

KEY FIGURES

2012

CONTENTS

ECONOMIC DATA

P. 02

HUMAN RESOURCES DATA

P. 04

ENVIRONMENTAL DATA

P. 08

SOCIETAL DATA

P. 12

Please note:

- All information in this document pertains to Veolia Environnement, excluding Veolia Transdev.
- The reader should interpret these data with caution as they refer in most cases to overall averages and totals and thus do not provide a completely accurate picture of local realities.

BACKGROUND

Veolia Environnement offers a complete range of environmental solutions for municipal authorities, industrial concerns and domestic customers; these services including water supply and wastewater recycling, waste collection, treatment and recovery, the supply of heating and cooling, and industrial process optimization. The solutions provided by its businesses enable the company to reconcile the development of human activity with environmental protection. Veolia Environnement employs 220,000 people⁽¹⁾ worldwide and reported revenue of €29.4 billion⁽¹⁾ in 2012.

Responsibility, social commitment, respect, innovation and customer focus are the Veolia Environnement's core values and the keys to its success.

⁽¹⁾ Excl. Veolia Transdev.

VEOLIA ENVIRONNEMENT

€29.4 billion
IN REVENUE IN 2012, UP 3%
AT CURRENT EXCHANGE RATES

NET PROFIT
OF
€394 million

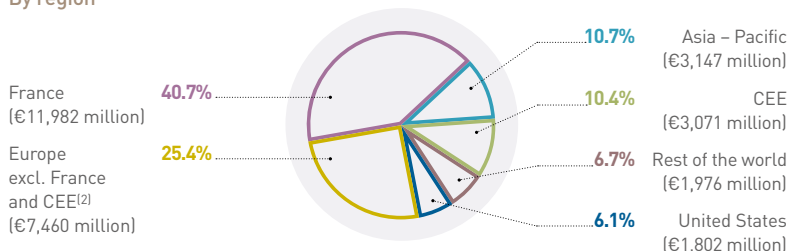
OPERATIONS
FOCUSING ON
48 countries⁽¹⁾

NET FINANCIAL DEBT
REDUCED TO
€11.3 billion,
DOWN €3.4 BILLION
COMPARED TO 2011

REVENUE BREAKDOWN



By region



⁽¹⁾ Countries in which Veolia Environnement invests more than €5 million.

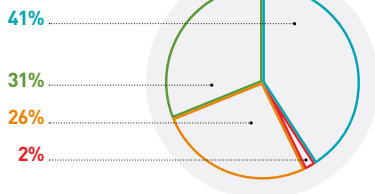
⁽²⁾ Central and Eastern Europe.

REVENUE BREAKDOWN



By business

- Water
- Environmental Services
- Energy
- Other



WATER

- 100 million people provided with drinking water
- 71 million people connected to wastewater treatment plants
- 4,676 drinking water production plants managed
- 3,514 wastewater treatment plants managed

ENVIRONMENTAL SERVICES

- 570,000 corporate clients (excl. industrial maintenance)
- Over 47 million residents served on behalf of municipalities
- 25.7 million metric tons of material and energy waste recovered
- 686 treatment facilities operated

DALKIA

- 800 district and local heating and cooling systems
- 4.5 million homes in residential complexes managed
- 133,000 energy plants managed
- 4,600 industrial facilities managed

HUMAN RESOURCES DATA

WORKFORCE BREAKDOWN

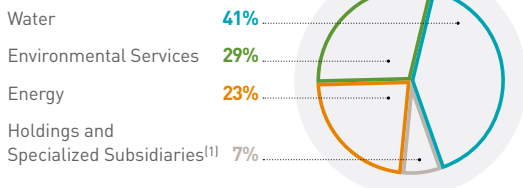
219,739 employees worldwide



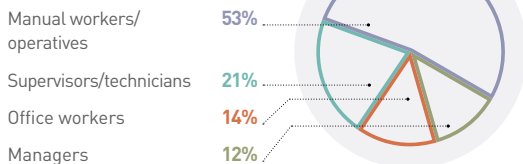
By region



By business



Breakdown of employees by socio-professional category



92%

of employees have a permanent contract

88%

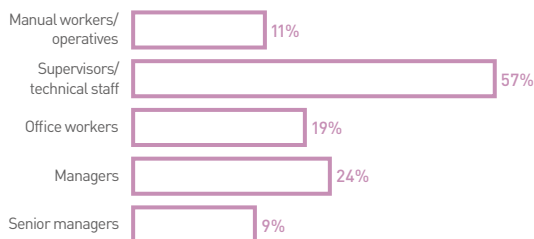
are non-managers

⁽¹⁾ The data included under Holdings and Specialized Subsidiaries cover: Veolia Environnement SA, VERI, VETech, Centre d'Analyses Environnementales, Campus Veolia Environnement, Défense Environnement Services, Seureca, OFIS, VE CSP Lyon, VEIS, Veolia Environnement Management des Services aux Industries, VEIC, Eco Environnement Ingénierie, Setude, all of SNCM and Proactiva.

WORKFORCE STRUCTURE



Percentage of female employees by socio-professional category

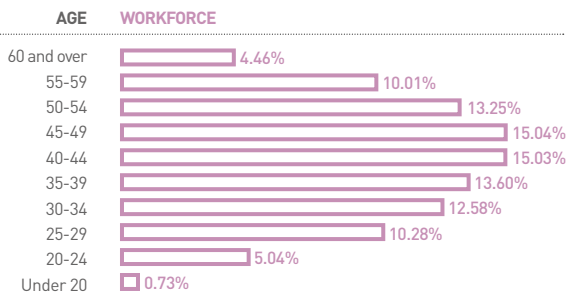


21%

Overall percentage of female employees



Breakdown of employees by age

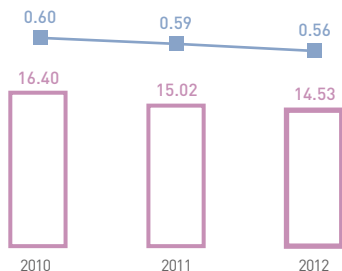


16%

of employees are under the age of 30



Change in industrial accident frequency and severity rates



51%

of employees receive health and safety training

93%

of employees are represented by a health and safety committee

■ Industrial accident severity rate □ Industrial accident frequency rate

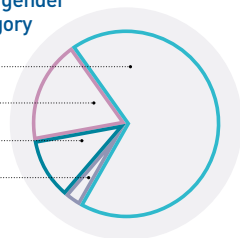
HUMAN RESOURCES DATA

TRAINING



Breakdown of employees by gender and socio-professional category

Non-managers – men	68%
Non-managers – women	18%
Managers – men	11%
Managers – women	3%



73%

of employees have completed at least one training program

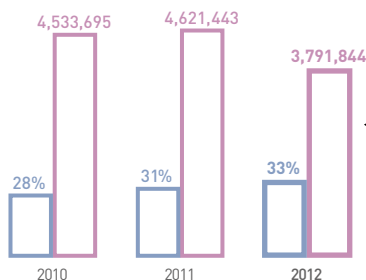
86%

of trained employees are non-managers



Training hours

- % of hours devoted to safety training
- Number of training hours



Delivered by a network of 20 training campuses and centers

158 permanent trainers

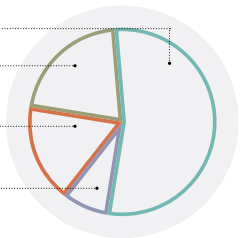
611 contributors

EMPLOYEE-EMPLOYER DIALOGUE



Breakdown by type of agreement

Compensation	54%
Other subjects	21%
Health, safety and working conditions	17%
Agreements relating to employee-employer dialogue	8%



1,225 agreements signed

12,145 employee representatives

91% employees covered by an employee-employer dialogue program

WORKFORCE INDICATORS

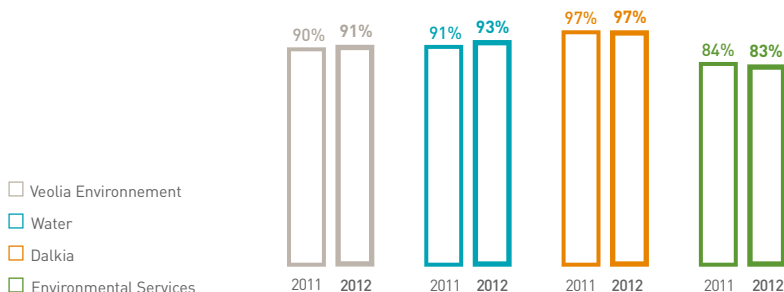
	2010	2011	2012
Turnover rate	12.44%	12.57%	11.19%
Absenteeism rate	3.68%	3.63%	3.84%
Industrial accident frequency rate	16.40	15.02	14.53
Industrial accident severity rate	0.60	0.59	0.56
Percentage of employees with permanent contracts	93.61%	92.47%	92.59%
Percentage of employees with work-study contracts	1.69%	1.62%	1.96%
Percentage of disabled employees	1.76%	1.58%	1.93%
Percentage of female employees recruited externally	18.11%	20.79%	20.56%
Percentage of employees who completed at least one training program	69.61%	74.24%	73.30%

ENVIRONMENTAL DATA

MANAGING ENVIRONMENTAL PERFORMANCE



Change in revenue from relevant activities⁽¹⁾ covered by an environmental management system (including ISO 14001-certified facilities)



(1) Relevant activities include those related to the operation of public water, wastewater and energy services, all waste-collection, transfer and waste treatment services, industrial cleaning and maintenance services, and energy services (heating and cooling systems, thermal and multi-technical services, industrial utilities and facilities management).

INDICATORS

	2011	2012
Efficiency rate of drinking-water systems – Water	74.6%	74.4%
Purification rate of BOD ₅ (biological oxygen demand) in wastewater treatment plants – Water	93.6%	95%
Share of biomass in the mix of energy services – Dalkia	5.7%	6.3%
Carbon performance of combustion facilities (kg CO ₂ emitted/MWth produced) – Dalkia	273	251
Metric tons of recovered treated waste (recycling, composting) (in millions) – Environmental Services ⁽²⁾	9.3	9.4
Production of renewable energy (millions of MWh) – Environmental Services ⁽²⁾	3.8	4.1

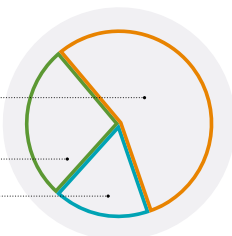
(2) The data are compared on a like-for-like basis.

COMBATING CLIMATE CHANGE

Breakdown of greenhouse gas emissions from company-managed facilities (metric tons of CO₂ equivalent)

By business

Dalkia	25.0 (56%)
Environmental Services	12.2 (27%)
Water	7.7 (17%)



44.8

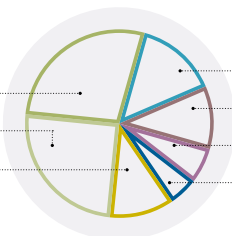
million metric tons
of CO₂ equivalent emitted

78%

direct emissions

By region

Central and Eastern Europe	12.6 (28%)
France	11.2 (25%)
Europe (excl. France and CEE)	5.1 (11%)



6.2 (6%)

Asia – Pacific

4.8 (6%)

Africa – Middle East

2.7 (6%)

South America

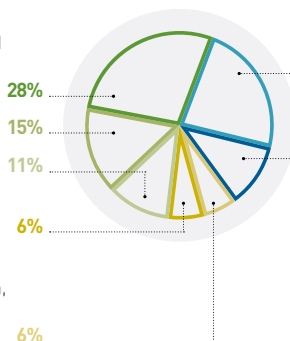
2.3 (5%)

North America

Contribution to the overall reduction of greenhouse gas emissions

Total reduction of greenhouse gas emissions due to:

- methane emissions avoided by waste storage centers currently in operation
- materials recovery
- cogeneration
- thermal and electrical efficiency
- miscellaneous (facilities' own consumption, methanation, integrated energy management)



CO₂ emissions avoided by:

- materials recovery
- energy recovery of waste

23%

11%

21

million metric tons
of CO₂ equivalent

ENVIRONMENTAL DATA

PRESERVING ENERGY RESOURCES

Breakdown of energy consumption (millions of MWh)



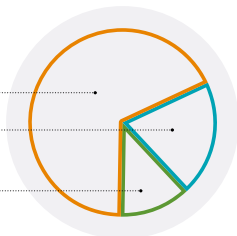
By business

Dalkia 113.9 (68%)

Water 34.5 (12%)

Environmental

Services 19.6 (20%)



168

million MWh consumed

27%

accounted for by renewable
and alternative energy

By region

France 61.2 (36%)

Central and Eastern

Europe 48.4 (29%)

Europe 23.8 (14%)

(excl. France and CEE)

14.8 (9%)

Asia – Pacific

9.5 (6%)

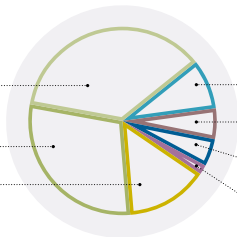
Africa – Middle East

9.2 (5%)

North America

1.1 (1%)

South America



Breakdown by energy production (millions of MWh)



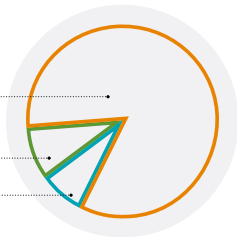
By business

Dalkia 88.8 (84%)

Environmental

Services 9.2 (7%)

Water 7.9 (9%)



105.9

million MWh produced

20%

accounted for by renewable
and alternative energy

By region

France 38.8 (37%)

Central and Eastern

Europe 34.6 (33%)

Europe 13.3 (12%)

(excl. France and CEE)

6.5 (6%)

Asia – Pacific

6.1 (6%)

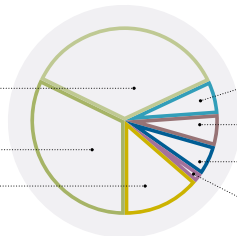
Africa – Middle East

6.0 (6%)

North America

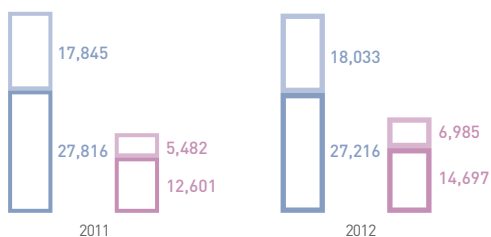
0.6 (0.5%)

South America





Consumption and production of renewable⁽¹⁾ and alternative⁽²⁾ energies (thousands of MWh)



□ Consumption of alternative energy
□ Consumption of renewable energy

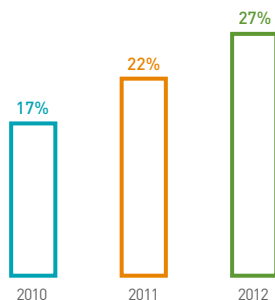
□ Production of alternative energy
□ Production of renewable energy

(1) Renewable energy: energy from sources that are infinite and constantly replenished.

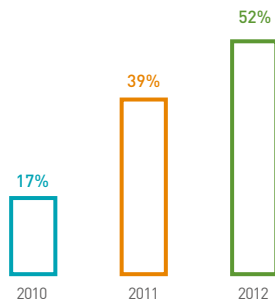
(2) Alternative energy: natural or industrial energy sources that are lost when they are not immediately recovered.



Percentage of purchasing officers trained in sustainable development over the last three years



Percentage of contracts and managers incorporating sustainable development criteria



Percentage of preferred suppliers evaluated on their CSR performance

< 27%

CONTRIBUTIONS

Populations served

100 million residents
provided with drinking water;

71 million residents provided
with wastewater treatment services;

54 million residents provided
with waste-collection services;

11 million residents
provided with heat.

Corporate philanthropy

5 million people in France
have benefited from the "Water for all"
community service initiative;

300 back-to-work
programs have been supported
by the foundation to date.

Contribution to the Millennium Development Goals in Africa, Latin America and India

Over **4.5** million more people have
access to drinking water;

Over **2** million more people are connected
to wastewater treatment systems.

TO LEARN MORE

View and download
*the 2012 CSR Performance Digest and
the 2012 Annual and Sustainable Development Report*
at www.veolia.com

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