

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

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

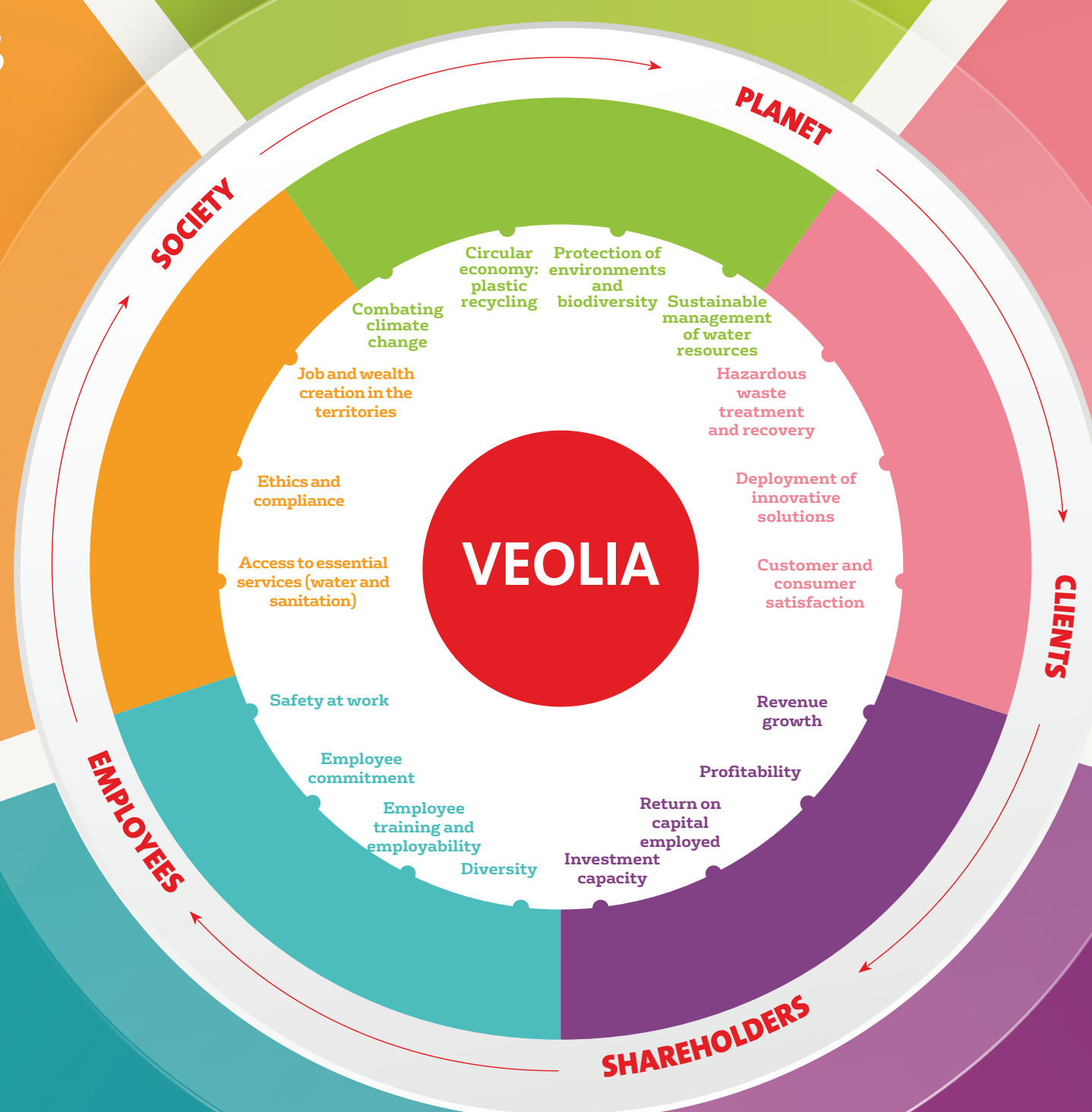
- INCREASING AND MAINTAINING CUSTOMER SATISFACTION AS MEASURED BY THE NPS METHODOLOGY

HUMAN CAPITAL PERFORMANCE

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

ECONOMIC AND FINANCIAL PERFORMANCE

- CONTROL COSTS TO IMPROVE PROFITABILITY IN ALL REGIONS
- COMPLIANCE WITH THE CONTRACTUAL OBLIGATIONS FOR INVESTMENTS IN WATER AND SEWAGE INFRASTRUCTURE



Ecological transformation is our purpose