



# VEOLIA'S ESSENTIALS



# **WORLD LEADER A STRONG GEOGRAPHICAL PRESENCE**



**Close to 218 000  
employees worldwide**



**58 countries  
on 5 continents**



**€42.9 bn  
revenue**





## ECOLOGICAL TRANSFORMATION IS OUR GOAL

**Ecological transformation means acting to reconcile human progress and environmental protection.**

We develop and implement locally **solutions to depollute our vital resources and preserve** them from **depletion**, solutions to decarbonize our ways of living and producing and **adapt them to the consequences of climate change.**

All over the world, attuned to local cultures, we strive to improve the **health and quality of life** of communities.

At Veolia, we tackle economic, social and environmental issues as an **inseparable whole to the benefit of the largest number of people.**

## OUR COMMITMENT: MULTIFACETED PERFORMANCE

Veolia's Purpose is the compass that guides its strategic choices and activities, reflected in a commitment to **multifaceted performance** that creates value for all stakeholders.

Veolia is committed to placing the same level of attention and demands on its **economic, financial, commercial, human resources, social and environmental performance**.

**This commitment guides us in how we support our customers**, seeking the most effective solutions in technical and economic terms, but that also have a positive impact for people and the regions.



# SOLUTIONS TO ADDRESS 3 MAIN CHALLENGES

## ECONOMY & REGENERATION OF RESOURCES

Veolia invents green energy systems, recovers waste in the form of materials or energy, and promotes the recycling and reuse of wastewater and plastics.

## DECARBONIZATION

Veolia designs solutions for the climate that decarbonize our lifestyles and production methods and adapt them to the consequences of climate disruption.

## DEPOLLUTION

Water, soil, air... Veolia offers a range of solutions to treat all types of pollution. The Group is a recognized player in the treatment of hazardous waste and degraded soil, and is a specialist in indoor air quality.

3



# OUR GLOBAL IMPACT

# 1



## WATER

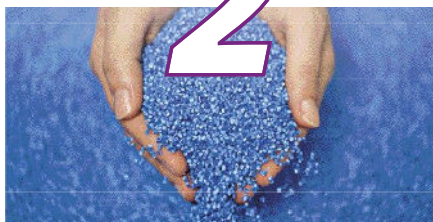
**111** million people supplied with drinking water

**97** million people connected to wastewater systems

**4.130** drinking water production plants managed

**3.506** wastewater treatment plants managed

# 2



## WASTE

**46** million people provided with collection services on behalf of municipalities

**61** million metric tons of treated waste

**533.759** business clients

**823** waste processing facilities operated

# 3



## ENERGY

**44** million MWh produced

**46.922** thermal installations managed

**680** heating and cooling networks managed

**2.716** industrial sites managed

# VEOLIA'S ESG PROFILE

## E

**14 Mt CO<sub>2</sub> eq.**

*avoided* thanks to Veolia's solutions

**320 M m<sup>3</sup>**

*of water saved* in 2022 compared to 2019 thanks to network performance

**490.000 t**

*of recycled plastic* with our 37 plants all over the world

## S

**89%**

*engagement rate*  
Ipsos engagement survey  
(+2 points vs 2021)

**100%**

*protected employees* with a social benefits base Veolia CARES Program

**1 million**

*local jobs* indirect or induced by Veolia's activities

## G

**Multifaceted**

*performance* with external engagements on 19 KPIs (including 14 extra-financial)

**16.000**

*employees* with a bonus policy based on multifaceted performance

**1<sup>st</sup>**

*shareholder = employees* with 6.5% of the capital

**Veolia's multifaceted performance**

# Decarbonisation commitment

**-50%**

fewer scopes 1 and 2 emissions  
by 2032 (compared with 2021\*)

**+50%**

on scope 4 by 2030  
(compared with 2023)

**Net Zero**

In 2050 for scopes 1, 2 and 3,  
in line with the Paris Agreement  
1.5 °C target (submitted to the SBTi)





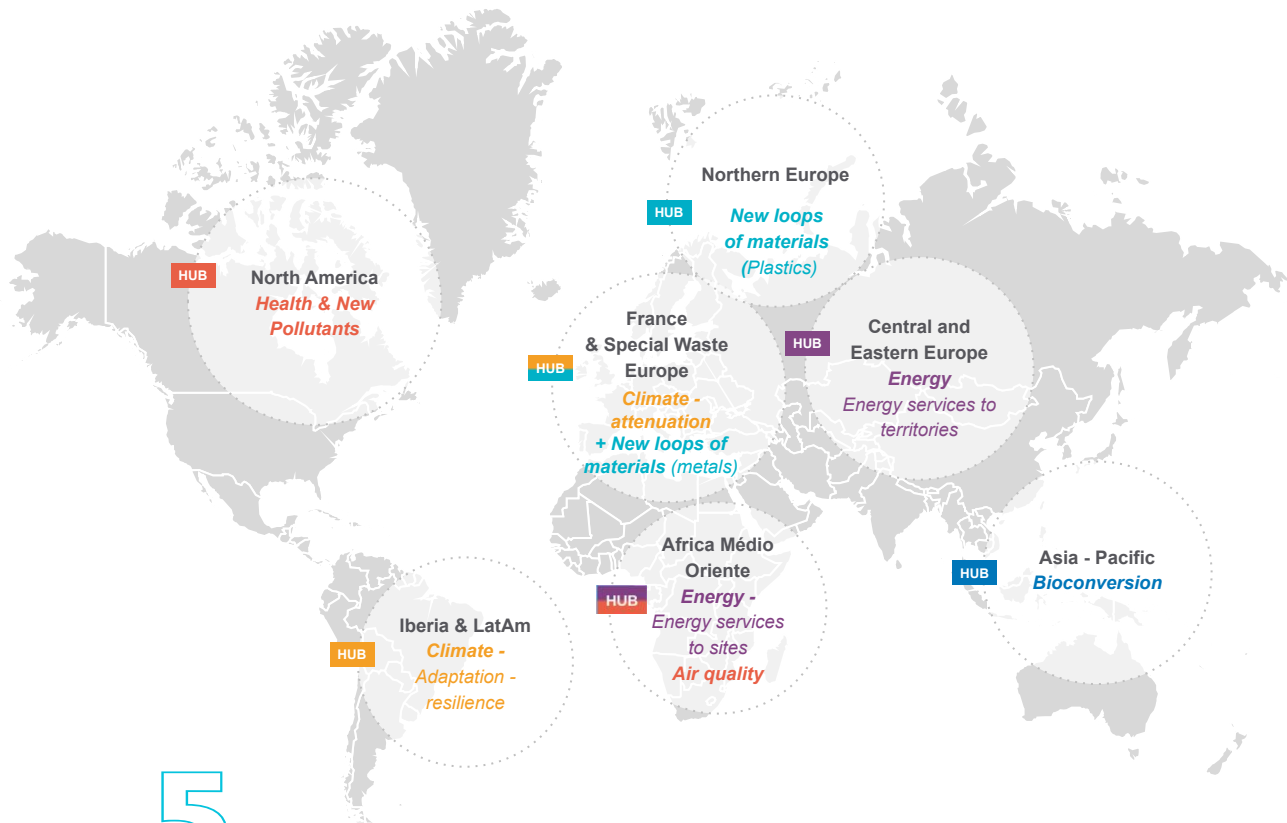
# AN ECOSYSTEM OF 7 HUBS TO SCALE UP INNOVATION

7

hubs in the world

5

priority areas for action:



Climate  
Energy  
New loops of materials

Food chain  
Health & New Pollutants

# WITH PRESENCE AND IMPACT IN PORTUGAL

What we do



Answers to know at <https://www.veolia.pt/uma-resposta-veolia>

# WITH PRESENCE AND IMPACT IN PORTUGAL

## Key figures



**+900**

employees



**131 M€**

turnover



**81.000 ton CO2eq**

emissions avoided

**TRANSFORMAR RESÍDUOS  
EM ENERGIA**

**189.856 MWh**

ENERGY PRODUCED FROM WASTE

**73.100 ton**

CO<sub>2</sub> EMISSIONS AVOIDED



**543.000 ton**

MANAGED WASTE

**5.000 ton**

SRF (solid recovered fuel) PRODUCED



**1.100.767 m<sup>3</sup>**

TREATED WASTEWATER

**474.774 m<sup>3</sup>**

REUSED WASTEWATER



**155 GWh**

ELECTRICITY PRODUCED

**170 GWh**

THERMAL ENERGY PRODUCED



# WITH PRESENCE AND IMPACT IN PORTUGAL

## A few references



Portugal  
**Recycling  
Center**



Portugal  
**Industrial  
and  
commercial  
waste  
management**

**Plastics  
recycling**



Portugal  
**Photovoltaic  
solar energy  
in large  
buildings**



Portugal  
**Energy  
services in a  
hospital  
environment**



Portugal  
**Maintenance  
of hospital  
buildings**



Portugal  
**Waste-to  
-energy**

# OUR MAIN OPERATIONAL CENTRES

We are present from north to south and the Azores, with a structure of human and technical resources that guarantee a fast response.



WASTE-TO-ENERGY (GREATER PORTO)



OFFICE NORTH (GREATER PORTO)



MUNICIPAL WASTE (AVEIRO)



HEAD OFFICE  
- PAÇO DE ARCOS

WASTE CENTER (NORTH REGION)



PLASTIC RECYCLING - MICRONIPOL



WASTE CENTER (CENTER REGION)



WASTE CENTER (SOUTH REGION)



# I&C Waste



**160,000 tons/2023**

**Over 800 types of waste (EWC)**





# Scope Loures

## NON-HAZARDOUS WASTES



## WASTES FROM ELECTRICAL AND ELECTRONIC EQUIPMENT



## HAZARDOUS WASTES



## COLLECTION, TRANSPORTATION & TREATMENT



# Scope

## Loures



**ORGANIC WASTES**



**END OF LIFE  
VEHICLES**



**SOLID RECOVERED FUEL**



**CONSTRUCTION  
AND DEMOLITION  
WASTES**

# Preparing the future





# Safety is non-negotiable

Veolia's "Always Safe" safety policy aims to **improve the safety** of every employee in their workplace and guarantee a working environment that promotes health and safety prevention.

Veolia implements an **integrated and efficient health and safety management system**, supported by audits and corrective and preventive measures:

- Aim to reduce the frequency of accidents at work by 10% per year, the results of which impact on management's variable income
- Safety management driven by qualitative objectives based on the Group's 10 standards
- Health and Safety Audit Programmes led by the Group and the operational areas



**"Our employees are  
our most valuable  
asset, their safety is  
our number one  
priority."**

# Ethics and Compliance as well



**Laws** are becoming increasingly **restrictive**



**Consumers** and **investors** are **paying attention** to companies' commitment to compliance and corruption prevention



Veolia in Portugal has certified its **AntiCorruption Management System** (SGAC) in accordance with the requirements of ISO Standard 37001, based on the 8 pillars of the French Sapin II law (on transparency, the fight against corruption and the modernisation of economic life), the recommendations issued by the Portuguese Corruption Prevention Council and the applicable national legislation on corruption.



**Group values shared by all: responsibility, solidarity, respect, innovation and customer focus.**

# Open doors and proximity



**The process of recovering waste begins with its producer.**

Veolia incorporates into its proposals consulting and education/training for the implementation of separation systems at source (on the customer's premises) that contribute to improving the quantity and quality of the materials that will be sent for recycling.

# Digitisation

## DIGITALISATION AT THE SERVICE OF MORE EFFICIENT MANAGEMENT AND TRANSPARENCY

Waste collection in an IoT model  
Digitalisation of collection and transport processes





# Employee well-being

**THERE IS A PLACE  
WHERE ALL OUR EMPLOYEES  
CAN HAVE EMPLOYEE BENEFITS  
THE ENTIRE WORLD**

 **PARENTAL LEAVE**

 **HEALTH COVER**

 **DEATH BENEFITS**

 **SUPPORT FOR CARERS**

 **VOLUNTEER'S DAY**

**VEOLIA CARES**  
Employee benefits for all Resourcers  
Contact your HR manager to learn more

#VEOLIAWELLS  
Resourcing the world



## Plano de Pensões

**Prepare hoje o seu amanhã**

O Plano de Pensões da Veolia permite-lhe concretizar um complemento de reforma com o apoio da empresa.

**VEOLIA**

Minhas iniciativas

- Propostas
- CV Social
- Atividade da comunidade
- Configurações
- Contactar-nos

**RESOURCES FOR COMMUNITIES**

Voluntariado no Banco do Bem  
Doações da Entregadora - LISBOA

A **VEOLIA** conta com a **Insight** para prestar

### APOIO PSICOLÓGICO

• Sessões de cerca de 30 minutos, de 2ª a 6ª, entre as 10h e as 20h

• Limite máximo de 1 sessão por semana

• Deve indicar o nº de colaborador, ou o nome e/ou a empresa

213 571 887 | insight@veolia.pt

**A FRUTA ESTÁ DE VOLTA AOS NOSSOS CENTROS OPERACIONAIS E ESCRITÓRIOS!**

As frutas auxiliam a saúde do nosso organismo de diversas formas. Para além de possuírem vários minerais e vitaminas importantes para o bom funcionamento do nosso organismo, o seu consumo adequado não fornece muitas calorias, sendo portanto serem consumidas em qualquer relação ou fora delas.

PORTA AMBIENTE LONDES SANGUEDO  
AVERO LOURES PAÇO DE ARCOS  
N. MANUTENÇÃO ALCOE NAÇON M

**OLÁ BEBÉ!**  
Bem-vindo ao nosso planeta!

Tu ainda não sabes mas nós, Veolia, já cuidamos dele para ti, sabendo que tu também vais crescer e um dia cuidar dele connosco.

Contamos contigo!  
**VEOLIA**



# LET'S GO FOR A VISIT?



**PPE mandatory:**  
helmet, reflective vest and safety shoes.



**Don't get distracted by your phone!**



**If you need to stop or leave the group for any reason, always inform Veolia employees.**



**No smoking on the premises, we have a specific area. Ask us.**



**In the event of an emergency, stay calm and follow your guide's instructions.**



**Employees' faces and customer brands cannot be photographed.**

Resourcing the world  **VEOLIA**