



# PURPOSE EMPOWERS SUSTAINABILITY

ASIA BROCHURE

- 2021 -



# - MESSAGE FROM TOP MANAGEMENT -



# MESSAGE FROM TOP MANAGEMENT



*“We ultimately want to have more impact. With this aim in mind, for each of our businesses our priority will be to seek maximum impact, whether environmental, social or economic.”*

**Antoine FRÉROT**

Chairman and Chief Executive Officer of Veolia

*“We will achieve challenges by delivering multifaceted performance to all of our stakeholders, our shareholders, customers, employees, society and the planet.”*

**Christophe MAQUET**

Senior Executive Vice President, Asia



Our planet and our modern societies find themselves at a historic turning point: we have never been more conscious of the environmental and climate emergency and the ensuing social and human consequences. It is a compelling call to action. This report highlights Veolia’s approaches and results by offering some of Veolia Asia’s best sustainability initiatives and achievements implemented in 2020. In Asia, we truly believe we all need to step up to be a purposeful and sustainable leader in the market.

# - OUR STRATEGIC ORIENTATIONS -



# OUR STRATEGIC ORIENTATIONS

Veolia's mission to resource the world shaped our Corporate Social Responsibility program of resourcing the Planet, the Regions and the People. From 2015 to 2020, it was guided by 9 CSR commitments. The aim is to achieve the ambitious goals that have been set for 2020.

## 9 CSR Commitments for 2020

### RESOURCING *the Planet*

### RESOURCING *the Regions*

### RESOURCING *the People*



Sustainably managing  
**NATURAL RESOURCES**  
by supporting a  
**CIRCULAR ECONOMY**



Building **NEW MODELS**  
for relations and value  
creation with our  
stakeholders



Guaranteeing a  
safe and healthy  
**WORK ENVIRONMENT**



Developing strategies  
to **COMBAT CLIMATE**  
**CHANGE**



Contributing to  
**LOCAL DEVELOPMENT**



Encouraging the  
**PROFESSIONAL**  
**DEVELOPMENT**  
of each employee



Conserving and restoring  
**BIODIVERSITY**



Supplying and maintaining  
**SERVICES** crucial to  
**HEALTH & DEVELOPMENT**



Upholding **RESPECT**  
**FOR DIVERSITY** as well  
as fundamental **HUMAN**  
and **SOCIAL RIGHTS**

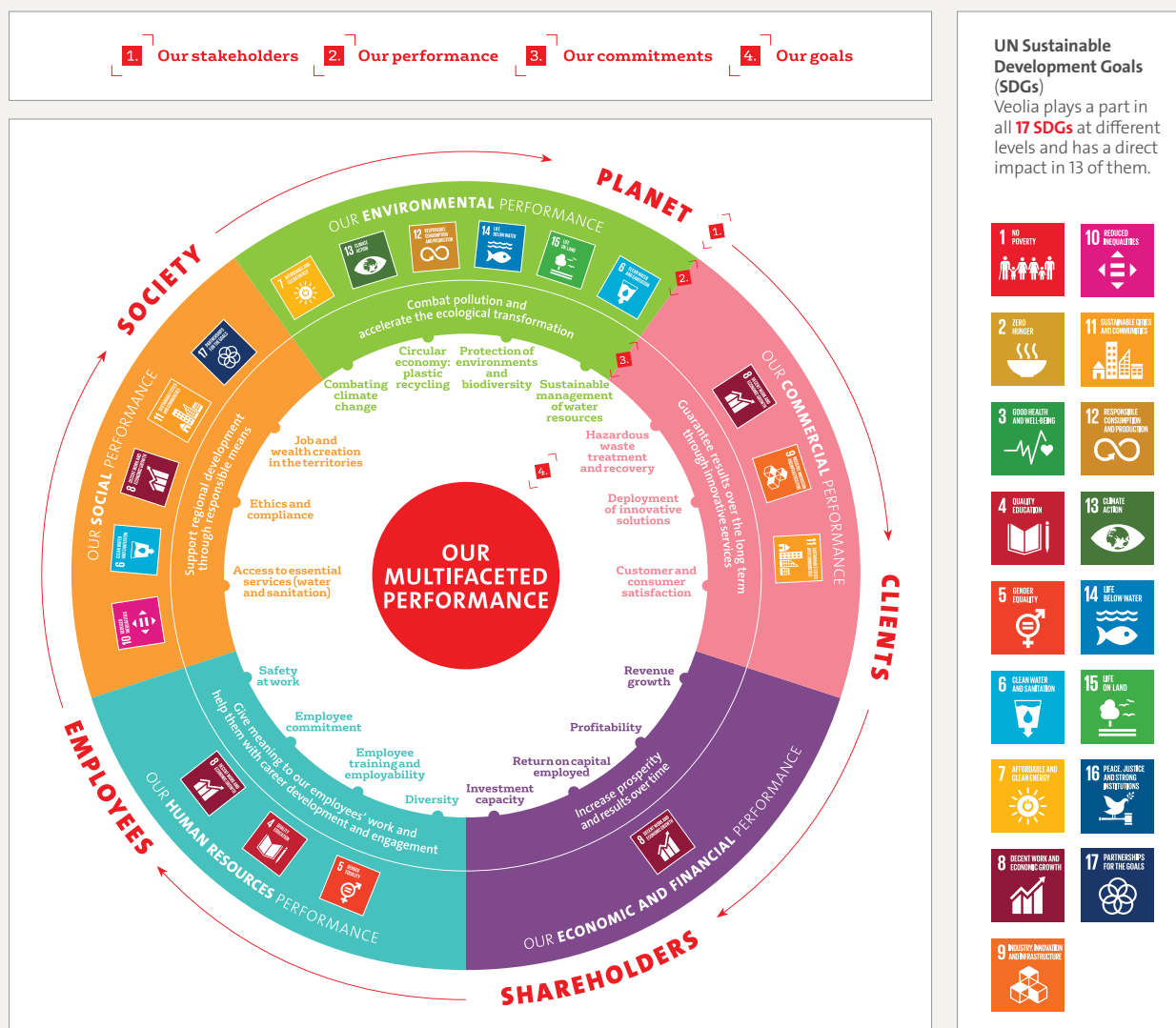
# OUR STRATEGIC ORIENTATIONS

With the ambition of being the benchmark company for ecological transformation, Veolia closed one cycle and started to develop a more ambitious new strategic plan in 2019. Through reflecting on its usefulness, Veolia gave itself a Purpose.

## Veolia's Purpose

Through the mission to “resource the world” that Veolia set itself in its purpose, Veolia underlines its commitment **TO MAKING A POSITIVE IMPACT ON THE PLANET**. Veolia's purpose is to contribute to human progress by firmly committing to the Sustainable Development Goals set by the UN to achieve a better and more sustainable future for all. Our Purpose acts as our compass, giving us a long-term direction. It helps us develop our strategic plans and assists with our day-to-day choices.

In 2020, Veolia launched the new strategic plan for 2020–2023, which is called “Impact 2023”. Veolia is committed to delivering a multifaceted performance that places the same level of attention and demands on its economic, financial, commercial, social, societal and environmental performance. Its 18 indicators are associated with targets for progress by 2023, which will be regularly audited and measured by independent bodies.



- OUR ACHIEVEMENTS -  
2015-2020



# OUR ACHIEVEMENTS - 2015-2020 -

We create values for all stakeholders by continuously improved key performance. In Asia, we have **9 commitments** with 12 targets. In 2020, 4 targets were overachieved, 4 targets were achieved and the rest were very close to the targets.

## RESOURCING the Planet



1

Sustainably managing **NATURAL RESOURCES** by supporting a **CIRCULAR ECONOMY**

Billion euros linked to the Circular Economy (Billion €)



2

Developing strategies to **COMBAT CLIMATE CHANGE**

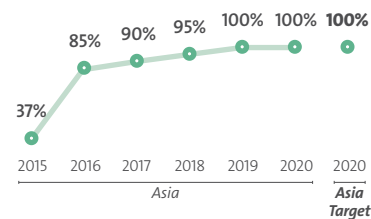
Reduction of CO2 cumulated over the period 2015–2020 (Mt eq. CO2)



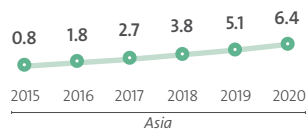
3

Conserving and restoring **BIODIVERSITY**

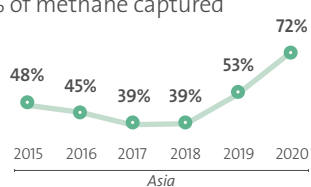
Carry out a diagnosis & deploy an action plan with significant biodiversity issues



Avoided CO2 cumulated over the period 2015–2020 (Mt eq. CO2)



% of methane captured





# OUR ACHIEVEMENTS - 2015-2020 -

## RESOURCING *the Regions*



4

Building **NEW MODELS** for relations and value creation with our stakeholders



5

Contributing to **LOCAL DEVELOPMENT**



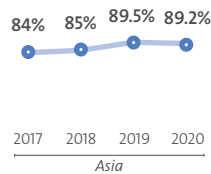
6

Supplying and maintaining **SERVICES** crucial to **HEALTH AND DEVELOPMENT**

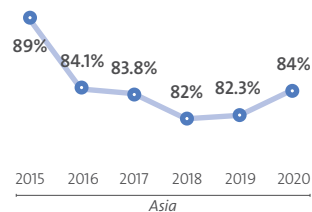
Major partnership signed



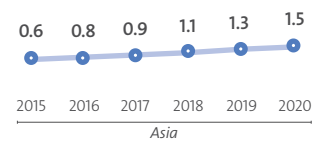
China



Japan



People having access to drinking water in access-deficit countries (Millions)



# OUR ACHIEVEMENTS - 2015-2020 -

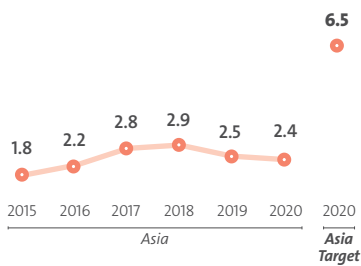
## RESOURCING *the People*



7

Guaranteeing a healthy and safe **WORK ENVIRONMENT**

Injury frequency rate



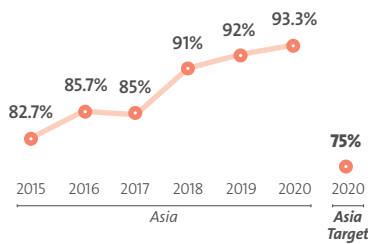
Achieve an injury frequency rate lower than 6.5



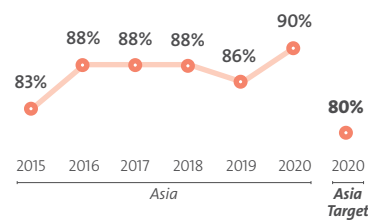
8

Encouraging the **PROFESSIONAL DEVELOPMENT** of each employee

Share of Asia employees who have attended at least one training program



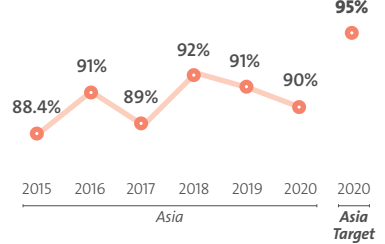
Asia managers' commitment rate



9

Upholding **RESPECT FOR DIVERSITY** as well as fundamental **HUMAN & SOCIAL RIGHTS**

Share of employees covered social dialogue organisation



- MULTIFACETED PERFORMANCE -  
IN ASIA



# MULTIFACETED PERFORMANCE - IN ASIA -

Veolia's prosperity is founded upon its usefulness to all its stakeholders.

Our Purpose has already taken form in **our new strategic plan, IMPACT 2023**.

It will be followed up with **multifaceted performance** that we will commit to achieving by 2023. We measure these commitments with 18 indicators which cover the 5 aspects.



## ENVIRONMENT



## COMMERCIAL



## HUMAN RESOURCES



## SOCIAL



## ECONOMIC & FINANCIAL

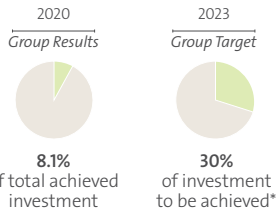
# MULTIFACETED PERFORMANCE - IN ASIA - ENVIRONMENT PERFORMANCE

Indicators



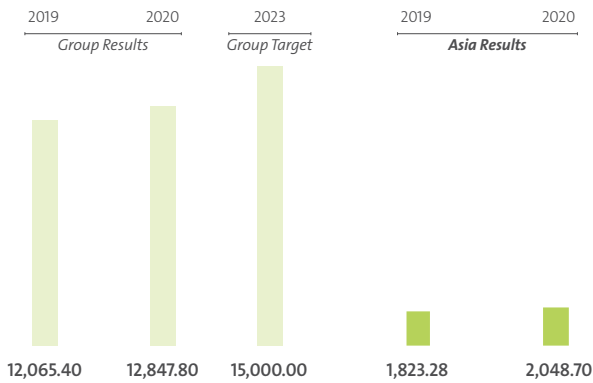
## COMBATING CLIMATE CHANGE

**Reduction in GHG emissions:** progress with the investment plan to eliminate coal in Europe by 2030



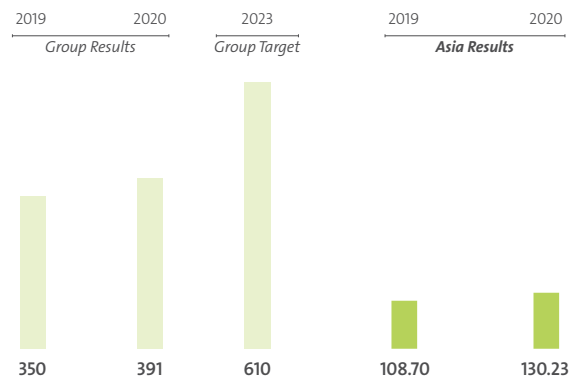
\*The cumulative amount since 2019 of investments in new forms of energy to eliminate coal in Europe by 2030 has been estimated at €1.2 billion.

**Avoided emissions:** annual contribution to avoided GHG emissions (assessed with regard to a reference scenario) (KT CO<sub>2</sub> eq.)



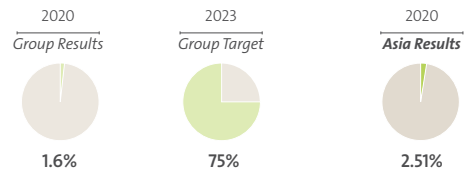
## CIRCULAR ECONOMY: PLASTIC RECYCLING

Volume of transformed plastic, in metric tons of products leaving plastic transformation plants (KT)



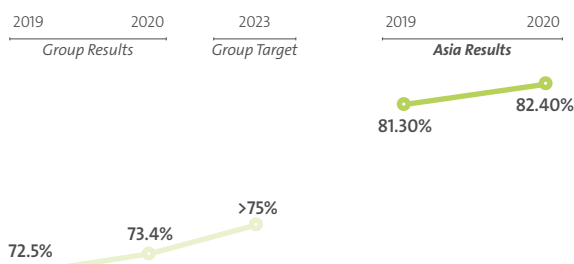
## PROTECTING NATURAL ENVIRONMENTS & BIODIVERSITY

Rate of progress with action plans aimed at improving the impact on the natural environment and biodiversity at sensitive sites (%)



## SUSTAINABLE MANAGEMENT OF WATER RESOURCES

Efficiency of drinking water networks (volume of drinking water consumed/volume of drinking water produced) (%)



# #WE ARE PURPOSE OFFICERS

We are Purpose Officers. We will all have a role to play in bringing our Purpose to life. It gives meaning to the actions of the Purpose Officers who work to create a positive impact every day by being optimistic, never giving up, and progressing together.



*Eunjhie CHOI*

SOUTH KOREA

The Purpose is the reason behind the need to reinvent our business which has impacts on the environment, to become **the benchmark company for ecological transformation** while committing to the UN's Sustainable Development Goals (SDGs), ultimately, for **'resourcing the world'**.



*Bessie MA*

HONG KONG REGION (SAR)

I think Purpose is far more than just an ordinary concept. It's something that requires you, me, and everybody to be part of it and contribute together. From exploring and identifying what each and every one of us can do, then putting it all into concrete actions and gradually achieving one major goal together – **Ecological Transformation**.



*Jingyao HAN*

CHINA (MAINLAND)

Through implementing this Purpose, all those stakeholders will be beneficial. As an environmental service provider, all our activity will **contribute to the planet** and our services will facilitate our customers private or public in **decreasing their environmental footprint**.

# MULTIFACETED PERFORMANCE - IN ASIA - ENVIRONMENT PERFORMANCE



## *Calculating Our Carbon Footprint & Reducing Carbon Emissions*

**VEOLIA LIGHT INDUSTRY - CHINA (MAINLAND)**

**IMPACT CATEGORY:**  
ENVIRONMENTAL + COMMERCIAL



Veolia is committed to doing our part to combat climate change by reducing our GHG emissions and avoiding emission. This is a goal we have integrated into all of our activities.

For example, amongst other teams, the Veolia Light Industry Team (VELITE) collected data on flights taken by team members in 2019. The team's flight miles were calculated, which resulted in a total of 44,499.62 kg of CO<sub>2</sub> emissions – roughly the total amount of CO<sub>2</sub> absorbed by 801 newly mature eucalyptus trees (12–15 years old) in a year. The data was calculated and used to strategize ways to reduce our carbon emissions and to prepare for future participation in carbon neutralisation projects. VELITE encouraged staff to embrace the use of digital conferencing tools in order to minimise unnecessary travel and to optimize travel routes. Moreover, VELITE also encouraged staff to look into green travel options for their own families.



## *Turning Factories into Beautiful & Biodiverse Spaces*

**TAIWAN KONGKANG WTE PLANT - TAIWAN REGION**

**IMPACT CATEGORY:**  
ENVIRONMENTAL + COMMERCIAL



Protecting the environment means protecting biodiversity. For Veolia, the goal and challenge is to sustainably integrate this protection into our three activities – Water, Waste and Energy.

At Yongkang WTE Plant, unused space has been transformed into a lush green space full of native species and plants for pollinators. Here, tree pruning is kept to a minimum and weeding is done manually, without pesticides. To avoid disturbing the local ecology and wildlife, human activity has been intentionally reduced, and information is freely provided to employees and the public on the importance of protecting biodiversity and the environment. The result is a richly biodiverse park-like experience in a space that might otherwise lie barren, and a shining example of what we can achieve when we make conservation a priority.

# MULTIFACETED PERFORMANCE - IN ASIA - ENVIRONMENT PERFORMANCE



## *Reducing Physical Leakage through the Application of District Metered Areas*

**KUNMING CGE WATER SUPPLY CO.LTD - CHINA (MAINLAND)**

**IMPACT CATEGORY:**

ENVIRONMENTAL + COMMERCIAL + ECONOMIC & FINANCIAL



As part of our activities in sustainable water management solutions and resource management, Veolia is always exploring new ways to reduce physical leakage in our pipe network and improve transmission and distribution efficiency. Mapping and partitioning the network into sub-regions, called District Metered Areas (DMAs), is one way to more efficiently monitor the system for these issues.

In 2018, Kunming CGE Water began planning pipe network partitions in its major urban area in order to gather partition flow data in real-time for monitoring and management. So far, more than 1,700 remote water meters have been obtained and installed, and more than 1,700 DMAs are now online. A DMA data analysis and management platform followed in 2019. The system detects large leaks in DMA cells as they happen, ensuring timely repairs and less water loss.



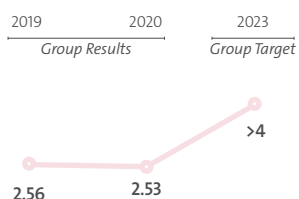
# MULTIFACETED PERFORMANCE - IN ASIA - COMMERCIAL PERFORMANCE

Indicators



## HAZARDOUS WASTE TREATMENT AND RECOVERY

Consolidated revenue of the “Liquid and hazardous waste treatment and recovery” segment (billion €)



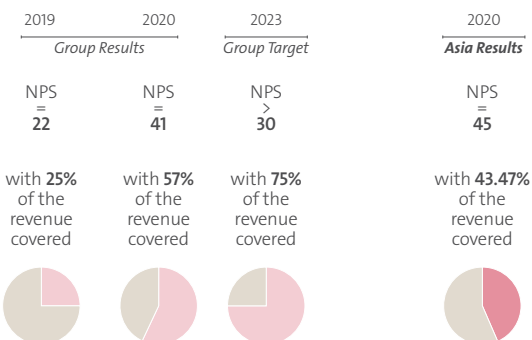
## DEVELOPMENT OF INNOVATIVE SOLUTIONS

Number of innovations included in at least 10 contracts signed by the Group



## CUSTOMER AND CONSUMER SATISFACTION

Customer satisfaction rate calculated using the Net Promoter Score methodology



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*Janice CHENG*

HONG KONG REGION (SAR)

It is important for us to **connect our company and stakeholders**. Communication can help us to identify stakeholders' needs and expectations, which also creates a clear roadmap for the Purpose deployment.



*Shubham RAJPUT*

INDIA

Our Purpose must reflect our values to establish long-term commitments with our stakeholders, **promoting business dynamics** like transformational change. We can and must use our scale and our resources to bridge the gap between intention and action for the Purpose.



*Ziyang WANG*

CHINA (MAINLAND)

Purpose allows us to create an **eco-friendly business cycle** and discover **innovative solutions for our clients**. By defining the common goal, it unites people internally and externally, and attracts talents who share the same values as us.

# MULTIFACETED PERFORMANCE - IN ASIA - COMMERCIAL PERFORMANCE



## *Disposal of Heavily Arsenic-polluted Soil*

**CANGZHOU HAZARDOUS WASTE PROJECT - CHINA (MAINLAND)**

**IMPACT CATEGORY:**

COMMERCIAL + ENVIRONMENTAL + ECONOMIC & FINANCIAL



Cangzhou Jihuan Veolia Environmental Services Co., Ltd. won the bid for the transferral and disposal of 33,000 tonnes of heavily Arsenic-polluted soil at the end of May 2020. The second phase of the Tanghe Sewage Reservoir Pollution Treatment and Ecological Restoration Project in Xiong'an New District is located at the north reservoir, which is 8.5km upstream of the Tanghe Sewage Reservoir in Anxin County.

From 30<sup>th</sup> May to 30<sup>th</sup> June, 2020, the company organized more than 70 hazardous waste transportation qualified vehicles to carry out the collection, transferral and disposal duties. Through testing, solidification, stabilization, and landfilling, the 33,663 tonnes of heavily Arsenic-polluted soil have finally been safely disposed of. The purpose of this project implementation does not only protect the ecological system of Baiyangdian in Xiong'an New Area, but it also contributes to the construction of Xiong'an New Area.



## *The First Ice Rink in Hong Kong with a CO<sub>2</sub> System*

**HONG KONG SOUTH A HOLDINGS LIMITED - HONG KONG REGION (SAR)**

**IMPACT CATEGORY:**

COMMERCIAL + ENVIRONMENTAL + ECONOMIC & FINANCIAL



Innovation increases our ability to react to changes and discover new opportunities, while also fostering a competitive advantage that allows us to build better solutions for our customers.

Southa Holdings Limited successfully built an ice rink for our customer, LOHAS Rink Limited, which includes the first CO<sub>2</sub> refrigeration system in Hong Kong – a huge milestone for both the refrigeration and environmental industries. The system can recover up to 30% of its wasted heat and use it to self-supply heat for its own purposes, including ice resurfacing, snow melting, sub-floor heating, showering facilities, ventilation dehumidification, etc. This technological advance falls in line with calls from the International Ice Hockey Federation (IIHF) to shift to CO<sub>2</sub> rinks, and is a move that also addresses the environmental concerns of clients.

# MULTIFACETED PERFORMANCE - IN ASIA - COMMERCIAL PERFORMANCE



## *Keeping Up Team Productivity & Customer Focus During the COVID-19 Lockdown*

**VEOLIA SINGAPORE & JAPAN**

**IMPACT CATEGORY:**

COMMERCIAL + HUMAN RESOURCES



Veolia values customer and consumer satisfaction. We use Net Promoter Score (NPS) to measure customer satisfaction. In 2020, an NPS campaign was launched on close to 40 projects in Asia. More than 80% revenue businesses of some Business Units have been covered by this campaign. All segments in Asia had surveys to gather feedback by different methods, including Qualtrics on-line CX tool and Google Forms.

Moreover, we have made a concerted effort during the COVID-19 pandemic to keep our NPS – and our customers – firmly in mind. Veolia Singapore stayed in touch with colleagues, customers and vendors using digital tools such as Google Hangouts and Google Suite, sending out 10 direct electronic mailers, submitting four proposals and securing two contracts in just two months. At Veolia Japan, a tutorial on Google Hangouts was prepared for the sales team, clients and partners, and the team went the extra mile for a client without Internet access by providing a ChromeBook with Pocket Wi-Fi.

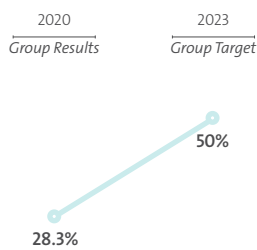
# MULTIFACETED PERFORMANCE - IN ASIA - HUMAN RESOURCES PERFORMANCE

Indicators



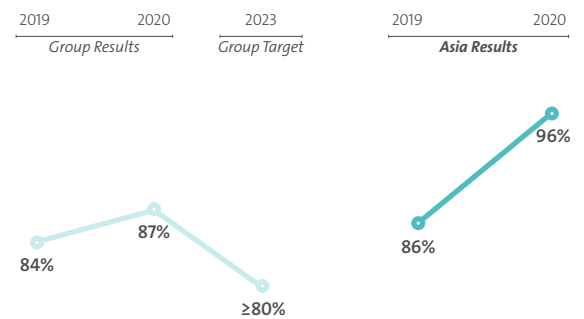
## DIVERSITY

Proportion of women appointed between 2020 and 2023 among the Group's Top 500 executives (%)



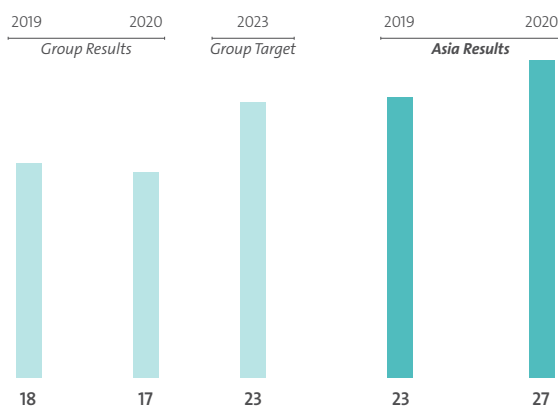
## EMPLOYEE COMMITMENT

Commitment rate of employees measured by an independent survey (%)



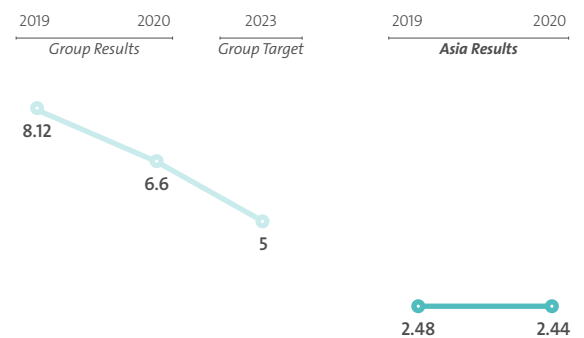
## EMPLOYEE TRAINING & EMPLOYABILITY

Average number of training hours per employee per year (Hour)



## WORKPLACE SAFETY

Lost time injury frequency rate



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*Amber LIU*

CHINA (MAINLAND)

"Purpose" is a new step of my career which makes me think out of the box and practice a more global view. **"Purpose" is the foundation and compass of our company.**



*Jiawei GUO*

CHINA (MAINLAND)

We will have more contact with stakeholders, discussing and operating with Purpose. In a short time we may have impacts on **human resources and social impacts**. After operating Purpose for years, we will see a distinct impact on environment, commercial, and economic and financial sectors.



*Marco WONG*

HONG KONG REGION (SAR)

As HR Project Manager, I hope to use my background and experiences and better contribute to the people-related topics: **Diversity, Employee Training & Employability, Employee Commitment and Safety at Work.**

# MULTIFACETED PERFORMANCE - IN ASIA - HUMAN RESOURCES PERFORMANCE



## *The Asia Purpose x Impact Podcast*

**VEOLIA ASIA**  
**IMPACT CATEGORY:**  
HUMAN RESOURCES + SOCIAL + ENVIRONMENTAL



In May 2020, Veolia launched a podcast to spread positive vibes among employees, discuss sustainability and connect employees to Veolia's Purpose. This monthly audio conversation with a "Resourcer" explores the person behind the function, their journey, the lessons they've learnt and practical advice they have to contribute to a better world. The goal is to inspire Veolia Asia employees to act as a Resourcer in their own way and encourage them to take pride in being part of a community of positive impact makers.

External partners have also been invited to participate in the podcast, such as Chandra Kant from Ennovent, an incubator that offers customised venture projects and helps Veolia create solutions for concrete needs in the field and reach out to new markets. Chandra Kant shared his views on Veolia's Purpose and the actions he's undertaken in cooperation with Veolia, which is very inspiring.

<https://www.ennovent.com/tag/veolia>

## *Starting a Dialogue on Diversity & Inclusion at the Workplace*

**VEOLIA INDIA**  
**IMPACT CATEGORY:**  
HUMAN RESOURCES



A strong, diverse and inclusive workforce helps us pave a sustainable path and be more resilient and future-ready. Veolia has been working towards this goal by encouraging equal employment opportunities and promoting gender equality and greater diversity among employees.



In March 2020, Veolia India organised a workshop to promote diversity and inclusion at the workplace. An external expert came to explain practical learning and tools around topics such as inclusive leadership, disrupting unconscious bias, intercultural essentials, and how to be an ally. For instance, the session highlighted strategies for recognising and disrupting the unconscious and cultural biases that can occur during recruitment and interviews. During the workshop, employees discussed their perceptions of these issues and their own biases, the meaning of a diverse environment, and how inclusivity benefits organisations and strengthens people.

# MULTIFACETED PERFORMANCE - IN ASIA -

## HUMAN RESOURCES PERFORMANCE



### *Veolia E-Camp Accompanies Your Growth*

**CAMPUS VEOLIA CHINA**  
**IMPACT CATEGORY:**  
HUMAN RESOURCES



The safety and continuing development of its employees, most of whom are manual workers and technicians, are key priorities for Veolia. Like many companies, we have encouraged telecommuting during the COVID-19 pandemic for the safety of our employees, but this raised a challenge when it came to training and development.

To meet that challenge, Campus Veolia China developed two online platforms available to all Veolia employees. Veolia E-camp launched on 24 February 2020, followed by Veolia Women University on 8 March 2020. Together, the two platforms feature a total of 62 online programmes, produced internally and covering a wide range of material in a variety of formats, including audio, video, and live broadcasts. The programmes have helped more than 450 employees from more than 30 local project offices thus far to continue developing their skills, and have been positively received with roughly 3500 reviews.



### *Celebrating Employees' Commitment with a Glorious Ceremony*

**TONGLING LIUGUO BRONZE PROJECT - CHINA (MAINLAND)**  
**IMPACT CATEGORY:**  
HUMAN RESOURCES



Employees play a vital role in the development of enterprises, and respect for our employees is one of Veolia's values. In September 2020, Tongling Liuguo Bronze held a ceremony and symposium for retiring employees, presenting them with an honorary certificate and commemorative gifts to express the company's gratitude and acknowledge the employee's contributions to its development.

A retirement ceremony isn't a simple formality. It is a proactive affirmation not only of that employee and their years of hard work, but of all employees, honouring their commitment to the company, their team and the community we all serve. In the future, we will continue to hold retirement ceremonies for retiring employees and present them with a certificate of honour. We hope that showing our appreciation will contribute to morale and improve team cohesion and the spirit of corporate culture at Veolia.



# MULTIFACETED PERFORMANCE - IN ASIA - HUMAN RESOURCES PERFORMANCE



## *Safety Training Goes Virtual*

**HAMAMATSU WATER SYMPHONY - JAPAN**

**IMPACT CATEGORY:**

HUMAN RESOURCES + COMMERCIAL



At Veolia, our number one daily priority is creating a healthy and risk-free environment for our employees, the public and the communities we serve. This applies to rare events like the pandemic, but it is especially true of everyday workplace safety. Preventing occupational hazards and promoting workplace health and safety are fundamental values at Veolia.

There is no one-size-fits-all approach for workplace safety. We use different training methods, activities and content for different audiences, based on what will work best for them. For example, along with regular health and safety training, using standards and manuals, Hamamatsu Water Symphony implemented a safety training programme that uses Virtual Reality (VR) applications to simulate the scene of an accident. This helped trainees, including employees of four customers and ten local cooperative companies, better recognise the importance of safety procedures by virtually experiencing that danger for themselves.

# MULTIFACETED PERFORMANCE - IN ASIA -

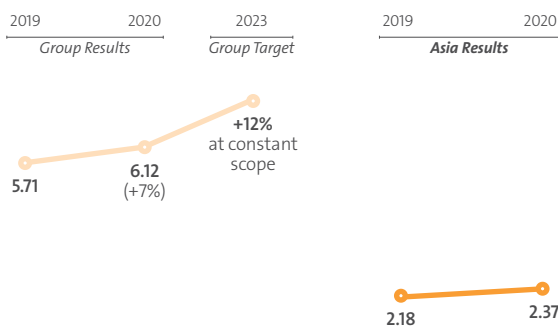
## SOCIAL PERFORMANCE

Indicators



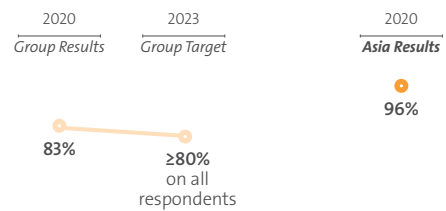
### ACCESS TO ESSENTIAL SERVICES (WATER AND SANITATION)

Number of inhabitants benefiting from inclusive solutions to access water or sanitation services under Veolia contracts (million habitants)



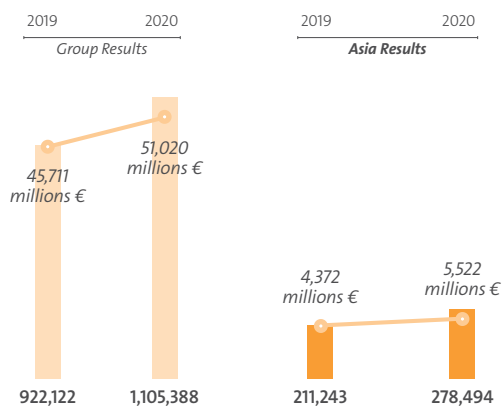
### ETHICS AND COMPLIANCE

Percentage of positive answers to the commitment survey question: "Are Veolia's values and ethics applied in my entity" (%)



### JOB AND WEALTH CREATION IN THE REGIONS

Socio economic footprint of Veolia's activities in the countries where the Group operates, with regard to direct and indirect jobs supported and wealth created (Total jobs / Total GDP generated in million €)



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*Liang WANG*

CHINA (MAINLAND)

All stakeholders could be involved in Purpose and make efforts for the sustainable development goals which are key to the future of the planet. This total involvement also **makes all stakeholders work more closely together and brings more public attention to sustainable development.**



*Lydia WONG*

SINGAPORE

Together, we will **progress responsibly and give our future generations reason for hope.**



*Moeko MORII*

JAPAN

The Purpose fosters our **solidarity** and encourages our efforts to improve our **usefulness** for all. It increases the attractiveness of our company and also makes us realize **the value of our work.**

# MULTIFACETED PERFORMANCE - IN ASIA - SOCIAL PERFORMANCE



## Providing a Digital Payment Platform for Water Bills

**ORANGE CITY WATER, NAGPUR - INDIA**

**IMPACT CATEGORY:**  
SOCIAL + COMMERCIAL



During the COVID-19 pandemic, Veolia has had to balance access to water with the safety of our customers and staff – two essential needs, both of the highest priority.

In April 2020, Orange City Water (OCW) took action to minimise in-person contact between customers and staff at cash counters by promoting the online payment of monthly water bills instead. OCW began rigorously promoting digital platforms that allowed online payment, including the newly launched Nagpur Water mobile app, a one-stop platform allowing customers to check their accounts and make payments. Customers could also pay using debit or credit cards through PayTM, the Orange City Water Website and the Nagpur Municipal Corporation Website. A publicity campaign was launched to spread word, including a newspaper campaign aimed at older customers. Overall, 30% of customers took advantage of online payment options.



## Giving Wings: Empowering Women

**ORANGE CITY WATER, NAGPUR - INDIA**

**IMPACT CATEGORY:**  
SOCIAL



In giving back to the community, going the extra mile can make all the difference. In 2012, Nagpur Municipal Corporation and Orange City Water (NMC-OCW) started providing house connections for drinking water. This improved the daily lives of residents, particularly women, who prior to the project often spent hours fetching water. With their newfound free time, women could pursue new avenues to improve themselves and their family finances.

NMC-OCW again stepped up to help, collaborating with the prominent NGO UPAY (Under Privileged Advancement by Youth) to start a stitching training centre that provided six-month training courses. Women who took part in the training sessions are now using their time and skills to earn additional income, and some plan to return for advanced courses so they can open their own boutiques. This has not only boosted the women's confidence but also contributed to job and wealth creation in the region.

# MULTIFACETED PERFORMANCE - IN ASIA -

## SOCIAL PERFORMANCE



### *Sustainable Collection Center*

**PT VEOLIA SERVICES INDONESIA - INDONESIA**

**IMPACT CATEGORY:**

SOCIAL + ENVIRONMENTAL + ECONOMIC & FINANCIAL



Circular Economy is at the heart of Veolia's growth strategy. Potential materials for recycling include plastics. Veolia Indonesia PET recycling plant in Pasuruan has committed to

reaching a fully sustainable feedstock supply for the plant by 2026. In Indonesia, PET is mainly collected through the informal collection sector. The feedstock for Veolia is mainly sourced through informal waste collection centers, which involves concerns in terms of sustainability such as working conditions, access to social benefits and so on.

A joint project started in February 2019 among Veolia, Danone-AQUA, Danone Ecosystem Fund, and an NGO partner, YPCII, to improve existing PET collection centers to make the collection more efficient, and sustainable. This is achieved by a series of activities at the collection centers, such as training sessions, facility improvements, PPE and equipment donations. The target of this project is to develop ten Sustainable Collection Centers with traceability in the supply chain to collect 5,400 tons per year of post consumer PET bottles. This program also helps to strengthen the relationship with the suppliers and make them more reliable suppliers for Veolia.



### *Providing a Community with a Bright & Warm Bus Station*

**DAISEN BIOMASS ENERGY - JAPAN**

**IMPACT CATEGORY:**

SOCIAL + ENVIRONMENTAL



Veolia is a company that is both local and global. We invest in community projects to produce a positive impact on the people we serve, selecting projects tailored to each community's specific local context and expectations.

Winter in the Japanese prefecture of Akita can be harsh, and the Ochiai bus stop in front of the Daisen Biomass Energy (DBE) plant had no heating or lighting. DBE proposed, constructed and donated a small rest station for passengers at the stop, supplying heating and lighting to the building and covering all costs. The plant even helps clear snow from the building, using heated blowdown water from the boiler and cooling towers at the plant. The new bus stop opened on 30 September 2020, just in time for chilly weather.

# MULTIFACETED PERFORMANCE - IN ASIA -

## SOCIAL PERFORMANCE



### *Fostering Ethics & Compliance Across the Whole Organization*

**VEOLIA ASIA**  
**IMPACT CATEGORY:**  
SOCIAL



Risk is a necessary part of our job at Veolia. We are exposed to a variety of risks every day. Part of risk reduction is understanding the rules we operate by with regards to these risks, our standards for ethics and compliance, and that these rules and standards are strictly non-negotiable as a priority.

On the United Nations' International Anti-Corruption Day (9 December 2020), Veolia launched Ethics and Compliance Campaign 2020/2021 to raise awareness of Ethics and Compliance. Employees were engaged by different forms of activities, such as training sessions, virtual team meetings, intranet and TV screens. Over 1100 team meetings were held at more than 480 offices and sites in Asia to discuss these rules and standards, and to empower employees with methods and tools for handling risks on the job. Through learning and exchange, employees have a better understanding of rules and standards for Ethics and Compliance and handling risky situations.

# MULTIFACETED PERFORMANCE - IN ASIA -

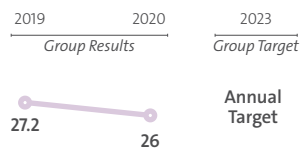
## ECONOMIC & FINANCIAL PERFORMANCE

Indicators



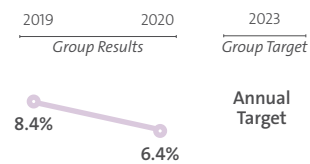
### REVENUE GROWTH

Annual growth in published revenue (billion €)



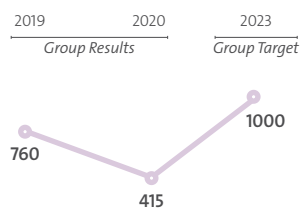
### RETURN ON CAPITAL EMPLOYED

Post-tax ROCE (with IFRS 16) (%)



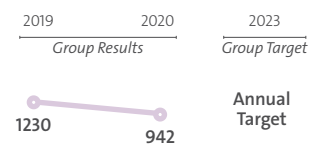
### PROFITABILITY OF ACTIVITIES

Current net income – Group share (million €)



### INVESTMENT CAPACITY

Free cash flow (before discretionary investment) (million €)



# #WE ARE PURPOSE OFFICERS

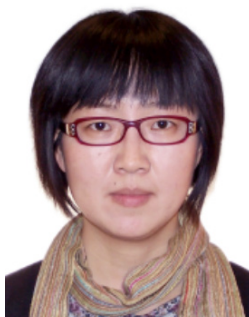
We are Purpose Officers. We will all have a role to play in bringing our Purpose to life. It gives meaning to the actions of the Purpose Officers who work to create a positive impact every day by being optimistic, never giving up, and progressing together.



*Carey QIN*

CHINA (MAINLAND)

Our Purpose combines all these key elements (environment, human resource, commercial, economic & finance, social) together to **promote inclusive and harmonious development which contributes to sustainability.**



*MA Li*

CHINA (MAINLAND)

**Purpose means uplifting the image/profile of Veolia.** I believe all **stakeholders** will get **more benefit** from our group with the navigation of the Purpose.



*Olivia HAN*

CHINA (MAINLAND)

Purpose will meet various requirements from all stakeholders in a **multi-dimensional way.** It points out a **definite path** of **common development.**



*REN Ting*

CHINA (MAINLAND)

Veolia's prosperity is founded upon **its usefulness to all its stakeholders.** We contribute to achieve a better and more sustainable future for all.



# MULTIFACETED PERFORMANCE - IN ASIA - ECONOMIC & FINANCIAL PERFORMANCE



## *Improving the Operational Efficiency of Boilers through Automation*

**VEOLIA (HARBIN) HEAT POWER CO., LTD - CHINA (MAINLAND)**

**IMPACT CATEGORY:**

ECONOMIC & FINANCIAL + ENVIRONMENTAL



Automation can be an invaluable tool in a power plant. It not only produces more consistent and efficient results, but also aids in reducing workplace hazards and improving plant operation standards.

Technicians at Veolia (Harbin) Heat Power created an automatic control programme to improve the success rate and stability involved in restarting banked fires in the plant's circulating fluidised bed boilers. The programme does this by tracking bed temperature changes and oxygen levels, and then automatically adjusting the air volume and coal feeds as needed for optimal results. The improved success rate and stability is economically beneficial to the plant. The increased automation level at the plant is also a benefit. The innovative project was granted a patent certificate and received the go-ahead to be promoted for wider use.



## *Saving Time & Money through an Improved Bottom Ash Discharge System*

**UNIKEN ONSAN SITE - SOUTH KOREA**

**IMPACT CATEGORY:**

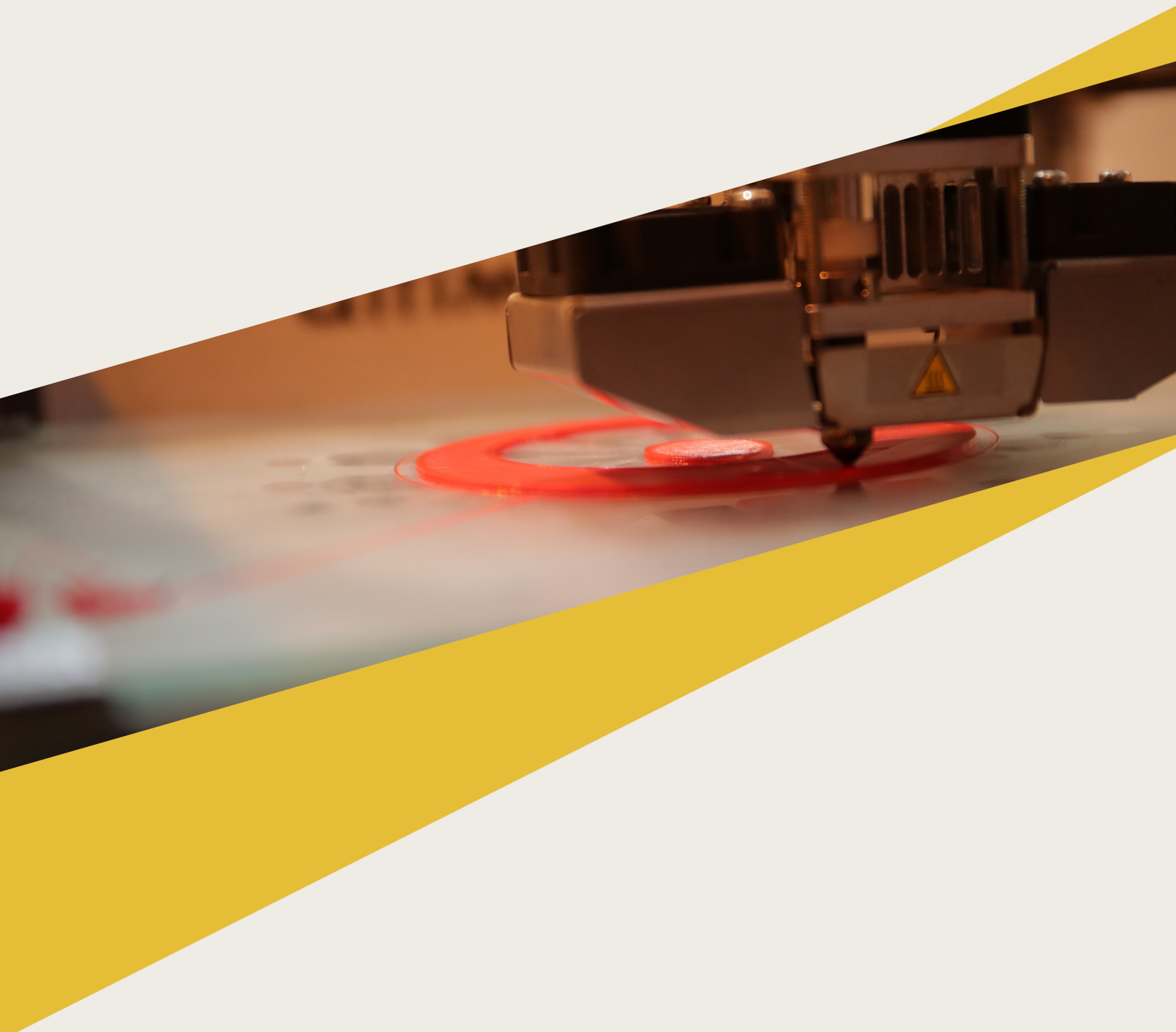
ECONOMIC & FINANCIAL + ENVIRONMENTAL



Small changes can add up to a big impact. Uniken Onsan Site configured the incinerator's bottom ash discharge system individually for each hopper in order to accurately measure and then reduce the amount of bottom ash released. The bottom ash from each hopper is then sent on to a facility that discharges through an integrated discharge conveyor, with a dedicated arm roll box that receives the bottom ash from the conveyor.

Through this system improvement, the moisture content and thus discharge volume was reduced, which is expected to save 4.38% cost per year. The workload was also reduced by 130 minutes per day, and the frequency of night-time forklift operations was reduced from seven to just two times per night, reducing 78% fuel cost per year.

## - MATERIALITY ANALYSIS -



# MATERIALITY ANALYSIS

To prioritize its most important corporate responsibility issues, Veolia has updated its materiality matrix by consulting its employees and key external stakeholders across the world in 2020. Meanwhile, by interviewing Chinese stakeholders, the 6 main material challenges for Veolia’s external and internal stakeholders in China have been identified.



## The 6 main material challenges for Veolia’s external & internal stakeholders in China

- #1 Safety of facilities and services provided to consumers
- #2 Sustainable resources management (water, energy, waste)
- #3 Pollution and waste management
- #4 Customer and consumer data privacy and safety
- #5 Promotion of the circular economy
- #6 Quality of life at work

## Key Figures

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# Resourcing the world

**Veolia Asia**

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