

FAQs

Veolia Customers
Revised June 1, 2026



FREQUENTLY ASKED QUESTIONS FOR VEOLIA CUSTOMERS

Veolia has completed the acquisition of Clean Earth. Clean Earth is now part of the Veolia group, a global leader in environmental solutions.

What is Veolia's relationship with Clean Earth?

Veolia has acquired Clean Earth, bringing together two organizations with complementary environmental service capabilities.

How will this acquisition improve Veolia's capabilities?

By combining Veolia's global environmental solutions platform with Clean Earth's specialized waste, recycling, and materials management expertise, the organization significantly expands its technical capabilities, treatment capacity, and service reach. Clean Earth adds strong capabilities in areas such as soil remediation, beneficial reuse, and complex waste processing, further strengthening Veolia's ability to manage challenging waste streams.

Together, the combined organization is better positioned to deliver more integrated, end-to-end solutions that advance sustainability goals—helping customers reduce waste, increase recycling and resource recovery, lower environmental impact, and support circular economy outcomes across a broader range of industries and geographies.

How does this acquisition benefit me as a Veolia customer?

As a customer, you can benefit from:

- One of the largest and most comprehensive portfolios of environmental solutions in the U.S.
- Broader service capabilities and geographic reach from more than 100 10-day or service centers

and 33 TSDF's

- Support a broader range of waste streams and services including soil remediation and beneficial reuse, solar panel recycling and wastewater treatment in addition to expanding our circular economy solutions

Will this acquisition expand the services available to me?

Yes. Customers may benefit from access to a broader range of environmental services, including additional treatment, recycling, materials management, and specialized waste capabilities. If you are interested in additional services, please work with your Veolia account team.

Will this affect national or multi-site customers?

Veolia remains committed to supporting national, regional, and multi-site customers through existing account structures. The combination may create additional flexibility and service reach.

Who manages my account?

Your existing Veolia account manager and service contacts remain your primary points of contact for all service, contract, and operational questions.

Will my day-to-day service change?

No immediate changes are expected to your day-to-day service. Your current Veolia contacts, scheduling processes, and service commitments remain in place.

Is Veolia changing its commitment to customer service?

No. Veolia remains focused on delivering reliable service, responsive support, and strong customer partnerships. This acquisition is intended to strengthen those capabilities.

Will there be any changes to customer service contacts or escalation paths?

Existing customer service channels and escalation paths remain in place. If any future updates are made, they will be communicated in advance.

Will my pricing change because of the acquisition?

There are no immediate changes to your current pricing or contracted commercial terms as a result of the acquisition. Any future changes, if applicable, would be communicated through normal account and

contract management processes.

Do I need to sign a new agreement?

No immediate action is required from customers. Existing agreements remain in effect unless you are contacted directly by your Veolia account team.

Will waste profiling, approvals, or manifesting processes change?

No changes are planned at this time. Please continue using your current Veolia processes and contacts unless otherwise advised.

Will this impact turnaround times for quotes, approvals, or service requests?

No disruption is expected. Veolia teams will continue supporting customer requests through existing channels and normal service processes.

Will this affect proposals or active bids?

No. All proposals and bids continue without disruption. Please continue to work with your existing Veolia account team.

What does this mean for projects already in progress?

Projects currently underway will continue as planned. Your Veolia team remains responsible for ongoing coordination, communication, and delivery.

Will invoice remittance change?

No. Payments should continue business as usual. There are no changes to invoice remittance processes or procedures at this time. You may continue using your existing payment methods and instructions. Your Veolia account team will proactively communicate any future changes, if applicable.

Are there any changes to Veolia locations, facilities, or service coverage?

No immediate customer action is needed. The combined organization will create opportunities to provide broader coverage and access to additional capabilities.

Does this change the safety standards or operational procedures Veolia follows?

Veolia remains committed to maintaining strong safety, compliance, and operational standards.

Customers should continue to expect the same focus on safe and reliable service.

What if I'm also a Clean Earth customer?

If you already work with both organizations, please continue to use your current contacts and processes unless notified otherwise.

Who should I contact if I have questions not covered here?

Please contact your Veolia account manager or regular Veolia representative. You can also visit veolianoorthamerica.com/cleanearth for the latest updates.