CSR and Activities Report: The Essentials in India

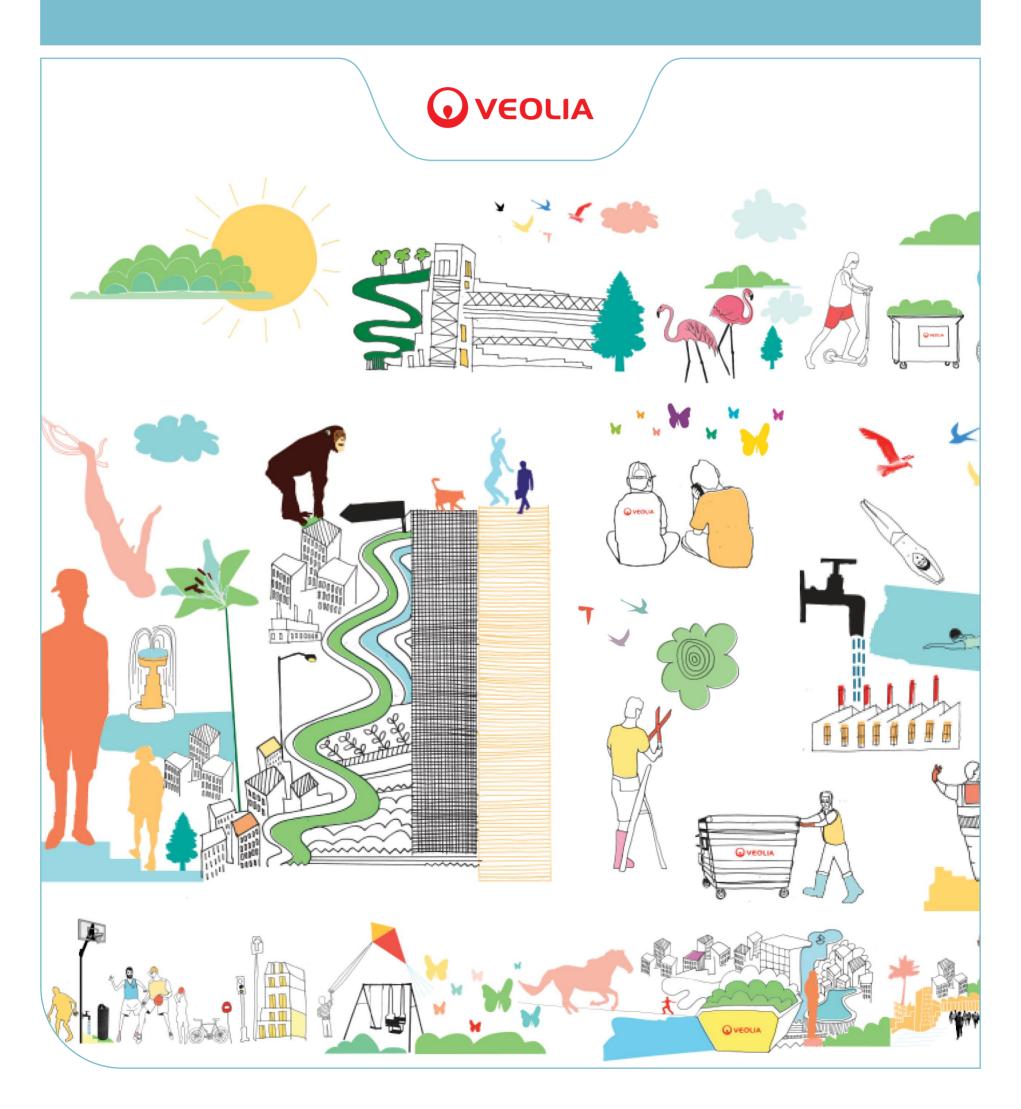


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Group Overview

Veolia Group is the global leader in optimized resource management.

With over 163,226 employees around the world, Veolia helps cities and industries to manage and optimize their resources. The company provides an array of solutions related to water, energy and materials to foster the transition towards a circular economy.

With 160 years of expertise in the fields of water, energy and waste, Veolia provides innovative solutions for human progress and well-being and better performance of businesses and regions.

Today, in parallel with rapid urbanization and growing needs, natural resources are becoming increasingly scarce, and the world is facing critical climate change issues.

In this context, the action of Veolia is crucial: we design and implement solutions aimed both at improving access to resources and at protecting and renewing them.





Our Activities

Veolia designs and deploys solutions for water, waste and energy management, participating in the sustainable development of cities and industries.



WATER

Management of the global water cycle, from the production and distribution of drinking water to the collection, treatment and recycling of wastewater

WASTE

Liquid and solid non-hazardous and hazardous waste management. Our expertise covers the entire waste life cycle from collection to recycling, leading to the final recovery of waste as materials or energy

ENERGY

Energy efficiency, efficient management of heating and cooling networks, green energy production, all unique expertise for a sustainable world







Key Figures

€24,390 million in revenue

163,226 employees in 5 continents

48 countries



WATER



WASTE



4,052

water production plants managed

40

million people provided with collection services on behalf of municipalities 44

million MWh produced

100

million people supplied with water 45

million metric tons of treated waste

37,339

thermal installations managed

2.928

wastewater treatment plants managed

764,477

business customers

551

heating and cooling networks managed

61

million people connected to wastewater systems

591

waste-processing facilities operated

2086

industrial sites managed

Our Mission

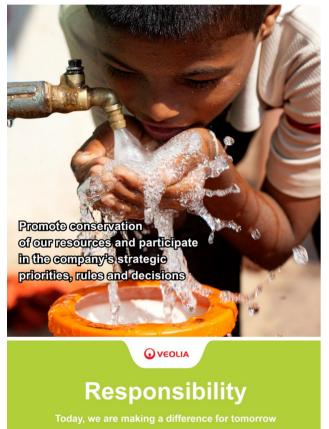
Resourcing the world

We contribute to improving access to resources as well as preserving and replenishing them.



Our Values

Veolia's core values are **responsibility**, **solidarity**, **respect**, **innovation** and **customer focus**, and form the base on which its economic, social and environmental performance is built.











2 customer segments

Cities

Their challenges:

Universal access to essential services in constantly growing and more complex cities

Increased sensitivity of people to consumption and the need to conserve resources

Energy efficiency

Development of a circular economy in urban services and lifestyle

Attractiveness, sustainability and competitiveness of cities and regions



Our solutions:

As a historic partner of cities for more than 160 years, Veolia is reinventing its approaches to traditional markets with an increased focus on linking its compensation to transparent performance metrics.

As the operator of complex services in the field, we are developing technological, financial and social solutions to improve inhabitants' quality of life, save and replenish resources and reduce the ecological footprint of regions. 70%

of the world's population will live in citites by 2050

Industrial Companies

Their challenges:

Water, a strategic growth issue for some industries

The need to boost energy efficiency for competitiveness

Integration of circular economy solutions in production processes

The difficult treatment of some types of pollution

Reducing environmental impact, condition for business development



Our solutions:

We offer a wide range of tailored solutions covering the plurality of companies' needs in their diverse areas of business.

To name just a few: non-hazardous and hazardous waste recoveries, soil remediation, dismantle of sensitive facilities, water recycling and energy management. 63%

of the world's population will experience difficulties in accessing water by 2025

Veolia in India

Meeting the challenges of the 21st century

Large cities and major manufacturers face environmental and social challenges that are becoming increasingly complex, especially in India where the rapid growth of population is putting increasing pressure on the management of resources.

Challenges are three fold

For the Planet

Veolia India focuses on rising water demand from cities, decreasing water stress and supply of safe drinking water to local populations. We design solutions to develop access to services, replenish natural resources and support the communities.









For Industry

Industrial companies are seeking sustainable solutions to ensure the long term survival of their businesses, maintain growth and win the support of communities. As a partner in their growth, Veolia India is exploring opportunities to deliver its innovative tailored solutions covering all companies' needs in all areas of business.

For Cities and Population

54% of India faces high to extremely high water stress due to the growing population, severe neglect and over exploitation of water resources. Wastewater from the industries and factories discharged in the environment after treatment do not meet the environmental standard. The demand of water for industrial use and energy production has also been increasing annually making it an alarming issue.





Veolia India works hand-in-hand with municipalities and industries, to improve, develop and provide technical solutions; build and rehabilitate supply networks and preserve resources.

Key figures of Veolia India

Over 15 Years of Experience

Major milestones

- 1999: Veolia enters India
- 2011: Nagpur full city contract
- 2005: First demo-zone projects
- 2012: Nangloi, Delhi's first PPP contract in water sector



More than 5 Million People supplied with drinking water

Over $1000\ MLD$ of water treated per day

90 MLD sewage treated per day

Above 2000 workforce working under Veolia India

More than 89% of Health and Safety status acheived

Veolia India Health and Safety status with reference to Veolia Global status

Area of core expertise: Municipal

Water management

Construction and O&M Water treatment plants Construction and O&M Sewage treatment plants

> Construction and O&M **Desalination plants**

Network and distribution management including reduction of water losse



Customer service including billing and collection

Waste management

Veolia has a wide range of expertise in recycling, collecting, transferring, treating and valorising waste, so that waste produced by human activities can be re-absorbed into the economic cycle while being treated in an environmentally friendly way.

Veolia provides the best solutions for municipalities, with a vision for sustainable development :

- Upstream waste sorting and separate collection for efficient recycling and treatment
- Operation of waste collection centres
- Urban cleaning services and sewage piping system maintenance
- Stable treatment of municipal waste such as waste to energy and landfilling



Energy management

From supplying heat through district heating networks to maintaining and illuminating public buildings, Veolia partner with local authorities to deliver solutions that keep residents comfortable, protect the environment and control costs.

- District networks: sustainable solutions
 District heating and cooling networks offer advantages as controlled energy costs, reduced air pollution and greater safety for residents
- Cultural, sports and leisure facilities
 For large public complexes our expertise to maintain a safe and efficient environment
- Quality relationships with constituents
 Through our expert services we help Municipalities maintain a positive relationship with the citizens

Area of core expertise: Industry



Waste Management

- Hazardous waste management
- Soil remediation
- Incineration
- = Stabilization & Landfill
- Tank Cleaning



Water Management

- Zero Liquid Discharge
- Cooling system management
- Water treatment of all kind



Energy Management

- Improve efficiency through data center management
- Optimize energy efficiency

Specialized experts in the field of:





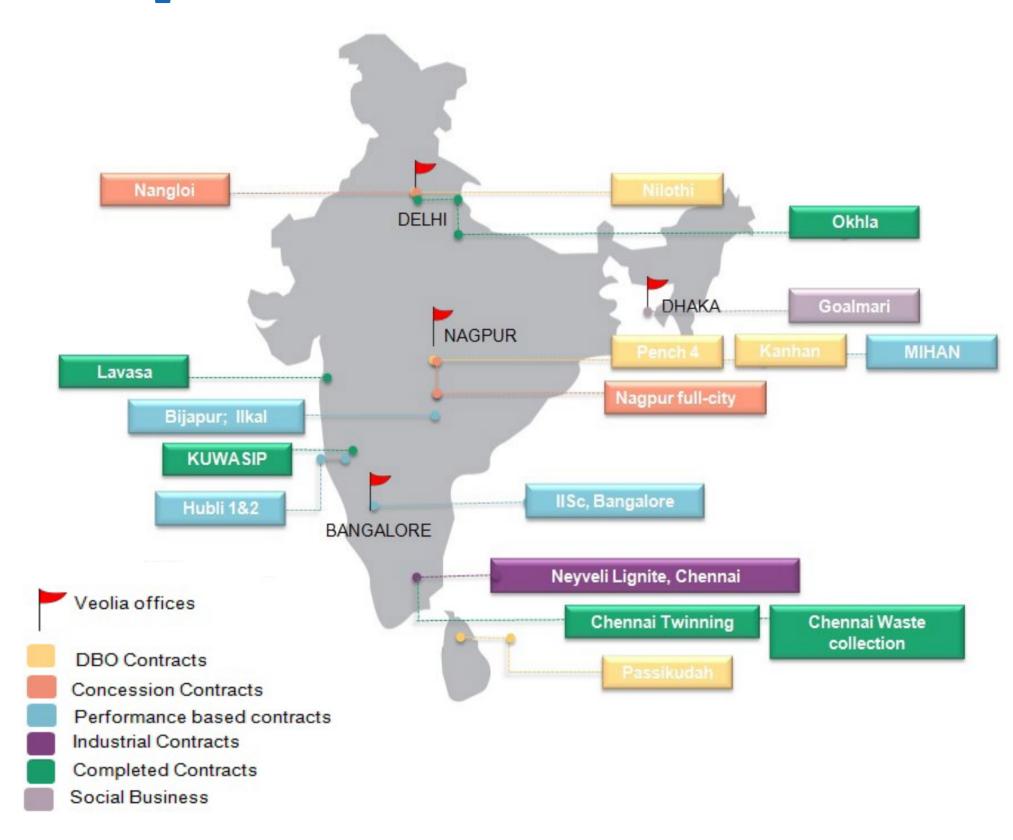








Our presence in India



In India, Veolia's activities focus on water services since 1999

Focus on 24/7 and safe water for all

Veolia manage water and wastewater services for **public authorities and industries**

In India, Bangladesh & Sri Lanka

Our contracts

CONCESSION CONTRACTS

NANGLOI, DELHI - Veolia ensures that safe water is supplied continuously under positive pressure to more than 1 million citizens.



TRA - Since 2012, Veolia under its joint venture company Orange City Water has been working with NMC to make Nagpur into a model for urban areas thanks to its fully pressurized 24/7 drinking water







DANGER MULHAN, Maharashtra

OPERATION & MAINTENANCE CONTRACTS

IISc, KARNATAKA - In 2012, the Institute entrusted Veolia with the responsibility of providing water supply to all the 8400 students and staff on its campus.

MIHAN, MAHARASH-

TRA - Veolia operates and maintains a water treatment plant of 20.64 million liters per day capacity and a sewerage treatment of 39 million liters per day.

PERFORMANCE CONTRACTS

BIJAPUR, KARNATAKA -

Veolia provides 24/7 water supply to an area representing 15% of the total area of the city and comprising more than 70.000 citizens.



Veolia has been successful in providing all the 65.000 citizens of the city with access to a constant supply of continuons safe water.



Veolia was chosen by the municipality of Hubli Dharwad in 2013 to operate 270km of network and 27.500 water connections to serve 24/7 water supply to 150.000 citizens.









SOCIAL BUSINESS

GRAMEEN VEOLIA, BANGLADESH -

Providing safe arsenic free water to rural Bangladesh.

To kmow more about this project please visit:

www.grameen.veolia.com.bd

BOPERATE CONTRACTS

NILOTHI, DELHI - In 2012, Delhi Jal Board chose Veolia to design, build and operate an innovative green waste water treatment plant with a capacity of 91 MLD (20MGD).

PENCH 4, MAHARASH- TRA - This Design, Build and Operate project is India's first Zero Liquid Discharge plant

KANHAN, MAHARASH-TRA - Veolia successfully constructed a 240 MLD plant in the space originally designated for 120 MLD treatment plant









BUILD OPERATE AND TRANSFER

PASSIKUDAH, SRI LANKA

Veolia Water's proprietary technology, Moving Bed Bio Reactor (MBBD), 800 cubic meters of sewage and kitchen waste generated by 13 hotels are treated every day on Sri Lanka's east cost.

COMPLETED CONTRACTS

KUWASIP. KARNATAKA

Demonstrated the feasibility of 24X7 water supply in India financed by World Bank

DHARAMPETH, MAHAR-ASHTRA - Demonstrate 24X7 wa-

ASHTRA - Demonstrate 24X7 water supply along with health, technical and operational benefits

PENCH 1, NAGPUR - Optimum utilization of existing assets.

CHENNAI TWINNING, TA-MIL NADU - A pilot area scheme of 1500 connections to demonstrate the feasibility of providing continuous pressurized water

CHENNAI WASTE COLLEC-TION, TAMIL NADU - Collection and transportation of waste





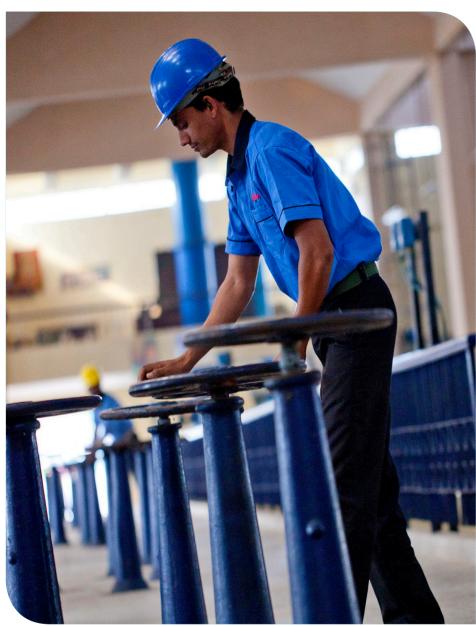






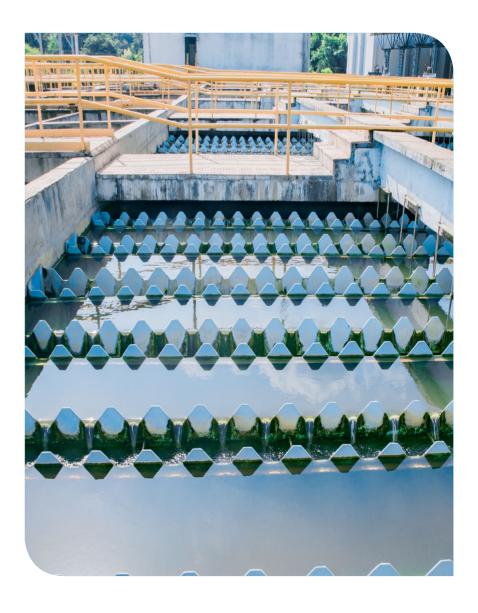
NEYVELI LIGNITE CORP LTD., TAMIL NADU - O&M contract for the water cycle of the 500 MW Expansion of the Lignite based Thermal Power Station II in Neyveli

Creating shared value with our clients and the different stakeholders



We are committed to provide services which fit into a circular economy frame and preserve natural resources as we firmly acknowledge the growing challenges of resource exhaustion around the world.

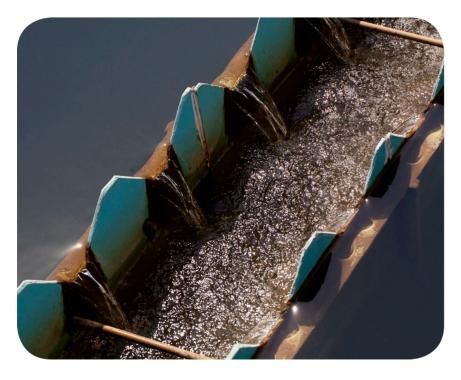
We think of innovative sustainable solutions for the benefit of both our customers and the environment.

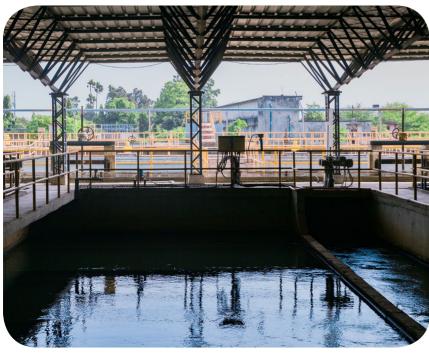


Preserving resources: saving water resources

Proposing technical solutions

Our technical solutions are designed considering the environment and its protection. Through our state-of-the-art network design, leakage detection and rectification solution, we have been able to provide continuous and safe drinking water supply at affordable cost in many cities of Karnataka, Nagpur and Delhi where we operate. We also implement solutions to ensure the longevity and controlled use of our natural resources.







Improve water and energy efficiency for industrial, commercial and residential customers

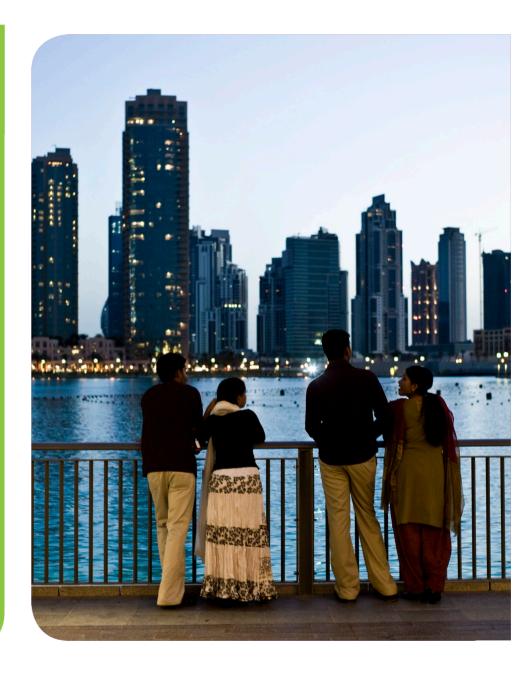
With the rapid urbanization in India, it has become critical for the various industrial units across all sectors to analyze their impact on the natural surroundings of their operations.

Our expertise in comprehensive water, waste and energy management offers a truly helpful guidance for these industries to promote a sustainable development of the area. In India, we have been able to prove our effectiveness among municipal clients through our several municipal contracts for the improvement of water supply and rehabilitation of the network and energy saving. Today, we are looking forward to engage in industrial contracts in sectors such as power, oil & gas, food and beverage, commercial building and utility management

Energy Efficiency

In Dubai, our subsidiary Enova, a joint venture between Majid Al Futtaim and Veolia, has been entrusted with the largest energy retrofit project in the United Arab Emirates and the Middle East. The objective is to reduce electricity and water consumption by 31% within 6 years in Jafza, an area of Dubai. Enova will renovate the Jafza buildings to save 26 GWh of electricity and 900,000 m3 of water annually.

This project, conducted in partnership with National Corporate Bonds, will help Dubai to achieve its target to reduce energy consumption by 30% by 2030.



Our state-of-the-art wastewater treatment project

Veolia extracts value out of wastewater by helping its partners generate reusable water and produce fertilizer, nutrients and energy.

In 2012, Delhi Jal Board chose Veolia to build the city's first sustainable sewage treatment in the north western part of Delhi, **Nilothi, through a design, build and operate contract**. The plant of 91 MLD capacity functions with green processes that include the production of biogas and compost.

The main objective of this treatment plant is to set a standard on the comprehensive and sustainable solutions for sewerage treatment plant. Veolia has implemented international standards of wastewater treatment technology, operation expertise, discharge standards and energy efficiency. For the first time in India, the plant uses Disc filters in place of conventional gravity sand filters for tertiary treatments.

Around 50% of the electricity requirement of the plant will be served by the in-house generated bio-gas.

The sewage treatment system of Nilothi will removes effluents like nitrogen and phosphorus from the treated wastewater to **minimize the impact** on the environment before it is discharged into the Yamuna River. Further the compost generated from the sludge composting process can be **used** as **fertilizers** by the farmers.

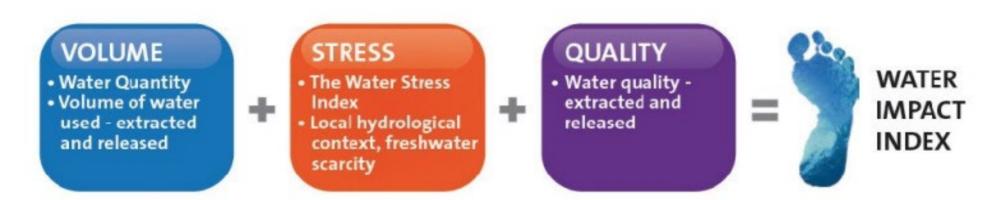


Improving water footprint

Meeting the ever growing demand in water from agricultural and industrial sectors while balancing any associated social and environmental impacts appears as one of the major environmental and sustainability challenges of the planet.

Therefore Veolia developed a **Water Impact Index (WIIX)**¹ that enables industries and municipalities to make informed water and wastewater management choices. This tool assesses the effects of human activity on water resources and the stress on resources in terms of volume and quantity, thereby determining the water footprint of human activities.

A new metric for accessing water impacts:



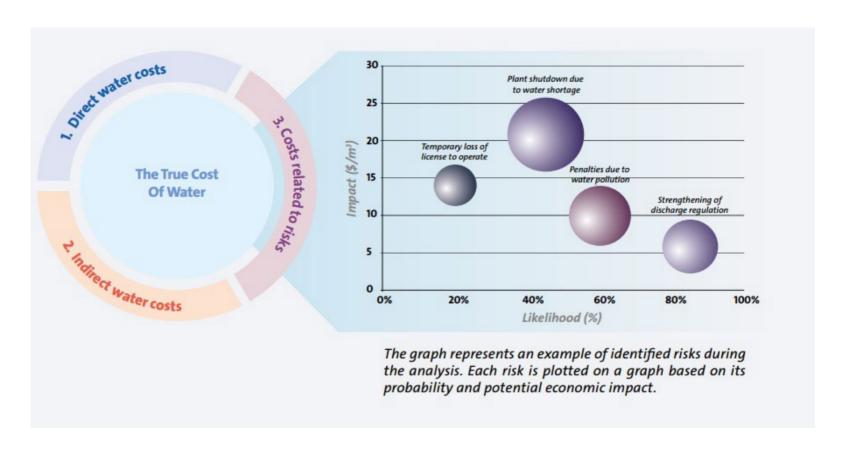
Another tool created by Veolia is the **True Cost of Water**² which helps companies to mitigate production risks whilst optimizing environmental impacts. The tool combines three types of costs:

- Direct costs: price of water, operational costs (OPEX) and investments (CAPEX) in water infrastructure
- **Indirect costs**: administrative, legal and corporate social responsibility costs
- **Contingent costs** (risks-related):
 - operational risks like water shortages, flooding
 - financial and regulatory risks
 - costs related to reputational risks like temporary loss of license to operate, boycotts

^{*1} Water Impact Index video - http://veolia.in/water-impact-index-0

^{*3} True Cost of Water video - http://veolia.in/true-cost-water-0

The **True Cost of Water** provides companies with vital information to assist in the selection of appropriate water strategies in order to diminish their overall water risks.



Improving water management in industrial processes has become one of the major aims of a growing number of company heads. They are gradually becoming aware of the risks of an industrial failure linked to blue gold that could seriously impact their company's operating results.

Cost of drought for industries in India

- 2016 saw droughts cutting India 's **GDP by INR 6,50,000C**
- Water identified as business risk for >80% of industries
- ■ Industries are the first to be impacted by public decision to limitation of water
- _____ 70% of power stations are in water stressed areas
- For a 2500-M power station, each day shut down equals to a **Turnover of** INR 10Cr

Replenishing resources

Reuse/recycling water and wastewater

Saving the environment and protecting biodiversity represent the core of Veolia's business. We are at a constant endeavor to explore alternatives to save resources and create a balance in the environment.

Veolia provides solutions for the optimal collection and treatment of water and wastewater, as well as the minimization of wastewater discharge in the ecosystem. In 2015, the Group itself had set a target of 50% increase in terms of volume of water reused from water collected and treated.









Veolia emphasizes on two strategic solutions for replenishing resources:

Reusing industrial wastewater

By treating wastewater, Veolia helps protect water resources, spur the economic growth of cities and improve the quality of life for all.

Veolia manages one of the key economic projects of India – the Multi Modal International Hub and Airport, Nagpur (MI-HAN). It comprises an airport terminal and a Special Economic Zone as well as a 40 sq. km residential area: the whole project comes with the target to serve more than 13 million passengers and nearly one million cargos.

Veolia is in charge of the management of the water and sewerage treatment plant. In parallel, Veolia runs the entire water, wastewater and tertiary system along with corresponding networks and customer services. It uses innovative and world-class clarifiers and filtration process to serve the needs of this international hub.

The treated wastewater from the sewerage treatment plant goes through a final process of tertiary treatment before being released in the environment or reused by industries. With a comprehensive network of 183 km across the site, this tertiary treatment plant serves around 800 industries and also prevents pollution of the environment.



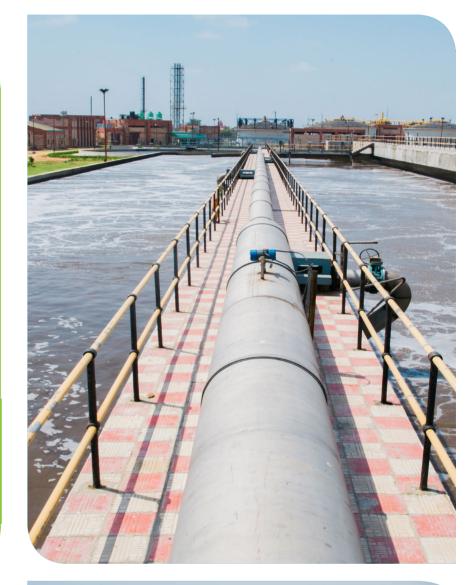


Recycling wastewater to create byproducts

We apply technologies to recover calories from wastewater, produce biogas and fertilizersand promote energy-neutral wastewater treatment plants.

Circular Economy

Our sewage treatment technologies help municipalities to integrate a circular economy. In Delhi, the Nilothi sewage treatment plant built and operated by Veolia has the capacity to treat 91 million liters of waste water per day. While the plant participates to the protection of the environment by preventing the discharge of non-treated waste water, our solutions enable to valorize the waste water through the production of biogas and compost. Compost obtained from the sludges is sold to the local farmers and the bio-gas technology allows to convert the waste water into energy.



Around 50% of the electricity requirement of the plant will be served by the in-house generated biogas produced



Preserving biodiversity and fighting climate change

Committing to preserve and restore biodiversity

Veolia not only takes measures to reduce the footprint of both our own and our clients' activities on the environment but also foster favorable conditions for the preservation and restoration of species and their habitats.

Our initiatives towards preservation of biodiversity are based on two key areas:

Biodiversity approach of Veolia is based on:

- The environment management system (EMS) which aims to ensure the environmental performance of our impacts.
- The management and exemplary development of the spaces: we manage and help to re-establish and manage biodiversity on the sites and the local communities.

In line with these objectives, Veolia India signed a partnership with International Union for Conservation of Nature (IUCN) in 2016 to join the Leaders for Nature organization in India. Leaders for Nature is a business biodiversity network, initiated by IUCN – worlds' largest environmental organization - which engages multinationals to work toward greening the economy and mobilize companies to incorporate biodiversity considerations into their operations.

This collaboration with IUCN India translates into the organization of internal trainings on biodiversity issues for managers and employees, as well as the participation to biodiversity forums gathering representatives of different companies so as to work altogether to shape new initiatives looking forward.

In line with the Group's strategy, biodiversity assessments have been carried out in almost all our sites in India.

By 2020, Veolia targets to perform a diagnosis and deploy an action plan in 100% of sites with significant biodiversity issues



Contributing to combating climate change

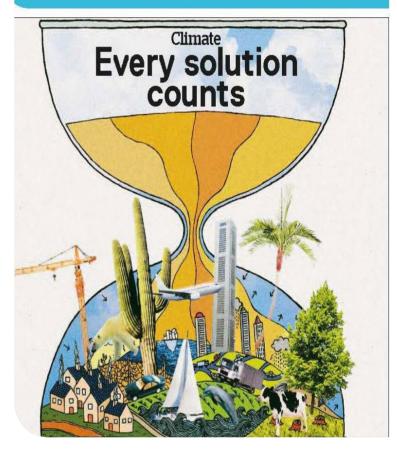
Today we recover water, waste and energy, as many resources that are often discarded but that could be reused for others thanks to technological innovations, eco-design and new consumption patterns.

The fight against climate change can also be a source of value creation.

Our strong commitments to tackle climate change

- Sustainably manage natural resources by supporting circular economy: achieve 3.8 billion euro revenue linked to circular economy by 2020
- Contribute to combating climate change: achieve 100 million metric tons of CO2 equivalent of reduced emissions and 50 million metric tons of CO2 equivalent of avoided emissions for the 2015-2020 period, and capture over 60% of methane from the landfills we operate





Our achievements in 2016

- Renewable energy in Asia: **+13.1**% with +242,588 MWh compared to 2015
- Volume of water recycled in Asia: -0.5% with -0.7million m3 compared to 2015
- CO2 emissions reduced: 13.8 million t eq. CO2 (world) and 2.8 million t eq. CO2 (Asia)
- CO2 emissions avoided: 5.9 million t eq. CO2 (world) and 0.9 million t eq. CO2 (Asia)

Contribution to local development

We help developing access to resources

In the second most populated country of the planet, home to 17% of the world's population, the significant sanitation crisis places the access to safe water and sanitation as a crucial challenge for both public authorities and private service providers.

Today, only 40% of the total population in India have access to adequate sanitation (as defined by the World Bank, 2015), while over 140,000 children die every year from diarrhea, caused by unsafe water or inadequate sanitation (as stated by WaterAid). If the access to drinking water has improved in the last decade, reports highlight that 21% of communicable diseases in India are still related to unsafe water (World Bank, 2015).

In this context, our operations prove crucial to enhance the access to resources, and to make this access sustainable, both environmentally and socially.





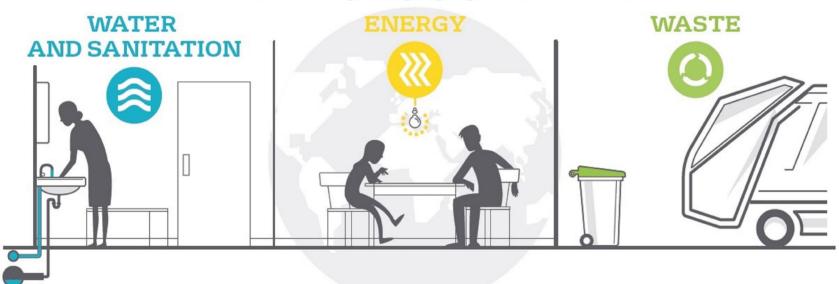
^{*1} World Bank - http://data.worldbank.org/indicator/SH.STA.ACSN
*2 Water Aid - http://wateraidindia.in/wp-content/uploads/2016/03/World-Water-Day-Release.pdf
*3 World Bank - http://blogs.worldbank.org/water/comment/reply/697/898

Ensuring the access to water for all in all our contracts

The many facets of our business, economic, social and environmental, have led us to develop a tailored social engineering integrating the technical, financial, socio-economic, marketing and legal issues. This engineering allows us to deploy an operational offer for the development of universal access to essential services in emerging countries.

Thanks to its ACCES engineering,

Veolia, on its three activities, is taking a stance as a developer of access to services for the most underprivileged people across the world.



10 possible action levers have been identified:



ACCES 1

Supply more people with the same resource and the same **infrastructures**

ACCES 2

Propose new better regulated and more secure methods of supply





A Socially Acceptable price - "Social Tariff"

In emerging countries, some households are not accustomed to plan their spending in a long-term perspective. Hence, as many families tend to spend money as soon as it comes, implementing a monthly bill for the service can soon be challenging. This problem is often exacerbated by the failure of households to monitor consumption, which gives them the impression that the bill is unjustifiably or even abusively high. As a result, it happens that customers or local communities become hostile toward the provider or manager of the public service.

Yet, only public authorities are able to set prices for public services. In this light, for each contract, Veolia adopts a proactive position and implements policies targeted at improving access to services for populations and for the most disadvantaged neighborhood.



In 2012, Nagpur Municipal Corporation chose Veolia to provide 24/7 water supply to all its citizens. This 25 years concession contract is implemented through a joint venture company called Orange City Water between Veolia and Vishvaraj Environment Private Ltd. OCW will be delivering continuous pressurized water to the entire city of Nagpur which includes 444 slums. OCW has been working incrementally in augmenting the water quality and quantity in these areas and providing them access to safe water.

For the lower income groups of this society a "social tariff" has been implemented to help them afford the cost of water. With 24/7 water supply and social tariffs the inhabitants no longer havetobuywaterfromtankersorprivate sellers and are thus able to reduce their household cost. Continuous water supply has also led to the reduction in water borne diseases in these slum areas.

In case of such PPP contract, the Municipal authority is in charge of setting up the water tariff. The private operator has no command on it. Nevertheless Veolia always recommend to the public authorities to propose affordable prices including a social tariff for the lowest income families.

Increasing block tariff system

Minimum domestic tariff: 5.79 INR per 1,000 liters

Premium tariff on excessive consumption (>20,000 liters)

Accessible customer services

Veolia provides solutions in tune with the local requirements, thanks to a consistent and regular communication with local users.

The Social Welfare Team - A social innovation

Orange City Water's contract for the integrated management of water supply in Nagpur bring a lot of behavioral and social changes into the lifestyle of the citizens. A community liaison and dialogue was necessary.

A Social Welfare Team was formed with 50 members from different backgrounds who could engage with a variety of stakeholders and also address potential queries of the customers. The main purpose of the SWT was to bridge the gap between OCW and the customers, to educate them about the project and understand their day-to-day problems.

The implementation of the Social Welfare Team in Nagpur has helped OCW to achieve remarkable results and bring improvement and well being in the community





The core responsibility of SWT is to educate the customers regarding the project and encouraging them to undertake the services offered by the project. The SWT engage and interact with the local population on various issues and queries related contract.

566 dialogue sessions organized in 2016

Apart from educating and updating the consumers regarding the project, the SWT also organizes timely meetings with various stakeholders like local leaders, residents through Mohalla meeting to educate them regarding water conservation, benefits of continuous water supply, health and hygiene.

A tool to empower women

With continuous daily water supply, the women in the slum areas do not have to stand in queue or travel to get water anymore. They now have free time which they can invest for themselves and their family's welfare. The SWT team has been supporting these women with various micro financing business opportunities which they can explore in their free time and will help to support their families financially.



The team also organizes workshops at schools and colleges educating them of the benefits of continuous water supply and also about the project.



Contributing to the access to basic services through new forms of business and partnership with NGOs

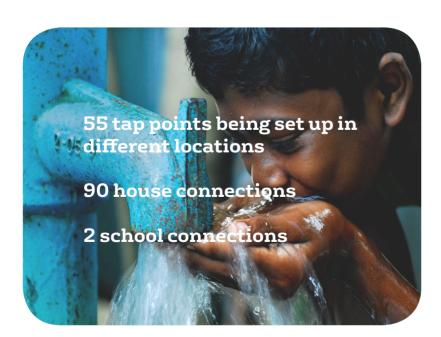
Veolia is committed to the sustainable development of the area where it operates. Ensuring access to basic services, fair distribution of resources and conserving them for future generations, Veolia India with the support of Veolia Foundation has implemented various humanitarian activities and social business model to support the communities.

Grameen Veolia Water - A social business model

In 1990, a water analysis revealed a high concentration of arsenic naturally present in the groundwater provided by the tube wells in Bangladesh. The regular intake of this arsenic contaminated water leads to chronic diseases, skin lesions and lethal cancers.

Veolia along with Grameen Health Services Ltd. formed the joint venture company Grameen Veolia in 2008 to find sustainable solutions to this crucial issue. The company was built upon the social business principle of "No loss, No dividend" where the profits generated are re-invested for the expansion of the project.

Kindly visit: www.grameen.veolia.com.bd



OBJECTIVE

Provide safe, arsenic-free water to rural areas in Bangladesh and to direct all the profits for further expansion and improvement of the rural water distribution network





Access to sanitation supported by Veolia Foundation The Sulabh Project

As per UNICEF 2008 report, only 31% of India's population use improved sanitation facilities and further, over 50% of the population (i.e. 594 million people) defecates in the open. The results of the 2011 census show that less than half of Indian households had a toilet at home; there were more households with mobile phones than with a toilet.

FACTS

774 million people don't have access to adequate sanitation in India

60.4% people without access to toilet

14% of the rural population has access to a latrine

ACCELERATING FACTORS:

Inequalities in the distribution of water resources

Urban pressure on the developing world

Increasing consumption and waste of resources

Greater risk of extreme climate events

Very uneven political will

Veolia India has been managing the drinking water production and distribution of Nangloi, a district of West Delhi with a population of 1 million inhabitants. As Veolia is committed for the sustainable development of the area where it operates, a partnership has been launched with Sulabh, and the Veolia Foundation. Through this partnership, Veolia Foundation has financed the construction of 5 toilet complexes in the Nangloi area.

On February 15, 2016 two toilet complexes were inaugurated in Udyog Nagar and Nangloi Metro Station in the presence of Patrick Rousseau, CEO & Managing Director, Veolia India on behalf of the Veolia Foundation and Dr. Bindeshwar Pathak, Founder Sulabh Sanitation Social Reform Movement.



Contributing to the development and attractiveness of the areas where we operate

Meeting the social expectations

Veolia contributes to solve the social and environmental issues to improve our client's performance and create added value. We support and partner with NGOs to sensitize the population to environmental and social stakes.

Local social initiatives supported by Veolia India

TARA

http://www.taraindia.org/

Tara is an NGO offering a residential service with an emphasis on education for street children and abandoned children.

We have signed a partnership with Tara in 2015. Through this partnership we have been participating in various sponsorship initiatives of the NGO which ensure quality education, security and complete healthcare for a bright future of the children





Main Tendue

http://maintenduedelhi.org/

This Indian Charitable Trust supports 12 Delhi based NGOs and has strong relationships with key institutions, educational and cultural organizations.

Veolia has entered into a partnership for supporting Kamalini and Shakti Shalini NGOS and has hosted training sessions for the employees of Veolia on women empowerment with their support.

International Union for Conservation of Nature (IUCN)

https://www.iucn.org/regions/asia/countries/india

IUCN focuses on valuing and conserving nature, ensuring effective and equitable governance of its use, and deploying nature-based solutions to global challenges in climate, food and development.

With the support of IUCN, we have created awareness on the various biodiversity issues and also strategize methods which can be implemented into our businesses to make it environment friendly.



Social initiative funded by Veolia Foundation



Sulabh International

http://www.sulabhinternational.org/

Sulabh International Social Service Organization is a non-profit voluntary social organization dedicated to the Gandhian ideology of scavengers' emancipation.

A partnership has been launched with Sulabh, and the Veolia Foundation for the construction of 5 toilet complexes in the Nangloi area. We have already inaugurated two toilet complexes in the area and the remainging three will be completed by the end of 2017.

Measuring our social value: SROI and Re-injecting expenditures in the economy

Engineers and ULBs are used to consider our business as purely technical, forgetting too much that by supplying water 24/7 to populations we bring more than water: we bring social changes on the ground along with economic benefits for inhabitants – by providing safe water we improve health through reduction of water borne diseases - and local authorities - by delivering a proper water service we contribute to the local development of territories.

Stockholm International Water Institute (SIWI-http://www.siwi.org/) has demonstrated in one of its report that 0.3% increase in investment in household access to safe water is associated with a 1% increase in GDP. In the contrary, a lack of safe drinking water can create a heavy cost burden on nation's economies.

Social Return of Investment is a method used to identify measure and value change in ways that are relevant to the people or organizations that are experiencing or contributing to it. By measuring social, environmental and economic outcomes, we can explain how change happened and value it.

One of our contract was chosen as a pilot case study and after 3 months to collect the data the first results were deliverd.

1 INR invested to refurbish the network + deliver 24/7 water supply

= 6 INR of return for the community and public authority

This SROI is today used in every tender in UK as it is now mandatory in this country for the bidders: the suppliers have to demonstrate their contribution to the economy and local development of the territories where they operate.

Veolia India can help you to evaluate the value created by robust public services.

VEOLIA - Actor of employment and employability

With 122 employees in India, Veolia works hand-in-hand with the local authorities and the people to deliver access to resources and sustain the company's growth on a daily basis.

Developing the skills and technical expertise of all our employees is our core focus. We have set five core values for the success of all our employees and promote equality and diversity within the organization. In 2014, these five values (refer Page 07) emphasizing on both communities - our employees and also our customers - were widely promoted among all employees of Veolia across the world. We affirmed our role as a company that is truly aware and caring of its social environment.



Ensuring Health and Safety of employees

On July 1,2013, Veolia signed the Seoul Declaration of the ILO in Geneva, recognizing the fundamental human right to safe and healthy workplace. As part of its commitments, Veolia promotes the continuous improvement approach to Prevention, Health and Safety advocated by the declaration, trains stakeholders and fosters employee-employer dialogue.

We at Veolia India have been working together to create a zero accident environment for all our employes thanks to a special internal committee involved in checking the safety status of our India project sites. The safety of all our employees is our duty and we cannot compromise on it.

We organize timely training workshops on this challenge and we are also extensively promoting the "I See I Act" campaign in all our sites and have been spreading awareness about it and its importance for everyone to create a zero accident working place.



Guaranteeing respect for diversity and human and fundamental social rights

Veolia is intent on carrying on its activities in the respect of human rights and fundamental internationally recognized social rights.

Veolia has been a member of the United Nations Global Compact since 2003, which commits the Group to promoting 10 fundamental principles of human rights, labour rights, and protection of the environment. Since 2014, Veolia has had its place at the "advanced" level of the United Nations Global Compact differentiation program which uses 21 specific criteria to set the highest standard of voluntary performance reporting on responsible development.

In this framework, the Group's human rights policy is based on the following actions:

- A governance and steering device;
- Annual risk analysis;
- Right to whistleblowing to the Ethics Committee;
- Implementation of local whistleblowing when necessary within the frame of each entity's governance;
- Performance assessment tools;
- Dialogue with local and international stakeholders;
- Transparency of non-confidential data and actions.

Respecting the populations affected by our activities

- Right to safe environment and protection of resources
- Right to water sanitation
- Right for communities to their local ways of life

Respecting the fundamental labour rights

- Elimination of forced or compulsory labour
- Abolition of child labour
- Elimination of discriminations
- Promotion of the freedom of association



OUR COMMITMENTS TO SUSTAINABLE DEVELOPMENT

TO RESOURCING THE PLANET

1

Sustainably manage natural resources by supporting circular economy

2

Contribute to combating climate change

3

Conserve and restore biodiversity

TO RESOURCING THE REGIONS

4

Build new models for **relations and value creation** with our stakeholders

5

Contribute to local development

6

Supply and maintain services crucial to human health and development

TO THE WOMEN AND MEN WE EMPLOY

7

Guarantee a healthy and safe working environment

8

Encourage the **professional development and commitment** of each employee

9

Guarantee respect for diversity and human and fundamental social rights

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Resourcing the world

Veolia

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