

# Veolia's Management System Summary

## March 2025



### Structure of Veolia's Environmental Management System

All the activities undertaken as part of the Company's business are carried out in a controlled and legal manner, to ensure safety in operations, prevent damage and adverse environmental impacts. The management system structure allows us to meet and exceed the expectations of our customers and stakeholders, including regulatory authorities.

Veolia operates under an integrated management system that defines the business procedures, formulated to assist in meeting business objectives across the entire scope of Veolia's activities. The system is externally certified to ISO:14001 and therefore is subject to both internal and external audits to ensure compliance and to promote continual improvement. The Management System is an electronic platform, allowing widespread access across the business. The structure of the Management System revolves around Veolia Minimum Requirements and their associated toolkits, which are activity specific documents setting the minimum standards for Veolia locations that cover holistic risk.

In addition, there may be site specific procedures and working instructions which are maintained at site level, which can include matrices that demonstrate implementation of the management system.

All business representatives within Veolia work closely together to ensure that the information reflects a standardised and coordinated Veolia approach to the way we do business. Documents are regularly reviewed and communicated to employees and stakeholders.

Veolia is externally certificated to ISO 9001, ISO 14001, ISO 45001, ISO 22301 and CMS by LRQA who routinely audit a sample of sites to check compliance and adherence to the standards.

### Certification Details

Certification Standard	Certification Number	Date of issue	Expiry Date
ISO 14001:2015 ISO 9001:2015 ISO 45001:2018 ISO 50001:2018 ISO 22301:2012 SSIP	10596583	4th April 2024	31st March 2027
Competence Management System - sites operating under an environmental permit	10594402	4th April 2024	31st March 2027

## Environmental Aspects and Impacts (Environmental Risk Assessment)- how do we assess environmental impacts

Veolia has a documented procedure to identify the operation's activities carried out on site, evaluate environmental aspects and impacts, and manage and minimise these where possible. Normal and abnormal operating conditions are considered, as well as direct and indirect aspects, incidents, potential emergency situations, and past, current and planned activities. Sites are required to review this annually or after any significant operational changes and amend accordingly. Sites are also encouraged to document environmental benefits of the activities as well as wider considerations such as climate change and the life cycle impacts.

### Objectives and Targets

Procedures are in place for the management, identification and review of objectives and targets. Sites are responsible for ensuring that specific targets are set, which both drive continual improvement on a site basis and contribute to overall strategic objectives. Veolia's Green Up strategy, Northern Europe goals and Multifaceted Performance at corporate levels, drive selection of targets, accelerating the greening of activities that are essential to us, aiming to help make Veolia the missing link between finding solutions to achieve ecological transformation.

### Training and Competence

Veolia has a dedicated operational training and development department that offers a wide range of training across the business, including environmental subject matter content. Through VMR toolkits, operational employees have environmental competence videos and checks facilitated through the online learning platform. Most permitted activities now operate under CMS and have transitioned away from CoTC to demonstrate technical competence, this is facilitated through the internal training resources. Some locations (namely those that are subcontracted) continue to utilise COTC courses and refreshers are offered to ensure technical competency standards are maintained. Further site based training is offered in the form of environmental updates examples include spill response, EWC codes and Hazardous waste changes.

### Reporting Environmental Events

Veolia uses EcoOnline to monitor the environmental performance of sites and contracts. EcoOnline enables trends to be identified and the appropriate action to be taken to mitigate and minimise environment related issues.

EcoOnline is an internet based reporting system. This web-based tool allows all environmental accidents, incidents and near-misses to be reported by any user. There is also a function that allows for the reporting of any communication from an enforcing authority such as the Environment Agency including CAR reports. The system assigns an accountable person to take actions, in order to ensure continual improvement and appropriate controls are put in place. The Environmental Control Team actively follows up on incidents, to ensure operational support is delivered and if required, advise on actions to prevent recurrence and continually improve.

Annual reporting is completed using our company wide global report, which contributes to the tracking and monitoring of our environmental and operational attributes.

### Legislation

Veolia regularly reviews current legislation with industry groups, trade associations (ESA, WESA, SESA and CIWM), regulatory bodies and internal staff to ensure that we are abreast of and implement appropriately any

new legislative requirements that would affect our operations and our clients. This enables the review of new legislation, raising awareness and coordinating responses on draft legislation and consultations.

Veolia subscribes to Barbour and Red-on-line, specialist organisations who translate complex laws into plain English for England, Wales, Scotland and Northern Ireland, providing expert relevant information that covers both Health & Safety and Environmental legislation. Barbour's team of expert legal authors are able to provide a combination of legal expertise and practical experience thus offering a succinct overview of any relevant piece of legislation.

On an annual basis, permitted sites will undertake permit audits to ensure full compliance to the conditions thereof. In addition, all locations will undertake an Other Legal Requirements audit to ensure that legislative requirements are met.

## **Auditing of Environmental Systems**

The Head of Assurance has the overall responsibilities for the assurance programme across Veolia, in order to ensure that all parts of the management system, quality, health and safety and environment are evaluated in terms of their adequacy and effectiveness and its compliance with legislation and regulatory requirements. The frequency undertaken in accordance with Veolia minimum requirements. Each year the head of assurance determines and agrees with the external certification body the program of surveillance audits.

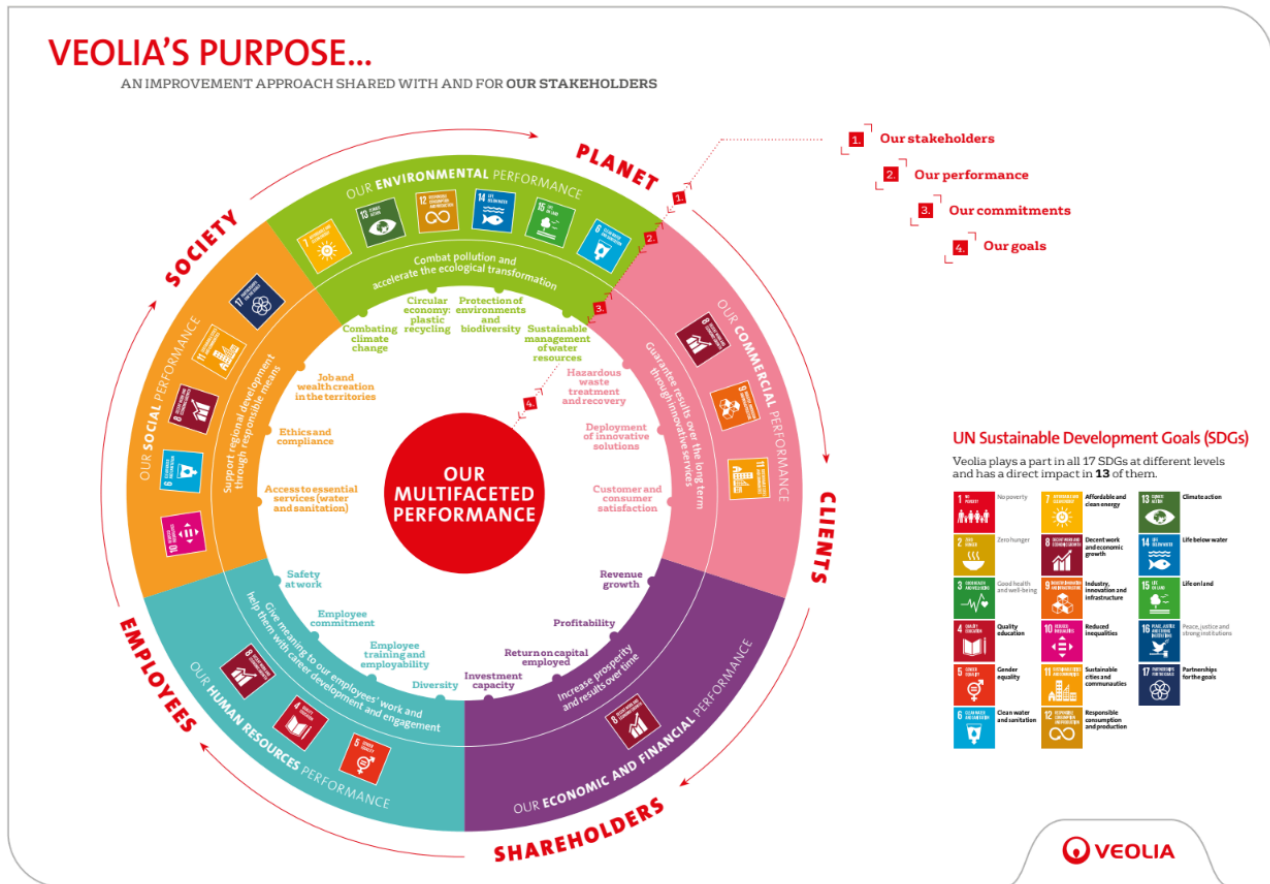
Assurance checks and associated tasks are logged onto our audit database (EcoOnline) and notified to the relevant managers with a timescale for closure. Evidence is required from the site managers for these tasks to be closed out by the auditor in a timely manner. Audit findings are analysed by Managers in order to detect and eliminate potential causes of non-conformances and thus prevent recurrence, wherever possible.

Analysis of the audit findings are included in the agenda for each Site Management Review. All audit findings that have an impact on the integrity of the Management System are included in the agenda of the Corporate Management Review. All managers must implement any changes to local procedures or other documents found to be necessary as a result of audit findings.

Veolia sites are also subject to external audits from our certification body, Veolia Group, Regulators (e.g. HSE and Environment Agency) and customers.

## **Climate Change Adaptation**

Climate change adaptation is at the heart of Veolia's core values through our approach to the group's ambition of ecological transformation. As well as this, our response to climate change is covered within our multifaceted performance strategy aligning our operations to UN sustainability goals.



You will note in the planet segment, there is reference to climate change which encompasses both adaptation to climate change effects, but also helping reduce the impacts of climate change for our stakeholders. Lastly, our commitment to change adaptation is reinforced through our Environmental Sustainability and Environmental Policy Statement, which is endorsed at board level in the UK&I.

More widely, our head office team in Paris has integrated physical risk management into our risk management system; which includes climate risk as a focus as part of our Green Up Strategy 2024-2027. These attributes are also considered as part of our CSRD obligations.

Each permitted location in England will have completed a specific site risk assessment.