



Resourcing the world

# SUSTAINABILITY REPORT 2019

Veolia Ireland and Northern Ireland

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Pictured on the front cover are (from left to right): Mark Gray, Emma Webster, Michael Clarke and Nick O'Hara, part of Veolia's team in Northern Ireland.

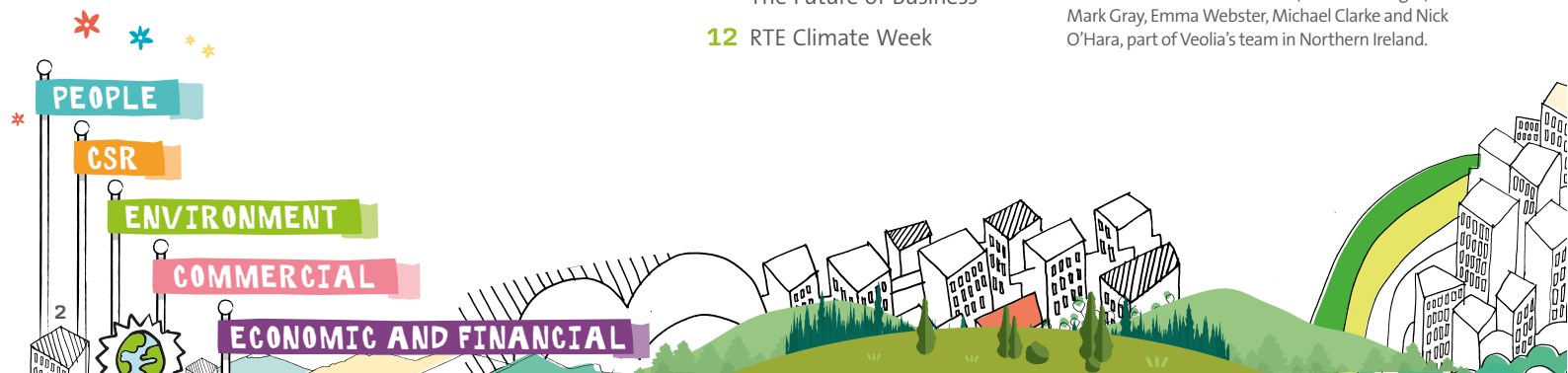
PEOPLE

CSR

ENVIRONMENT

COMMERCIAL

ECONOMIC AND FINANCIAL



## INTRODUCTION

# THIS IS A PIVOTAL MOMENT FOR OUR PLANET AND SOCIETY

We have never been more aware of the huge social and environmental challenges the world faces.

As society and business continue to deal with the global COVID-19 pandemic there is a real focus on building back greener. The climate emergency will affect all of us – but especially the most vulnerable in society.

Both the mission we set ourselves to resource the world, and our purpose to be useful to society, reflect the expectations and needs of all our stakeholders.

They also reinforce our unwavering commitment to creating a positive impact on people, communities and the planet – values that our business has held for more than 160 years.

Businesses with a strong social purpose deliver better and more sustainable outcomes for all stakeholders over the long term.

**CAVIN  
GRAVESON**

Executive Vice-President,  
UK & Ireland



Our latest Sustainability Report, looking at our achievements from 2019, demonstrates that we're already helping society and business on the island of Ireland rise to the challenge of the climate emergency and COVID-19.

We must continue to work together to develop tangible solutions that will make a difference. To do that, we need the most talented and engaged minds to drive innovation and performance.

We're incredibly proud of the progress we have made in sustainability, and we're excited that our stakeholders support the approach we are taking towards people, customers and sustainability in Ireland and Northern Ireland as part of our Impact 2023 strategy.

**JOHN  
ABRAHAM**

Country Director,  
Ireland





# THIS ISN'T NEW TO US

Take a look at how we have helped industrial companies, services organisations and the public sector in waste, water and energy in recent years.


2016

Received **The Business Working Responsibly Mark** from Business in the Community Ireland for the first time

Started work on **upgrading the Sludge Treatment Facility** at Ireland's largest water treatment plant in Ballymore Eustace, Co. Wicklow

Helped Whitfield Clinic in Waterford to become the first hospital to achieve **ISO50001 energy management** accreditation

Awarded a Design and Build contract to **upgrade water infrastructure** at Kingscourt Water Treatment Plant in Co. Cavan

Published the **Circular Revolution** report highlighting the potential impact of the Circular Economy in Ireland 

Celebrated three years of partnering with Plunket College in Dublin as part of the BITC Ireland **Skills at Work** programme

2017

Our **near miss/safety concerns reporting** almost doubled demonstrating a more proactive culture, significantly reducing our number of accidents

Helped customers avoid **2,500 tonnes in CO<sub>2</sub>** emissions through recycling

Treated **30.3 million m<sup>3</sup>** of wastewater and provided **32 million m<sup>3</sup>** of drinking water to local businesses and people

Provided **536MW of heating** to local businesses and people, enough to power 80,000 homes

Recognised as an Engineers Ireland **Continuing Professional Development (CPD) Accredited Employer** across our three areas of expertise - waste, water and energy - for a further three years

2018

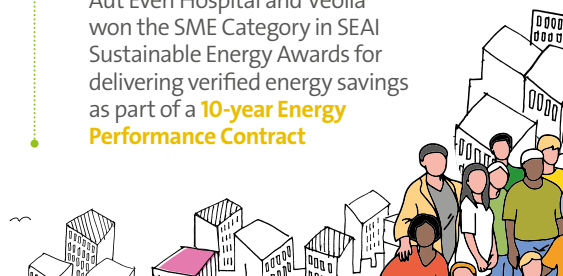
Over **3 million people** benefit from the 53 water, wastewater and sludge facilities we operate on the island of Ireland

Began delivery of the first **Energy Performance Contract** of its type in Ireland in partnership with the Mater Hospital. **81,000 tonnes of CO<sub>2</sub>** will be saved over the course of the contract

Commenced upgrade work on the **Ringsend Wastewater Treatment Plant** on behalf of Irish Water to increase sewage treatment capacity for Dublin

Started the upgrade of the **Vartry Water Treatment Plant** on behalf of Irish Water to improve Dublin and Wicklow's water infrastructure

Aut Even Hospital and Veolia won the SME Category in SEAI Sustainable Energy Awards for delivering verified energy savings as part of a **10-year Energy Performance Contract**





2019

Recovered **12,140 tonnes** of waste to reuse as Secondary Liquid Fuel (SLF) from solvent waste, which is used to replace fossil fuels as inputs in other industries

Founding members of BITC Ireland **Leaders' Group on Sustainability** and signed up to the **Low Carbon Pledge** to reduce Scope 1 & 2 carbon emissions intensity by 50% by 2030

Recruitment and training of **seven employees** on the island of Ireland to act as **Mental Health First Aiders**

Published **Imagine 2050** report on the future of waste, water and energy in Ireland

In conjunction with Young Enterprise Northern Ireland, working with **Euston Street Primary School** in Belfast as part of their 'Your City' programme.

Partnering with Grennan College in Kilkenny as part of the Business in the Community Ireland **Skills at Work** programme

**575 volunteering hours** logged by our people

Re-accredited with the **Business Working Responsibly Mark** from Business in the Community Ireland

Awarded the Business in the Community Northern Ireland **Silver CORE accreditation**

Over 500 meter points now installed to collect data for our **Hubgrade Smart Monitoring** system

Co-chair of the BITC Ireland Leaders subgroup which launched the **Inclusive Employer Blueprint**

Began work on two four year framework agreements that will deliver **new water and wastewater infrastructure** for Irish Water benefitting 73,000 people

Awarded a contract to **manage all industrial utilities** for a major biopharma facility which is using the innovative Single Use System of manufacturing

**Investment in infrastructure** at our Fermoy hazardous waste facility

**Online Customer Hub** gives our Waste customers 24/7 access to reporting on all aspects of their waste collections

Rolled out **AVA, our new online tool** to report health and safety as part of commitment to always have Health & Safety as our No. 1 priority

Awarded the highest level, full 3 year re-accreditation as an **Engineers Ireland CPD Accredited Employer**

**575 volunteering hours** logged by our people

Deputy Chair of the inaugural committee of the France Ireland Chamber of Commerce **Climate Response Working Group**

Partnering with St Joseph's School in Fermoy as part of the Business in the Community Ireland **Time to Count** programme

**42 internal promotions** - an increase of 75% over 2018

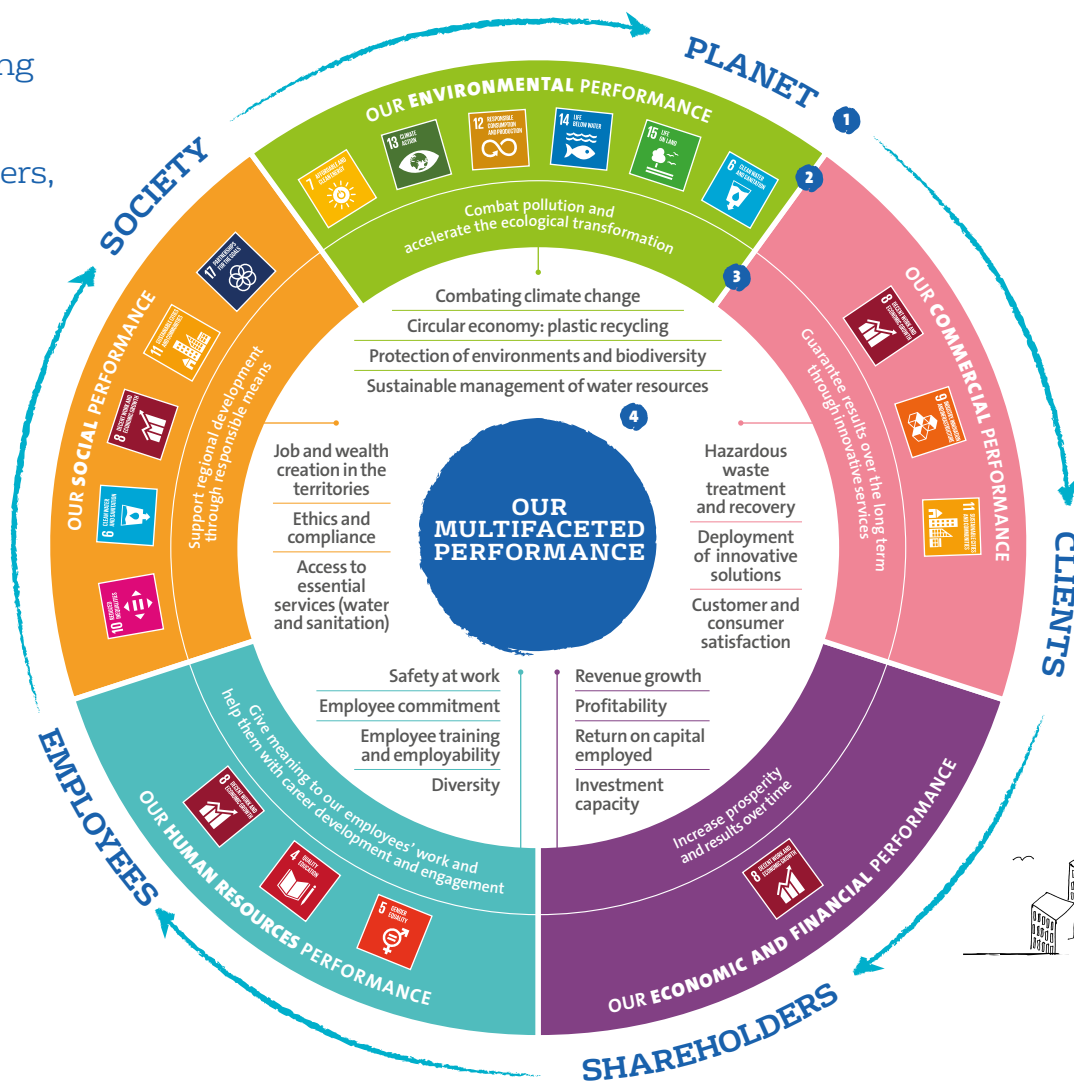
# OUR MULTIFACETED PERFORMANCE

## MULTIFACETED PERFORMANCE CREATING VALUE FOR ALL OUR STAKEHOLDERS

The Veolia Group is committed to creating value for all of our stakeholders. This includes our customers, our employees, our shareholders, our society and our planet, whose interests are fully interconnected.

We are continuing to map our performance against the UN Sustainable Development Goals to show our commitment to sustainable development.

More than ever before, Veolia is leading the way in addressing the major environmental and sustainability challenges facing businesses, government and people in Ireland and Northern Ireland.



- 1 Our stakeholders
- 2 Our performance
- 3 Our commitments
- 4 Our goals



# PEOPLE

## A WORKING COMMUNITY

Our people are encouraged to share best practices and to work together to foster innovation with support for talented people, upward mobility and professional equality.

The working community formed by our people is a source of inspiration and continuous improvement at Veolia. In a virtuous circle that informs our business and delivers for our customers, best practices are gathered and shared. Upskilling is constantly encouraged. Diversity and inclusion is actively promoted.

### Inclusive Employer Blueprint

The Inclusive Employer Blueprint, which was launched in February, is a practical guide to help create inclusive workplaces and reduce social inequality in Ireland and is designed as a best practice tool for employers; it is targeted at securing, developing and nurturing talent. It has been produced by the **Social Inclusion subgroup of the Leaders Group on Sustainability** from Business in the Community Ireland (BITCI). Sinead Patton, Chief Financial and Commercial Officer and Regional Director Northern Ireland of Veolia is co-chair of the Social Inclusion subgroup, together with Ken Scully, Country Manager of Marks & Spencer Ireland.

The ambition of the blueprint is to spell out the practical steps employers can take to reach into marginalised families and communities and help transform their lives.

It aims to help employers better realise the benefits of inclusive recruitment, as well as provide step by step guides to businesses who understand the long term value of being inclusive employers but who up until now have been lacking the tools to implement real change. This blueprint aims to be one of those tools.

### CPD Accredited Employer with Engineers Ireland

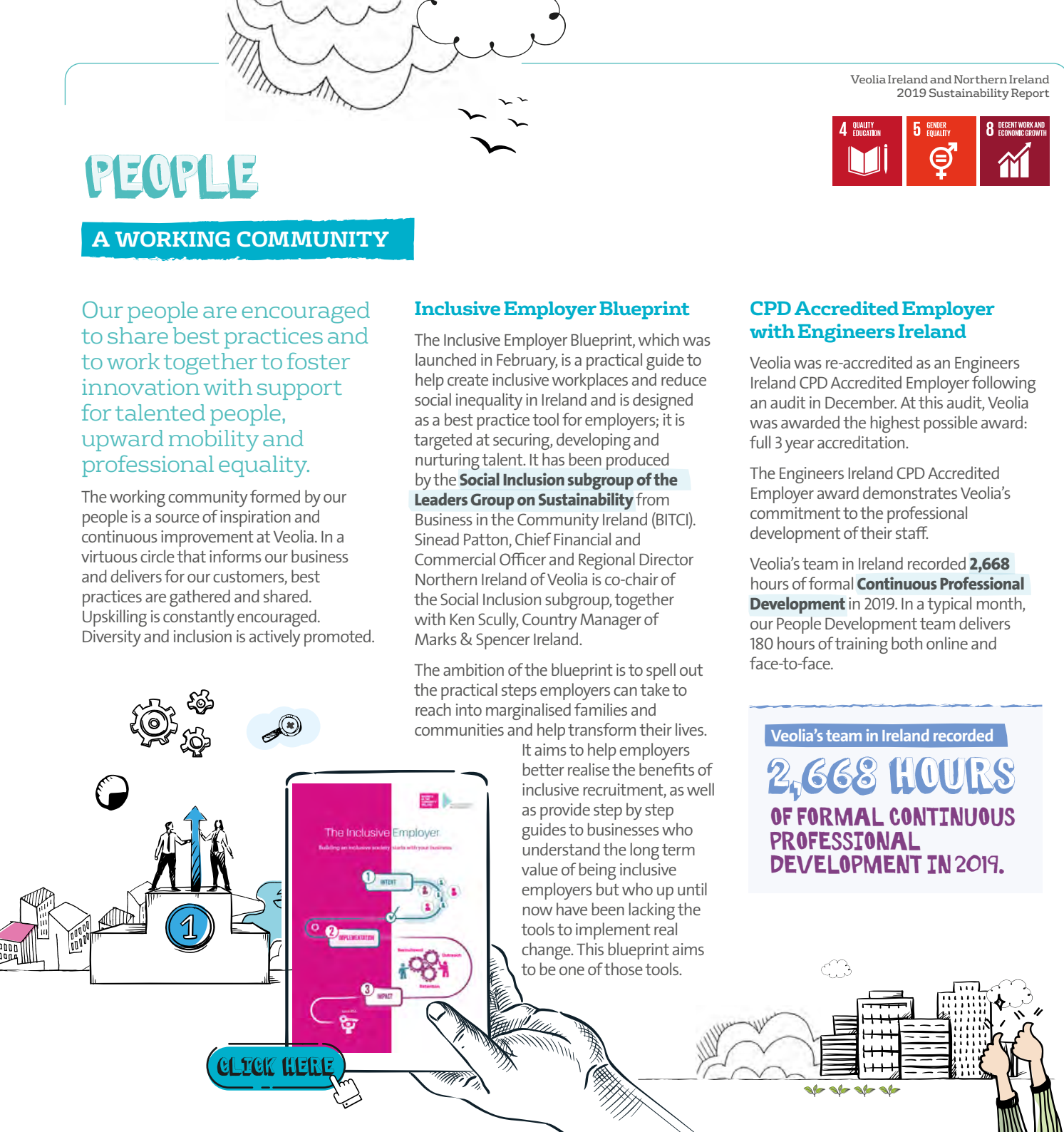
Veolia was re-accredited as an Engineers Ireland CPD Accredited Employer following an audit in December. At this audit, Veolia was awarded the highest possible award: full 3 year accreditation.

The Engineers Ireland CPD Accredited Employer award demonstrates Veolia's commitment to the professional development of their staff.

Veolia's team in Ireland recorded **2,668** hours of formal **Continuous Professional Development** in 2019. In a typical month, our People Development team delivers 180 hours of training both online and face-to-face.

Veolia's team in Ireland recorded

**2,668 HOURS**  
**OF FORMAL CONTINUOUS**  
**PROFESSIONAL**  
**DEVELOPMENT IN 2019.**





# PEOPLE

## A WORKING COMMUNITY



In September, 80,000 employees around the world had the opportunity to share what matters most when working at Veolia as part of our *Voice of Resources Employee Engagement Survey*.

### Employee Engagement

Purpose, Brand, Values, Health & Safety **84%** FAVOURABLE

Job, People and Culture **79%** FAVOURABLE

### Health & Safety

Veolia's fifth International Health & Safety at Work Week took place in September and involved **171,000** employees in **50** countries under the banner of "Act for a better tomorrow."

Our LITFR\* was

**1.63**

(0 in 2018) with a Combined Days Lost and Modified Duties as a percentage of Total Days Worked of

**0.02%**

(0.1 in 2018)

**3,050**

opportunities to prevent injury were reported (2,384 in 2018)

### Awards



Veolia was shortlisted in the **Wellbeing at Work** category

at the Northern Ireland Responsible Business Awards 2019 for our Employee Wellbeing programme.



Veolia was shortlisted in the **Excellence in the Workplace**

category in the Chambers Ireland CSR Awards 2019 for our Mental Health First Aiders programme, which supports the mental health of employees.

### Diversity and Inclusion

Our 2018–2020 inclusion strategy focuses on:

**1.**

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

**2.**

**Increasing** STEM & intergenerational working

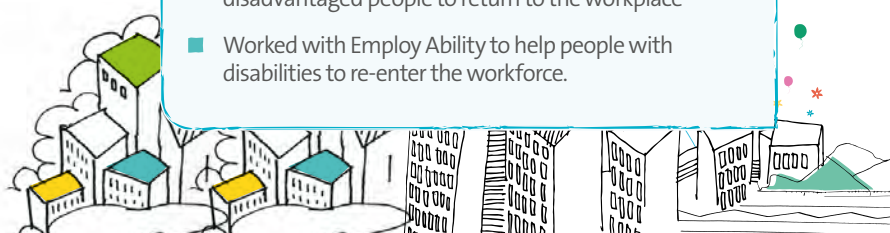
**3.**

**Developing** the talent pipeline

In 2019 we:

- Welcomed four additional graduates who joined our Graduate Programme and we also welcomed two graduates from the *Irish Water Cross Industry Graduate Programme*
- Relunched our apprenticeship programme taking on two apprentices initially, completing a 4 year Electrical & Instrumentation programme
- Defined our **Inclusive Employer** strategy based on the BITC Ireland Inclusive Employment Blueprint
- Participated in BITC Ireland's Ready to Work programme which helps homeless and socially disadvantaged people to return to the workplace
- Worked with Employ Ability to help people with disabilities to re-enter the workforce.

\*LTIFR = Lost Time Injury Frequency Rate. The Frequency Rate is the number of accidents per one million hours worked that resulted in lost or modified duties.





## WORKING RESPONSIBLY

As a business we are committed to working responsibly to support the ongoing development of our people, our local communities and our customers.

### Business Working Responsibly Mark

Veolia was accredited for a further three years with the Business Working Responsibly Mark certification for responsible and sustainable business practices. The Mark, developed by Business in the Community Ireland and audited by the NSAI, is the only independently audited standard for CSR and Sustainability in Ireland. It is based on ISO 26000.



The accreditation process for the Mark involved a detailed review of Veolia's approach to Corporate Social Responsibility (CSR) and sustainability looking at leadership, policies, practices, performance, and impact.

#### Veolia's five highest scoring indicators are:

- Learning and Development
- Customer Relationships
- Managing CSR
- Responsible Products and Services
- Occupational Health & Safety and Staff Wellbeing.

### CORE Award

**CORE**

The Standard for Responsible Business

Veolia was awarded the Business in the Community Northern Ireland Silver CORE accreditation as a responsible company by demonstrating positive impacts across its people, the planet and the places where it operates, and advocating the benefits to encourage others to follow. Veolia is only the second company to achieve Silver accreditation on its first attempt.

CORE – the Standard for Responsible Business – is Northern Ireland's only corporate responsibility accreditation. CORE is based on Business in the Community's Corporate Responsibility (CR) Model and is verified by an external assessor.



### Business Impact Map

Working with Business in the Community Ireland, Veolia has captured the positive impact our teams have on their local communities. We are very proud of the engagement we have, through a combination of volunteering, fund raising, donations and in-kind donations, with the areas we work and live in.

#### Together we:

- Volunteered for **575** hours
- Donated **€16,948** through our Veolia Connect programme
- Raised **€8,028** in employee fundraising
- Donated **€8,240** through in-kind donation.





## WORKING RESPONSIBLY

### Ongoing activities

Veolia continues to participate in **BITC Ireland Skills at Work** where we partner with Plunkett College, Dublin and Grennan College, Kilkenny. In Northern Ireland, Veolia expanded our involvement in the Young Enterprise NI Our City and Our Community programmes as well as the 7-week Business Beginnings Programme with the P7 class in Euston Street Primary School in Belfast.

Veolia joined the **BITC Ireland Time to Count** programme this year. Time to Count is a structured opportunity for business volunteers to provide support on numeracy skills to primary school children. Veolia worked with St Joseph's primary school in Fermoy.

In a follow on from the **Stemettes Monster Confidence Tour** in 2018, students from Thornhill Grammar school in Derry visited North Down Ards Wastewater Treatment Works in April and the Veolia Northern Ireland team visited the school during Tomorrow's Engineers week.

### Awards

Veolia was shortlisted in the **Responsible Company of the Year** category at the Northern Ireland Responsible Business Awards 2019 for our focus on providing new sustainable resources and delivering reductions in carbon emissions.



### Veolia Connect Fund

Veolia Connect is our community sponsorship programme in Ireland. The purpose of the programme is to forge links between Veolia and local communities through funding a diverse range of not-for-profit groups or organisations all over the island of Ireland which Veolia staff are personally involved with.

#### Mayo Autism Camp



Jane O'Connell, who is part of our Energy team, volunteered at the first Mayo Autism Camp for children between the ages of 4 and 12 in 2019. The camp was organised by two local parents who both have autistic children. The response was overwhelming showing a real need for this kind of activity in the community. Following on from her volunteering days Jane successfully applied to Veolia Connect for funding to develop and equip a sensory room for those attending future camps or any of the other social activities that Mayo Autism Camp hosts.

#### ARC Cancer Care



Anne McArdle, a member of our Waste team who has personally benefited from the support of ARC Cancer Care, wished to help the group open their third support centre. She made a successful application to Veolia Connect in 2019 to secure an initial amount of funding for the project. She then went one step further and involved her Veolia Blanchardstown office colleagues in a weekly Breakfast Club with optional donation to an ARC collection jar.

#### Féileacáin - Stillbirth and Neonatal Death Association



Jason Hurney, one of our Technical team, made a successful application to support Féileacáin - Stillbirth and Neonatal Death Association, together with a team of bereavement nurses from Our Lady of Lourdes Hospital in Drogheda. Jason's application was for funding in order to develop a prototype for a new product which would enable parents and families of recently deceased babies to spend more time with those babies and bring them home to make memories before finally saying their goodbyes.





# ENVIRONMENT

## IMPROVING IRELAND'S ENVIRONMENTAL PERFORMANCE

Our teams are working every day to help our customers and our communities to move towards the Circular Economy, reduce their environmental footprint and respond to the climate crisis.

### Municipal water and wastewater infrastructure

Veolia was awarded two four year framework agreements that will deliver new water and wastewater infrastructure for Irish Water.

Designed to deliver key water and wastewater infrastructure upgrades, the works form part of a significant investment plan to enhance the performance and meet the increased demand from population growth, mitigate flood risk and maintain legislative compliance.

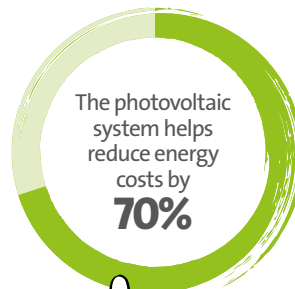
Initially starting with projects on 11 sites, these will **benefit around 73,000 people** in the Midlands and North West of Ireland and provide water infrastructure that meets the current and future needs of the local communities.

In total, over 3 million people benefit from the water, wastewater and sludge facilities we operate on the island of Ireland.

### Renewable energy

Polecat Springs Group Water Scheme in Co. Roscommon working with Veolia, Clár ICH and Eco Smart became the **first Group Water Scheme to use renewable energy** to directly power its water treatment plant.

The photovoltaic (PV) system will directly help the environment by reducing CO<sub>2</sub> emissions and enable the local community to benefit from a reduction of energy costs by **70%**.



### Waste recycling and reuse in 2019

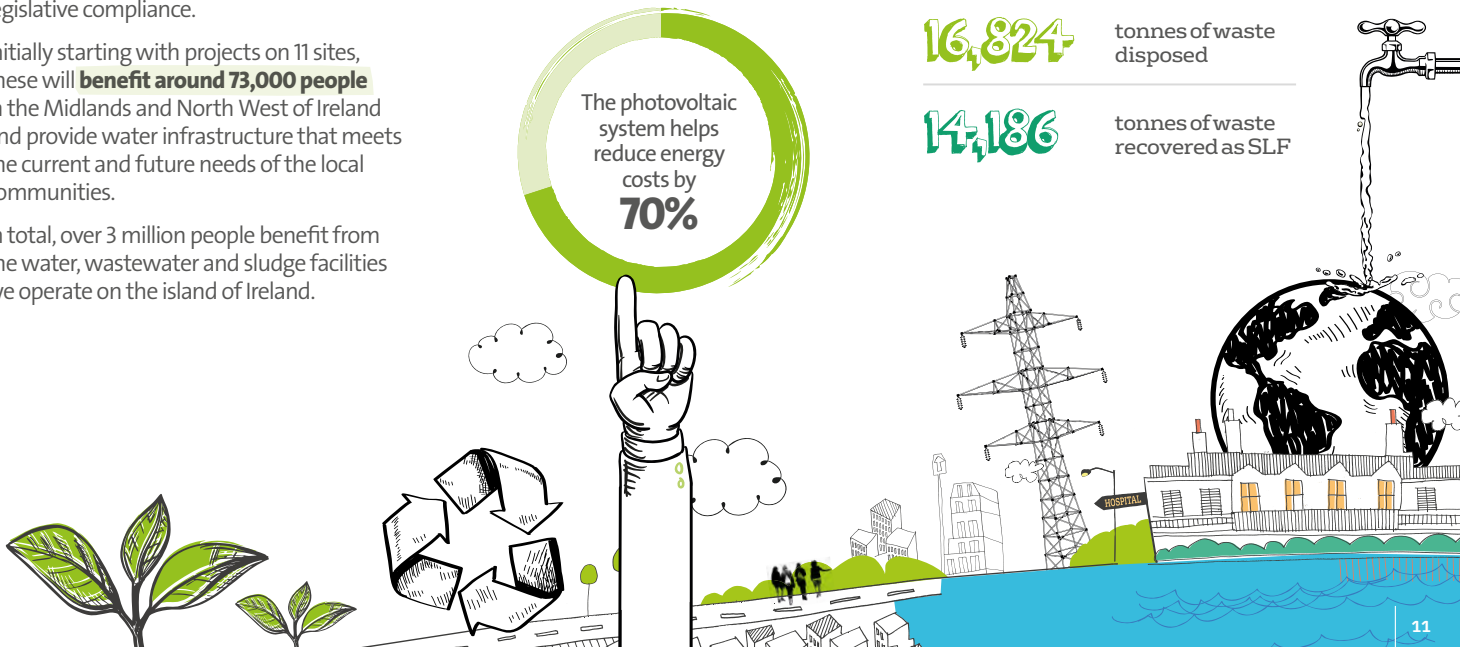
Driven by focused account management and the expertise of our on-site teams we recovered **80%** of waste managed (69% in 2018)

**84,204** tonnes of waste managed

**67,380** tonnes of waste recovered

**16,824** tonnes of waste disposed


**14,186** tonnes of waste recovered as SLF



# ENVIRONMENT

## IMPROVING IRELAND'S ENVIRONMENTAL PERFORMANCE

### Carbon Report 2019



	2018	2019
	Carbon emissions (tonnes CO <sub>2</sub> eq.)	Carbon emissions (tonnes CO <sub>2</sub> eq.)
Direct	195 813	159 218
Indirect	30 130	22 640
Avoided	-5 680	-12 630
CPR	-0.0111	-0.0694
2018 vs 2019	4.43%	

### Low Carbon Pledge

 The Low Carbon Pledge came about through the work of the BITC Ireland **Leaders Group on the Low Carbon Economy** - formed in 2017 by member companies who had achieved the Business Working Responsibly accreditation, with the mandate to design a collective business response to climate change.


Veolia is a member of that Leaders Group. The Group's work led them to the conclusion that the greatest way to make an impact would be through a Low Carbon Pledge that companies would sign up to to reduce their direct carbon intensity by **50% by 2030**.

BITC member companies were invited to sign up to the pledge, which was launched in late 2018 with an initial 43 signatories, of which Veolia was one. The first annual report published in June 2019 showed that the Pledge signatory companies have seen an overall emission reduction of **42%** in carbon intensity between the Baseline Period and 2018.

**Leaders  
Group on the  
Low Carbon  
Economy**

**CLICK HERE**

### Water Infrastructure



Joe Higgins, Regional Director (Design and Build), Technical and Performance Director, was invited on to The Pat Kenny Show on Newstalk to discuss a range of topics about water in Ireland. Joe and Pat discussed how water scarcity is one of the major risks we face, as highlighted by the World Economic Forum. This is driven by population growth, limited fresh water supply and the historic lack of investment in water infrastructure.

### Sustainability and The Future of Business



Sinead Patton, Chief Financial and Commercial Officer, took part in a discussion on the importance of sustainability to business in an event in Trinity Business School organised by the France Ireland Chamber of Commerce and Business in the Community Ireland.

### RTE Climate Week



Declan White, Regional Director (South), participated in a panel discussion during RTE's business event on the Circular Economy in Ireland, as part of #RTEonClimate week. Declan brought examples of Veolia's experience in Ireland to a fascinating conversation.



# COMMERCIAL

## EFFICIENT USE OF RESOURCES

We help our customers in the public and private sectors to develop and implement solutions that conserve resources, use them efficiently and recycle them.

### Biopharma Utilities Management

Veolia was awarded a contract to manage all industrial utilities for a major biopharma facility. This facility is using the innovative Single Use System of manufacturing which is increasingly common in the biopharma sector.

Veolia will deliver a **secure, reliable supply of all required utilities** to allow manufacturing to continue without interruption. Veolia will also work with the customer team to identify and implement a range of energy efficiency projects to reduce costs and energy usage.

### Industrial Wastewater Treatment

Veolia was awarded the contract to design and build a new wastewater treatment plant for a pharmaceutical facility that was being converted to a biopharma plant. The wastewater treatment plant was a critical part of making sure that the new facility would be **fully compliant with the environmental license**. That plant has been commissioned and Veolia is now operating it on behalf of the customer.

### Intel PQS Award

Veolia has been recognised by Intel as a recipient of a **2018 Preferred Quality Supplier (PQS) award**. The PQS award recognised companies like Veolia Ireland that Intel believes have relentlessly pursued excellence and conducted business with resolute professionalism.

**2018 PQS**  
Intel® Preferred Quality  
Supplier Award

### Customer Satisfaction Survey



We are working actively with our customers to respond to the feedback received.

In business to business markets an **NPS of +25** is considered to be the benchmark.

### Global Pharmaceuticals and Food and Beverage Conference

Over 150 of Veolia's pharmaceutical and food and beverage experts from around the world gathered in Dublin in April to share knowledge, hear about success stories and listen to our customers. A mix of site visits, customer presentations and Subject Matter Expert seminars helped Veolia to **understand our customer's needs and deliver innovative solutions**. The conference was an opportunity to showcase the expertise of the Ireland team to our worldwide colleagues.

### Awards

We were shortlisted in the Energy Efficiency category at the Property Industry Excellence Awards for our work in delivering **verified energy and CO<sub>2</sub> savings** for Aut Even Hospital in Kilkenny.

We were recognised at the Ireland France Business Awards where we were awarded 1st Runner-Up in two categories - Best French Company in Ireland and the **Special Award for Impact on Climate Change**.

Our customer, Tipperary Co-op, won the Large Business category at the SEAI Sustainable Energy Awards for **implementing an energy management system** which has resulted in energy savings of over 10% in the first year of the programme, since its implementation in 2018.





# ECONOMIC AND FINANCIAL

## ONGOING INVESTMENT

Veolia in Ireland continued to deliver sustainable organic growth as demand for our services and expertise grows.

To support that, we invested in:

### REFURBISHING

Our Kilkenny office

### UPGRADING

Our transfer station in Fermoy through significant investment in new treatment capacity

### EXPANDING

Our hazardous waste collection fleet to improve the service to our customers

### BUILDING

Information modelling (BIM) to support the delivery of design & build projects

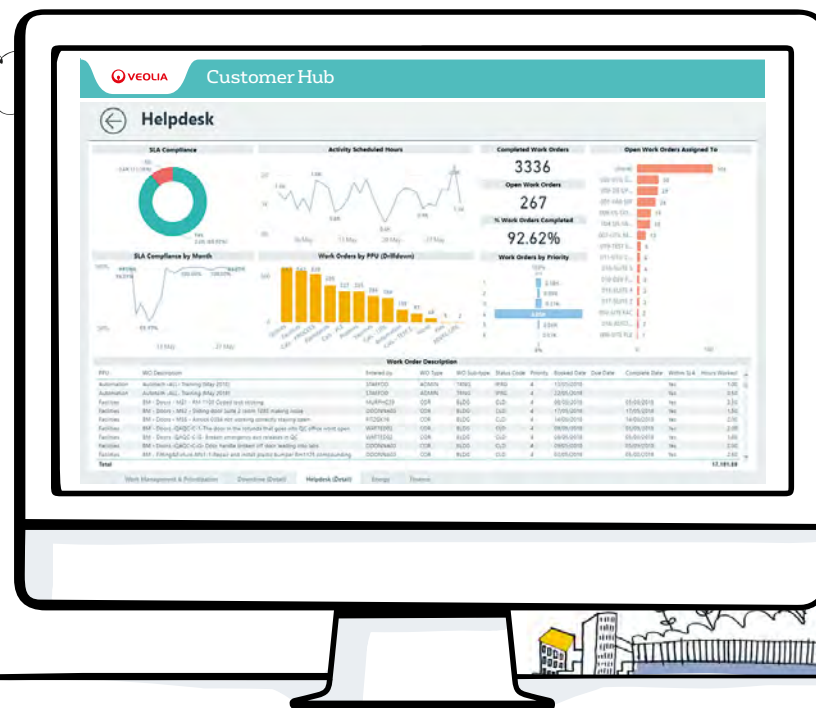
### FURTHER DEVELOPMENT

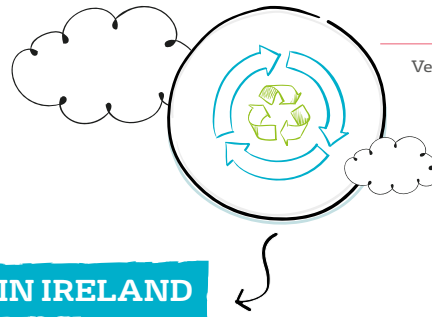
Of our IT infrastructure to support agile working and efficiency

### Online Customer Hub for waste customers

Our Customer Hub, which is available 24/7, gives our waste customers online access to reporting on all aspects of their waste collections. The Customer Hub delivers full transparency for our customers on how their waste is being managed.

It also acts as a central store for waste licences, waste treatment requests, certificates of acceptance and disposal and collection permits.





# CONCLUSION

## DEVELOPING THE CIRCULAR ECONOMY IN IRELAND

Our Sustainability Report 2019 shows how we are continuing to develop our people, engage with our communities, deliver for our customers and lead the way in developing the Circular Economy in Ireland.

Achieving Silver Level CORE accreditation in Northern Ireland and being re-accredited with the Business Working Responsibly Mark in the Republic of Ireland shows that Veolia truly is a responsible business. I believe that being responsible is not just the right thing to do, it is the best thing to do – people want to buy from, work with and partner with environmentally responsible businesses.



**SINEAD  
PATTON**

*Chief Financial and Commercial  
Officer, Veolia Ireland and Regional  
Director, Veolia Northern Ireland*

We are constantly evolving our services and our skills to help Irish Industry become more sustainable. Delivering a secure, reliable supply of all required industrial utilities to a biopharma facility using the innovative Single Use System of manufacturing is just one example of this.



**FERGUS  
ELEBERT**

*Regional Director  
(Central),  
Veolia Ireland*

The strength of our Technical team was recognised by being awarded two four year framework agreements by Irish Water. These agreements will deliver new water and wastewater infrastructure which will benefit around 73,000 people in the Midlands and North West of Ireland. The ECI contracting model will make implementation quicker and more effective, and by using our local capabilities, in conjunction with our global water experience, we will ensure that value for money is delivered for our customer.



**JOE  
HIGGINS**

*Regional Director (Design & Build),  
Technical & Performance Director,  
Veolia Ireland*

Our waste team focused on continuously improving the services we offer to our customers with investment in our Fermoy Waste Management Facility and further development of our online Customer Hub, providing 24/7 access to all details on how waste is managed sustainably and with full compliance.



**DECLAN  
WHITE**

*Regional Director  
(South),  
Veolia Ireland*



## Resourcing the world

### **Veolia**

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