

Esteemed Judicial Branch of Nuevo León,

I trust this letter finds you well. My name is Romano Meza Leal, and I am writing to you in my capacity as an [ESG Stakeholder](#). I am reaching out on behalf of concerned residents in [Contry La Silla 5o Sector 67173 Guadalupe, Nuevo León](#), where Veolia Environmental Services operates, to bring to your attention a matter of significant importance related to the auditory [pollution](#) caused by the frequent and excessive honking of garbage truck horns during collection hours.

It has come to our attention that the garbage trucks operated by Veolia's franchisee have been emitting noise through their horns at an alarming rate, with a frequency of three honks per minute between 7:30 AM and 1:00 PM on Mondays, Wednesdays, and Fridays in a route encompassing 0.26 of a square kilometer. This recurring disturbance poses a severe threat to the well-being and quality of life of the residents in the affected areas, and we believe that immediate action is required to rectify this situation.

The adverse effects of noise pollution on public health, specifically its impact on neurological well-being, cannot be overstated. According to studies conducted by leading health organizations, excessive exposure to loud noises, such as the incessant honking described above, has been linked to increased stress levels, sleep disturbances, and heightened risk of various cardiovascular and mental health issues. Moreover, children and the elderly are particularly vulnerable to these adverse effects.

As a company committed to [meeting the challenges of improving quality of life and delivering inclusive growth](#), as stated in Veolia's mission, it is imperative that steps be taken to mitigate the detrimental impact of auditory pollution resulting from the franchisee's operations. Veolia has a significant role to play in upholding the highest standards of [corporate social responsibility](#), and addressing this issue aligns with the company's commitment to [an approach focused on shared progress acting with solidarity in every part of the world](#).

I urge you to consider implementing immediate measures to curb the excessive honking of garbage truck horns in compliance with local regulations and, more importantly, in harmony with Veolia's overarching mission. By taking prompt action, Veolia can demonstrate its unwavering dedication to the well-being of the communities it serves and fulfill its social responsibility obligations.

As the first municipality in Nuevo León to certify its Mediation Center within the civic court, I strongly urge you to recognize Chief Justice and President of the Council of the Judiciary, José Arturo Salinas Garza, recalling his words when he emphasized that [the primary duty of the Judicial Branch of Nuevo León is to bring the fundamental right of access to civic justice, promptly and expediently, to everyone](#).

By embracing [mediation](#), the Municipal Public Administration of Guadalupe can [address the everyday conflicts within a community, preventing them from escalating into criminal acts or antisocial behaviors that warrant punishment.](#)

This recurrent disturbance of incessantly sounding the industrial horn, causing elevated stress levels, sleep disturbances, and an increased risk of various cardiovascular and mental health issues for a community, during 8 consecutive hours, 3 days a week, has become an [antisocial behavior](#) under the conceptual legal framework of civic justice law. Respecting the words of Chief Justice José Arturo Salinas Garza, this behavior [must be penalized.](#)

By taking tangible actions in [community and neighborhood mediation](#), the Administration can honor Mayor María Cristina Díaz Salazar's [commitment to continue strengthening access to justice and respecting human rights in the municipality. This reaffirms her dedication to the overall population to facilitate and provide prompt and expedient justice.](#)

Similarly, by honoring certified auxiliary judges, municipal authorities, and public servants of the Judicial Branch who were present during the [third reaffirmation of the Certification of the Mediation Center of Guadalupe and the extension of the Mediation Room within Civic Justice, adhering to the culture of peace](#) on May 25, 2022: Professor Martha Laura Garza Estrada, Director of the Institute of Alternative Dispute Resolution Mechanisms; Attorney Emilio Grimaldo Hernández, General Director of Social Prevention of Guadalupe; and Attorney Brenda López Pérez, Coordinator of the Municipal Mediation Center.

I appreciate your attention to this matter and look forward to hearing about the concrete steps that Veolia will be taking to rectify the situation promptly. Please feel free to contact me at xxxxxxxxxxxxxxxxxxxxxxxx@xxxxx.xx if you require any additional information or clarification on this matter.

Thank you for your prompt attention to this critical issue.

Sincerely,

Romano Meza Leal

Veolia, the leading ESG* company for meeting environmental challenges

Decarbonization, economy and regeneration of resources, and depollution: these are the three challenges we are addressing for our stakeholders.



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“Veolia is the leading ESG company for meeting environmental challenges”

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income

In 2022, Veolia recorded its ninth consecutive year of growth (excluding Covid) with revenue of €43 billion, representing organic growth of 14%, and net income €1.16 billion, which equates to an increase of close to 30%.

I'M OK WITH THIS

Learn more about [Claude Laruelle](#)

FINANCIAL RESULTS

1,16

Bn€

Is the 2022 net current income up by nearly 30%

6,5%

Is the capital held by employees, the first shareholders of the Group

43 Bn€

This is the 2022 revenue with organic growth of 14%

Our status as the global champion of ecological transformation agenda requires our Group to exercise such great responsibility and firstly set the gold standard in offering an ecology of solutions.

But our responsibility as a leader in the ecology of solutions is not only about taking action for our company, but for others as well.

Decarbonization



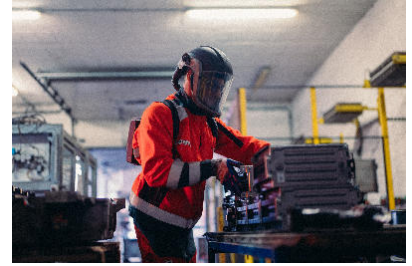
To achieve zero net emissions, energy self-sufficiency and respond to the climate emergency.

Economy & regeneration of resources



To reduce the strain on strategic supplies and implement more efficient and circular usage of resources.

Depollution



To protect biodiversity and the health of populations and minimize the impact of human activity in the various environments (water, air, soil).

7 domains of expertise to address these 3 challenges

Access to Water and Sanitation

I'M OK WITH THIS

Solutions to address water-related problems that now affect every part of the world.

Water Technologies, treatment infrastructure & networks

I'M OK WITH THIS

Solutions in terms of technologies, treatment facilities and water networks.

Solid waste recycling and recovery

I'M OK WITH THIS

Veolia provides solid waste recycling and recovery solutions.

Liquid and hazardous waste treatment & recycling

I'M OK WITH THIS

Veolia has expertise in the treatment cycle of hazardous waste to limit the environmental impact of industrial activities, prevent the dispersion of pollution and promote the circular economy.

We are committed to fighting pollution

Faced with the environmental and climate crisis, we take concrete action to protect the planet. We implement solutions for reducing all types of pollution: water, air and soil pollution as well as environmental pollution caused by plastic waste.

VEOLIA COMMITMENT

By 2023: recycle 610,000 metric tons of plastic a year at our processing plants

VEOLIA COMMITMENT

By growing all our activities, avoid emission of 15 million metric tons of CO2 by 2023



Share :

Pollution, a scourge affecting people worldwide

Pollution creates a **degraded environment**, sometimes the result of natural substances, such as smoke from a volcano or allergy-causing pollen, but most **commonly the result of human activities**: household or industrial waste, thermal or biological disruption, etc.

According to the Global Environment Outlook report published in 2019 by the United Nations, “the environment has continued to degrade since 1997.” Problems caused by pollution are most worrying in parts of the

world experiencing rapid urban growth.



1 in 4 premature deaths and diseases are caused by pollution

Source: UN, Global Environment Outlook report, 2019

What types of pollution are there?

There are several types of pollution, some more dangerous than others:

- air pollution, or atmospheric pollution;
- water pollution;
- soil pollution, including pollution caused by waste plastic.

Air pollution is defined as the presence in the air of substances that are damaging to health and the environment. There are different types of harmful substances, including toxic gases and harmful particles. Air pollution is closely monitored as it is particularly dangerous and presents a real risk to public health. Contrary to what some people believe, air pollution also occurs indoors, where the air can be up to eight times more polluted than the air outside.

6.5 million premature deaths caused by air pollution every year

Source: The Lancet, 2017

Water pollution takes different forms. It can be bacteriological, chemical or thermal; it can occur in saltwater, freshwater, brackish water and surface water. It can fall as rain or snow. This form of pollution is generally invisible.

Soil pollution refers to toxic substances that can occur in all types of soils, and includes plastic waste pollution of the world's oceans. Fertilizers and pesticides used in farming, toxic residues resulting from poor incineration, and heavy metals are all responsible for unusual concentrations of pollutants in soils. According to the Food and Agriculture Organization of the United Nations, 33% of land is degraded as a result of erosion, salination, compacting, acidification and soil pollution by chemicals.

Our effective, environmentally-responsible solutions for treating pollution

How can we fight these forms of pollution? Working alongside our customers, local authorities and businesses from the industrial and service sectors, we implement a range of solutions for tackling each form of pollution, helping them to reduce their environmental impacts.

Water pollution

Access to safe drinking water has always been one of our central concerns, ever since Veolia was founded in 1853. Today, we identify, study and treat all types of water pollution, paying particular attention to micropollutants. Invisible to the naked eye, these are endocrine disrupters that have the potential to interfere with the human body's biological system. [We design and implement innovative technologies](#) to remove them.

LEARN MORE ABOUT OUR SOLUTIONS FOR...

Fighting water pollution



Air pollution

Air pollution is not only a problem in the open air. According to the World Health Organization, it is responsible for 3.8 million premature deaths every year. [We are committed to improving indoor air quality](#), with programs to improve air-handling systems, and auditing and monitoring systems to raise people's awareness and make managing air quality easier.

LEARN MORE ABOUT OUR SOLUTIONS FOR...

Acting against air pollution



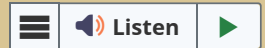
Soil pollution

What can be done about soil pollution? Soil can be given a second life! We develop

LEARN MORE ABOUT OUR SOLUTIONS FOR...

Soil decontamination

Home / We invest to improve quality of life



We invest to improve quality of life

Quality of life has to be fought for! We have fought for it for years through our commitment to sustainability, as we tackle access to water, air quality and waste, acting with solidarity in every part of the world. We want to meet the challenges of improving quality of life and delivering inclusive growth through an approach focused on shared progress.

VEOLIA COMMITMENT

In 2023, a 12% increase in people who benefit from our services for accessing water and sanitation compared to 2019.



Share :

Health, safety, wellbeing, education: what does quality of life include?

Quality of life can be defined as the alignment between resources the environment can provide and the needs of the local population. It is a

concept that includes health, but there is more to it. It also includes factors such as:

- natural environment (climate, biodiversity);
- quality of life in towns and cities (cleanliness, health, comfort);
- food (feeding everybody);
- social inclusion and solidarity (reducing inequalities).

There are tools for measuring quality of life, such as the Human Development Index. This is used to estimate perceptions of wellbeing in terms of wealth (materiel and immaterial), life expectancy at birth, and educational level.



Life expectancy at birth varies considerably by country.

Around 62 years in the Democratic Republic of the Congo, closer to 83 years in France.

Source: United Nations, World Population Prospects, 2019 revision

What actions do we take to improve quality of life?

Our actions are guided by a number of key concerns: healthy cities, food and bioconversion, protecting biodiversity, social inclusion and solidarity.

We make the air cleaner

We focus on air quality to make cities healthier places to live. **Cleaner air helps prevent millions of premature deaths around the world.** Thanks to strict surveillance of atmospheric emissions and odors in areas around sewage plants, and our work to improve indoor air quality in buildings, schools, etc., we are a major actor working for public health.

LEARN MORE ABOUT OUR SOLUTIONS FOR:

Health



We put biodiversity and bioconversion at the heart of everything we do

Malnutrition is an increasing concern. There is an urgent need to identify new sources of protein that are more sustainable and less harmful to the planet, for feeding people as well as raising animals.

Working for farmers and the agrifood industry, we use insects to transform food by-products and farm waste into protein, which is then used as animal feed. This process is called bioconversion. We also work with the fish-farming industry to treat and recycle water used in aquaculture.

Biodiversity is essential to our environment, for food, drinking water, soil fertilization, etc. We are committed to protecting it, implementing deliverable action plans at our sites and our customers' sites. We also offer solutions for urban farming and for managing towns and cities more sustainably, particularly by supporting ecodistricts.

LEARN MORE ABOUT OUR SOLUTIONS FOR:

Food



LEARN MORE ABOUT OUR SOLUTIONS FOR:

The biodiversity



More inclusive and supportive, for all our communities

Based on our historical business in water management, we adapt to serve the needs of people around the world to improve their access to water. And because we are convinced that the growth of our societies needs to become more responsible and sustainable, we support the establishment of local third places, innovative collaborative and welcoming spaces, as well as social entrepreneurship incubators.

LEARN MORE ABOUT OUR SOLUTIONS FOR:

Social inclusion and solidarity



NEXT CHALLENGE

Fighting the climate crisis



Corporate Social Responsibility



Share :

Ecological transformation is our purpose

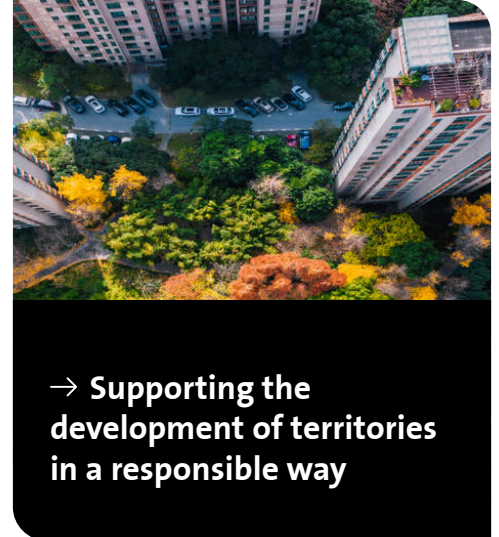
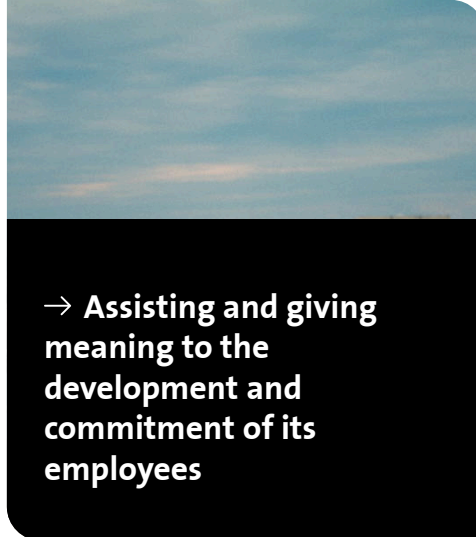
Never before have ecological imperatives been so immediately identifiable and their consequences on our societies so obvious for the world's population. By positioning itself as **the benchmark company for ecological transformation**, Veolia is committed to accelerating the deployment of innovative solutions. The Group works in consultation with all its stakeholders, convinced that economic, environmental, social and societal imperatives must be considered as an inseparable whole. Its sustainable development commitments are at the heart of its purpose and its multifaceted performance approach.

Environmental, social and societal performance integrated into a multifaceted performance approach

The environmental, **social and societal performance** commitments are

integrated into the Group's strategic plan, Impact 2023, which is driven by a **multifaceted performance** approach that places the same level of attention and requirements on all of the Group's performance dimensions (Commercial, Economic and Financial, Social, Societal and Environmental).

Veolia is committed to:



Veolia's multifaceted performance is implemented through **18 progress objectives**.



Amongst these 18 objectives, **11** specify the Group's priorities for action in the social, societal and environmental dimensions of its performance. They correspond to the **priority objectives of Veolia's CSR policy**.



1. Our stakeholders

2. Our performance

3. Our commitments

4. Our objectives

Sustainable Development Goals (SDGs)

Veolia's purpose is to contribute to human progress, by resolutely adhering to the Sustainable Development Goals (SDGs) defined by the UN, in order to achieve "a better and more sustainable future for all".

Veolia is involved to a greater or lesser extent in the implementation of each of the 17 UN SDGs, with a direct impact on **13 of them**.



9 SDGs directly related to its activities

As a player in urban services, Veolia has a major role in the management of essential water and wastewater services (SDG 6), energy (SDG 7) and waste management (SDG 11). The Group promotes innovative industrial production (SDG 9) and more responsible consumption through the circular economy (SDG 12). Through its solutions, it also contributes to the challenges related to climate (SDG 13) and ecosystems (SDG 14 and 15). Finally, by promoting access to essential services, Veolia contributes to the reduction of inequalities (SDG 10).



3 SDGs linked to its organisational priorities as a responsible company

Veolia is working to develop the skills of its employees with a view to employability, but also to create value for its clients and territories through the network of campuses (SDG 4). The Group is committed to gender equality in the workplace and is working to increase the number of women in its professions and managers (SDG 5). Veolia is committed to supporting responsible growth by promoting decent working conditions for all, while respecting the human rights of its employees, subcontractors and suppliers (SDG 8).



1 key SDG as a lever in achieving the SDGs

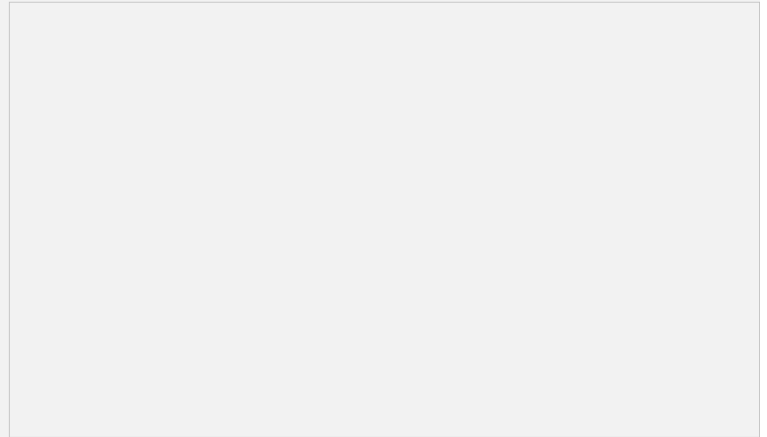
As a local operator, Veolia interacts with all its stakeholders to jointly develop solutions adapted to the challenges of the regions. By developing new partnerships, relying on the complementary expertise provided by its partners and the creation of shared value, Veolia is helping to strengthen the means of implementing the SDGs (SDG 17), Alliance to End Plastic Waste, Toilet Board Coalition.



A key contribution to the United Nations Sustainable Development Goals (SDGs)

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Noticia

← CENTRO DE NOTICIAS (INDEX.ASPX)

Se entrega refrendo de la Certificación del Centro de Mediación de Guadalupe y extienden Sala de Mediación dentro de las Instalaciones de Justicia Cívica

25/05/2022 | Tribunal Superior de Justicia | prensa@pjenl.gob.mx (<mailto:prensa@pjenl.gob.mx>)

Por tercera ocasión refrendan certificación siguiendo con la cultura de paz

El Poder Judicial de Nuevo León, a través del Consejo de la Judicatura del Estado, refrendó por tercera ocasión la certificación que avala los servicios que presta el Centro de Mediación Municipal de Guadalupe.

El refrendo representa el reconocimiento al trabajo en pro de la paz ciudadana y el estado de derecho.

El documento fue entregado por el magistrado José Arturo Salinas Garza, Presidente del Tribunal Superior de Justicia y del Consejo de la Judicatura, a la Presidenta Municipal de Guadalupe, María Cristina Díaz Salazar.

En la entrega del documento estuvo presente la maestra Martha Laura Garza Estrada, Directora del Instituto de Mecanismos Alternativos para la Solución de Controversias; el licenciado Emilio Grimaldo Hernández, Director General de Prevención Social de Guadalupe; la licenciada Brenda López Pérez, Coordinadora del Centro de Mediación Municipal; jueces auxiliares certificados, así como otras autoridades del ayuntamiento y servidores públicos del Poder Judicial.

A través del Centro se brinda atención ciudadana aplicando mecanismos alternativos como auxiliares de la administración de justicia, a través del trabajo de los mediadores y personal municipal.

Al tomar la palabra el magistrado presidente José Arturo Salinas Garza mencionó que para lograr el derecho fundamental de acceso a la justicia y que pueda ser pronta y expedita, como autoridades se tienen que poner todas las herramientas que faciliten que cualquier ciudadano pueda encontrar la solución a un problema.

“La mediación se vuelve una herramienta fundamental para lograr ese acercamiento del acceso a la justicia y sobre todo de que las partes vean que verdaderamente se está haciendo justicia. Hace que las partes se lleven esa sensación de que se hizo justicia y se llegó a un acuerdo”.

En Guadalupe se han llevado a cabo cerca de 2 mil procesos de mediación y se han logrado 500 acuerdos conciliatorios, lo que representa una gran ayuda para el Poder Judicial porque son 500 casos que no se judicializaron, donde la gente está contenta logrando un entendimiento y solución a su conflicto, porque es un ganar-ganar para todos, evitando que los problemas entre vecinos puedan desencadenar en problemas graves, expresó.

Por ello, agregó, la justicia cívica se vuelve un tema muy relevante.

“La justicia cívica junto con la mediación lo que van a buscar es resolver los conflictos cotidianos de una comunidad, evitando que escalen y se conviertan en hechos delictivos o conductas antisociales que deban ser castigadas”.

La ley de justicia cívica es un marco jurídico conceptual que debe permitir que los municipios se auto determinen, recalcó.

Felicitó la labor realizada por el municipio de Guadalupe y a los municipios que ya cuentan con su centro de mediación en todo el Estado, llevando justicia de una manera pronta y expedita para todos que es la principal labor del Poder Judicial de Nuevo León.

Al recordar que Guadalupe fue el primer municipio en certificar su Centro de Mediación, la alcaldesa Cristina Díaz expresó que en su administración el tema de la prevención social es fundamental para contrarrestar problemáticas sociales que terminan en ocasiones con la comisión de delitos

“En el 2009, el Municipio de Guadalupe fue el primero a nivel Estatal en certificar el Centro de Mediación Municipal y hoy, una vez cumplidos los requisitos que marca la Ley de Mecanismos Alternativos, se está llevando a cabo el tercer refrendo de esta certificación y no solo eso, el Municipio de Guadalupe también se acaba de convertir en el primer municipio en Nuevo León, en contar con la extensión de la certificación de la sala de mediación dentro del juzgado cívico; además de ser el único municipio que cuenta con una sala de esta índole”.

Resaltó la importancia de contar con la extensión de la certificación pues gracias a ello los convenios que se celebren en dichas instalaciones podrán contar con una validez legal ante el Poder Judicial del Estado de Nuevo León.

“Con esta extensión se atenderán las mediaciones comunitarias y/ o vecinales, que con el fin de buscar la prevención de conflictos cotidianos que puedan generar conductas delictivas y esto a su vez llegue a la judicialización.

Una vez que el poder legislativo del estado apruebe la Ley de Justicia Cívica en Nuevo León, el Municipio de Guadalupe migrará al cien por ciento del modelo de justicia administrativa a la justicia cívica, buen gobierno y cultura de la legalidad”, dijo.

El objeto de refrendar la certificación tiene el propósito de continuar fortaleciendo el acceso a la justicia y el respeto de los derechos humanos en el municipio, refrendando el compromiso con la población en general para facilitar y brindar una justicia pronta y expedita.

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"ESG Stakeholder"

<https://www.veolia.com/en/our-media/news/veolia-leading-esg-company-meeting-environmental-challenges>

"pollution"

<https://www.veolia.com/en/pollution>

"meeting the challenges of improving quality of life and delivering inclusive growth"

<https://www.veolia.com/en/quality-life>

"corporate social responsibility"

<https://www.veolia.com/en/veolia-group/corporate-social-responsibility>

"an approach focused on shared progress acting with solidarity in every part of the world."

<https://www.veolia.com/en/quality-life>

"the primary duty of the Judicial Branch of Nuevo León is to bring the fundamental right of access to civic justice, promptly and expediently, to everyone."

<https://www.pjenl.gob.mx/Noticias/Detalle.aspx?Id=1309>

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"must be penalized."

<https://www.pjenl.gob.mx/Noticias/Detalle.aspx?Id=1309>

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"third reaffirmation of the Certification of the Mediation Center of Guadalupe and the extension of the Mediation Room within Civic Justice, adhering to the culture of peace"

<https://www.pjenl.gob.mx/Noticias/Detalle.aspx?Id=1309>

Estimado Poder Judicial de Nuevo León,

Espero que esta carta les encuentre bien. Mi nombre es Romano Meza Leal, y le escribo en mi calidad de [Stakeholder de ESG](#). Me pongo en contacto en nombre de los residentes preocupados en [Contry La Silla, 5o Sector, 67173 Guadalupe, Nuevo León](#), donde Veolia Environmental Services opera, para llamar su atención sobre un asunto de gran importancia relacionado con la [contaminación](#) acústica causada por el frecuente y excesivo uso de bocinas de camiones de basura durante las horas de recolección.

Nos hemos percatado de que los camiones de basura operados por el franquiciado de Veolia emiten ruido a una tasa alarmante, con una frecuencia de tres bocinazos por minuto entre las 7:30 AM y la 1:00 PM los lunes, miércoles y viernes, en una ruta que abarca 0.26 de kilómetro cuadrado. Esta perturbación recurrente representa una seria amenaza para el bienestar y la calidad de vida de los residentes en las áreas afectadas, y creemos que se requiere una acción inmediata para rectificar esta situación.

Los efectos adversos de la contaminación acústica en la salud pública, específicamente su impacto en el bienestar neurológico, no pueden ser subestimados. Según estudios realizados por destacadas organizaciones de salud, la exposición excesiva a ruidos fuertes, como los bocinazos incesantes descritos anteriormente, se ha relacionado con niveles elevados de estrés, trastornos del sueño y un mayor riesgo de diversos problemas cardiovasculares y de salud mental. Además, los niños y los ancianos son particularmente vulnerables a estos efectos adversos.

Como empresa comprometida con [abordar los desafíos para mejorar la calidad de vida y lograr un crecimiento inclusivo](#), como se establece en la misión de Veolia, es imperativo tomar medidas para mitigar el impacto perjudicial de la contaminación acústica resultante de las operaciones del franquiciado. Veolia tiene un papel significativo en mantener los más altos estándares de [responsabilidad social corporativa](#), y abordar este problema está en línea con el compromiso de la empresa con un enfoque centrado en [el progreso compartido actuando con solidaridad en todo el mundo](#).

Les insto a considerar la implementación de medidas inmediatas para reducir el excesivo uso de bocinas de camiones de basura en cumplimiento con las regulaciones locales y, lo que es más importante, en armonía con la misión global de Veolia. Al tomar medidas rápidas, Veolia puede demostrar su dedicación inquebrantable al bienestar de las comunidades a las que sirve y cumplir con sus obligaciones de responsabilidad social.

Como el primer municipio de Nuevo León en certificar su Centro de Mediación dentro del juzgado cívico, les insto encarecidamente a que reconozcan al magistrado Presidente del Tribunal Superior de Justicia y del Consejo de la Judicatura José Arturo Salinas Garza al recordar sus palabras cuando recalcó que [la principal labor del Poder Judicial de Nuevo León es llevar el derecho fundamental de acceso a la justicia cívica, pronta y expedita para todos.](#)

Al adoptar la [mediación](#), la Administración Pública Municipal de Guadalupe puede [resolver los conflictos cotidianos de una comunidad, evitando que escalen y se conviertan en hechos delictivos o conductas antisociales que deban ser castigadas.](#)

Esta perturbación recurrente de hacer sonar el claxon industrial incesantemente, causando niveles elevados de estrés, trastornos del sueño y un mayor riesgo de diversos problemas cardiovasculares y de salud mental para una comunidad, durante 8 horas consecutivas, 3 días a la semana, se ha convertido en una [conducta antisocial](#) bajo el marco jurídico conceptual de la ley de justicia cívica, y respetando la palabra del magistrado Presidente José Arturo Salinas Garza, esta conducta [debe ser castigada.](#)

Al abordar con acciones esta [mediación comunitaria y vecinal](#), la Administración puede honrar a la Presidenta Municipal de Guadalupe, María Cristina Díaz Salazar, cuyo [propósito es continuar fortaleciendo el acceso a la justicia y el respeto de los derechos humanos en el municipio, refrendando su compromiso con la población en general para facilitar y brindar una justicia pronta y expedita.](#)

Honrando, igualmente, a los jueces auxiliares certificados, autoridades del ayuntamiento y servidores públicos del Poder Judicial que estuvieron presente durante el [tercer refrendo de la Certificación del Centro de Mediación de Guadalupe y extensión de la Sala de Mediación dentro de la Justicia Cívica siguiendo con la cultura de paz](#) el 25 de mayo de 2022: la maestra Martha Laura Garza Estrada, Directora del Instituto de Mecanismos Alternativos para la Solución de Controversias; el licenciado Emilio Grimaldo Hernández, Director General de Prevención Social de Guadalupe; y la licenciada Brenda López Pérez, Coordinadora del Centro de Mediación Municipal.

Aprecio su atención a este asunto y espero recibir información sobre las medidas concretas que Veolia tomará para rectificar la situación de manera pronta. No duden en ponerse en contacto conmigo en [xxxxxxxxxxxxxxxxxxxxxx@xxxxx.xx](#) si necesitan información adicional o aclaraciones sobre este asunto.

Gracias por su pronta atención a este asunto crítico.

Atentamente,

Romano Meza Leal

Chers Dirigeants de Veolia,

J'espère que cette lettre vous trouve en bonne santé. Je m'appelle Romano Meza Leal, et je vous écris en tant que [Stakeholder ESG](#). Je m'adresse au nom des résidents préoccupés du [Country La Silla, 5e Secteur, 67173 Guadalupe, Nuevo León](#), où Veolia Environmental Services opère, afin de porter à votre attention une question d'une importance significative liée à la [pollution](#) auditive causée par le klaxon fréquent et excessif des camions à ordures pendant les heures de collecte.

Il nous a été porté à l'attention que les camions à ordures exploités par le franchisé de Veolia émettent du bruit par leurs klaxons à un rythme alarmant, avec une fréquence de trois coups de klaxon par minute entre 7h30 et 13h les lundis, mercredis et vendredis, sur un itinéraire couvrant 0,26 kilomètre carré. Cette perturbation récurrente constitue une menace sérieuse pour le bien-être et la qualité de vie des résidents des zones concernées, et nous croyons qu'une action immédiate est nécessaire pour remédier à cette situation.

Les effets néfastes de la pollution sonore sur la santé publique, en particulier son impact sur le bien-être neurologique, ne peuvent être surestimés. Selon des études menées par des organisations de santé de premier plan, une exposition excessive à des bruits forts, tels que le klaxon incessant décrit ci-dessus, a été liée à une augmentation du niveau de stress, des perturbations du sommeil et un risque accru de divers problèmes cardiovasculaires et de santé mentale. De plus, les enfants et les personnes âgées sont particulièrement vulnérables à ces effets néfastes.

En tant qu'entreprise engagée dans [la résolution des défis visant à améliorer la qualité de vie et à favoriser une croissance inclusive](#), comme indiqué dans la mission de Veolia, il est impératif de prendre des mesures pour atténuer l'impact préjudiciable de la pollution auditive résultant des opérations du franchisé. Veolia a un rôle significatif à jouer dans le respect des normes les plus élevées en matière de [responsabilité sociale des entreprises](#), et la résolution de cette question est conforme à l'engagement de l'entreprise envers [une approche axée sur le progrès partagé agissant avec solidarité dans le monde entier](#).

Je vous exhorte à envisager la mise en place de mesures immédiates pour réduire le klaxon excessif des camions à ordures en conformité avec les réglementations locales et, plus important encore, en harmonie avec la mission globale de Veolia. En prenant des mesures rapides, Veolia peut démontrer son engagement indéfectible envers le bien-être des communautés qu'elle dessert et remplir ses obligations en matière de responsabilité sociale.

En tant que premier municipalité du Nuevo León à certifier son Centre de Médiation au sein du tribunal civique, je vous exhorte vivement à reconnaître le magistrat président du Tribunal Supérieur de Justice et du Conseil de la Judicature, José Arturo Salinas Garza, en rappelant ses paroles lorsqu'il a souligné que la principale mission du Pouvoir Judiciaire du Nuevo León est d'assurer le droit fondamental d'accès à la justice civique, prompt et expéditive pour tous.

En adoptant la médiation, l'Administration Publique Municipale de Guadalupe peut résoudre les conflits quotidiens d'une communauté, évitant qu'ils ne dégénèrent en actes criminels ou en comportements antisociaux passibles de sanctions.

Cette perturbation récurrente consistant à faire retentir inlassablement le klaxon industriel, causant des niveaux élevés de stress, des troubles du sommeil et un risque accru de divers problèmes cardiovasculaires et de santé mentale pour une communauté, pendant 8 heures consécutives, 3 jours par semaine, est devenue un comportement antisocial dans le cadre conceptuel juridique de la loi sur la justice civique. En respectant la parole du magistrat président José Arturo Salinas Garza, ce comportement doit être sanctionné.

En abordant avec des actions cette médiation communautaire et de voisinage, l'Administration peut honorer la Maire de Guadalupe, María Cristina Díaz Salazar, dont l'objectif est de continuer à renforcer l'accès à la justice et le respect des droits de l'homme dans la municipalité, réaffirmant son engagement envers la population en général pour faciliter et fournir une justice prompt et expéditive.

Honorant également les juges auxiliaires certifiés, les autorités municipales et les fonctionnaires du Pouvoir Judiciaire qui étaient présents lors du troisième renouvellement de la Certification du Centre de Médiation de Guadalupe et de l'extension de la Salle de Médiation au sein de la Justice Civique, suivant la culture de la paix le 25 mai 2022 : la professeure Martha Laura Garza Estrada, directrice de l'Institut des Mécanismes Alternatifs de Résolution des Conflits ; l'avocat Emilio Grimaldo Hernández, directeur général de la Prévention Sociale de Guadalupe ; et l'avocate Brenda López Pérez, coordinatrice du Centre de Médiation Municipal.

Je vous remercie de votre attention à cette question et j'attends avec impatience des informations sur les mesures concrètes que Veolia prendra pour remédier à la situation rapidement. N'hésitez pas à me contacter à xxxxxxxxxxxxxxxxxxxxxx@xxxxx.xx si vous avez besoin d'informations supplémentaires ou de clarifications sur cette question.

Je vous remercie de votre prompt attention à cette question cruciale.

Cordialement,

Romano Meza Leal