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Environmental solutions for cities





Meeting the challenges of our environment

We are Veolia, the global leader in optimized resources management and the only company to provide a full range of integrated solutions across water, waste management, energy and sectors.

Year on year, Cities are having to meet increasing environmental challenges whilst coping with the ever more stringent requirements of advancing legislation, increasing demand for services and the rising expectations of millions of residents. At Veolia we aim to satisfy these demands, bringing real benefits to both customers and communities. We work for the greater good of the public and the environment through the promotion of cleaner streets, a philosophy of waste minimisation, reuse and recycling and the delivery of uncompromising service levels.

Key figures

Waste collected for over **51 million people** on behalf of municipalities

38 millions metric tons of waste recovered as energy

570,000 business customers (excluding industrial maintenance)

719 waste-processing facilities operated

8,2 million of MWh of energy produced



Extensive experience of city contracts

We operate recycling & refuse collection, disposal and street cleansing contracts in partnership with a large number of Cities and are a key player in the market with a number of long-term partnerships handling millions of tonnes of waste. Our experience both here in the Middle East and worldwide is second to none, and we handle our small contracts with the same enthusiasm and professionalism as we handle our long-term integrated operations.

Setting the standards in waste management

Veolia is an international, market-leading waste management company that provides a comprehensive range of services to many hundreds of thousands of customers serving millions of people around the world. Anticipating and evaluating legislation, we develop and assess environmental technologies that set the standard in the provision of successful and sustainable waste management.

Industry Experts

Through the consulting engineers of the subsidiary Seureca, Veolia provides expertise in waste management across the whole project lifecycle, including:

- Master plans and feasibility studies
- Design and works supervision
- Technical assistance and project management

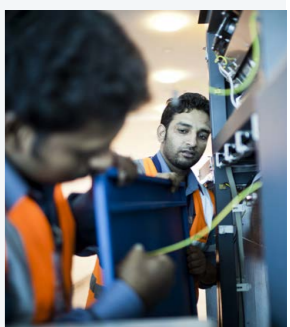
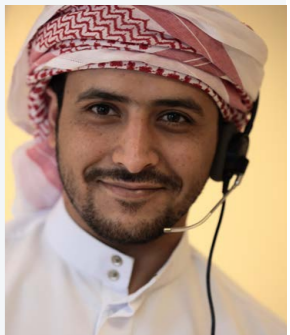
Reacting to local needs with common sense solutions, we help our clients to exceed ambitious sustainability targets.





Working in partnership to deliver best value

By understanding the needs of Cities, we have developed a unique business philosophy that enables us to deliver an outstanding range of services backed by levels of experience and expertise that are without parallel in the industry. Reacting to local needs with common sense solutions, we help clients meet and exceed ambitious sustainability targets, whilst ensuring best value for money at all times through a partnership approach coupled with leading edge technology. Our goal is to work in partnership with our clients to increase recycling rates, reduce waste to landfill, improve street cleanliness and landscapes and communicate effectively with residents.



Our Integrated Waste Management strategies offer 'joined up' infrastructure and thinking that gives improved control and better access to innovations in both waste disposal and environmental technologies. We also support Cities through the best value process, assisting with performance indicators, reviews, audits and inspections required by the local regulations.

Comprehensive services

Delivering sustainable, cost-effective solutions based on minimisation, reuse, recycling and energy recovery, we offer a comprehensive range of waste management services from collection and treatment to recycling and disposal. Covering every aspect from financing, planning and procurement to construction, implementation and management, we help to create new infrastructures including kerbside collections, Bring Banks and household waste recycling sites, Materials Recovery Facilities and Energy Recovery Facilities.

Compelling delivery scheme

The dwindling supply and the pollution of conventional resources is giving rise to new challenges for tomorrow's cities, especially in regions experiencing strong urbanization. This situation demands the continuous implementation of forward-looking contractual solutions that preserve a public workforce and governance but infuses private-sector expertise. Veolia's wide range of services can help cities to ensure the best public service levels while controlling rates and budgets through a wide range of delivery schemes from Operation and Maintenance contract to peer performance solutions.

Benchmarking our service

We strive at all times to improve our service delivery by comparing performance standards and processes with other Cities across a wide range of indicators, benchmarking ourselves to ensure that we consistently improve and that progress is clearly visible to all.



Turning waste into a resource

Increasingly stringent Government legislation aims to reduce, reuse and recycle more and more waste, underlining the fact that it should be viewed as a valuable resource rather than simply a problem.



Our services are designed to help Cities meet or exceed the increasingly ambitious recycling and recovery targets set by the Government. Communications play a key part in this, and we maintain a continuous dialogue with the public in order to encourage participation in recycling and recovery by means of forums, exhibitions, dedicated online information and PR campaigns - in addition to providing quality facilities in proximity to the areas where waste is generated.

A range of service options

Sustainable recycling and recovery begins with appropriate collection. To this end we offer a variety of schemes including separate kerbside systems using easily identified bins, bags or boxes, integrated waste and recycling collections, Bring Bank sites and civic amenity/household waste recycling centres. In addition, we operate Materials Recovery Facilities (MRFs) for source-separated dry recyclables, which are designed to work together with collection systems and can involve single or multi-material streams. Our MRFs are designed, built and run to the highest standards and are equipped with the latest sorting technology such as electromagnetic systems, infra red scanners and mechanical blowers and agitators.



Preserving raw materials

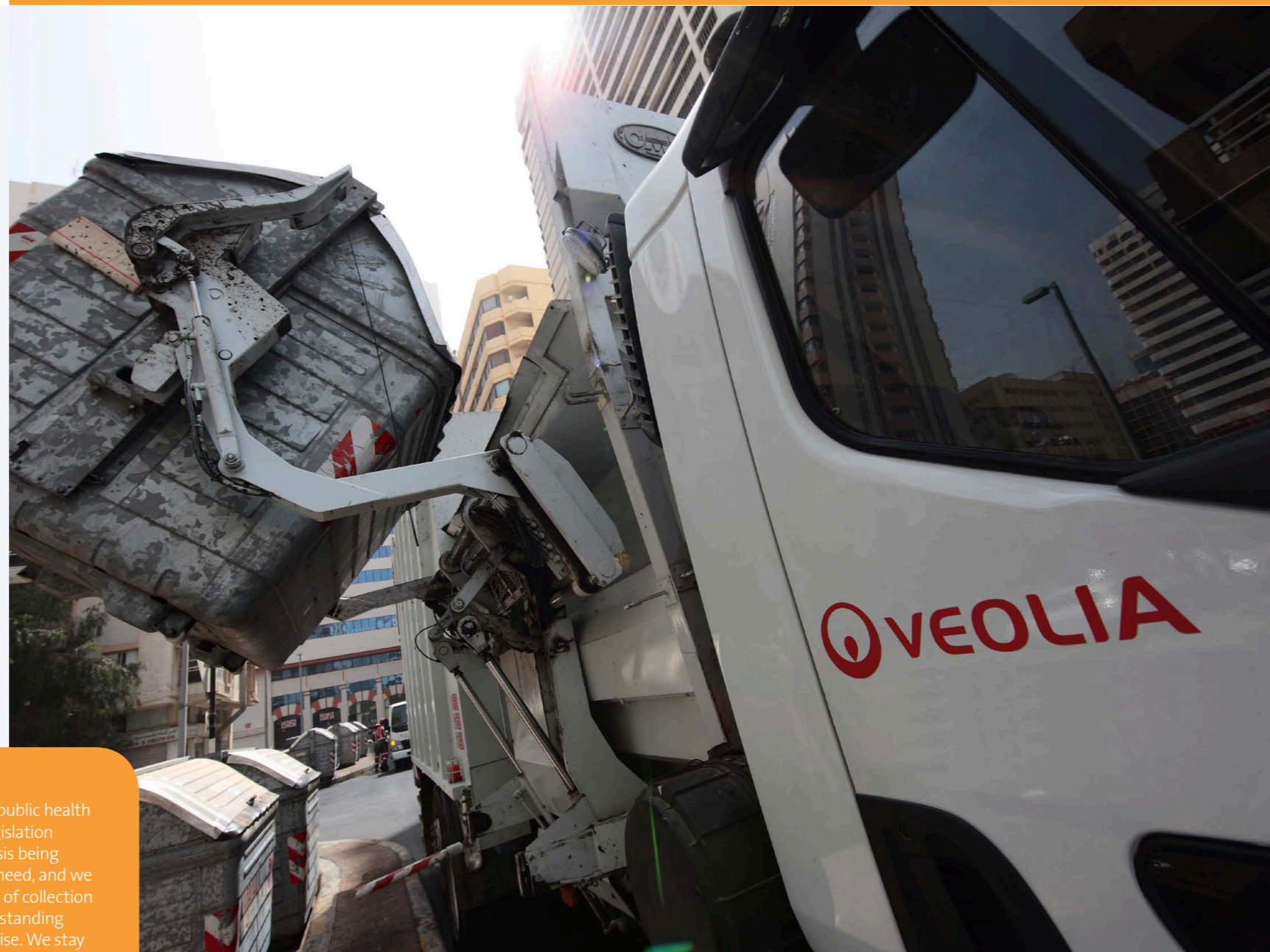
Through extensive experience of developing integrated waste management systems we can help Cities to meet the challenges of advancing legislation by diverting waste away from landfill and helping to save both fossil fuels and raw materials. We can also assist Cities in finding the right market for their recyclables, taking advantage of our international connections to find the most competitive prices.



Caring for communities and the environment

Regular and reliable refuse collection is an essential public health service which helps ensure a healthier society whilst providing entire communities with cleaner, safer and more attractive places to live and work.

Increasingly stringent public health and environmental legislation underlines the emphasis being placed upon this vital need, and we offer Cities a full range of collection services backed by outstanding experience and expertise. We stay ahead of legislative developments and provide access to the technology necessary to help our clients comply with Government targets and meet more and more severe international and local legislation.

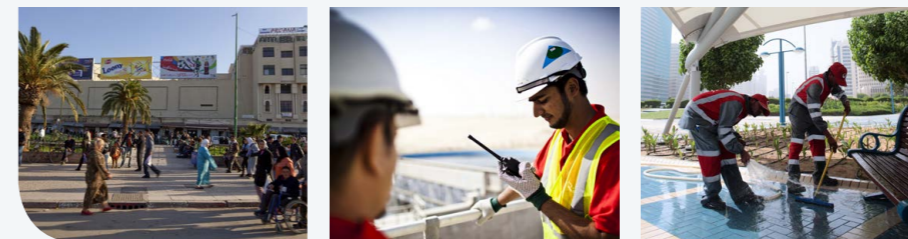


Working with the community

Fully responsive to the areas in which we work, our contracts are tailored to meet local requirements with minimum impact upon the community and the environment. Moreover, we place special emphasis on public communications, providing collection day calendars and advising about civic amenity sites and other local schemes for the collection or drop-off of bulky items, seasonal changes to our operations and assisted collections for the elderly or disabled. Our experienced personnel have the expertise to manage contracts pleasantly, reliably and professionally, and we offer a prompt, efficient and responsive service in order to maintain good relationships with the communities we serve.

Enhancing our service delivery

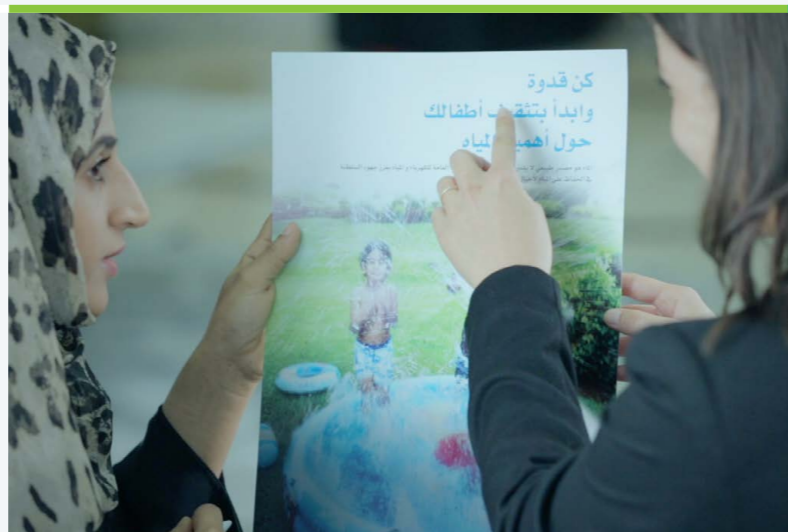
Through our research centre we work constantly to optimise our services and improve the efficiency of our collection systems by means of technology. GPS systems enable us to schedule different routes and different times to suit local needs and we use the data for monitoring crews' performance and vehicle types to improve efficiency. We have introduced narrow access trucks with 4-wheel steering for better manoeuvrability in awkward city areas, and are constantly working to reduce noise and develop clean-emission technology vehicles. In addition, we create special systems to collect fly-tipped waste and larger items such as white goods and furniture.





Cleaner, greener, safer for the environment

People today expect and demand a cleaner, greener and safer environment in which to live, work and play. This is a problem that cannot be solved by simply increasing the number of operatives on the street.



A rapid, responsive and flexible service

Keeping the streets free from litter, graffiti and dangers to health and safety whilst giving people a community they can take pride in is a high priority. Working closely with Cities we gain a detailed understanding of an area's requirements, so that our services can be efficiently targeted and staggered to cope with litter 'hotspots' and deal promptly with any problem areas. Our services start with the sweeping of streets, pavements and flat surfaces such as shopping centres. In addition, we undertake the hot washing of large areas of roads, walls and bridges to remove grime and bird fouling. Other specialised services include graffiti and chewing gum removal, weed removal and grounds maintenance. Our fully equipped vehicles satisfy all street-cleansing requirements, and many feature special equipment for clearing drains and cesspits or 'grab' devices for the removal of fly-tipped objects.

Extensive experience of demanding contracts

In addition to regular daily cleaning operations we also handle special 'one-offs' such as clean-up operations after special events. Above all, street cleansing is a high visibility 'people' business and our staff work amongst and around the general public, carrying out their duties in a competent, pleasant and courteous manner.



Recycling green waste to protect the environment

More and more Cities are finding that they can help fulfil their legislative recycling targets, and divert waste from landfill, by composting green waste drawn from domestic, commercial and horticultural sources. To meet this need, we have developed centralised composting schemes that turn this waste into peat-free soil conditioner and other products for commercial sale.



A clean and efficient service

We take green waste from business operations, civic amenity sites and separate kerbside collections. Our collection systems ensure that this waste remains uncontaminated by other materials. Our operations are based on a number of years' experience and we can provide expert advice and analysis of a particular area's requirements, which is fundamental to the building of a successful municipal composting enterprise. The advantage of compost in Middle East is to keep the humidity in the soil, which is not the case with chemical fertilizer.

