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WATER — FUJAIRAH



## Largest hybrid desalination plant in the world

Fujairah 2, with a capacity equivalent to 591,000 m<sup>3</sup>/day of drinking water, is exceptional by its size but also because it combines the two technologies, Multiple Effect Distillation (MED) and Reverse Osmosis (RO). This state-of-the-art combination has proven to be a solution which meets the requirement for a constant, high quality drinking water output, despite vast seasonal variations in the power output as well as algae bloom periods.

### Energy-efficient solution

The desalination plant is linked to a 2,000 MW power plant. The high drinking water demand in the UAE does not vary substantially with the seasons whereas the power demand does: during summer, the power demand is high due to the use of air-conditioning while it is lower during the winter months. Therefore, the innovative hybrid MED-RO solution,

was called for to best match the demands from a cost as well as a performance perspective. This design is the most energy efficient solution for production of desalinated water today.

### Eliminating more than 99% of algae content

Algae bloom periods are often a problem in the region. Taking this into account, the technical solution put into place also features an innovative pretreatment solution upstream of the RO system: Veolia's Spidflow™ Dissolved Air Flotation (DAF). It is especially efficient during red tide periods and provides unequalled water treatment efficiency by eliminating over 99% of algae content. The efficiency was confirmed during a strong algae bloom in February 2011 and March 2013 when Fujairah 2 was able to maintain its daily production capacity while other plants in the region were forced to shut down or greatly reduce their production. ■

## World leader in desalination

With more than 250 MED projects successfully delivered which represent more than 80% market share and 1,400 RO desalination plants 51 countries, Veolia is a world leader in assisting municipalities and industries implement desalination strategies. Veolia's all-encompassing range of solutions and technologies ensure its clients the best possible solutions to supply high quality water, manage brine concentrates, produce or recover energy, extract raw materials and capitalize on byproducts. Veolia is the only company in the world to master both MED and Reverse Osmosis (RO) in order to offer energy-efficient hybrid desalination.

ENERGY — UAE-DUBAI

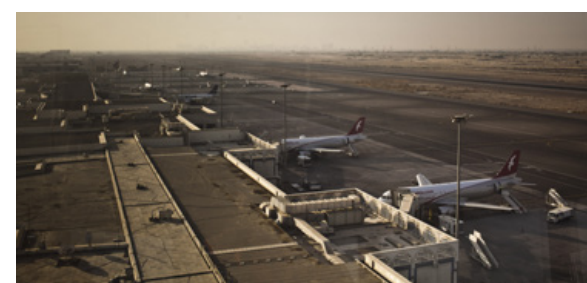
## Long term partner of the Mall of the Emirates Complex & Ski Dubai

MAF Dalkia's expertise within the retail landscape has been demonstrated through its work on Mall of the Emirates, a leading luxury shopping destination and its flagship attraction, Ski Dubai – the region's first indoor ski resort.

Pre-opening, MAF Dalkia assumed a consultancy role, overseeing facilities & energy management operations, MEP systems and facilities design and ensuring the smooth implementations of operations. Offering a completely different environment with which to work with, Ski Dubai covers an area of 22,500 sqm and sustains a year-round temperature of -1 to -2 degrees. 30 tonnes of fresh snow are made every night to keep this global attraction operating at full capacity. MAF Dalkia was integral during Ski Dubai's design, construction and commissioning phase and today provides key energy management and facilities management services, optimising the resort's energy use and minimising its environmental footprint. ■

ENERGY — UAE-DUBAI

## MAF Dalkia to support Dubai International's Energy Conservation Measures



MAF Dalkia, a regional leader in providing multi-technical and energy management services, has secured a contract with the Dubai Aviation Engineering Projects to provide consultation on Energy Management and Conservation strategies across all key facilities at Dubai International Airport – the world's second busiest airport. During phase one of the project, MAF Dalkia will perform a detailed energy audit and analysis for all of Dubai International's facilities including all three terminals and concourse areas, the cargo terminal, central utility centres and IT & engineering service buildings. Phase two will involve the execution of these energy conservation measures, and on-going project management to ensure its sustainability.

Dalkia's contract will oversee a total of 2 million sqm area, comprising 12 facilities. This prestigious contract reaffirms MAF Dalkia's expertise in the aviation industry and adds to the company's growing aviation portfolio, which includes Sharjah Airports and Abu Dhabi Airports Authority (see p.2). ■

# Zero liquid discharge at Shell's GTL complex in Qatar

**Pearl GTL, located in northeast Qatar, is the world's largest Gas-To-Liquid complex** with an impressive size similar to that of 450 football fields. It includes upstream gas production facilities and an onshore GTL plant that produces 140,000 barrels per day of GTL products and approximately 120,000 barrels per day of condensate, liquefied petroleum gas and ethane.

The design-build of the Pearl GTL complex effluent treatment plant was conducted by a consortium formed from a 50/50 joint venture between Veolia Water and Saipem and a local construction company, Al Jaber. Due to the size of the operation and the water scarcity in the region, Qatar Petroleum and Shell opted for the sustainable water management solution of zero liquid discharge, with the water produced in the transition from gas to liquid being led to an effluent treatment plant, where it is treated and reused in the production process. The effluent treatment plant has a capacity to handle 45,000 m<sup>3</sup>/day. Veolia designed and completed the effluent treatment plant, supported by patented Veolia technologies. In particular, wastewater is treated by ultrafiltration and reverse osmosis with the objective of its complete reuse within the factory process. Thus, no liquid effluent is discharged into the natural environment. Reverse osmosis brine treatment is carried out by evaporation and crystallization, a technology achieving zero liquid discharge where only salt crystals are produced. ■



## Managing the waste services in the industrial areas fo Abu Dhabi City



**Veolia Environmental Services Emirates (VESE) was awarded a 5-year contract** to manage the waste services of the main industrial area of Abu Dhabi City. Called Lot N°5, this area includes 3 distinct areas: Mussafah industrial area, industrial City of Abu Dhabi (ICAD 1&2) and Mafraq industrial area, all of them very hydrocarbons-intensive. Mussafah Industrial was created in 1970 to develop industrial businesses around Abu Dhabi. In 2000, ICAD and Mafraq were created. As of January 15,

2014 VESE cleans, collects and washes all this area. The number of employees working on this project is around 250 and the number of truck will be 15. With the objective of managing the waste services of this area, VESE will have improve the current situation, the main challenges being to limit the illegal dumping area, to drop the waste inside the containers and to develop some recycling at source. ■

[www.veolia-es.ae/about\\_us\\_ves\\_emirates.html](http://www.veolia-es.ae/about_us_ves_emirates.html) Abu Dhabi

## MAF Dalkia secures Abu Dhabi Airports Contract

**MAF Dalkia secured a three-year contract with aviation giant Abu Dhabi Airports Company PJSC (ADAC)** to provide a full range of services across three of their airports in the UAE. MAF Dalkia is providing full scope of hard (technical) services, specialised security systems in addition to energy saving strategies for the ADAC's award winning, flagship development; Abu Dhabi International Airport, Al Bateen Executive Airport, Abu Dhabi International Airport City Check-in and Al Ain International Airport. The project will see MAF Dalkia implement these services across all four sites, the largest of which is 2012 'Best Airport in the Middle East', Abu Dhabi International Airport (AUH). The flagship airport is constantly expanding to meet demand, and by 2015 will accommodate 20 million passengers per annum. Al Bateen Executive Airport, situated 19km west of AUH, is the only dedicated business aviation airport in the Middle East and North Africa region. Abu Dhabi International Airport City Check-in is 30km from ADIC and provides convenient first and business class services for travellers including off site check-in and baggage drop. Also included in the contract is Al Ain International Airport which was originally built to serve 1,000 passengers per hour at peak times, but increased demand has seen this double, and the airport now serves nine destinations with seven airline carriers. The project enables ADAC to offer a world-class experience to their tens of millions of passengers each year. ■

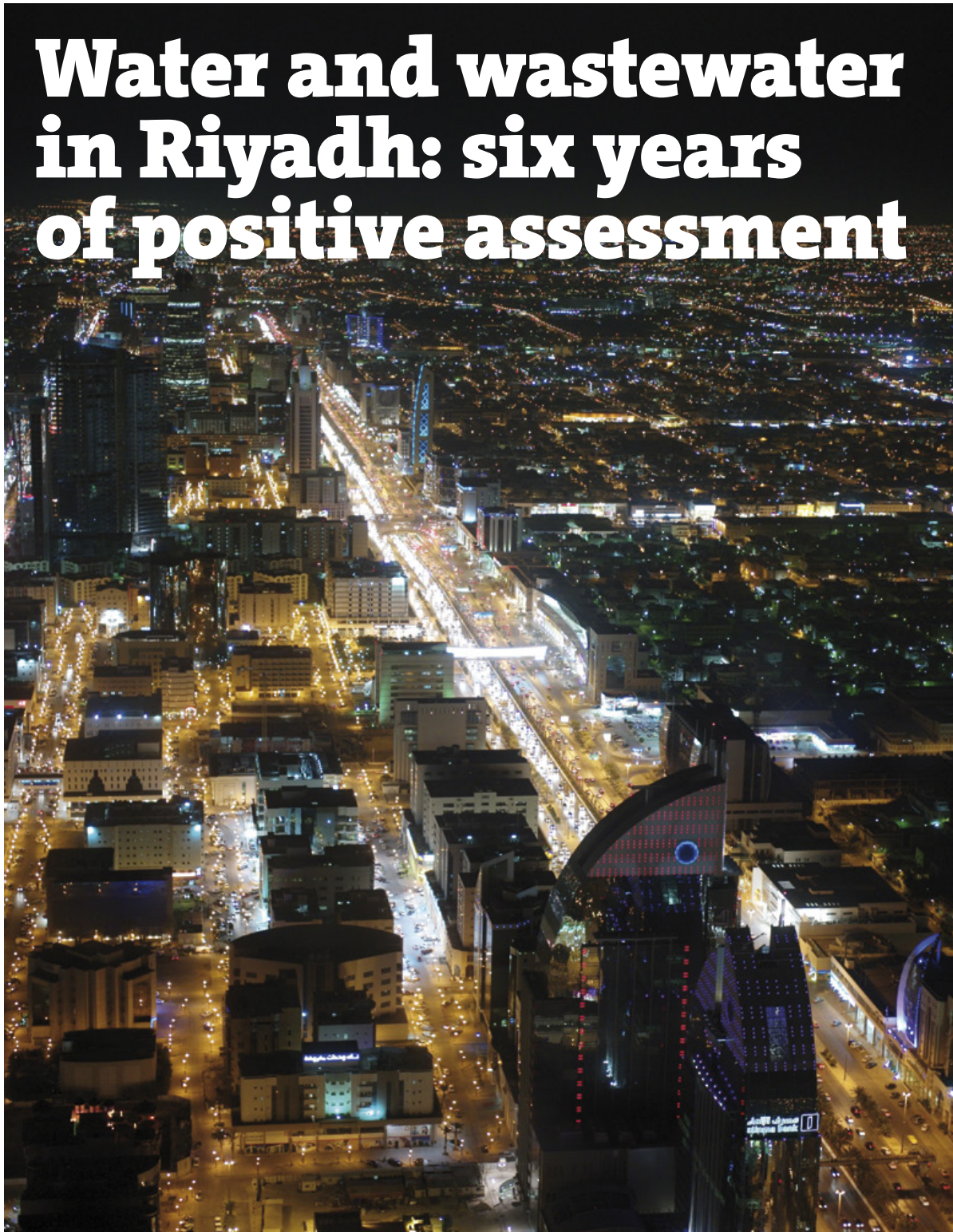
# A First District Cooling Plant successfully completed on Saadiyat

Tourism Development & Investment Company (TDIC), the master developer of tourism, cultural and residential projects in Abu Dhabi, announced that its joint venture company with Dalkia Utilities, Saadiyat Cooling, has successfully commissioned its first district cooling plant serving the Beach District on Saadiyat island. The plant, currently providing cooling services to St. Regis Saadiyat Island Resort and Park Hyatt Abu Dhabi, has an installed capacity of 10,000 Refrigeration

Ton (RT), expandable to 12,500 RT when new developments such as Cranleigh Abu Dhabi is connected. This major milestone in the development of Saadiyat's infrastructure concurs to prepare the island to welcoming its first museum in 2015. Through a 29-year concession contract signed in 2010, Saadiyat Cooling is responsible for the design, construction, financing, operation and maintenance of three district cooling plants on Saadiyat island, which will serve the Saadiyat Beach District and

the Saadiyat Cultural District. This Public Private Partnership concession is the first contract of its kind to be awarded on Saadiyat. The project incorporates three plants, and is one of the Middle East's largest district cooling plant operations. Once completed, the three plants will have a combined capacity of over seventy thousand tons of refrigeration (246 MW<sub>r</sub>). ■

## Water and wastewater in Riyadh: six years of positive assessment



Under a performance-based contract for water and wastewater services running from 2008 up to 2014 with the Saudi capital city, Veolia's mission is to enhance the overall services level. Apart from the technical feat and excellent results achieved under the co-management scheme, the teams remain mobilized to support local authorities in the process of recycling and managing scarce local water resources. In the context of a first-of-its-kind delegated service management contract ever signed in Saudi Arabia, Veolia's mission is to enhance the overall performance of water and wastewater treatment services in the city of Riyadh and adapt them to the demographic growth targets (a 20% increase of population since 2008: in an environment of acute water stress.

**THE PEER PERFORMANCE CONTRACT HAS ENABLED NWC TO BENEFIT FROM VEOLIA'S EXPERIENCE TO IMPROVE THEIR WATER SERVICES WHILE KEEPING ENVIRONMENTAL RISKS UNDER CONTROL AND REDUCING OPERATING COSTS.**

Six years after the start of the contract, the optimizations of operating methods have contributed to the significant improvement of the quality of service while, at the same time, training the existing workforce and enhance water conservation.

In drinking water services, the productivity rate of the eight water plants under management has increased by over 25%, and 10% more households have been connected to the water grid. Grid losses have been significantly reduced since the start of the contract.

The customer satisfaction rate has risen from 45% to 85%, attesting to improved operational practices. Veolia, in charge of wastewater collection since 2008, has also developed the sanitation infrastructure and connected over 25% of the population to the sewerage network within four years. In addition, Veolia, also responsible for wastewater treatment since 2009, is running six sanitation plants for a total treatment capacity of 900,000 cubic meters.

Based on a full assessment made at the beginning of the contract, Veolia set up and implemented comprehensive training and development programmes for RCBU personnel.

In an environment of scarce water resources, effluent recycling for irrigation or industrial purposes is a promising avenue for new opportunities that Veolia Water is actively investigating with the client. ■

### At a glance

- > Increase of **1 million** inhabitants in the population served by the potable water network
- > Increase of **1.5 million** inhabitants of the population connected to the wastewater network
- > Customer satisfaction has ramped up from **45% to 85%**
- > Continuity of supply has ramped up from **25% to more than 50%** in 2012
- > Network Efficiency of **82%**

# A hazardous and medical waste integrated treatment center in Tianjin

Tianjin Hejia Veolia is the China's first center



The national showcase facility for hazardous waste treatment is serving North China and potentially the whole country.

Tianjin, the biggest port and industrial city in North China, now stands to benefit significantly from the development and opening-up of the Binhai New District. With the rapid development of Binhai, growing industrial hazardous waste is gradually threatening the urban environment. In order to satisfy growing urban demand, Tianjin Hejia Veolia, the leading international hazardous and medical waste integrated disposal center in China, will speed up the construction of a hazardous industrial waste disposal site in Binhai New District while maintaining safe and stable operations at existing facilities. The construction of this site is urgently required given the challenge posed by new technology and the rapidly growing waste. At the same time, the company is responsible for constructing the Tianjin Engineering Center for the State Environmental Protection Administration (MEP). This center will provide technical support.

## Veolia Environmental Services' solution

In the future, Tianjin Hejia VES the new project in Binhai New District will become the largest hazardous and municipal waste treatment facility with the biggest processing capacity and the newest technologies. The facility specializes in the collection, transportation, storage, treatment, disposal and integrated use of hazardous industrial and medical waste. Activities comprise the treatment of 48 of the 49 types of hazardous wastes defined by Chinese regulation (except explosives), the development, design, construction, relevant servicing of solid waste treatment & disposal facilities and operation of environment pollution control facilities (waste water and exhaust gas, etc.).

The company aims to achieve better performances in hazardous waste disposal technology, equipment research & development, technology transfer, training and recruitment.

The State Environmental Protection Administration's hazardous waste disposal engineering technology center (Tianjin) is responsible for research & development, new production techniques, training and recruitment, to assist MEP's decision-making in the future. ■

**OPERATOR:**  
Tianjin Hejia VES -  
Tianjin Binhai Hejia VES  
since 2010

**CONTRACT STARTS:**  
2001 (for 30 years)

**TREATMENT CAPACITY:**  
Incinerator: 43,500  
metric tons/year

**LANDFILL:**  
10,100 metric tons/year

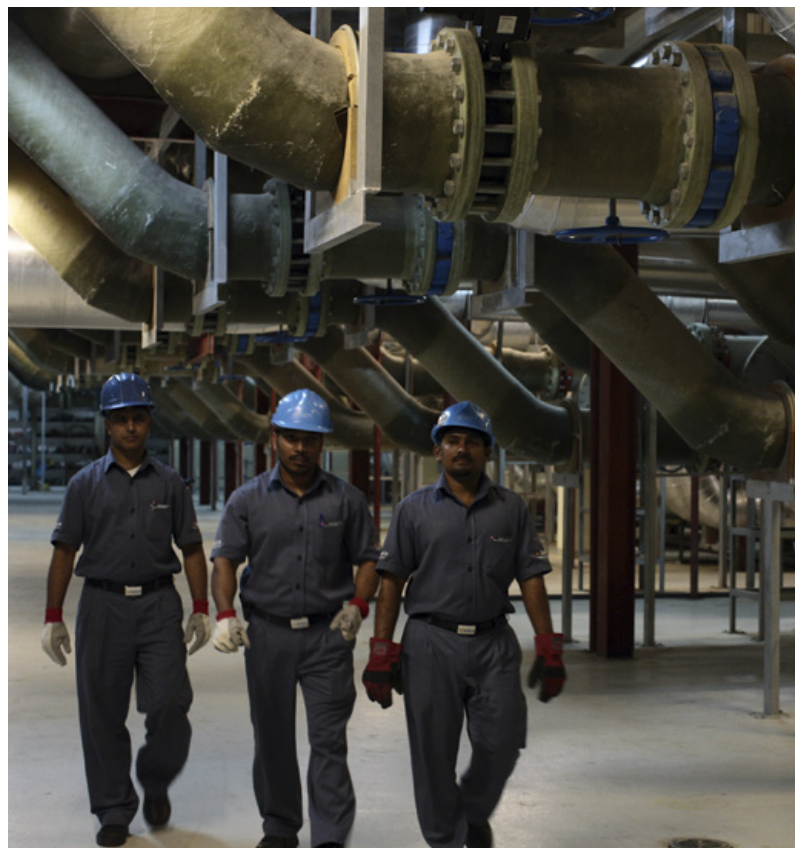
**RECYCLING RECLAMATION:**  
8,000 metric tons/year

**NON-INCINERATION  
TREATMENT OF MEDICAL  
WASTE:**  
16,200 metric tons/year

# ISO 50001 standard for Energy Management implemented at MAF Dalkia Middle East

MAF Dalkia, a regional specialist in Energy & Facilities Management in the Middle East was the first business in the region to receive the ISO 50001 for Energy Management, a 'best-in-class' industry recognition. The ISO 50001 is a standard for a sustainable development system that defines roadmap for establishing, implementing, maintaining and improving energy management and environmental impact follow up. This certification is on-trend with the increasing importance placed by the international facilities management industry to adopt more environmentally sustainable practices,

conserve energy resources and promote the use of energy-efficient technologies. An extensive gap analysis had been undertaken to compare the existing energy management in place with the requirements of the ISO 50001 standards by getting internal, customer and supplier feedback on current energy management practices. When the gap analysis was finalised, the implementation team was deployed to prepare the roadmap, share roles, responsibilities and timescales to adapt the principles of the ISO 50001 standard to MAF Dalkia's business. ■





# Osilub, a new lease on life for motor oil

**Recycling is all about giving a new life to used materials**, which are often “reincarnated” in another form. Through Sarp Industries, Veolia Environmental Services teamed up with the Total oil company’s Lubricants entity to form Osilub. In this case, the solution is not to denature used motor oils, but rather to “rejuvenate” them to the point where they are just like new.

Just one liter of used motor oil can pollute a cubic meter of earth or 1,000 square meters of the surface of a water reservoir. Luckily, this dangerous form of waste lends itself to sustainable development: once properly treated, used motor oil can be resold on the market. Through its subsidiary SARP Industries, Veolia Environmental Services has joined forces with Total Lubrificants to create Osilub. SARP’s goal is to become the N°1 name in oil recycling in France, both in terms of the volume treated and the quality of that treatment.

## 75% of regenerated oil

While traditional used oil treatment recycles only 40% of the original volume, Osilub implements an innovative new process developed by Veolia and designed to preserve the integrity of the oil’s molecules. As the oil passes through a series of treatment stages, scraped film distillation sorts reusable components, removing foreign or contaminated elements with remarkable precision. This process yields 75% regenerated oil. Treatment of the oil produced by Osilub is finished at the neighboring Total Lubrificants plant. Depending on demand, the site can even make it into high-end motor oil that complies with the strictest specifications!

## Inauguration in Normandy in 2013

Regenerating motor oil (a petroleum-based product) limits environmental impact, especially since the oil treated by Osilub can undergo several re-refinings. This process complies with the European directive to recycle oil rather than incinerate it to produce energy. The Gonfreville l’Orcher (Normandy) site, with 45 employees, a €55 million investment and an annual capacity of 120,000 metric tons, handles half of the current French market. Osilub also has its sights set on northwestern Europe (Great Britain, Ireland, Benelux, France), a market currently estimated to produce 745,000 metric tons of waste oil annually, with a recycling capacity of only 150,000 metric tons (excluding Osilub). ■



**The United Arab Emirates is a country made of seven emirates, of which the Emirate of Abu Dhabi covers 90% of the territory.** The two main cities of this Emirate are Abu Dhabi, the capital of UAE and Al Ain. Located on the shore of the Arabian Gulf, the UAE is suffering from freshwater scarcity (22 m<sup>3</sup>/inhabitant/year compared to around 3,203 m<sup>3</sup>/inhabitant/year in France for example).

The important demographic growth combined with a rapid urbanisation require the UAE to address two major challenges: treat the growing amount of wastewater produced and provide always more water resources to its population, industry and agriculture.

In the framework of its development plan “Abu Dhabi Economic Vision 2030”, the Emirate has also made the environmental issue one of

## State-of-the-art wastewater treatment plants in Abu Dhabi and Al Ain

### A total treatment capacity of 430,00 m<sup>3</sup>/day

its top priorities. And wastewater treatment is a key issue in the sustainable development of the cities of Abu Dhabi and Al Ain.

Abu Dhabi Sewerage Services Company (ADSSC) is the governmental organisation in charge of collecting and treating the wastewater from residential and commercial customers in the Emirate of Abu Dhabi. ADSSC is also in charge of the safe distribution and disposal of recycled water and biosolids.

Following the objective to cope with the aforementioned challenges, ADSSC has assigned a Special Purpose Company (SPC) to design, finance, build, own and operate (BOOT) during 25 years two new wastewater treatment plants in Abu Dhabi and Al Ain. ADWEA (Abu Dhabi Water and Electricity Authority), the major shareholder of this SPC awarded the remaining 40% of shareholding to two internationally recognized companies, Veolia and Besix, providing a world class service and state-of-the-art technologies for the benefit of the Abu Dhabi’s environment. Through this partnership, the SPC treats

a total of 430,000 m<sup>3</sup>/day of wastewater (300,000 in Al Wathba 2 Plant, Abu Dhabi and 130,000 in Al Hamah Plant, Al Ain) into two valuable resources: recycled water and biosolids. The output of the plants has, indeed, all the required characteristics to be reused to irrigate farms, forest, public areas, etc. This project helps the Emirate to save the production of millions of m<sup>3</sup> of desalinated potable water each year. Committed to protecting the environment at all times, the construction and operation teams have constantly been monitoring their impact through the implementation of environmental management systems. The reduction of carbon footprint has been integrated from the design stage and allows today great optimization of electricity consumption. Options to furthermore reduce the carbon footprint are currently being studied such as the re-use of biogas produced at the plant, and the conversion of biosolids into soil conditioner for farmlands and forest, which could reduce the overall carbon footprint of the plants by around 30%. ■

# A single service provider to ensure waste management and industrial performance

**Tomago Aluminium is one of Australia's largest aluminum manufacturers.**

The company wanted to find a single services provider able to guarantee safety and quality in the management of a broad array of services.

Tomago Aluminium, one of Australia's largest aluminum producers, selected Veolia Environmental Services as its single service partner to provide a large suite of services, including materials separation and recycling, waste management, resource recovery and facilities maintenance for its production facilities, enabling this global aluminum industry leader to focus on its core activity. Veolia will provide amalgamated plant services: high pressure water jetting, vacuum loading, materials separation and recycling, general support services to smelting operations, waste management and resource recovery: handling of process waste for recovery, general waste and recyclables, hazardous liquid waste collection (drums and tanker), facilities civil maintenance: electrical, plumbing, carpentry, roof replacement, road and concrete repairs, painting, road sweeping, refractory services: potline and ladle strip out, installation, commissioning. Those services will be provided at a consistent level of safety and quality, under a stringent KPI system reported and reviewed monthly with all key stakeholders Tomago Aluminium. ■



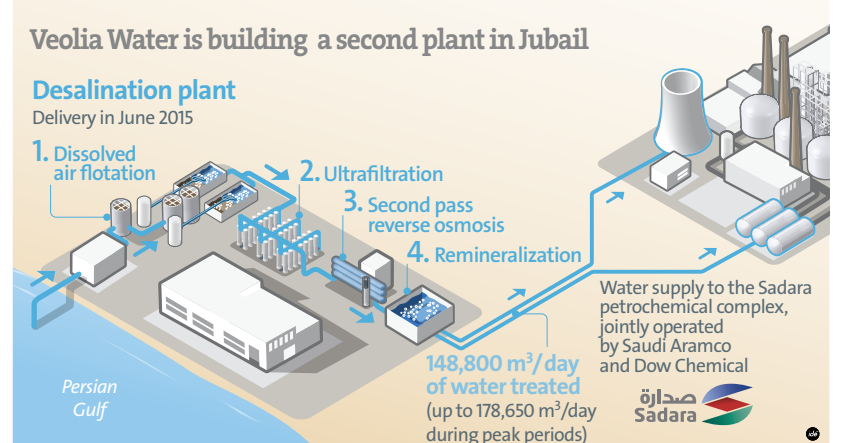
## Desalinating seawater Marafiq Sadara

**Marafiq, Saudi Arabia's leading water and electricity services operator,** has contracted Veolia to design, build and operate the largest ultrafiltration and reverse osmosis desalination plant in Saudi Arabia. With a capacity of 178,000 m<sup>3</sup> per day, this new plant will supply desalinated water to the Sadara petrochemical complex built by Dow Chemical and Saudi Aramco in Jubail Industrial City II and is due to come on-line in June 2015. Dow Chemical and Aramco will produce solvents and glues for the automotive and packaging industries at the Sadara site. The water supplied will be used in this immense facility's two cooling towers and as boiler feed water. To meet the very strict water quality standards required by Marafiq and minimize this new plant's impact on the environment, Veolia has designed a plant combining two seawater treatment

solutions: ultrafiltration and reverse osmosis. After an initial treatment phase involving dissolved air flotation to capture the suspended particles in the water and ultrafiltration, the water will then be desalinated by reverse osmosis membranes before being remineralized. The combination of these various processes will ensure a secure water supply, limit the risk of plant failure and extend its lifespan, while at the same time reducing the site's energy requirements and costs. This contract marks the second desalination plant for Veolia in Jubail City. In 2010, Veolia built one of the largest and most efficient desalination plants in the world in Jubail City. That 800,000 m<sup>3</sup> per day capacity plant uses Veolia's multiple-effect distillation (MED) process, which consumes three times less energy than rival processes. ■

[www.veoliawaterst.com](http://www.veoliawaterst.com)

*“Ensures secure water supply while reducing energy requirements”*



## Veolia to build the desalination plant at the Az Zour North complex, Kuwait

Veolia Environnement has just won the contract to build the seawater desalination plant at the Az Zour North complex in Kuwait for 320 million euros. Under this EPC (Engineering, Purchasing and Construction) contract won in partnership with Hyundai Heavy Industries, Veolia, through its subsidiary Sidem, will build a plant with a daily production capacity of 486,400 cubic meters of water. The construction of this desalination plant is part of the Az Zour North electricity generation and water production project located 100 kilometers south of the Kuwaiti capital. Awarded a year ago to the consortium of GDF Suez Energy International (France), Sumitomo Corporation (Japan) and Abdullah Hamad

Al-Sager and Brothers (Kuwait), this is the country's first public-private partnership for an independent water and power project (IWPP). This project is part of the long-term plan to develop Kuwait's installed electricity generation and water production capacity. Antoine Frérot Chief Executive Officer of Veolia Environnement *“Veolia's high-tech solutions for water services, as for environmental services and energy, are what differentiates the company from the international competition in this region of the Middle East that requires innovative solutions. We are honored to be working with Kuwait on its infrastructure policy to underpin its development and serve its growing population.”*

# Committed environmental actor in the Sultanate of Oman



A leading water expert, Veolia manages three water contracts in the Sultanate of Oman:



## — Seawater desalination plant in Sur

Contract signed in 2007 with the Public Authority of Electricity and Water to design, build and operate a reverse osmosis desalination plant to supply the 350,000 residents of the Sharqiyah region with drinking water. With a capacity of 80,000 cubic meters per day, the plant boasts technologies that limit its impact on the environment as well as a particularly innovative technique for water intake through beach wells. In May 2013, Oman Sur Desalination plant produced its 60<sup>th</sup> million cubic meter of drinking water.

*“Our customers want to get from us the best services in terms of reliability, speed of response, knowledge of infrastructures. The extensive experience and the best operating practices Veolia have developed over the years are the major benefits to be brought to our partnership. Veolia will bring a lot of differences in the way we handle our services and the way we look at our customers.”*

Rahma Al Musharafi, CEO, MAJIS.



## — Co-Management of the water services in 8 of the 9 regions of Oman

Contract signed in 2011 with the Public Authority for 5 years and an initial total of 2,3 million people. Main objectives are improvements in the management of facilities - grid outputs among other - and extension of the drinking water supply in the Sultanate. Veolia Water provides PAEW with skilled operational staff to oversee operations, along with experts dedicated to specific projects (IT systems, documentation, operational performance. etc.).



## — Operation and maintenance of Water utilities at Port Sohar

This Strategic Alliance Partnership was signed in 2011 with with Majis Industrial Services Company, Majis Industrial Services S.A.O.C. (MISC), the public entity which owns the water facilities, and provides water and related utility services to industrial users at the port of Sohar. Veolia is providing O&M services related to the water and wastewater utilities and is also acting as a Strategic Partner to improve the level of services and develop new ventures. Veolia will be developing and implementing an Integrated Management Plan (quality, Health & Safety, environment) with the aim of obtaining the triple certification in 2014. ■

## A new Utilities Centre for Competence Development (UCCD)

In Muscat in July, The Electricity Holding (EHC) Group of Companies and Veolia started the implementation of a joint-venture agreement to establish the Utilities Centre for Competence Development (UCCD). Under this agreement, EHC Group of Companies and Veolia will form a close collaboration and join expertise to source and offer tailor-made training solutions for the electricity and water sectors. Through the establishment of the UCCD, EHC will contribute to the development of Omani talent through the provision of bespoke competency assessments and training programmes. The UCCD will equip and inspire Omani companies to practice the highest standards of the profession, develop their capacities in water and energy, and encourage Omani talents to realize their full potential. ■

## Veolia launches a Corporate Social Responsibility (CSR) program for Oman

Aligned with Oman’s 2020 Vision, Veolia formalizes a structured Corporate Social Responsibility program in Oman with numerous actions planned over the next few years. This builds on individual actions undertaken by Veolia in Oman since 2007. This program aims to reach three objectives:

### Be closer to the local communities

A series of initiatives will be deployed to bring value and benefit to the community at large. It will encompass, among others, the development of partnerships with universities to provide expert speakers, an educational program with schools and a series of events to share water, waste and energy management best practices.

### Engage employees

While promoting Omanisation and talent development, Veolia gives its employees the opportunities, resources and environment to allow them to make an effective contribution to the business and to the community. Veolia will encourage its employees to volunteer for charity work with a target of 50% of all employees to participate at least half a day per year.

### Raise awareness on environmental protection and biodiversity

A sustainability approach is at the heart of all Veolia’s activities and Veolia is always seeking opportunities to reduce its consumption of natural resources by using alternatives where possible and by optimizing efficiency of use, whilst protecting and enhancing the environment. As part of the CSR program, Veolia will share and promote sustainable business practices with its sub-contractors, suppliers and other business partners. ■



# The industry standard for environmental solutions

Veolia offers customized solutions in the Middle East to meet the needs of municipal and industrial customers in three complementary business areas:

**water, waste and energy management.**

[www.veolia.com](http://www.veolia.com)

Pursuing the growth of human activities in the face of increasing scarcity of natural resources means finding new solutions to build a more sustainable world:

- Reinventing urban management
- Building the sustainable cities of tomorrow
- Innovating for more sustainable industry
- Improve quality of life and raise public awareness
- Preserving natural resources through research & innovation

 **VEOLIA**  
ENVIRONNEMENT