

Integrated Management System (IMS) Policy for the Veolia Group in Poland

The Veolia Group in Poland operates in the following areas:

- generation, transmission, distribution and sale of heat and electric power,
- provision of comprehensive energy ancillary services and multitechnical services,
- sales of electric power and generation of energy from waste,
- provision of water supply and sewage services,
- management of combustion by-products.

We pursue our business objectives in accordance with Veolia Group Ethics Code and Veolia Group Values Charter and in accordance with Veolia Group policies and guidelines based on Compliance principles. We conduct and develop our business in a sustainable manner, taking care of safety and continuous development of our employees, taking into account the impact on the environment and working for the benefit of local communities.

The sustainable development of Veolia Group in Poland is based on four core commitments:

1. Business development through:

- increasing market share and strengthening of the position in the area of energy activities,
- gaining a leading position in the area of water and sewage management,
- gaining a leading position in the area of combustion by-products management,
- increasing market share and strengthening of the position in the area of networks construction services,
- strengthening the role of Veolia in Poland as a leader of innovation.

2. Mitigation of environmental impacts, mainly through:

- striving for a broad application of Circular Economy concept,
- sustainable use of natural resources by implementing modern solutions to reduce utilisation of raw materials and energy, and by promoting recovery of materials from waste,
- increasing the efficiency of heat and electric power generation through co-generation and increasing the share of heat and electric power production from renewable sources, thus reducing the carbon footprint of cities and enterprises,
- reducing the emissions of pollutants to the air through treatment of flue gases generated during the production of heat and electric power, and reducing low emissions through continuous development of smart heat distribution networks,
- implementing new technologies to improve the quality of water and sewage management.

3. Taking care of the employees of Veolia Group in Poland through:

- consistently building a safety culture that includes all employees, partners and contractors, striving for <<zero accidents>>,
- implementing our Human Resources strategy covering competence development, modern training system, employee benefit packages and periodic social climate surveys,
- strengthening motivation, commitment and integration,
- promoting mobility and professional development for all employees,
- employee volunteer programs and building volunteer communities.

4. Engaging with local communities through:

- cooperating with local communities to improve the environment and living conditions in cities,
- cooperating with universities, supporting vocational education and cooperating with non-governmental organisations,
- implementing the objectives of Veolia Poland Foundation related to the development of local communities, promoting environmental awareness and pro-environmental attitudes,
- promoting local sporting and cultural initiatives of a balanced purpose and nature.

Veolia Group in Poland systematically improves the quality of its processes within implemented management system, applicable legal and corporate requirements, with particular emphasis on customer expectations – offering services at an optimal price.

CEO of Veolia Group in Poland, Chairman of the Board

A handwritten signature in black ink, appearing to read 'Frédéric Faroche'.

Frédéric Faroche