MW of heating to local businesses and people, enough to power 80,000 homes
- Contributed €22,400 to local hospitals through our ink cartridge recycling programme
- We employ over 550 people and support more than 1,000 jobs indirectly through our use of local suppliers



Society and people

People are at the heart of everything we do

Working at Veolia means being part of a community of people that think differently, move forward together and are open to new ideas and ways of doing things.

We have an active role to play in communities, from fundraising and employee volunteering, to sponsoring local community projects. We create social value wherever we operate.

LOCAL HERO AWARDS



Local heroes, every one

Veolia's Local Hero Awards are a company-wide employee award scheme, celebrating the efforts, successes and achievements of individuals and teams. Our employees were recognised for a variety of contributions at local events right across Ireland.



We build strong communities

Our Veolia Connect community sponsorship programme continues to have a positive impact on the communities we work in. In 2017, €15,000 was allocated to local not-for-profit organisations including Kerry Hospice and the Arch Club in Athenry. Connect funded flower arrangements for a new in-patient unit in the hospice and a new kiln for the Arch Club, enabling its young people to enjoy pottery classes and develop their communication skills.

Sarah is always looking at ways to improve customer experience. She set up a fully functioning and self-sufficient Total Waste Management (TWM) system on Hovione's site. It manages waste on site from cradle to grave, from the movement of waste around the site to direct labeling, accrual reporting, closing of orders on the system and preparation of the payment request for approval.

Sarah Lynch
Technical Sales Representative, Cork



LOCAL
HERO AWARD
WINNER

Caitriona always puts the customer first and works on our Helpdesk, the first point of contact with Veolia for many of our customers where we do not have on-site staff. She also took sole responsibility for the Helpdesk for a number of months passing real time information to our mobile engineering team helping to resolve any customer issues promptly and professionally.

Caitriona Cluskey
Operations Support Administrator, Dublin



LOCAL
HERO AWARD
WINNER



Working towards making employability equal for all

We are active members of Business in the Community Ireland. As part of that, Sinead Patton, Chief Financial and Commercial Officer, joined the BITC Leaders' Group on Sustainability and chairs the Social Cohesion sub-group. The purpose of this group is to get leading business representatives working together to remove barriers to social inclusion in Ireland by examining how Irish businesses can improve their processes and cultures to train, attract and retain marginalised and vulnerable people.

“We will seek to make employability equal for all, helping individuals affected by social inequality and providing the leadership required to encourage other companies to follow suit. Our approach reflects a belief that a good working society is beneficial both for social cohesion and for business.”

Sinead Patton
Chief Financial and
Commercial Officer



Veolia Ireland receives Intel's Preferred Quality Supplier Award

We have 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.

“The dynamic nature of our business necessitates continuous improvement and an unrelenting focus on quality,” said Jacklyn Sturm, Vice President of Technology and Manufacturing Group and General Manager of Global Supply Management at Intel. “As Intel transitions to become a more data centric company, our award winning suppliers are embracing the most difficult challenges with rapid innovation and bold strategies.”

Stepping up to support charity

A team from the Clareville Water Treatment Plant in Limerick got DIY ready and helped paint the St. Vincent De Paul headquarters in Limerick City. The charity helps to fight poverty in the area and solely relies on public donations. After getting in touch through Business in the Community Ireland (BITCI), the Clareville team came ready with paint and equipment. One room that the team painted was being used as a GP surgery once a week, where people can see a doctor for free.



Creating value for industry and business

Making resources go further

Industry and business is facing an era of unprecedented change, particularly from technological advances driven by developments in artificial intelligence, robotics and the 'internet of things'.

Manufacturers are taking sustainability seriously so that they can manufacture products faster and more efficiently than ever before. Businesses also find themselves under more pressure to be good, positive members of society, as their customers are becoming more aware of sustainability issues.

Whether it's improving energy efficiency, developing water efficiency solutions or avoiding landfill, our teams have the expertise to help our customers exceed their environmental goals and continuously find ways to improve their bottom line.

Our customers can typically find cost and carbon savings of up to

20%

and in some instances up to 30-50% off their energy bill.



“ We all know that energy, materials and water are essential to business and industry, but the cost and availability of these have a direct effect on our customers profitability and the all important impact on the environment. By developing new ways of resourcing industry we have made real steps towards a more resource efficient economy, one where nothing is wasted and the environment is preserved for future generations. ”

Declan White
Regional Director



Optimising operations for the long term

Ireland's food and beverage manufacturers are under pressure to deliver competitive pricing. We're working with them to develop innovative and efficient solutions to optimise processes and operations, helping them to better manage their resources, reduce their environmental impact and make significant cost savings.



Case study

A solution that would meet the water demands of planned expansion

To satisfy a growing global thirst for their products, one of the **leading Irish distillers** embarked on the largest expansion in the company's history. This involved increasing the production capacity of their existing distillery and constructing a new maturation facility at a nearby site.

Upgrading the water and effluent treatment were vital to the expansion, something that Veolia took care of from concept to completion guaranteeing 100% compliance and minimum carbon footprint.

Together we...

- Doubled wastewater treatment capacity
- Remove and treat **280 m³** of water per hour
- Guarantee full compliance

Niall's story...

“ I really enjoy working in partnership with a global food and beverage manufacturer. I lead the Veolia team to provide the necessary expertise and practices to deliver a significant uplift in utilities and waste performance on the customer's site. It's exciting that production output has almost doubled over the last six years enabling the current expansion that is underway. ”

Niall Diamond
Operations



Case study

Environmental compliance and big savings for dairy

Tipperary Co-operative asked us to improve the energy performance at its dairy manufacturing plant to save energy, reduce operating costs, improve production and comply with environmental legislation.

The starting point for the Co-op was to install more efficient boilers and a control system to operate and monitor utilities, steam, refrigeration and compressed air. An Energy Performance Monitoring and Metering System continues to optimise performance to create significant energy savings. Not only did the Co-op achieve environmental compliance and reduce CO₂ emissions, it was also able to reduce costs in what is a very competitive market.

Together we...

- Significantly lowered energy bills
- Reduced CO₂ emissions by **8,200 tonnes** a year

Finding efficiencies to secure energy supply in the health service

Vital to every healthcare facility is a secure energy supply to deliver a high level of patient care.

At the same time, hospitals need to strike the right balance between this and managing their costs and efficiencies, with increasingly stricter environmental regulations. We work with our healthcare partners in Ireland to provide a secure and guaranteed supply of energy by providing significant expertise in energy management.

Case study

First hospital in Ireland and the UK to achieve ISO 50001

Veolia's on-site team has integrated fully with all of the hospital's departments to deliver an energy and utilities management programme that fits perfectly with the operational needs of the hospital.

This approach has helped UPMC **Whitfield** to become the first hospital in the UK and Ireland to achieve the ISO 50001 Energy Management accreditation and the Hospital Quality Accreditation.

Together we...

- Achieved **ISO 50001** and the Hospital Quality Accreditation
- Saved up to a further **220 tonnes** of CO₂

Case study

Energy Performance Contract delivers secure, reliable, efficient energy

Aut Even Hospital was looking for an efficient, reliable and more sustainable approach to energy management to allow them to deliver the best possible patient experience.

Using a 10 year Energy Performance Contract, with verified savings, we have carried out upgrades and improvements to heating, hot water and lighting that will save 2,630 tonnes of CO₂ over the course of the contract.

Together we...

- Achieved verified cost savings of **22%**
- Will save **2,630 tonnes** of CO₂

Alan's story...

“ My work with our customer, Aut Even Hospital, focuses on helping the hospital reach its energy and sustainability goals while also ensuring it has a reliable source of power and utilities supply. Working closely with Aut Even Hospital, we have delivered energy (23%), cost (22%) and CO₂ (22%) savings. One of their critical success factors is related to patient comfort and equipment reliability. Our project upgraded ageing equipment and made the site more resilient from a utility and electricity supply point of view. ”

Alan Freeman
Energy Manager



“ We can help healthcare providers improve their energy efficiency, cut carbon emissions and provide valuable cost savings that can be redirected to patient care. Our global portfolio of hospital contracts enables us to deliver market leading energy efficiency into healthcare environments and we look forward to working with them to help them achieve their environmental targets. ”

Fergus Elebert
Regional Director



Delivering innovation and guaranteeing business continuity

To deliver a cost effective and sustainable future, our customers in chemicals and pharmaceuticals are focused on cost savings and waste reduction.

We are working with our customers to guarantee business continuity by enabling them to self-generate energy and deliver secure, stable utility supplies.



Case study

A new approach to waste management delivers improved recycling and reuse

By reviewing the entire way in which waste is managed and treated, Veolia has helped a **leader in Life Sciences** to increase the rates of recycling and reuse of both hazardous and non-hazardous waste.

In 2017, we recycled 655 tonnes of non-hazardous waste, which included 213 tonnes of plastic and turned 157 tonnes of hazardous waste into an alternative fuel thereby reducing CO₂ emissions.

We improved recycling by segregating plastics into 12 individual streams, which was an increase from three and we recovered energy from the remaining 515 tonnes of general waste.

Together we...

- Recycled and reused **812 tonnes**
- Saved **64 tonnes** of CO₂ turning hazardous waste into an alternative fuel



Case study



Maximising the value of complex waste streams

Hovione wanted to divert more waste from landfill to increase recycling, maximise local treatment and reduce waste disposal costs. The chemical company produces complex waste streams including bulk solvents and laboratory chemicals.

Veolia used separate solvent tanks to avoid cross-contamination, recovering the best value solvents for use in thinners or a Secondary Liquid Fuel. Analysing bulk tank waste on-site means treatment, disposal or recovery can be planned to minimise waste costs. Contaminated metals are now processed and recovered locally and non-hazardous waste like paper and plastic is sorted on site.

Together we...

- Recovered or recycled **84%** of hazardous waste
- Recovered **85%** of non-hazardous solid waste

Vladimir's story...

“ I love working with an expert and flexible team that covers every aspect of total waste management. It's great that the client can focus on their primary production objective. I always look to apply my management skills to lead the team and find solutions to exceed clients' expectations as well as plan for the future. ”

Vladimir Keturko
Contract Manager



Creating value for the water sector

Making water go further and finding efficiencies in water

The world faces a number of challenges when it comes to water supply, with people in many countries at the mercy of fluctuating access to suitable freshwater. Even in Ireland, from climate change and water scarcity, to stricter regulation and the introduction of circular economy models, water infrastructure faces unprecedented challenges over the next few years.

As one of the most energy-intensive industries, using energy for pumping, water treatment and waste management, there is huge potential to optimise efficiency, drive down costs and reduce the environmental impact of the sector.

By designing, building and managing water and wastewater services and infrastructure, we continue to help our customers reduce their carbon footprint and find cost and resource efficiencies.

Case study

Expanded and modernised wastewater treatment plant in Kildare

Osberstown's wastewater treatment plant serves three large catchment areas in Co. Kildare. Veolia has been working with **Irish Water** to expand and modernise the wastewater treatment plant to increase capacity and meet EU directives.

The upgraded plant allows for growth in both the local population and in economic activity. Treated effluent from the plant now reaches EPA standards ensuring excellent environmental performance.

Together we...

- Will increase plant capacity from **80,000 to 130,000** Population Equivalent (PE)



Joe's story...

“ At Veolia we globally supply 96 million people with drinking water and 62 million people with wastewater services. We bring this extensive global expertise to Ireland via our experienced engineering teams in Kilkenny, Dublin, Fermoy and Belfast. These teams, combined with our innovative technologies and solutions, will continue to help Ireland meet our water infrastructure challenges. ”

Joe Higgins
Regional Director



Case study

Major upgrade to water infrastructure in Co. Cavan

Veolia, **Irish Water** and **Cavan County Council** have been working together to upgrade the Kingscourt water treatment plant to improve quality and resilience and ensure compliance with the Water Framework Directive. It will also help meet the future needs of the county's expanding population.

Using a range of solutions, Veolia has enhanced the performance of the plant to cater for the increased demand over the next few years, provided better use of resources and boosted local sustainability.

The 3,000 customers supplied by the Kingscourt water supply are now enjoying a clean and secure supply of drinking water.

Together we...

- Supplied **3,000** customers
- Delivered a **27** month design and build contract

We are a carbon positive business

Our customers are cutting the amount of energy, water and waste they use through our circular economy approach. Our recent and notable achievements in developing solutions that are helping them to reduce their environmental footprint include:

- Over **2 million** (48% of the population) people benefit from our drinking water, wastewater installations and sludge management
- We are a carbon positive business and reduced our energy-related greenhouse gas emissions by **14%** since 2016
- Provided **536MW** of heating to local businesses and people, enough to power **80,000 Irish homes**

	2015 carbon emissions (tonnes of CO ₂ equivalent)	2016 carbon emissions (tonnes of CO ₂ equivalent)	2017 carbon emissions (tonnes of CO ₂ equivalent)
Direct	277,771	243,446	208,843
Indirect	14,438	15,173	15,636
Avoided	2,040	1,762	2,500
CPR (carbon performance ratio = avoided emissions divided by direct + indirect emissions)	0.01	0.01	0.01

An approach underpinned by innovation

Our Innovation Den encourages staff to be enterprising and innovative and **we invested €14,000** to turn a difficult viscous organic waste into secondary liquid fuel.



Conclusion: Sustaining the planet for future generations

We are a leading resource management provider, with a comprehensive range of energy, water and waste services that are designed to help our customers, build the circular economy and preserve natural materials. This is something we like to call resourcing the world.

We work in collaboration with our customers to develop innovative solutions that increase efficiencies and save on costs. They also reduce carbon impact by preventing pollution, preserving scarce resources and raising environmental standards.

As we continue to prove in Ireland and elsewhere, doing the right thing by people and the planet comes with big economic benefits. By 2020, we aim to reduce our global CO₂ footprint by 100 million tonnes in our own facilities and for our customers we aim to save 50 million tonnes of carbon. Right now in Ireland, we are contributing to these Group objectives.

So let's join forces and make the change to benefit the world, the people we employ and our communities.

Do you have a challenge that could benefit from resource efficiency? Please get in touch at: ie.info@veolia.com



Responsible business is good business

Over the course of 2017, we continued to work in partnership with our customers to meet their business and sustainability targets.

We have helped customers in the Food & Beverage sector to expand their water treatment capacity and generate on-site electricity using combined heat and power.

We have delivered verified energy and CO₂ savings to the Healthcare sector which in turn delivers a better patient experience.

And, we are applying best-in-class technology solutions to help upgrade Ireland's water infrastructure which will deliver a more sustainable future for all of us.

It makes good business sense. By finding clever resource solutions, Veolia helps its customers become more efficient, improve sustainability and save time and money.



John Abraham
Country Director for Ireland

Resourcing the world

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