

THE ESSENTIALS



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OUR MISSION: RESOURCING THE WORLD

DEVELOPING ACCESS TO RESOURCES

Veolia offers operating solutions that are more ecologically sober and more economically efficient, increasing not only the potential but also the accessibility of the available resources.

PRESERVING RESOURCES

Veolia develops solutions to optimize the use of resources, save them and protect their quality and efficiency throughout the cycles of use.

RENEWING RESOURCES

Veolia makes it possible to create new secondary resources, which are gradually compensating for the scarcity of primary natural resources, thus generating new opportunities for economic and social development that respects the environment.



OUR 3 ACTIVITIES

WATER

96

million people supplied
with drinking water

62

million inhabitants connected
to wastewater systems

4,117

water production
plants managed

2,878

wastewater treatment
plants managed

WASTE

40

million people provided
with collection services on
behalf of municipalities

47

million metric tons
of waste treated

737,977

business customers

579

waste-processing
facilities operated

ENERGY

45

million MWh
produced

40,210

thermal installations
managed

2,291

industrial sites
managed

595

heating and cooling
networks managed



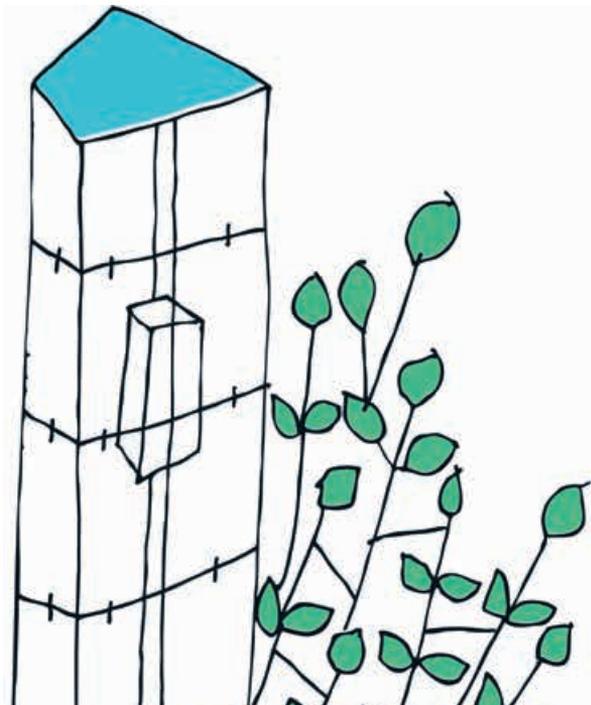
Veolia treats and monitors **water quality** at all stages of the cycle, from extraction to discharge into the natural environment. We innovate to preserve the resource and promote water recycling and reuse for cities and industry.



An expert in **energy services**, Veolia supports the economic growth of its municipal and industrial customers while reducing their ecological footprint. Energy efficiency, efficient management of heating and cooling networks, production of green energy - unique expertise for a more sustainable world.



Veolia specializes in **waste management**, regardless of whether it is liquid or solid, non-hazardous or special. Our expertise covers the entire waste lifecycle, from collection to recycling and final recovery in the form of materials or energy.





OUR WORLDWIDE PRESENCE

AFRICA MIDDLE EAST

€1,741
million revenue

12,375
employees

ASIA OCEANIA

€2,945.9
million revenue

22,690
employees

NORTH AMERICA

€2,396.8
million revenue

8,593
employees



LATIN AMERICA

€840.6
million revenue

12,441
employees

FRANCE

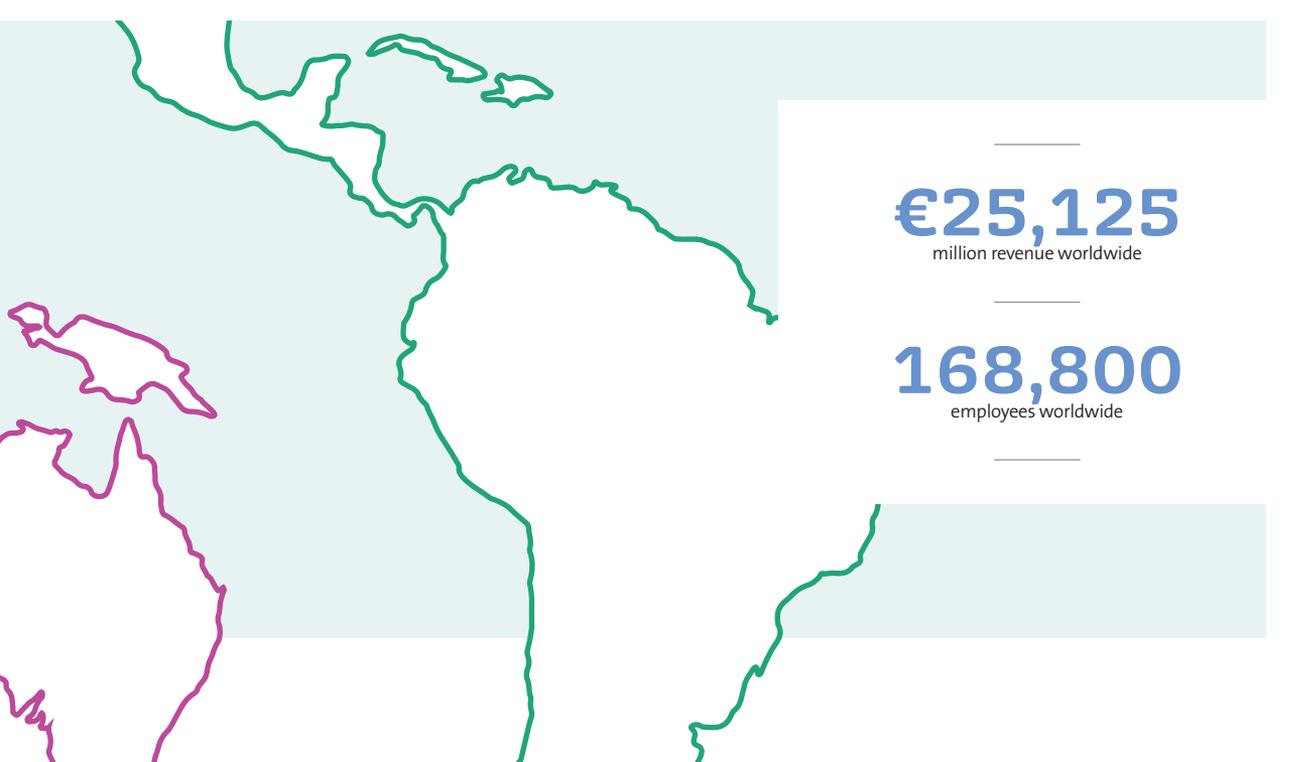
€7,682.9
million revenue

50,337
employees

EUROPE
(outside France)

€9,517.4
million revenue

62,364
employees

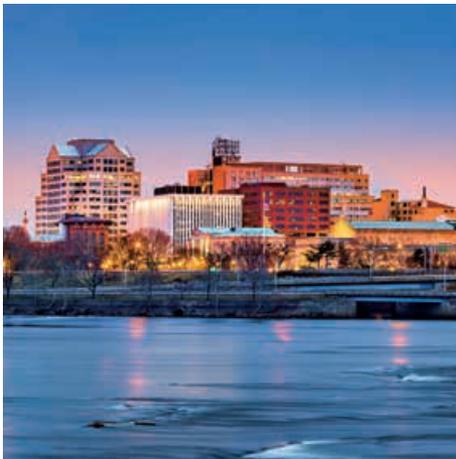


€25,125
million revenue worldwide

168,800
employees worldwide



OUR SERVICES FOR CITIES



INCLUSIVE CITIES

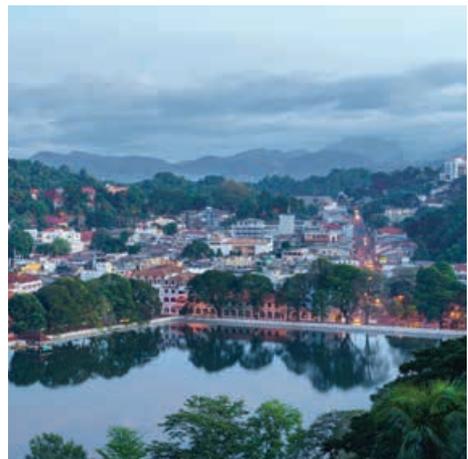
Inclusive cities promote access to essential services for the most vulnerable people. They involve their citizens and stakeholders in the definition and in the operation of their services.

In the **Greater Matale region (Sri Lanka)**, Veolia is developing access to drinking water for 350,000 people. Five water treatment plants and 430 km of pipelines will ensure a secure supply.

RESILIENT CITIES

Increasing urbanization, violent climate events and pressure on resources require smart urban infrastructure and services planning. Increasing the **resilience of cities** by anticipating and reducing risks enhances the attractiveness of the local area.

In the **State of New Jersey (USA)**, Veolia has deployed 13 autonomous microgrids, capable of generating heat and electricity. They replace the main power grid in case of outages caused by extreme weather conditions.





CIRCULAR CITIES

By saving its resources, **circular cities** promote growth, create jobs, secure their supplies and reduce their CO₂ emissions. In local loops, they encourage local players to recycle and to prolong the duration of use of materials. They promote a functionality economy that encourages shared infrastructures and services.

In **Mexico**, Veolia will build and operate the first waste to energy facility in Latin America. Every year it will transform 1.6 million metric tons of household waste into green energy to directly power the city's metro system.



LIVABLE CITIES

Livable cities promote their inhabitants' well-being. They protect biodiversity and reduce their environmental footprint by favoring renewable sources of energy. In eco-neighborhoods, they optimize the quality of the environment through high environmental performance solutions.

Collection, sorting and recycling household, commercial and industrial waste, cleaning and winter maintenance of streets and vehicles, sale of recycled materials: in **London (United Kingdom)**, Veolia contributes to the sustainable future of the 3 million inhabitants of the boroughs of Westminster and Camden, and the southern districts of Croydon, Merton, Sutton and Kingston upon Thames.



SMART CITIES

Thanks to the data they collect to create new urban services, **smart cities** are able to improve their competitiveness, attractiveness and sustainability. More efficient and transparent, they better meet the expectations of their citizens and businesses, optimize their operation and preserve their resources.

Birdz is the Nova Veolia subsidiary specializing in designing connected objects and data management - water, energy, waste, temperature, air, noise, pollution. It has recently commissioned its six millionth communicating object for the **Communauté d'Agglomération du Bassin d'Arcachon Sud (France)**.

OUR SERVICES FOR INDUSTRY



DIFFICULT POLLUTION

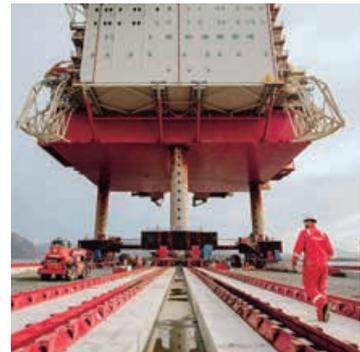
The pharmaceutical, chemical, petroleum, metallurgical and nuclear industries are producing increasingly large amounts of hazardous waste. Against the backdrop of an ever more stringent regulatory framework, Veolia offers them its unique know-how to efficiently treat their waste.

British nuclear power plant operator **Magnox Limited** selected Veolia's Nuclear Solutions to design and build treatment units to remove radioactive waste from the effluents and settling basins at four of its sites.

MINING, METAL AND ENERGY INDUSTRIES

Market cyclicality, scarcity of natural resources and greater environmental responsibility: these industries face a number of challenges that encourages them to better reconcile productivity and sustainability. Veolia is a partner of choice for over a hundred of these industrial customers.

In Australia, Springvale Joint Venture and EnergyAustralia have selected Veolia to build and operate a new water treatment plant for the Springvale Mine and Mount Piper power station, which supplies 15% of the electricity consumed in New South Wales.



END OF LIFE INDUSTRIAL FACILITY MANAGEMENT

The growing number of end-of-life industrial facilities and the amount of end-of-life equipment offers Veolia excellent prospects for growth. On this market, the Group has strengthened its expertise throughout the entire value chain, including decommissioning, decontamination, compliance, and material recovery.

On the **Great Yarmouth (England)** site, Veolia and its partner Peterson are dismantling an end-of-life offshore platform. 97% of the 1,600 metric tons of recovered materials will be recycled using a circular economy approach.



THE OIL, GAS AND CHEMICALS INDUSTRIES

Increasing global demand, extremely volatile prices, increasingly stringent environmental regulations... Veolia helps oil, gas and chemical companies optimize their costs and production while reducing their ecological footprint.

Hongda Chemical, a subsidiary of one of China's leading chemical groups, has engaged Veolia to implement energy management and optimization in a steam and demineralized water production plant. The objectives are to reduce costs and meet the new greenhouse gas emission standards.



THE FOOD AND PHARMACY/ COSMETICS INDUSTRIES

Veolia supports these sector players by implementing innovative water, waste and energy management solutions, which help them reduce their environmental footprint, optimize their operational performance and strengthen their brand image.

French group **Danone** is strengthening its global partnership with Veolia in relation to securing water resources, sustainably managing plastic packaging, producing biogas from bio-waste, and optimizing energy consumption.

THE CIRCULAR ECONOMY

Given the scarcity of resources, Veolia develops circular economy solutions for and with its customers, making some people's waste someone else's resource. The Group therefore creates local loops between players operating in the same territory.

Veolia supports the Dutch brand **Philips** in its goal to increase the proportion of recycled plastic in its appliances. The Group intervenes at the product design stage in order to both maximize the amount of recycled plastic used and significantly reduce their environmental footprint.



#we are RESOURCERS

Whatever their area of expertise, role or country, day after day Veolia's 168,800 employees contribute to "resourcing the world".

They see the world as it should be, not only as it is: they see waste as a valuable material, wastewater as a new water source and wasted energy as new sources of heat. United with the same mind-set, they form the community of "resourcers": they are optimistic, they never give up, and they move forward together.



WE ARE OPTIMISTIC

"It's exciting to see how quickly our technicians embrace new projects. Where other people see difficulties in implementing new processes, I see opportunities to improve skills."

Julia Gu, # Vice-President
Veolia China, Water
Concessions.



WE NEVER GIVE UP

"With the Shell Leman BH project, we are fully contributing to 'resourcing the world' by reusing raw materials such as steel, copper and water: the recycling rate is over 99%! Our team is a group of passionate people who care about a job well done. With two principles we never give up on: safety and environmental impact."

Craig Nicol, # Decommissioning
Development Proposals Manager,
Veolia United Kingdom.



WE MOVE FORWARD TOGETHER

"Springvale is the perfect example of an integrated 'One Veolia' contract. By treating the effluents from mining, we free up a significant water supply for local communities. An integrated contract because we successfully mobilized an incredible number of Veolia teams world wide. Veolia's great strength lies in this type of teamwork!"

Richard Mueller, # Executive
General Manager Technical
and Innovation, Veolia Australia
and New Zealand.

#we are RESOURCERS

At Veolia, we like to make resource recovery investments. Investing solutions means better performance. We like to make it as simple as possible. We like to make it as easy as possible. We like to make it as smart as possible. We like to make it as green as possible. We like to make it as blue as possible. veolia.com/veolaresources

Resourcing the world **VEOLIA**

#we are RESOURCERS

BEING A RESOURCER MEANS SEEING WASTEWATER AS A NEW WATER SOURCE.

At Veolia, we like to make resource recovery investments. Investing solutions means better performance. We like to make it as simple as possible. We like to make it as easy as possible. We like to make it as smart as possible. We like to make it as green as possible. We like to make it as blue as possible. veolia.com/veolaresources

Resourcing the world **VEOLIA**

#we are RESOURCERS

BEING A RESOURCER MEANS SEEING WASTE AS A VALUABLE MATERIAL.

At Veolia, we like to make resource recovery investments. Investing solutions means better performance. We like to make it as simple as possible. We like to make it as easy as possible. We like to make it as smart as possible. We like to make it as green as possible. We like to make it as blue as possible. veolia.com/veolaresources

Resourcing the world **VEOLIA**

#we are RESOURCERS

BEING A RESOURCER MEANS SEEING WASTED ENERGY AS NEW SOURCES OF HEAT.

At Veolia, we like to make resource recovery investments. Investing solutions means better performance. We like to make it as simple as possible. We like to make it as easy as possible. We like to make it as smart as possible. We like to make it as green as possible. We like to make it as blue as possible. veolia.com/veolaresources

Resourcing the world **VEOLIA**



OUR COMMITMENTS TO SUSTAINABLE DEVELOPMENT



ENVIRONMENTAL PERFORMANCE RESOURCING THE PLANET

- 1 Sustainably manage natural resources by supporting circular economy
2020 target: Achieve €3.8 billion in circular economy related revenue
- 2 Contribute to combating climate change
2020 target: Achieve 100 million metric tons CO₂ equivalent of reduced emissions and 50 million metric tons CO₂ equivalent of avoided emissions for the period spanning from 2015 to 2020
2020 target: Capture over 60% of methane from the landfills we operate
- 3 Promote an eco-friendly approach to conserve biodiversity
2020 target: Carry out a diagnosis and deploy an action plan in 100% of sites with significant biodiversity issues



SOCIETAL PERFORMANCE

RESOURCING THE REGIONS

- 4 Build new models for relations and value creation with our stakeholders
2020 target: Have entered into a major partnership based on value creation in each zone and each growth segment
- 5 Contribute to local development
2020 target: Maintain above 80% the percentage of Veolia's spending reinvested locally
- 6 Supply and maintain services crucial to human health and development
2020 target: Contribute to the United Nations Sustainable Development Goals, as we did to the Millennium Development Goals

SOCIAL PERFORMANCE

VEOLIA'S PEOPLE

- 7 Guarantee a healthy and safe working environment
2020 target: Achieve an accident frequency rate of 6.5 or less
- 8 Encourage the professional development and commitment of each employee
2020 target: Deliver training to over 75% of employees every year
2020 target: Maintain managers' commitment rate at over 80%
- 9 Guarantee respect for diversity and human and fundamental social rights within the company
2020 target: Achieve 95% of employees with access to social dialogue devices

OUR KEY FIGURES

2017 PERFORMANCES

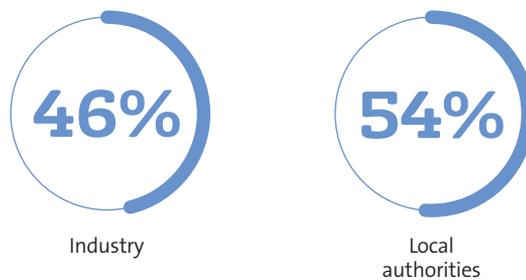
€25,125 million
in revenue

168,800
employees

BREAKDOWN OF REVENUE BY ACTIVITY



BREAKDOWN OF THE GROUP'S CUSTOMERS



ENVIRONMENTAL PERFORMANCE RESOURCING THE PLANET

1. SUSTAINABLY MANAGE NATURAL RESOURCES BY SUPPORTING THE CIRCULAR ECONOMY

CSR COMMITMENT

2020 TARGET:

Achieve

€3.8 billion

in circular economy
related revenue

2017 PERFORMANCE:

€4.4 billion

in circular economy
related revenue

73.7%

Efficiency of drinking
water distribution networks
serving over 50,000 people
(pro forma 2015-2017)

5.1 million

smart meters installed

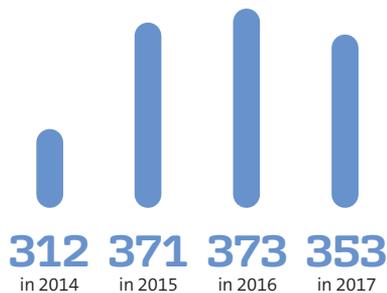
59%

of consumers benefit from
a progressive water rate

65%

of waste we treat recovered
as matter and energy

Volume of water reused
from collected and
treated wastewater
(water and waste activities)



in million m³

+107%

compared to 2011

99,839

metric tons

of materials recovered from
dismantling operations

61%

of combustion residues recovered
(incineration and energy business)

57%

of sewage sludge recovered

1,097 kt

of alternative fuels produced
from treated waste

2. CONTRIBUTE TO COMBATING CLIMATE CHANGE

CSR COMMITMENT

2020 TARGET:

Achieve

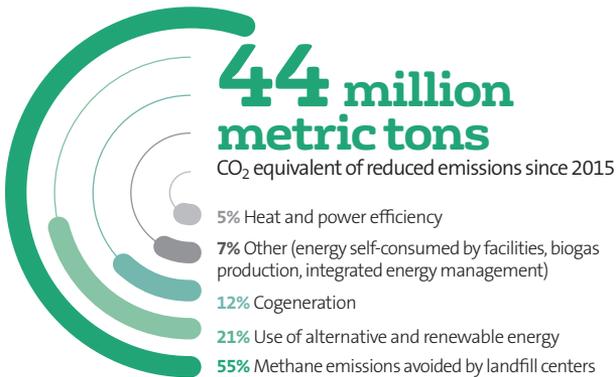
100 million metric tons

CO₂ equivalent of reduced emissions and

50 million metric tons

CO₂ equivalent of avoided emissions spanning from 2015-2020

2017 PERFORMANCE:



18.4 million metric tons

CO₂ equivalent avoided since 2015

Energy recovery from waste and sludge **44%**
Materials recovery from waste **56%**

CSR COMMITMENT

2020 TARGET:

Capture over

60%

of the methane from the landfills we operate

2017 PERFORMANCE:

51%

of methane captured

16.3 million MWh

of renewable and alternative energy produced, which is equivalent to **30%** of the Group's total energy production

87%

Energy efficiency of heating networks delivering more than 100 GWh/year

760 kWh/t

Energy production from municipal waste incinerators

5.9 million MWh

of primary energy saved thanks to cogeneration (heat production and distribution installations producing over 100 GWh/year)

349 Wh/m³

Electricity consumed to treat wastewater in treatment plants with a greater than 100,000 population equivalent capacity

ENVIRONMENTAL PERFORMANCE

3. PROMOTE AN ECO-FRIENDLY APPROACH TO CONSERVE BIODIVERSITY

CSR COMMITMENT

2020 TARGET:

Carry out a diagnosis and
deploy an action plan in

100%

of sites with significant biodiversity issues

2017 PERFORMANCE:

Diagnosis and
action plan in

54%

of the sites identified

51 sites

have a partnership with
a local nature conservation
association

161 sites

have introduced ecological
management

STEERING ENVIRONMENTAL PERFORMANCE

CSR COMMITMENT

2020 TARGET:

Deploy our new internal environmental
management system in

100%

of our operational activities

2017 PERFORMANCE:

40%

of the Group's operational
revenue covered

67%

of revenue is covered by ISO 14001
certification for environmental
management

SOCIETAL PERFORMANCE

RESOURCING THE REGIONS

4. BUILD NEW MODELS FOR RELATIONS AND VALUE CREATION WITH OUR STAKEHOLDERS

CSR COMMITMENT

2020 TARGET:

Have entered into a major **partnership based** on value creation in each zone and each growth segment.

2017 PERFORMANCE:

Examples of major partnerships signed:
Carbon Clean Solutions (CCSL), Danone, Huawei, IBM, Livelihoods, Swiss Re

5. CONTRIBUTE TO LOCAL DEVELOPMENT

CSR COMMITMENT

2020 TARGET:

Maintain above
80%
the percentage of our spending
reinvested locally

2017 PERFORMANCE:

Spending reinvested
in the territories:
85.4%
(average calculated on
the principal areas representing
71% of sales in 2017)

48%

of strategic suppliers
assessed for their CSR
performance since 2015

57%

of Veolia's active contract
portfolio includes a sustainable
development clause

€8.8 million

is spent on purchases
in the sheltered and supported
employment sector in France

SOCIETAL PERFORMANCE

6. SUPPLY AND MAINTAIN SERVICES CRUCIAL TO HUMAN HEALTH AND DEVELOPMENT

CSR COMMITMENT

2020 TARGET:

Contribute to the United Nations sustainable development goals as we did to the Millennium Development Goals

2017 PERFORMANCE:

7.97 million

people connected to a drinking water supply and more than

3.54 million

to a sanitation system

50

new projects supported by the Veolia Foundation in 2017 spending **€2.962 million**

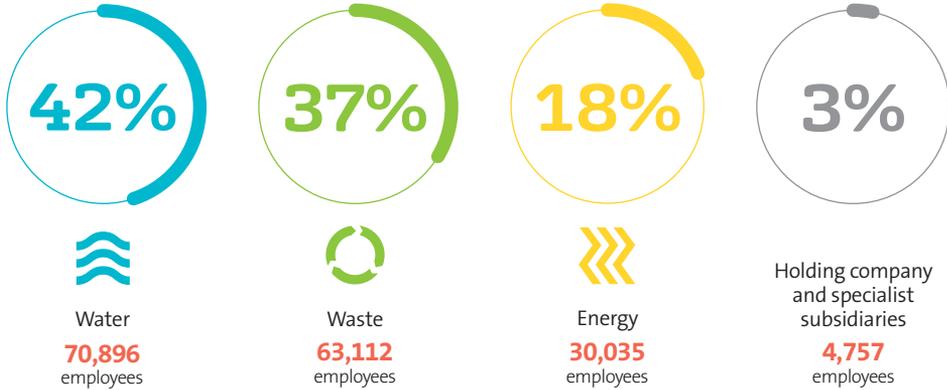
99.7%

of the water distributed by Veolia complied with applicable regulations

SOCIAL PERFORMANCE

VEOLIA'S PEOPLE

BREAKDOWN OF WORKFORCE BY ACTIVITY



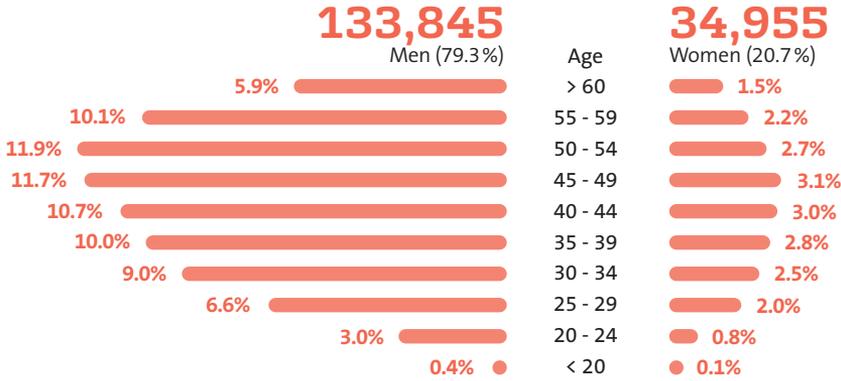
19.7%
of employees are over the age of 55

13%
of employees are under the age of 30

91.5%
of employees have a permanent contract

SOCIAL PERFORMANCE

BREAKDOWN OF WORKFORCE BY AGE



7. GUARANTEE A HEALTHY AND SAFE WORKING ENVIRONMENT

CSR COMMITMENT

2020 TARGET:
Achieve an accident frequency rate of
6.5
or less

2017 PERFORMANCE:
2017 frequency rate:
9.55

CHANGE IN WORKPLACE ACCIDENT FREQUENCY AND SEVERITY RATES



-1.8%
fewer lost time workplace accidents (excluding commute) in comparison to 2016

56%
of employees benefited from at least one health and safety training session

■ : Frequency rate: number of workplace accidents with time off per million hours worked.
○ : Severity rate: number of days lost as a result of workplace accidents per thousand hours worked.

8. ENCOURAGE THE PROFESSIONAL DEVELOPMENT AND COMMITMENT OF EACH EMPLOYEE

CSR COMMITMENT

2020 TARGET:

Deliver training to over

75%

of employees every year

2017 PERFORMANCE:

Percentage of employees having undergone at least one training session during the year:

72%

17 hours

of training on average per employee per year

CSR COMMITMENT

2020 TARGET:

Maintain managers' commitment rate at over

80%

2017 PERFORMANCE:

Managers' commitment survey deployed in March 2017:

86%

commitment

SOCIAL PERFORMANCE

9. GUARANTEE RESPECT FOR DIVERSITY AND HUMAN AND FUNDAMENTAL SOCIAL RIGHTS WITHIN THE COMPANY

CSR COMMITMENT

2020 TARGET:

Achieve

95%

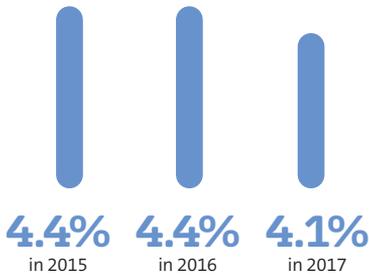
of employees with access to social dialogue mechanisms

2017 PERFORMANCE:

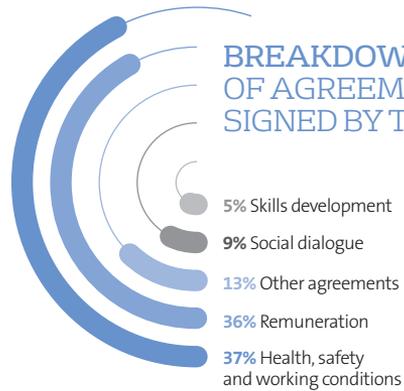
Social dialogue body coverage rate:

89%

Absenteeism rate
(excluding maternity and paternity leave)



BREAKDOWN
OF AGREEMENTS
SIGNED BY TOPIC



Number of agreements
signed in 2017:

Over 1,000
agreements

Veolia's Communications department – April 2018

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Resourcing the world  **VEOLIA**

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