

# Key challenges

## CLIMATE CHANGE

*Managing the impacts of climate change is both our business responsibility and an opportunity to deliver innovative solutions for our clients and customers.*

- We are working to reduce greenhouse gas emissions by encouraging public transport, composting organic waste to avoid methane produced by landfills, supplying energy-efficient heating, ventilation and air conditioning (HVAC) systems and converting waste into clean energy.

## WATER MANAGEMENT

*One of the biggest challenges in Australia is making sure there is enough water to meet society's needs.*

- We are working in partnership with industry and government to develop alternative or new water sources, including desalination and water recycling.

## EFFECTS OF THE GLOBAL FINANCIAL CRISIS

*The volatile financial situation has the potential to negatively impact demand for our services.*

- Our resilient performance in 2008 is testament to our ability to adapt to the crisis by leveraging our complementary activities in water, waste, energy and transport.

## SAFETY

*Ensuring the safety of our employees continues to be crucial and this was highlighted by making 2008 our Year of Safety.*

- Our Lost Time Injury Frequency Rate decreased from 24.48 in 2007 to 15.83 in 2008.



# Case studies (continued)



## INCREASING TRAINING AT VEOLIA ENERGY (DALKIA)

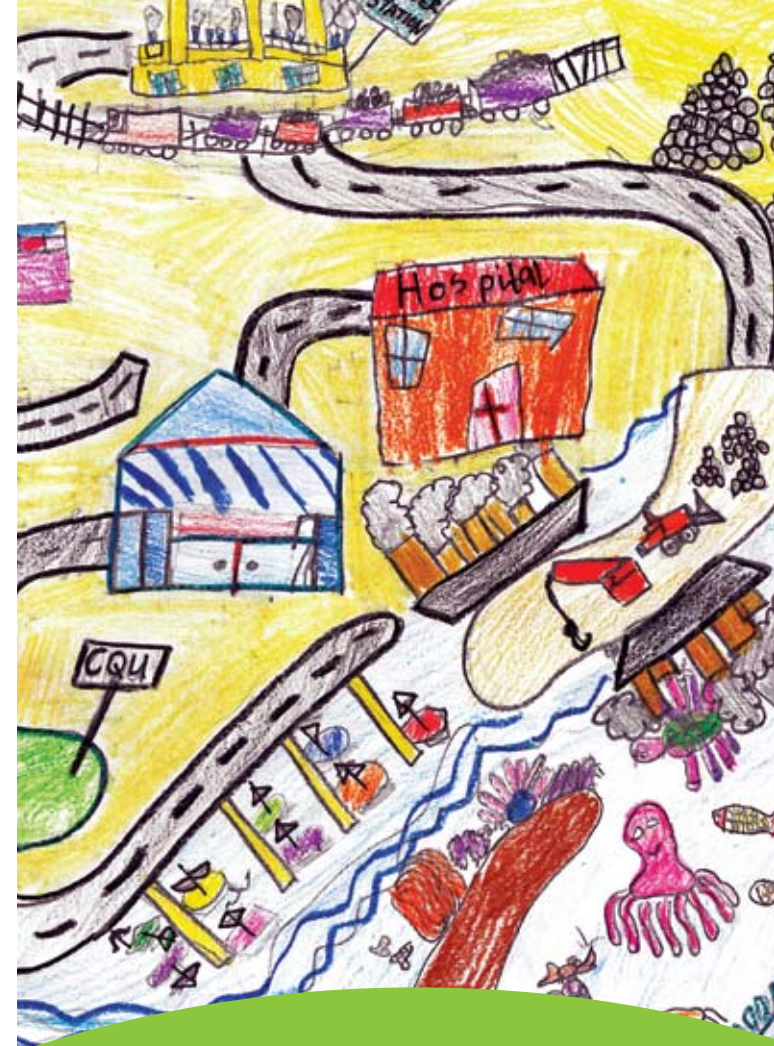
In 2008, 99% of Veolia Environnement employees received training. For Veolia Energy (Dalkia), increasing training was a focus, with a target of an average of two days of training for each employee. This target was reached with each employee provided with an average 2.6 days of training, and annual expenditure reaching group benchmarks of 2.5 per cent of payroll. This training was part of a drive to increase technical skills across the business, including internal training programs run by staff across the country and specialised external courses.



## IMPROVING CUSTOMER SAFETY AND COMMUNITY INVOLVEMENT WITH THE HELP OF MAORI WARDENS

Veolia Transport in Auckland has been working with Maori wardens to increase safety and security on trains for passengers and staff. The wardens are volunteers from the Waitemata Maori Wardens Trust, a charitable trust that aims to reduce crime and promote the welfare of Maori.

The wardens work on a part-time basis and receive most of their training from other wardens. The monies received from Veolia Transport go directly to the Trust rather than to the individuals who work on the trains. In 2008, 12 Maori wardens worked on the trains for a total of 900 hours.



# 2008 Sustainable Development Report Highlights

AUSTRALIA AND NEW ZEALAND



[www.veolia.com.au/sustainable\\_development](http://www.veolia.com.au/sustainable_development)



# Message from the Chairman Veolia Environnement Australia and New Zealand

## Some highlights from our 2008 Sustainable Development Report.

Inside this brochure, you will find some highlights and case studies about our social, economic and environmental performance in 2008 covering our operations in Australia and New Zealand.

At Veolia Environnement, we believe our services to our clients and the broader community, in water management, waste management, energy and public transport, are core to supporting sustainable cities.

In our latest report we have identified those sustainability challenges currently facing society and which we are also facing as a business including:

- managing the impacts of climate change
- making sure there is enough water to meet society's needs
- ensuring economic viability during a global financial crisis and
- ensuring workplace safety.

To learn more about how we are tackling these challenges and about our other sustainability impacts and performance please view the full report at

[www.veolia.com.au/sustainable\\_development](http://www.veolia.com.au/sustainable_development)

We look forward to receiving your feedback.

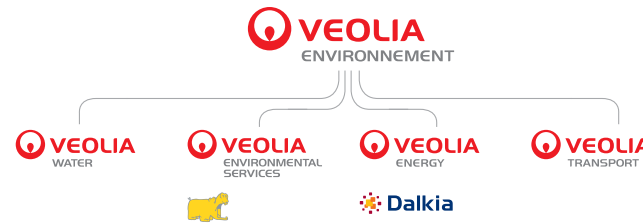


*Doug Dean*

**Doug Dean**  
Chairman  
Veolia Environnement  
Australia and New Zealand

# Key figures 2008 Veolia Environnement Australia and New Zealand

THE WORLD LEADER IN ENVIRONMENTAL SOLUTIONS



Our clients and customers include industrial, commercial and public authorities, as well as end users, such as people who use our public transport services or households who drink water produced from our water treatment plants.

## ECONOMIC PERFORMANCE

- Operating revenue of **A\$2.55 billion**
- **8,451** employees

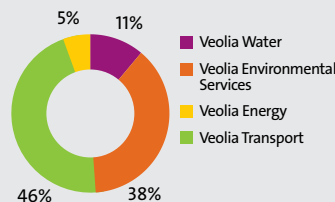
## SOCIAL PERFORMANCE

- **A\$4 million** in community investment
- **99%** of our employees received training in 2008

## ENVIRONMENTAL PERFORMANCE

- **90%** of revenue from activities in Australia and New Zealand accredited to environmental management standard ISO 14001 or covered by an EMS
- **14,627 megawatt** hours of renewable energy produced from waste

### Breakdown of workforce by division 2008



### Greenhouse gas emissions (kilograms of CO<sub>2</sub> equivalent per \$1 revenue earned)



# Case studies



## RECYCLED WATER FOR SYDNEY INDUSTRY

In 2008, Veolia Water joined with AquaNet Sydney (part of the Jemena Ltd group) to design, build and operate Australia's first privately-owned recycled water system on behalf of Sydney Water.

The Rosehill Recycled Water Scheme will deliver 4.3 billion litres of safe, recycled water a year to high volume industrial water users in the western suburbs of Sydney – reducing the demand on Sydney's drinking water supply.

This is part of the New South Wales Government's commitment to increase recycled water use from 22 billion litres a year to 70 billion litres a year by 2015.

Veolia Water Solutions & Technologies is designing and building the plant. Upon completion, Veolia Water will provide long-term operations and maintenance of the plant.



## WOODLAWN BIOREACTOR TURNS ON THE POWER

Veolia Environmental Services operates two Bioreactors that convert household garbage into 'green' energy. Woodlawn is the world's largest bioreactor and is situated at Tarago, near Goulburn in New South Wales. The major

advantage of bioreactors, compared with normal landfills, is the maximisation of biogas production, and the capture of the biogas produced when waste breaks down.

The bioreactor is reducing greenhouse gas emissions by collecting the biogas and using it to produce renewable electricity. At full capacity, Woodlawn will generate enough renewable energy to power 20,000 homes every year.

