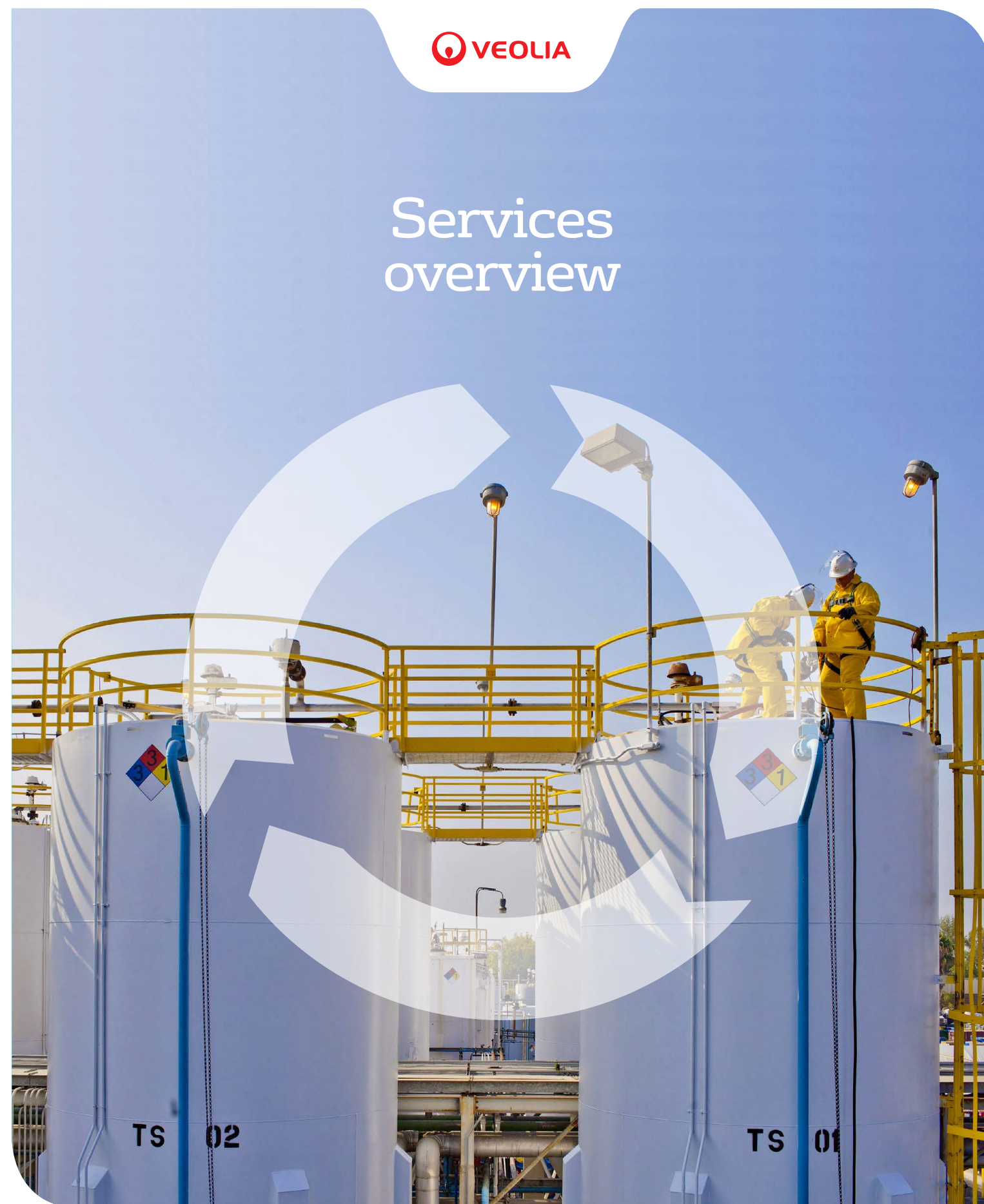


Resourcing the world

[www.veolia.com/gulfcountries](http://www.veolia.com/gulfcountries)  
✉ [mea.com.contact.mailbox@veolia.com](mailto:mea.com.contact.mailbox@veolia.com)



# Services overview







# Worldwide Expertise

As a global leader in optimized resources management, we are renowned for our impressive range of integrated waste management and environmental services. Delivering effective solutions for industries, Cities and other organisations, our unrivalled experience, expertise and resources are also helping to set global environmental standards.

## Key figures

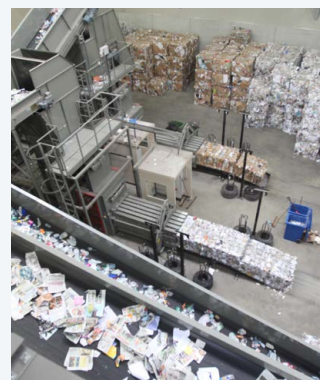
Waste collected for over **51 million people** on behalf of municipalities

**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



### Middle East Overview

Part of Veolia, the global leader in environmental services, we are firmly committed to sustainable waste management in a world of increasing regulation. We are one of the only companies to operate across the entire spectrum of environmental services, meeting industry challenges and delivering comprehensive waste management services in a professional and timely manner. Operating from a network of offices across the Middle East, we promote reduction, reuse and recycling to minimise the effects of our activities upon communities, offering seamless, high quality services that balance efficiency, cost-effectiveness and environmental safety.

### Values & Responsibility

Conscious of our environmental and social responsibilities, we work closely with industrial, environmental, commercial and community partners to identify needs and develop appropriate solutions to issues and concerns. In addition, an independent advisory board monitors our environmental management procedures and scrutinises our policies, processes, standards and systems.

### Health & Safety

We operate the industry's most stringent procedures for handling normal and hazardous wastes, advise customers on regulatory issues and produce recommendations for handling, analysis, classification and treatment.

### Investing in the Future

Driven by the increasing demands of advancing legislation, we constantly research, develop and promote new solutions in waste management. At the same time we arm our people with the knowledge and skills to help them meet or exceed today's business demands, whilst supporting education through partnering and sponsorship.

### 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

Serving over **500,000** customers and more than **50 million** people worldwide.

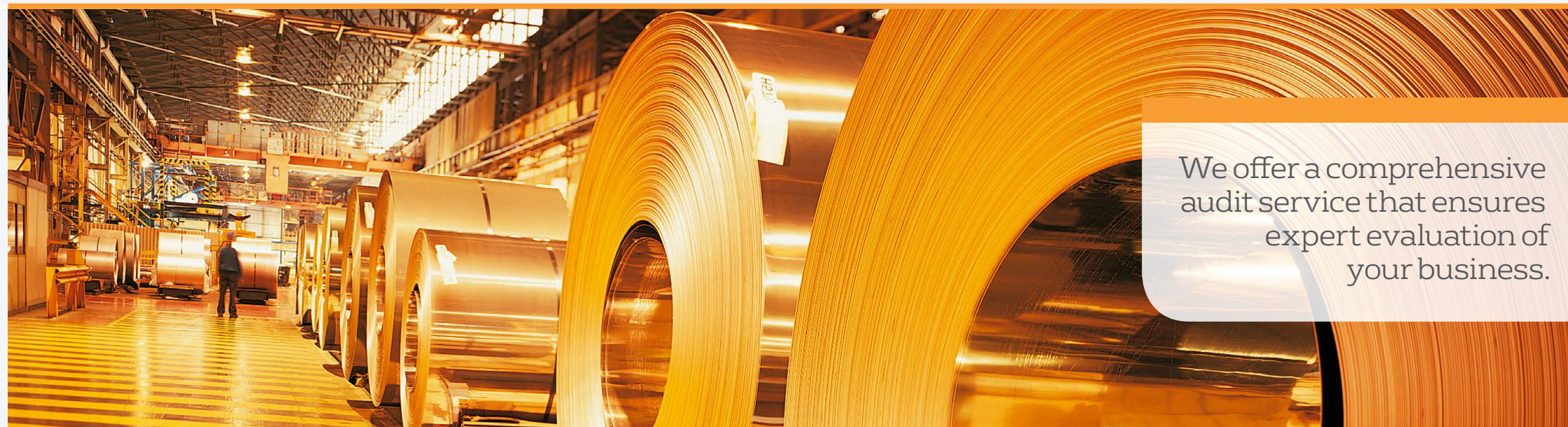






# Industry Solutions

Offering an impressive range of market leading solutions, we can enhance your company's performance, helping protect your business, your people and the environment. Providing tailor-made services and responding to industry challenges, we process over one million tonnes of commercial, industrial and building waste every year.



We offer a comprehensive audit service that ensures expert evaluation of your business.

## An Appropriate Solution

Through our dedicated research & development facility and a global network of research engineers, we create leading edge waste treatment methods and technologies that help you reduce costs, enhance productivity and add value to your operations and processes.

Helping you manage risk and minimise waste, we offer a comprehensive audit service that ensures expert evaluation of your business needs, from which we develop appropriate solutions based on the most effective choice of collection, treatment and/or disposal techniques.

## A Professional Approach

We offer complete waste management provision based on a professional and timely service with the emphasis on recycling and responsible disposal. This gives you everything you need to meet both business obligations and the challenges of increasingly stringent legislation.

## Individual Waste to Integrated Managed Services

The simplest type of client relationship can accommodate a single waste problem but at the other end of the spectrum we can engineer a fully integrated solution encompassing the broadest range of waste and environmental service activities available. Through win-win partnerships, clients can unlock value in their businesses by outsourcing the requirements of managing environmental challenges.

## Construction Waste

In recent years the construction and demolition industry has focused on improving waste management. We work closely with many major building and construction companies, offering recycling solutions as well as traditional waste management services.

We provide a full range of high capacity containers and equipment, including roll on/roll off containers for non-hazardous construction waste, hazardous material such as asbestos cement and inert material such as brick or concrete soil.







# Municipal Waste

As one of the globe's leading companies, we have an enviable track record of delivering high service levels through partnership, innovation and the use of leading edge technology. We understand the pressures upon Cities and respond to local needs with common sense solutions that help meet ambitious sustainability and best value targets.

## Integrated Contracts

With a proven track record of working in successful long-term partnerships with Cities, we create sustainable, cost-effective services based upon a strategy of minimisation, reuse, recycling and energy recovery. From financing, planning and procurement to construction, implementation and management, we help create new infrastructures, communicate waste strategy and benchmark and develop ongoing service delivery.

## Refuse Collection & Street Cleansing

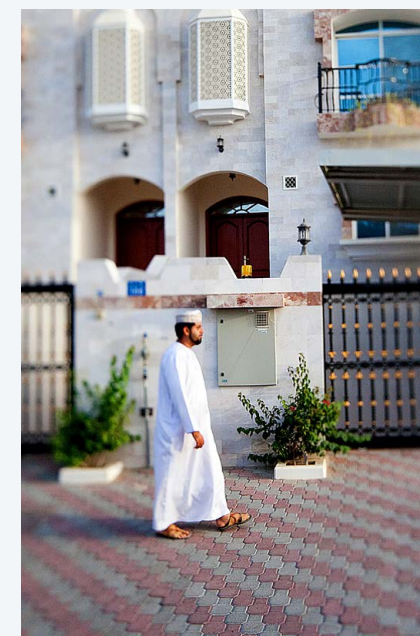
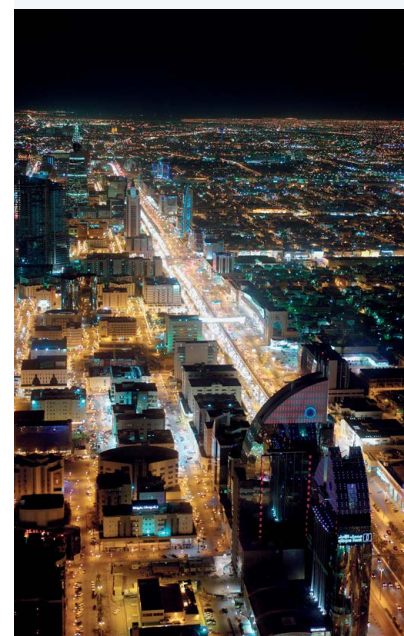
With extensive experience of some of the world's most demanding contracts, we have the expertise to manage a full range of refuse collection and street cleansing services, caring for communities and the environment. Our operations are tailored to local conditions, with a number of vehicles controlled by GPS systems to improve route scheduling and hence minimise the environmental impact.

## Material Recovery

The recovery of materials helps conserve primary natural resources by turning waste into replacement energy products. By developing recovery solutions that provide its customers with certified secondary raw materials, Veolia has become the benchmark producer of renewable resource. Drawing raw materials from domestic, commercial and horticultural sources, we compost green waste to create peat-free soil conditioner and other products for commercial sale. In order to improve the quality of organic soil conditioners, Veolia applies the Aerocontrol process at the composting facilities it operates. This process speeds up compost maturation while ensuring a homogeneous fermentation process.



We create sustainable, cost-effective services based upon a strategy of minimisation, reuse, recycling and energy recovery.



## Energy Recovery

As an industry leader in the recovery of energy from waste, we operate a number of state-of-the-art facilities in partnership with Cities, which produce electricity for the National Grid, helping reduce the use of fossil fuels, cut emissions of greenhouse gases and minimise dependence on landfill.

## Disposal

Because landfill will be needed for the foreseeable future, we operate a network of sites that are run to the highest levels of operational and environmental efficiency. Landfill gases collected at these sites are recovered using the latest technology and used to power generators that produce electricity for the National Grid.





# Commercial Waste

We offer you peace of mind and help to ensure your business benefits from the most innovative, cost-efficient and sustainable waste management solutions available. Our unique approach enables us to work with you to identify your business needs, the levels of service you require and the most effective means of waste collection, treatment and disposal.

## Packaging Waste

We can help you manage your waste legally and effectively, and meet your regulatory obligations, by taking over the responsibility on your behalf. We offer expert advice and a guaranteed, cost-effective service that gives you complete peace of mind.

## Commercial Waste Solutions

We offer a fast, thorough and extensively resourced service that provides reliable collection, treatment and disposal to give you a safer, cleaner, more productive site. We provide monitoring, data collection and scheduling and can help you meet disposal regulations. Our Sales operation delivers on-site or multi-site services with one point of invoice, plus a dedicated team to look after your business.

## Collection Services

From a single container collected weekly to a fully staffed on-site facility, we can provide the relevant specialised services and equipment for every size of operation, offering everything from custom-designed container options that keep on-site storage to a minimum to sophisticated compaction and bailing facilities.

## Duty of Care

By handling administration and record keeping and supplying all the support you may need, we can help to keep waste safe and ensure its proper management in an efficient and effective manner in line with local regulations.



We can help you meet your obligations to keep waste safe and ensure its proper management in an efficient, legal and effective manner.







# Hazardous Services

We offer a safe, rapid and effective service for the collection, treatment and disposal of all hazardous wastes. With extensive facilities and high levels of expertise in this specialist sector, we help industry meet the challenges of international and local legislation.

## Hazardous Waste Solutions

Based on years of global experience in a wide range of industries, our expert assessors sample and inventory wastes and recommend methods for their identification, repackaging and transportation. Our services ensure appropriate treatment and disposal and help you meet your requirements.

### Collection

We collect your waste through a fleet that would include self-loading tankers and drum and packaged collection vehicles, fully equipped with the latest safety features and built to handle all types of hazardous waste including sludge, solvents and acids. We also offer mobile technical services for the identification and disposal of unknown chemical items, laboratory clearances and smaller drum collections.

### Treatment

With many facilities available for treating a range of organic and inorganic wastes and laboratories that offer detailed analysis, we can handle all treatments, recycling, incineration, recovery and disposal of hazardous waste. Continuous research enables us to develop innovative solutions, such as the blending of organic wastes to create renewable liquid fuels and a stabilisation plant for the treatment of Air Pollution Control residues.

## Alternative Technologies

Our UK Ellesmere Port high temperature incineration plant utilises a state-of-the-art rotary kiln for solids or liquids in bulk or containers and can handle clinical wastes dependent upon European waste code categorisation. Alternatively, Minosus, our underground deep storage facility, provides a practical environmental option for the placement of hazardous wastes in a worked out rock salt mine.

## International Contracting

Our field services teams undertake worldwide site clean-ups handling orphaned hazardous waste and dealing with organic pollutants such as pesticides and agricultural chemicals.

We can handle all treatment, disposal and recycling needs. Continuous research enables us to develop innovative solutions to hazardous waste disposal.







# Specialist Services

Our broad range of specialist waste management and environmental services encompasses everything from engineered decommissioning and re-mediation to industrial site maintenance, marine waste management, emergency environmental response and secure product/document destruction.

## Project Management Services

From one-off events to long-term on-site presence, we have the expertise and resources to fulfill your requirements, offering cost-effective and environmentally compliant services tailored to your needs. Helping clients manage projects from large scale maintenance shutdowns to individual plant cleaning requirements, we offer a wide range of services. We undertake major environmental re-mediation activities involving the provision of a site/client management team, integrating our activities through proven project management skills.



## Remediation Services

We have developed a number of offers bringing together our diverse range of services through tried and tested project management capability.

### Site Decommissioning

Our specialists can offer the most environmentally sound and cost-effective advice on closure plans for organisations considering development or relocation of their facilities. Our early involvement in project planning is essential to ensure a full compliance with legislations, a better environmental, health and financial outcome, and to prevent from costly mistakes.

### Contaminated Land

Our project teams react to clients' problems by assessing the analytical and site investigation reports and then recommending a range of remediation options utilising technology based cleaning, site engineering or removal for authorised treatment and disposal.

### Offshore Structure Decommissioning

As oil and gas production platforms come to the end of their life, we can handle the dismantling and recovery of materials through purpose-built facilities.



Our specialists can offer the most environmentally sound and cost-effective advice on closure plans for organisations.





## Specialist Services

### Site Services

Our industrial site cleansing services serve most industry sectors. We have proven operational capabilities and can offer an impressive range of resources, technologies, tailored solutions and responsive delivery.

### Water Jetting

From traditional manual lancing to sophisticated remote auto and semi-auto systems, we lead the industry in best practice. Helping to create a more efficient, risk free, safer working environment, we also offer hydro demolition and cold cutting for hazardous conditions.

### Tank Cleaning

Our tank and vessel cleaning services include mechanical, manual and robotics options, all custom-designed to meet your needs and objectives.

### Materials Handling

With one of the largest and most versatile fleets of airflow vacuum transfer equipment, we can handle anything from dusts and powders to rubble and sludges, including materials of varying densities on or off site.

### Maintenance Shutdowns

Periodically industrial processes have to stop for important yet costly maintenance and repair activity. We have dedicated capability specific to this sector, encompassing our broad range of services to meet the demands of refining petrochemical and process manufacturing industries.

Helping to create a more efficient, risk free and safer working environment.



### Marine Waste

Our reputation for excellence in marine waste management is based on a real understanding of both industry and issues. We offer best environmental practice from collection, storage and analysis, to treatment and disposal, with the least possible disruption to shipping operations.

### Environmental Response Service

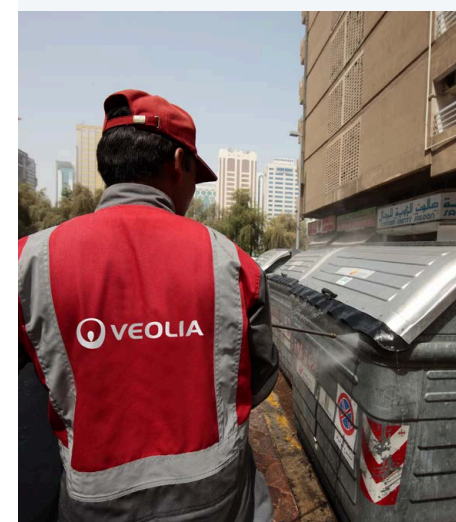
Offering guaranteed assistance in the event of an environmental chemical accident, our Emergency Response Service operates with optimum efficiency to minimise possible disruption to established processes. Emergency calls range from removal and repackaging of dangerous goods to larger scale incidents that threaten environmental damage.

### Secure Destruction

Giving you complete peace of mind that your waste will never reappear in any form, our innovative secure destruction offers finite destruction of waste and past-shelf life products. Customers are invited to witness destruction to ensure their waste is being carefully and securely disposed of. A certificate of destruction can be issued to protect both your products and your reputation.

### Wet and Dry Vacuuming Services

Collecting waste of differing viscosities can be a major obstacle, unless you partner with Veolia's wet and dry vacuuming experts. Veolia operates the largest and most diverse fleet of wet and dry vacuum equipment in the industry. Our powerful and advanced technology can remove a wide variety of materials with differing viscosities and densities from tanks, vessels, water treatment ponds, basins, sewers and drains. As important, our professional teams are knowledgeable and trained in efficient wet-dry collection techniques, ensuring all your needs are fully met.







# Recovering energy from waste

Increasing pressure to avoid the use of landfill has placed further emphasis on the development of energy recovery to both meet local waste strategies and provide valuable energy.

## Powering the future

Middle East countries must reassess their future needs in light of depletion of indigenous fossil fuels and challenging emission targets. Energy from waste, along with other renewables, can help meet these energy needs.

Waste is an under-utilised resource and we strive to overcome the barriers to recovering energy from waste by collaborating with Government, helping to secure planning permissions and dispelling public misconceptions through carefully targeted communications.

Veolia operates in Energy Recovery Facilities all over the world in partnership with Cities. Operating to the highest standards of environmental care we achieve optimum levels of recovery, maximising supply to the National Grid or district energy networks. For instance, in the UK, each year we contribute 240 MW from our energy recovery facilities and our landfill gas recovery operations.

## Minimising the impact of waste on the environment

However efficient the recycling and recovery process is, some residual waste must still be sent to landfill. We take great care to ensure this is disposed of safely and responsibly in order to comply with legislation and to ensure that any impact upon the environment is minimised.

We operate a network of landfill sites over the globe which are run to the highest levels of operational and environmental efficiency and are monitored for up to thirty years after their working life. We use best available technologies, which meet or exceed regulatory requirements to ensure that our facilities are safe, well managed and carefully monitored. Methane gas produced within our landfill sites is drawn off and we have developed innovative technologies which enable this gas to be used as a fuel to generate additional electricity for the National Grid.

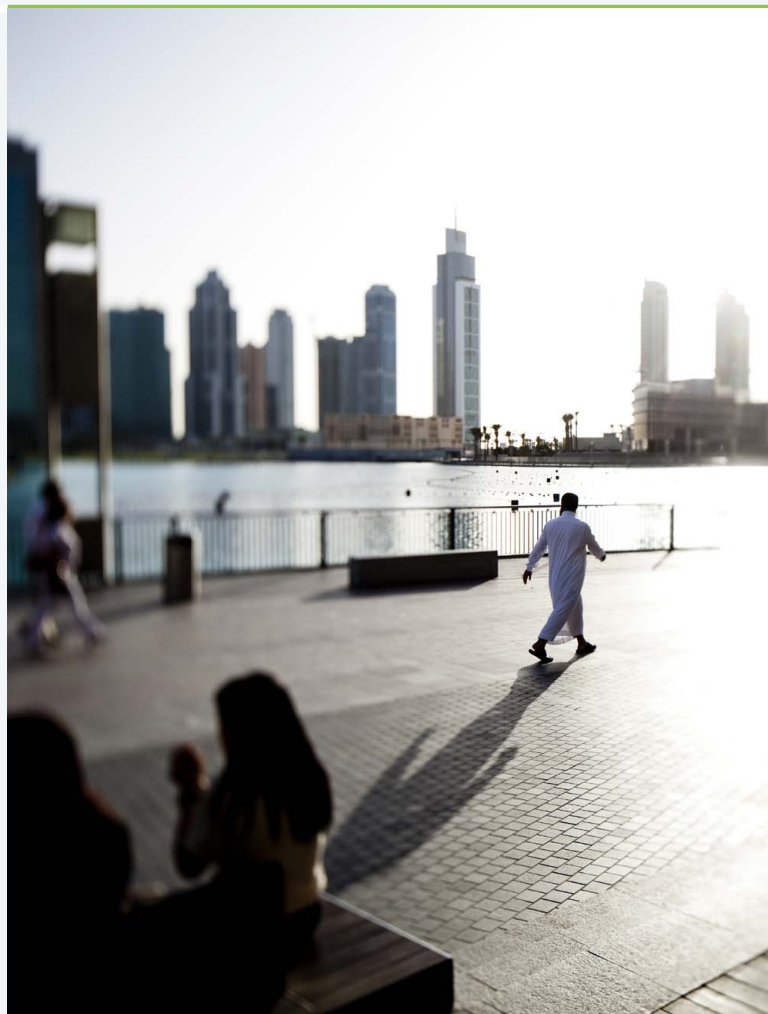






# Added Value

We are committed to the development of new technologies and techniques, designed to provide the best help and information services in the industry.



We make our expertise as widely available as possible, offering a range of value added services that help clients improve their knowledge base and point the way towards operational improvements, better Health & Safety and enhanced efficiency.



## Large Events Solution

We are tailoring a flexible waste management solution to serve event requirements. Our focus is to provide superior client support through highly trained and dedicated staff that work both safely and efficiently to deliver outstanding results. We are providing pre, during and post event facilities to cope with the waste and recycling impact that spectators can have on a venue.

## Waste Recycling Awareness Campaign

Our Communication team will help you design a custom-made awareness campaign aiming at disseminating knowledge on environmental issues, and in particular waste consumption in order to contribute to sustainable behavioural change in your organisation.

## Information & Assistance

Because we believe in personal service and long-term relationships, our dedicated technical department and expert staff can advise on particular waste problems and the information you are likely to need about waste management legislation and how it affects you. This can include advice on the range of available solutions to your needs.

