

A message from Estelle...

As we approach the end of the year I am proud to be part of the UK's Responsible Business of the Year 2016.

Business in the Community - a leading UK charity has named us as the UK's most responsible business. This is one of the biggest awards a company can receive for the positive impact they have on local communities and the planet. In this issue of In-touch we're celebrating your everyday actions and never ending hard work that has contributed to us winning this award. We couldn't have done this without you and everyone of the 14,000 people at Veolia, so thank you!

Last month we held our annual Veolia Safety Week, focusing on safety around vehicles. It's been very encouraging to see everyone getting involved and talking about the importance of thinking safe around vehicles, both at work and at home. Let's retain this positive mindset as we head towards the end of the year.

Veolia aim to be an equal employer and want you to feel valued at work. I am pleased to announce that we've increased the amount of paid time off you receive for Maternity and Paternity leave. Hopefully this is something that many of you will find helpful. You can read more about these improvements on page 10.

I would like to take this opportunity to thank you all for your hard work so far this year and I hope you find plenty to be proud of in this issue.

Best wishes,



Estelle Brachlianoff
Senior Executive Vice President UK & Ireland

"At the heart of a responsible business are the people, ensuring that their everyday decisions and actions represent the values of the brand. Business in the Community congratulates all of you for the part each of you play in building a business to be proud of."

Stephen Howard
Chief Executive, Business in the Community

You're part of the UK's most responsible business

We're powered by our people

24 staff ideas have been turned into real products or services.

By working with local councils over **100 people who were long-term unemployed**, had a criminal record or were previously homeless **now work at Veolia**.

Over **300 apprentices** are using their skills to great use at Veolia. Ben Thompson was voted Veolia Apprentice of the Year 2015.

We're helping our customers and the planet

You serve over **65,000 customers!**

98% of waste we collect is treated sustainably and diverted from landfill.

108 hospitals and 29,000 homes are heated and powered by Veolia energy.

Our plant inspectors walk over **10,000 miles** a year to keep our energy plants working safely.

We build stronger communities

You've raised over **£19,000 for FoodCycle our Charity of the Year!**

We're teaching the young and old about recycling by door knocking and formal education lessons.

London-based colleagues Patrick Guihen and Alessandro Kenningale wrote our **'Munch and the Funny Tummy' children's book**.

Thank you

We couldn't have won this award without you. Watch out for celebrations at your site in the coming months to say thank you!

THINKSAFE
WORKSAFE
HOMESAFE

THINKING SAFE DURING Safety Week 2016

Veolia Safety Week takes place every year. It's our opportunity to focus on how important safety is. This year we looked at keeping you safe around vehicles. With a fleet of over **4,000 vehicles** and a **workforce of 14,000**, all of our colleagues encounter moving vehicles of all sizes every day.

Sites across the UK and Ireland got in the vehicle safety mindset by watching the daydream film, but it didn't stop there. Many of you hosted quizzes

and competitions, completed safety training and made great suggestions to improve the pedestrian safety on your site. For drivers, one of the most frequent conversations was around how important it is to wear a seatbelt. That's just one simple action which helps us to work safe so we can go home safely.

Here are some of your Safety Week highlights:



Checking the sites for safe and unsafe practices



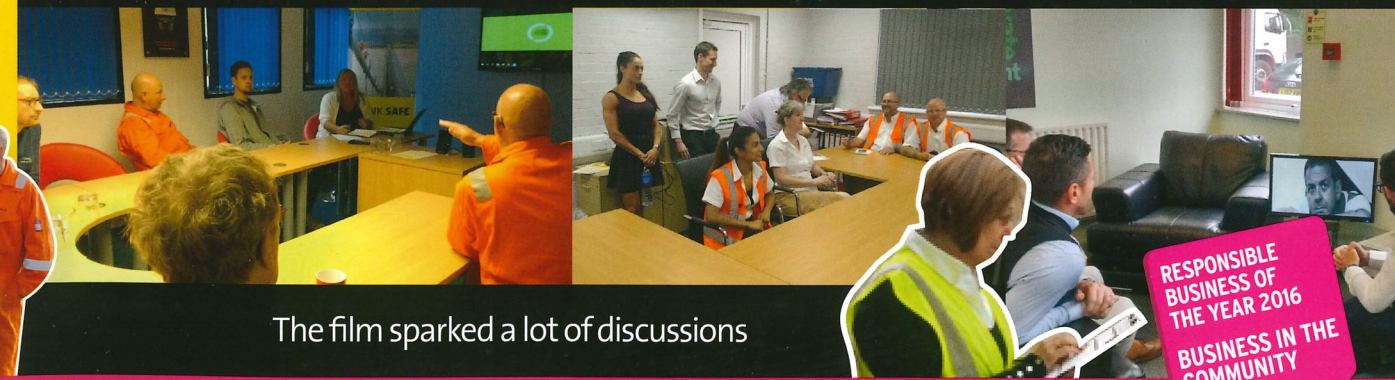
Industrial Services



RVI Hospital Newcastle Team



Street Cleansing Team in Kingston



The film sparked a lot of discussions

RESPONSIBLE
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SAFETY

How environmentally friendly are we?

As a responsible business, we keep a close eye on our environmental footprint. We've been working hard to reduce our impact and your actions are making a huge contribution to this.

Did you know?

We help Kraft-Heinz reduce their **emissions by 40%** and save them £400,000 a year, that's enough to buy

**every person
in Edinburgh
a tin of beans!**



We help Heineken reduce their **water consumption**. We're saving them 130 million litres of water. If that was beer, it would be enough to supply

16 Oktoberfests



Our global goal is to avoid **50m tonnes** of carbon, which is equal to **42,773 London to Sydney flights**



In 2015 the UK and Ireland saved

**26% of the
total carbon**

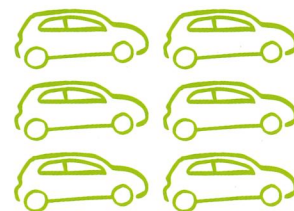
saved by Veolia worldwide!



In total we've avoided over 1.6 million tonnes of CO₂ - equivalent to taking over

600,000 cars

off the road each year.



The electricity we've generated from our ERFs is enough to charge 550 million iPhones for a year. That's enough to power

**8 phones per person
in UK and Ireland**



Ready, Steady, Bake!

Using methane emitted by landfills we've generated enough power to watch

12 billion

hours of TV. That's enough for one million people to watch the whole series of **The Great British Bake Off!**



OUR RESPONSIBLE TEAMS

Quick thinking Croydon!

Our Croydon crew sprang into action to help a young girl in need. Tony Edmonds and Mark Nicholson spotted nine year old Grace knocking on neighbours' doors, looking upset as her mum had been hit on the head by a falling metal pole.

Tony and Mark performed first aid to the head wound before she was taken to hospital by ambulance. The following week Grace and her mum waited outside their house to thank the crew.



Haringey Hero

Ten members of the Haringey Team have been nominated by residents as Haringey Heroes! The campaign, run by the Council, celebrates people that make a difference in the community through their job, volunteering or community work. One of the ten is Kris Kozak, a driver in the street cleansing team. He recently spotted a cyclist drop her bag but was unable to catch her up, so he delivered the bag to her house after work.

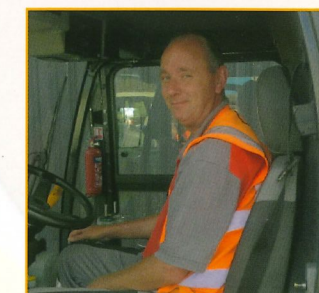


Graham to the Rescue!

Graham Cooper, one of our commercial vehicle drivers working in East London, jumped to the rescue when a lady fell over crossing the road in front of his lorry. Graham got out and checked that she was alright, helped her back to her car and checked if she needed anything else. The lady's husband wrote in to us to commend Graham's actions and thank him for taking the time to be so considerate.

Southend's Saviour

Steve Clements, a street cleanser in Southend on Sea, has been hailed a hero after leaping to the aid of a local cafe owner. On his usual round, Steve saw the owner of the cafe being attacked as she unloaded goods from her car. He jumped into action, helping her in the cafe before calling the Police. The cafe owner was extremely grateful for Steve's swift actions - taking cleaning the streets to the next level!



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VEOLIA ANIMAL RESCUE!

Zuma's great escape!

An adventurous 90 year old tortoise named Zuma was rescued by our Westminster City Council team! Zuma had snuck his way into a bin bag filled with garden waste. When his owner Sarah realised he was missing, she made a quick call to the Veolia team.

Luckily the truck's waste had not yet been tipped at SELCHP, our nearby Energy Recovery Facility. Sarah helped the Veolia team search through 1,000 black bags and with the help of a thermal imaging camera they found Zuma safe and well unaware of his adventure.

Fact

Did you know...
There are about 40 different types of tortoise!

A home for hedgehogs

A family of hedgehogs recently made our Yeovil Materials Recovery Facility (MRF) their new home. Sadly an MRF is no place for an endangered species! So when the team came across four baby hedgehogs, they rescued them and took them to Secret World animal rescue centre. The family are now doing well and settling into their new home.



100%

of UK and Ireland sites have plans in place



Biodiversity toolkit

Many of our sites have important habitats for wildlife. Using our own biodiversity toolkits, we are implementing biodiversity action plans at all of our sites with significant ecological interest.

We're working in partnership with local environmental associations and communities. A collaborative approach enables us to target the most threatened species. **Our global goal by 2020** is to assess and put in place action plans at 100% of sites with significant biodiversity issues.

Double Trouble

Following in the footsteps of Zuma, the runaway Westminster tortoise, Arthur was the second tortoise in two weeks to be rescued by Veolia. Having run away in Southend, he was rescued by refuse operative John Bibby, who pulled him to safety from the bin bags. Despite being a little shell shocked, he has been happily reunited with owner Michelle!

Day In The Life

CHRIS FOX



Refuse loader - Newbury

Chris is known to his peers for his hardworking attitude and ongoing dedication to the job. After kicking off his career in refuse in December 1969, he has now worked as a loader for 47 years. He even said he'd be happier carrying on working with Veolia than going into retirement!

Describe your typical day...

I start at about 6.30am in the morning. Myself and the crew pick up refuse from all the hard to reach properties in the area. We collect around eight tonnes a day and can finish from anytime between 12.30-5pm.

What's the best part of the job?

The best part of the job is being able to meet the residents. You get to know them quite well being on the same round every week. Being outdoors and keeping active is always a bonus. The worst part is the rain and the odd bit of snow! The automatic bin lifts and hydraulic compaction plates make the job a lot easier than it used to be.

What's your most memorable work moment?

In times gone by we used to hop onto the back of the truck to hitch a ride and shout 'two up' to the driver to move on. In the past I had lots of dealings with the fire service too. Hot ash used to end up in the bins which was then tipped into the hopper and started fires. The driver would then have to drive down the road blowing the horn, with us loaders calling 'fire, fire fire!' until the fire service arrived.

What have you seen change over the years?

Health and safety has changed so much. It is far better than it used to be. In the early days, the hopper was operated by pulling a piece of rope and yelling for the driver to activate the compaction plate. Heaving the bins over your shoulders to empty them by hand made the job a much dirtier one, coupled with the odd surprise rat that would jump out of the bin and up your arm!

If you weren't working for Veolia, what would be your dream job?

If I wasn't a refuse collector I would love to work with horses. They're beautiful animals.



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EQUALITY and Inclusion

We're working hard to become a more inclusive employer and as part of this we're involved with **OUTstanding**, a not-for-profit organisation who promote equality and diversity in the workplace.

We know that many of our staff have great ideas that can help us to become more inclusive, which is why you are invited to join us at this year's OUTstanding Gala Dinner. Celebrating businesses and the LGBT leaders within them, the gala takes place on **28 October 2016 in London**.

So far...

- ✓ 10 volunteers have already come together to discuss LGBT issues and inclusivity.
- ✓ We have changed our job application information to better illustrate that we recognise the positive value of diversity, promote equality and challenge discrimination.
- ✓ We are setting up a Veolia LGBT & Allies Network which you are invited to join!

How to

GET INVOLVED

If you want to make a real difference why not apply for a place at this fantastic dinner in London? Tell us in less than 500 words why you are passionate about Veolia being an inclusive employer and how you can support us.

Send your entry to: uki.veolia.transformation-culture.mailbox@veolia.com

NEW

Maternity and Paternity Pay

The occupational Maternity and Paternity pay entitlement for all Veolia staff is improving! As of **1st April 2016**, the amount of paid time off you will receive when taking Maternity or Paternity leave has increased.

By making these enhanced payments (which are in addition to the Government's statutory payments) we are offering improved entitlements, which we hope will help you to feel valued at work.

Type of Leave	Current Payments	New Payments
Paternity	1 weeks full pay and 1 statutory pay	2 weeks full pay
Maternity	6 weeks full pay, 6 weeks 90% and 27 weeks statutory pay	18 weeks full pay, 8 weeks 50% and 13 weeks statutory

*The new Maternity and Paternity entitlements will be backdated to be paid to those whose entitlement date was on or after 1 April 2016. Anyone who has taken leave since then or is still on leave will be informed directly and adjustments will be made to their salary.

ELGA TRIUMPH IN FOOTBALL TOURNAMENT

The Wycombe based 'ELGA Labwater' team took home the trophy after this year's annual Veolia UK & Ireland football tournament!



Eighteen teams took part on a bright day in the West Midlands. With reigning champions Merseyside not involved this year, a number of teams were aiming for glory.

In the semi-finals, Haringey squeezed through on penalties against fellow London side Brent and Camden Collections. Meanwhile, ELGA beat Business Performance - Ireland and

Tyseley in the knockout phase, all without conceding a goal. This was a great improvement on last year's run to the semi-finals.

Camden Collections' Ben Mizen went away as leading goal scorer with an impressive nine goals. Well done to the Scotland team for their win of the Fair Play Trophy!

GOT A QUESTION?

We're here to help...

No problem is too big or too small

Did you know that our Employee Assistance Programme can give you a huge range of support on matters ranging from your rights when returning purchases to counselling? You can ask us anything!

- My car has been clamped what are my rights?
- What can I do if I want to go back to work but have no childcare?
- Changes are being made in my team, what are my employment rights?

To access the free confidential service call 0800 174319 or go to the information pages at www.carefirst-lifestyle.co.uk

Username: vew001
Password: olia1234

24 hours a day
7 days a week
365 days a year

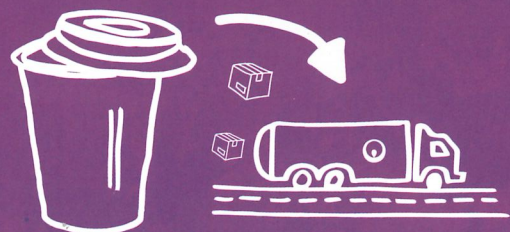
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OUR COFFEE CUP CONUNDRUM

Not many of us can get through a morning without a cuppa and now we're helping our coffee loving customers recycle their cups too!



In the past it's been tricky to recycle disposable paper coffee cups as they're contaminated with food waste and lined with plastic. We are now trialling new solutions and opening a new paper pulping facility next year to tackle the challenge. The new facility will be able to treat 20,000 tonnes of coffee cups, turning them into 18,000 tonnes of paper pulp. This pulp will be turned into egg boxes, plaster board or even insulation for homes.



RECYCLABLE CIGARETTE BUTTS

Southwark IWMF are working with TerraCycle, a company that specialises in hard to recycle waste, to collect and recycle cigarette butts and packaging. Over 80,000 cigarette butts from the site have been recycled since last October! The organics - tobacco and paper are composted, leaving the plastic filters, foil layers and packets to be remanufactured. It's free to sign up, so why not try it at your site?

NOTTING HILL CARNIVAL

Over two million people descended on London for the Notting Hill Carnival over the August Bank Holiday weekend. We were on hand to clear up the 200 tonnes of waste spread across the 3.5 mile route. A total of 170 workers and 60 vehicles tackled the route in just three hours to clear the festival that's eleven times bigger than Glastonbury.

Once the waste has been collected and separated, it'll be converted into green energy. This will all go to the National Grid to power nearby London homes.



Great success during FoodCycle week!

YOUR FUNDRAISING

for FoodCycle

We've raised over £19,000 so far!



Cake sale at Tower Hamlets

Sheffield
£100



Make way for the BBQ master!

210 Head
Office
£258



London region
£600

A pub quiz to remember (or at least try to)

Ellesmere Port
£200



John Entwistle enjoying a well deserved treat!

Teams across the UK threw themselves into fundraising for FoodCycle during our bumper fundraising week in August. The charity use surplus food to create tasty, nutritious meals for people at risk of poverty.



Activities included an International food tasting evening, a waffle sale and numerous quizzes.

Did you know we've been working with FoodCycle to open a new food hub in Birmingham? The hub will cook tasty, nutritious food for people at risk of food poverty. We've helped to supply new equipment and generate momentum for its opening. We've been promoting the hub and advertising opportunities for volunteering.

Want to get involved? Contact tatiana.stotz@veolia.com to find out more!

Thank you
everyone who
took part

Haringey cooked up a storm!



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VEOLIA'S IRONMAN



Damien McConaghy has completed the IronMan 70.3 triathlon, raising money for Focus Ireland. In only his second triathlon and his first attempt at the IronMan, Damien completed the race in 7 hours 32 minutes. The race is no mean feat, it consists of a 2km swim in Dublin Bay, a 90km bike ride and is finished off with a half marathon through Phoenix Park!

Damien has raised over €1,000 for Focus Ireland which supports individuals and families who are homeless or at risk of losing their homes.

Swim:	Bike:	Run:	Total:
00:45:16	03:40:20	02:51:11	07:32:26

Powering up in Leeds

Staff can now charge their electric cars for free at our Leeds Recycling and Energy Recovery Facility. The three charging facilities in the main car park are powered entirely by electricity generated from the plant and will help those with electric cars to save money on fuel and reduce carbon emissions!



Making a splash at the colour run

The Project Omega team in Northern Ireland sponsored the Northern Ireland Children's Hospice 5k Colour Run in Lisburn. Not only did staff take part in the run but also manned the 'red zone', throwing coloured dust over the runners as they went past. Our team also handed out refreshments and goody bags. So far, the team have raised a staggering £4,500 for the Northern Ireland Children's Hospice!



PRO-GROW Give-Away

Pro-Grow is our range of organic soils and lawn conditioners, made from all the green waste we collect. Producing about 100,000 tonnes of it a year, Veolia is now the biggest compost manufacturer in the UK! The team in Richmond recently held a Give-Away Day for residents, donating seven pallets of Pro-Grow compost to help promote recycling and the facilities available in the local area.



UPCYCLING IN THE COMMUNITY

What can you do with an old shed? Our Veolia Water Nevis team based up in Scotland have used their sawing, cutting and hammering skills to create a cosy, light reading corner. The weatherproof shed, with a perspex roof is now used by children at Donibristle Primary School.



Public Art

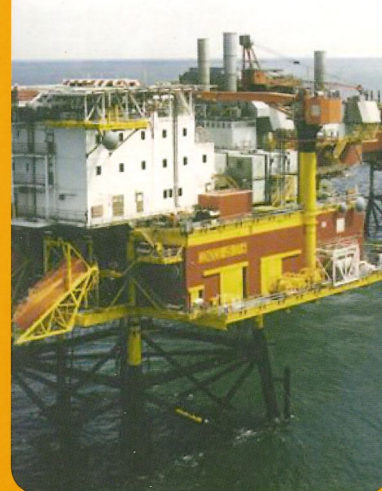
Children in Shrewsbury have joined forces with local artist Jessica Jackson to create some recycled art to stand at the entrance to our Battlefield Energy Recovery Facility! The 5m tall structure commemorates the 1403 Battle of Shrewsbury and is made from a gas storage tank originally built in 1896. The installation features long-bow arrows which encircle the tank and have been made from aluminium cans collected by the school children.



Decommissioning Viking Bravo

Off the shore of the Lincolnshire coast sits the ConocoPhillips Viking Bravo gas field. Consisting of four platforms, this gas field has been extracting gas since 1973.

In spring next year these platforms will be decommissioned with the aim to recycle 97% at our new Great Yarmouth site in a joint venture with OnePeterson.



NEW CONTRACT WINS

Powering Hertfordshire with green energy

We've just signed a 30 year contract with Hertfordshire County Council worth £1bn. This gives us the green light to seek planning permission to build a new Energy Recovery Facility in Hoddesdon, Hertfordshire.

It will produce enough green energy to power nearly 70,000 homes a year! The facility will treat all of Hertfordshire's household waste and help increase landfill diversion.

SOUTH LONDON WASTE PARTNERSHIP

Four London boroughs - Sutton, Merton, Croydon and Kingston - will soon have their waste and recycling collected by Veolia. In April 2017, 330 new staff will join the Veolia team. This means we'll be collecting municipal waste from a third of all London boroughs!



Making waves in the North Sea

For the first time ever, we have removed and will begin recycling a huge oil platform from the North Sea in one single lift. In a unique feat of engineering, the 14,000 tonne, 87m tall and 72m wide oil platform will be dismantled and recycled. The offshore structure has been taken to Lutelandet in South-West Norway, where we aim to recycle 99.7% of it. We will reclaim precious metals such as iron and steel and will also recycle large parts of the facility such as the 54 bed on-site hotel and gym!



Siemens across the UK

Siemens is one of the largest engineering companies in Europe and is well known for everything from power generation equipment and trains to their home appliances. Siemens are involved in a lot more than their ovens and dishwashers though. Our renewed contract will see us deliver Total Waste Management to 98 sites throughout the UK - covering healthcare, drive technology and more.

Closing the loop on plastics

We can now take waste plastic that we have collected and process it into high quality food grade HDPE pellets. These can then be blown into new plastic milk bottles. Our new plant in Dagenham, East London, now allows us to complete the whole recycling process.



UPGRADING IRELAND'S LARGEST WATER TREATMENT PLANT

Did you know that the Ballymore Eustace water treatment facility in Ireland currently processes 400 million litres of water per day? That's equivalent to 160 Olympic size swimming pools! Working with Irish Water, we will be upgrading the water treatment plant and the improvements will ensure that Greater Dublin's water needs are met now and in the future as demand for water increases.

NEW

PRO-GROW™

All purpose plant feed

- ✓ Feed for up to 6 months
- ✓ Slow releasing nutrients
- ✓ Suitable for trees, shrubs, vegetables, fruits and lawns
- ✓ 60% organic sourced fertiliser



Now available
in the UK
and Ireland

VEOLIA

In-touch

Special edition October 2016

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CONGRATULATIONS EVERYONE!
Veolia has been named the 'Responsible Business of the Year' 2016
by leading charity Business in the Community!

Use the code VEOLIASTAFF at pro-grow.com to get your 25% discount!