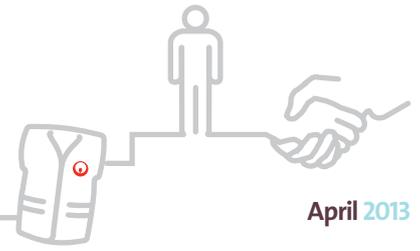


Position paper:

Employment



April 2013

At a Glance.

We value our people. And we know they work more effectively in an open and stimulating environment, where the priority is individual progression and personal welfare.

We appreciate the impact that work can have on our staff - often beyond the workplace. That's why we take great care and consideration in our approach to every area of employment. Because the happier people are when they work for us, the more they'll contribute to the success of the company.

Where we Stand.

Veolia Environmental Services takes its responsibility as an employer very seriously.

Our aim is to provide good employment terms for all our people. In collaboration with our Trade Union partners, we review our terms and conditions on a regular basis, covering the full scope of terms, not just salary or hourly rate, to ensure our staff are well taken care of.



Turning waste into a resource

 **VEOLIA**
ENVIRONMENTAL
SERVICES

The Situation.



Veolia Environmental Services takes its responsibility as an employer **very seriously.** In fact, with approximately 12,500 employees, it's a high priority for us.

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Where we Stand.

On average **95%** of the material and labour in the build of our ERF in Staffordshire was sourced locally.



This position paper outlines our **thinking on employer responsibilities**. It covers matters such as types of employment, the terms and benefits we provide, training and development opportunities, career pathways, working relationships and health and well-being. **So you can get a feel for what it's like to be employed by Veolia.**

Recruitment

All vacant positions at Veolia are open to our employees, irrespective of their current employment status, including roles within other divisions of the Veolia Environnement Group. Our aim is provide excellent career opportunities. We also encourage the most talented people to stay within the company by promoting internal mobility through our wide variety of Learning and Development programmes. Over 60% of our staff received at least one day's training in 2012, amounting to 107,700 hours of training invested in people.

Equally, we're keen to bring new talent into our organisation. Our recruitment and selection process is fair and transparent and we have a dedicated Head of Resourcing to continually monitor our performance. We also recognise that, unlike many employers, we have a number of entry level roles. Our policy is to work with the people in our local communities, for

example on average 95% of the material and labour in the build of our ERF in Staffordshire was sourced locally. We also demonstrate our support for potential employees that are more difficult to employ with initiatives such as our rehabilitation Apprenticeships.

We also have Re-Start, our Not in Education, Employment or Training (NEET) programme. It offers people who are struggling to find employment a period of unpaid, then paid work experience. It's a great way to get people into work and if successful can lead to full time employment.

covering the full scope of terms, not just salary or hourly rate, to ensure our staff are well taken care of. For example, all our employees and their families have the comfort of Death in Service benefits, with or without entry to a pension scheme. For those that do wish to join a pension scheme, company contributions at a minimum rate of 5% are available for all.

Terms and Conditions of Employment

Our aim is to provide good employment terms for all our people. In collaboration with our Trade Union partners, we review our terms and conditions on a regular basis,





Training, Development and Career Advancement

Helping our employees to learn and develop is in our DNA. It's also recognised as an essential part of working life. In 2012 we invested £5million in learning and development programmes. From core learning about how to perform a specific role, to keeping up to date with changes in our business, service, legislation or technology. But we also encourage it purely for personal development or career advancement. Whatever the reason, we have a wide variety of learning approaches and styles to help our people achieve their full potential, including studying through Campus Veolia. In fact, 300 Apprenticeships were undertaken at the Campus in 2012.

Redundancy

Job security is important to our employees and we appreciate the impact that losing a job can have on individuals and their families. At Veolia, redundancy is always viewed as the last option. In the first instance, we would consider the possibility of voluntary redundancy. Where compulsory redundancy is the only route, we use a fair and agreed matrix of skills and competencies to guide our decision. And of course, minimum periods of consultation regarding redundancy are in place across the whole company.

Employee Relations

All our people, whatever their role or level, have an impact on the on the success of our business. In fact, it wouldn't work without them. That's why we go out of our way to develop good relationships and partnerships with the bodies that represent our staff.

Trade Union recognition is vital to our successful employee relations. We've developed partnerships and supporting agreements with 5 key Trade Unions at a national level. We keep our Trade Union partners up to date with our business agenda at our quarterly Trade Union Forum. National officers and senior shop stewards can get together with our executives and directors to discuss any areas of concern, such as Health and Safety, business performance or policy and procedure development.

For employees who choose not to be members of a Trade Union, we have the Staff Council body; a group of elected employee representatives with the same aims and agenda as outlined above.

Policies and Procedures

We treat everyone who works for us in a fair and consistent manner. Our managers are aided by a comprehensive suite of policies and procedures that guide them through the entire life cycle of employment - from recruitment through to retirement. We believe it's essential that everyone is able to access important information like this, so we make it available for all to view on our intranet. They can do that at work, or by using a password from home or when logging on to a communal PC at one of our larger sites.

We review our policies and procedures on an ongoing basis to ensure they are relevant, comply with changing legislation and support the Veolia ethos and values. Any changes are always done in consultation with employee representatives.



That's why we encourage our staff to **keep fit and active** by giving them access to a wide range of information, services and facilities. These include on-site gymnasiums.

Employee well-being

There is a direct relationship between employee health and their well-being at home. Keeping people safe at work is, of course, our number one priority. But we also appreciate that health and well-being extends beyond the principles of safety. That's why we encourage our staff to keep fit and active by giving them access to a wide range of information, services and facilities. These include on-site gymnasiums, smoking cessation clinics, healthy eating campaigns, physical activity clubs and a free physiotherapy service. And because we know that it's not just physical health that's important, we also have a range of other well-being initiatives from resilience training and counselling services to a free Employee Assistance Programme for advice on personal and work related matters.

Employee Engagement and Involvement

To help us achieve our business objectives, it's essential that all our employees are pulling in the same direction. To make sure that happens we set and measure ways to continually improve Employee Engagement. We appreciate the impact that working relationships have on our people, their performance and motivation - and even their personal lives. Our annual 'Have Your Say Survey' helps us to determine if our people understand the company's goals. It also tells us whether they are inspired to help us achieve them.

A final word

In this era of high unemployment and economic uncertainty, being a responsible employer is more important than ever. We are committed to ensuring that arrangements are put in place to provide all our staff with the remuneration, rewards and employment rights that they're entitled to.



Where do you stand?

Join the debate at: www.veolia.co.uk

