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Service Commitment:

Answer your specific expectations

"This approach is a very proactive way to answer the specific needs of industrial organisations"

A purchasing manager

Increase the quality of service provided on-site

"These commitments will surely help enhance the quality of service and will positively influence my future commercial decisions"

A plant manager

Increase your visibility of our expertise

"Veolia teams and services are not always clearly visible on site. This is an excellent opportunity for you to fully explain the key strengths of Veolia Environnement and promote the expertise of your teams."

A production manager

Help you choose your service provider

"During contract renegotiations we usually evaluate and analyse all the salient points detailed so that we can come to a final decision".

A plant manager

COHESIUM Image & marques - Crédit photos: Photothèque Veolia Environnement - Juin 2007 - Vetalia Graphic 2008 01 0219 - February 2008



Service
Commitments

Platform of Commitments for the Industries

1 Draw on our know how to help you manage your costs

You are looking to increase the competitiveness of your industrial activities. Using our innovative approach, we help develop new ways to enhance cost control.

- Optimisation of total energy mix
- Waste reduction
- Optimisation of the water cycle
- Optimisation of transport/ logistic solutions, including deadlines

2 Reduce the impact of your activities on the environment and facilitate a well-balanced management of resources

You are facing new environmental challenges. We propose customised solutions to minimise the impact of your activities on the environment.

- Increased utilisation of renewable energy
- Recycling and reuse of wastes, effluents, sludge's and other by-products
- Limitation of harmful emissions and Greenhouse Gases

3 Mastering safety and risks

You place safety at the top of your priorities. We set it at the heart of our operations.

- Stringent application of your health & safety plan
- Scrutiny in the selection and evaluation of our subcontractors
- Demonstration of our commitment through safety methods
- A management system for quality, safety and environment

4 Manage contract start-up as a dedicated project

You require a seamless continuity of service. We rigorously manage this transition phase with you.

- A dedicated start-up team
- A proven methodology and a transfer of knowledge between our teams
- An initial joint inventory of facilities and operating procedures

5 Ensure continuity of service and a timely intervention in case of incident

You deal with the unexpected on a daily basis. Within our scope of activity we quickly deal with incidents and implement the appropriate corrective actions.

- A risk management plan focused on the continuity of service
- An immediate mobilisation of our team in case of incident
- The tracking of incidents until full resolution
- A comprehensive incident analysis with corrective actions proposed

6 Build a partnership based on clarity and responsibility

You wish to maintain visibility of your outsourced activities. We enable you to continuously monitor the services we provide.

- Accurate activity reports with key service performance indicators
- Annual strategic review of contract
- Operating conditions which maintain your understanding of your outsourced activities

7 Increase the quality of service through a continuous improvement approach

You are constantly seeking improvements. We develop with you options to enhance productivity & quality.

- Proven system for tracking and sharing improvements
- Follow our industry best practices
- Constant review of best available solutions for your business
- Monitoring of future regulations concerning our industry

8 Facilitate the integration of personnel and develop their competencies

People are at the heart of your business. When transferring staff to Veolia, we carefully manage the integration taking full account of the appropriate human resource issues.

- Individual support for all transferred employees
- Tailored training programmes through our dedicated training resource (Campus Veolia)
- Our Human Resource experts working closely with yours

9 Mobilise our expertise to face complex situations

You expect advice on choosing the most appropriate solutions. We provide you with the expertise best adapted to your local needs.

- A solution tailored to your situation
- A representative knowing your sector issues and quickly available

10 Report on the fulfilment of our Platform of Commitments

You expect to be kept informed on the full application of these commitments. We constantly measure their fulfilment.

- An annual appraisal with the client manager
- Information on the results of our national industrial customer survey

These service commitments will structure our relationship for long term contracts with site-based personnel and 200K€+ in annual revenue. The terms noted above are for discussion purposes only and are nonbinding. No party shall be bound to the terms hereof until such time as a definitive and mutually acceptable binding agreement is fully executed.