

## OUR PRIORITY MULTIFACETED PERFORMANCE OBJECTIVES

### **ENVIRONMENTAL PERFORMANCE**

 INCREASING AND MAINTAINING THE EFFICIENCY OF THE DRINKING WATER SUPPLY SYSTEM

• RATE OF PROGRESS IN IMPLEMENTING THE ACTION PLAN ON **BIODIVERSITY** SENSITIVE SITES

services (water and sanitation)

Safety at work

## **SOCIAL PERFORMANCE**

- RATE OF POSITIVE RESPONSES TO THE VOICE OF RESSOURCERS SURVEY "ARE VEOLIA VALUES AND PRINCIPLES **APPLIED IN MY ENTITY?"**
- ENSURING ACCESS TO ESSENTIAL SERVICES (WATER AND SEWAGE) FOR DISADVANTAGED PEOPLE THROUGH FINANCIAL FACILITIES

#### **BUSINESS PERFORMANCE** • INCREASING AND **MAINTAINING CUSTOMER** recycling biodiversity Sustainab climate of water **SATISFACTION** AS MEASURED Hazardous creation in the waste territories treatment BY THE NPS METHODOLOGY Deployment of innovative solutions **VEOLIA**

CLIENTS

Customer and

consumer satisfaction

growth

**Profitability** 

Return on capital employed

SHAREHOLDERS

Investment capacity

# **ECONOMIC AND**

FINANCIAL PERFORMANCE

• CONTROL COSTS TO IMPROVE **PROFITABILITY IN ALL REGIONS** 

 COMPLIANCE WITH THE CONTRACTUAL **OBLIGATIONS FOR INVESTMENTS IN WATER** AND SEWAGE INFRASTRUCTURE

## **HUMAN CAPITAL PERFORMANCE**

- IMPROVE ACCIDENT FREQUENCY AND **SEVERITY RATES**
- CONTINUOUS DEVELOPMENT OF HUMAN CAPITAL BY INCREASING THE AVERAGE NUMBER OF **TRAINING** HOURS/EMPLOYEE

**Ecological transformation is our purpose**