

# Quality Policy Statement

Veolia Management System - Run the Business



Veolia UK & Ireland is committed to winning and retaining clients by providing excellent service and unparalleled customer experience. We do this by listening to our customers so that we understand and deliver solutions to support their needs now and into the future. This enables us to better protect our planet, deliver on our promises to our shareholders, give meaning to our employees and create value for our communities and society as a whole.

Our ambition is to achieve ecological transformation by placing ecology at the forefront of our processes, solutions and our mindset. We are the environmental partner of choice, helping our customers achieve their sustainability goals, by developing decarbonising and closed-loop solutions to enhance their circular economy position.

Our values ensure that we treat our customers with respect, support their communities and meet their needs through innovation. They are what make us accountable for our performance.

We are committed to providing excellent service and customer experience to our customers by:

- satisfying our customers by meeting or exceeding their requirements, including complying with regulatory, legislative, contractual and/or other obligations;
- working in collaboration with our customers, partners, employees and other stakeholders to understand risks and opportunities to create mutual benefits, allowing our business to grow;
- listening to our customers to understand their needs to ensure we develop bespoke and innovative solutions, ensuring we get it right first time, e.g. using digital technologies to improve asset maintenance programmes;
- setting industry leading standards of operational excellence using the Veolia Minimum Requirements (VMR) for each different operational activity within Veolia;
- providing assurance that operations are working to the VMR through our three lines of defense, including self assessment by operations managers, risk based audits by the Risk & Assurance function and external audit
- providing efficient, innovative, concrete solutions that enable our clients to realise their decarbonisation goals and contribute to the circular economy;
- reinvesting and expanding our service offerings and developing solutions to enable ecological transformation;
- ensuring the suitability and effectiveness of our supply chain by working in partnership to deliver the requirements of this policy;
- monitoring our performance & progress against objectives, reporting externally through our Sustainability Report.

Our objectives for 2024:

#### Delivering to our Customers

- achieve industry-leading Net Promoter Scores (NPS);
- provide innovative solutions to help customers realise their decarbonisation and sustainability goals

#### Embedding an Active Risk culture

- continue our visible leadership programme, with directors & managers actively engaging with our operational teams
- continue our risk based audit programme, supporting our managers to actively identify and reduce all risk.

#### Developing Our People

- develop our teams through our Operational Excellence programme in partnership with CIWM;
- supporting our leaders and managers through delivery of safety & leadership training and making time to engage
- aligning our competency framework with VMR toolkits, providing role specific training, risk assessments & work instructions

#### Protecting our Assets

- invest to safeguard our sites and assets, including fire prevention and security measures
- implementing a fire safety card to provide the fire service with the all critical information about the site and operation

We ensure these requirements are defined within the Veolia management system certified to ISO 9001:2015.

I empower all of our employees to co-operate and work as a team to provide excellent standards of service and customer experience to our customers.

Gavin Graveson  
Senior Executive Vice-President - Northern Europe Zone  
March 2024