



**Providing innovative  
environmental solutions in  
waste, energy and water**

**Gulf Countries**



## The big picture

Today, we are experiencing some of the most significant environmental challenges we've ever faced, from rapid urbanization to scarcity of natural resources and climate change.

## Resourcing the world

Veolia is the global leader in optimized resource management. When it comes to managing utilities and resources, Veolia is the only company in the Middle East that works across the whole spectrum of environmental services - a unique service that we're proud of being able to provide. We're at the forefront of technology, creating innovative solutions to develop access to resources, preserve and replenish them.

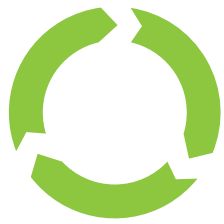
## We can make a difference to you too

In the Middle East, Veolia works with industries, governments and communities as well as retail and commercial businesses to deliver innovation and sustainable solutions that are needed today, with the vision required for tomorrow. Our unique expertise, technological capabilities and group synergies will help you to create smart ways of meeting today's challenges. By combining our strengths with yours, we can work in harmony, maximizing our use of precious resources and reducing the impact we all have on our planet.

Strengthened by its dynamism and long-term economic growth, decision makers in the region are implementing new infrastructure development policies. Through public-private partnerships and innovative contractual schemes, Veolia is committed to achieving quantifiable results with sustainable, pragmatic environmental solutions.

## Key figures

- Headquarters in **Dubai, United Arab Emirates**
- More than **2,000** references
- Over **30** years of experience
- **3,330** employees
- Activities for municipal and industrial markets:
  - Operations & Maintenance Services
  - Water, Waste, Energy
  - Engineering Consulting & Technical Assistance
  - Water Technologies
  - Design & Build
  - Water treatment chemicals



## Waste Management

You may not realize it, but every year, less than a quarter of the waste that is produced worldwide is recovered.

Veolia is the benchmark for sustainable waste management, resource recovery and industrial solutions, providing fully integrated waste and recycling solutions to a broad range of clients.

### Activities

- Environmental and flow logistics services, including cleaning, site remediation, pipe systems maintenance, and waste collection consolidation and transfer for local authorities and businesses
- Hazardous and non-hazardous waste sorting, treatment and recycling, composting, landfilling and physical-chemical treatment
- Conversion of waste to energy, organic matter and recycled raw materials
- Construction and demolition waste services
- Medical waste management
- Consulting and peer performance solutions

### Global key figures

- Collection services for more than **51** million people on behalf of local authorities
- **570,000** business customers (excl. industrial maintenance)
- **38** million metric tons of waste recovered as materials and energy
- **719** treatment plants operated



Integrated waste management program,  
Saadiyat Island, UAE



Hazardous waste management services,  
Borouge, UAE



## Energy Management

With climate change, rising energy prices and increasingly scarce resources, energy efficiency is now on top of the agenda for Middle East businesses.

Our approach is to combine an array of offers and options to build custom solutions for our customers. Whether you're looking to save energy or need someone to invest in and manage your energy infrastructure, we can use our synergies to help you find the right solution.

We design, build, operate and maintain **energy solutions** that can decrease your overall consumption of energy, and **reduce long-term utilities expenditure**. This includes the management of district cooling networks, energy plant engineering and maintenance services, technical services for commercial and industrial building operation and comprehensive building services towards **smart energy management**.

### Activities

- » Energy and climate conditioning (heating and cooling) services
- » Heating and cooling networks
- » Industrial utilities
- » Comprehensive integrated building management services
- » Climate control and power equipment installations and industrial maintenance
- » Performance contract and energy savings approach

### Global key figures

- » **450** district and local heating and cooling networks
- » **53.7** million MWh produced
- » **2.4** million multi-family housing units managed
- » **2,000** industrial facilities managed



District Cooling on Saadiyat Island,  
Abu Dhabi, UAE



Energy Management Operations,  
Mall of the Emirates, Ski Dubai, UAE



# Water Management

As pressure on fresh water resources increases, we all need smart ways to reduce our water footprint and adopt a 'blue growth' strategy for the future.

Whether you're concerned about scarce water resources or want to maximize efficiency and minimize your water consumption, you can rely on our water experts for some smart solutions.

We manage assets of the water cycle, including **reuse** and **desalination** solutions and design, build and operate advanced water and wastewater treatment plants. We focus on client needs to maximise reuse of water and **minimize impact on the local environment and waterways**. We have a commitment to the environment and the communities in which we serve.

## Activities

- ≡ Management of water and wastewater services for municipal and industrial clients
- ≡ Design/build of technological solutions and facilities necessary to deliver water and wastewater services
- ≡ Consulting and peer performance solutions

## Global key figures

- ≡ 94 million people supplied with drinking water
- ≡ 62 million people connected to wastewater systems
- ≡ 4,532 drinking water production plants managed
- ≡ 3,442 wastewater treatment plants managed



Design, built and operate (DBO) contract at Az Zour South Desination Plant, Kuwait




Non-revenue water project, PAEW, Oman



Operations & Maintenance of wastewater treatment plant in Al Wathba, Abu Dhabi, UAE

# Some of our key references




## UAE, Ajman

- 25-year concession and O&M contract
- 50,000 m<sup>3</sup>/days wastewater treatment plant serving 250,000 population equivalent + customer services including collection and billing (3 front offices)



## UAE, Fujairah

- The largest hybrid desalination plant in the world
- 12-year O&M contract
- A capacity equivalent to 591,000 m<sup>3</sup>/day of drinking water



## Bahrain, Bahrain Bay

- 50-year BOT (build-own-transfer)
- Central district cooling system and sewage treatment plant



## UAE, Dubai

- Etihad ESCO contract to deliver DEWA energy saving solutions in Dubai
- 6-year contract, started in 2015




## Lebanon, Beirut

- 5-year O&M management contract for the City Centre Beirut (CCBe)
- Around 160,000 m<sup>2</sup> shopping mall
- 16MW Power Plant capacity and 4,500 TR Cooling Plant capacity



## Oman, Khazzan

- Raw water treatment plant for BP Khazzan
- DBO + 1 + 5 year O&M contract signed in 2014



## Qatar, Doha

- 7-year O&M contract
- 2 sewage treatment plants with a capacity of 112,000 m<sup>3</sup>/day,
- Serving 460,000 people equivalent

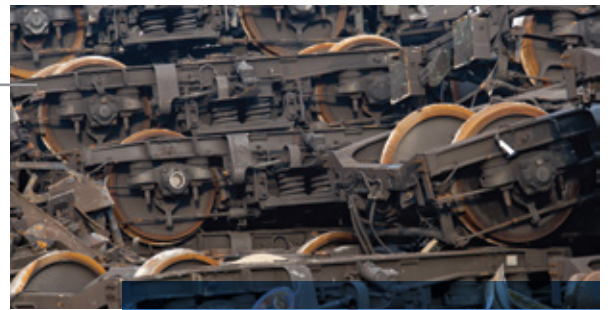


## UAE, Abu Dhabi

- Since June 2014
- 3-year O&M contract
- Waste Handling, Transport and Disposal Services of Ruwais Polymers Plant

## Dismantling industrial facilities

Passenger liners, aircraft, trains, production plants, oil platforms, etc.: **Veolia provides complete solutions** for complex situations while guaranteeing the market's highest standards. **We have developed excellence** in this highly specialized field.



## Difficult-to-manage materials

Low-level radioactive waste, chemical products and hydrocarbon derivatives, etc.: as certain types of waste are hazardous for human health and the environment, high level expertise and non-standard equipment are needed for their treatment.



## Food and beverage industry

The world's leading industrial sector, the food and beverage industry encompasses a great diversity of stakeholders and situations. The rapid growth in food needs and consumers' growing demands are placing pressure on the industry. **Veolia works with them to reduce their environmental footprint and contain their costs.**



# Promising sectors to explore

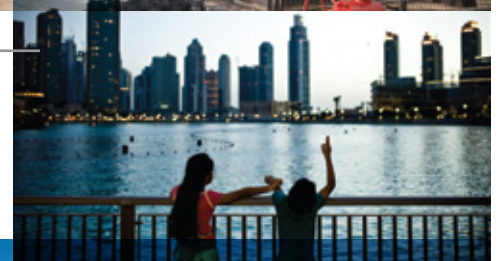
## Oil and gas

The oil and gas industries sit at the crossroads between major regulatory, societal, economic and operational challenges. Veolia helps ensure extraction is handled in an environmentally friendly manner.



## Innovative solutions for cities

Constantly growing in size and under financial stress, cities must optimize the management of their public services. As a partner of cities, **we are inventing new, more efficient models.**



## Circular economy

A sustainable alternative to the current production and consumption approach, the circular economy is already a reality. Industrial companies and local government authorities are starting to produce alternative resources and local supply loops are emerging.



## Mining industry

For economic, regulatory and environmental reasons, mining effluent treatment is a major challenge.



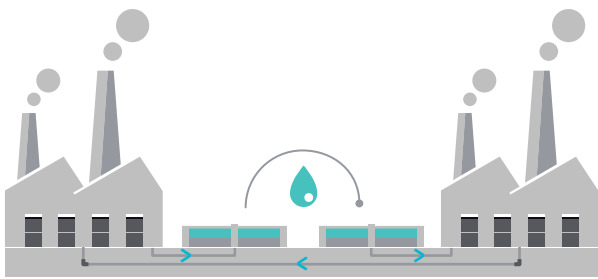
# 8 ways to resource the world

## GIVE WATER SEVERAL LIVES

Reintroducing wastewater into agricultural and industrial production cycles, and even domestic consumption, is one solution for overcoming water shortages and the growing cost of treatment. Worldwide, Veolia provides tailored solutions for each need and each resource typology. In Qatar and Canada, we have installed closed loops for oil group Shell enabling almost 100% of the wastewater produced to be reused.

# 100%

of wastewater is reused



## GENERATE AWARENESS OF SCARCITY

Water is a precious commodity. Saving it, conserving it, multiplying its uses and sharing it better are becoming crucial. However, no sustainable and rational action is possible without solid knowledge of the state of the resource. For this reason, Veolia has developed three tools to help states, cities and industry measure resources and help with their decisionmaking: Growing Blue Tool, Water Impact Index and True Cost of Water are designed to improve the assessment of footprints and help take more appropriate action ([www.growingblue.com](http://www.growingblue.com)).

# 40%

of the world's population lives in regions suffering water stress



## ADVANCED RECYCLING

Waste Electrical and Electronic Equipment (WEEE) is increasing three times faster than household waste. Poorly treated, it is becoming a real scourge. In Angers (France), Veolia has a high-performance plant for dismantling WEEE and recovering the plastics extracted from this waste. It has created a closed loop for the recovery of plastics in order to meet the needs of French manufacturers.

## THE FUTURE FOR BIOMASS

With the promise of a fine future, biomass is both a source of renewable energy and fertilizer used to improve and revitalize soil. At Fort Saint James (Canada), we have designed and are operating one of the country's largest biomass power plants fuelled with waste from the local forestry industry. It will provide electricity to nearly 40,000 households and avoid the annual emission of around 95,000 metric tons of CO<sub>2</sub> – the equivalent of more than 45,000 cars off the road.

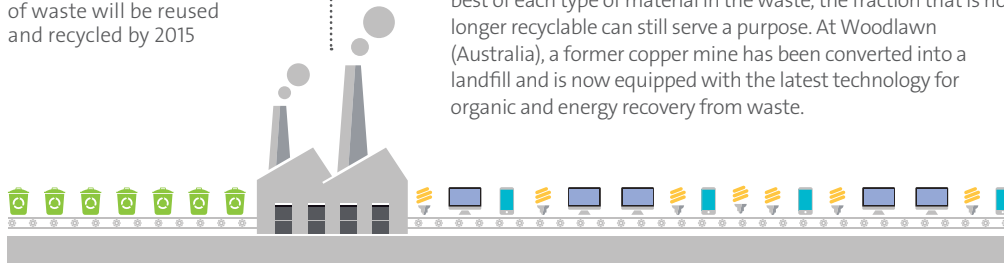


# 45%

of waste will be reused and recycled by 2015

## FROM LANDFILL TO RECOVERY

Make everything a source of materials recovery. For Veolia, landfilling waste is not the end of the story. After extracting the best of each type of material in the waste, the fraction that is no longer recyclable can still serve a purpose. At Woodlawn (Australia), a former copper mine has been converted into a landfill and is now equipped with the latest technology for organic and energy recovery from waste.



## NEUTRALIZING HAZARDOUS PRODUCTS

Certain types of hazardous and toxic waste pose a serious and lasting threat for human health and the environment. Veolia has developed unique expertise for recovering and reusing hazardous waste. In Berne (Switzerland), we built the world's first plant to isolate the mercury contained in industrial catalyzers and spent activated carbon, recovering it in a 99.9% pure liquid form. With all traces of mercury removed, the catalyzers and active carbon can be reused.



Pollution removed from

# 1,000

metric tons of catalyzers a year

# 72%

of the Earth's surface is covered with water



## SEAWATER DESALINATION

Seawater desalination provides a precious alternative resource. The world leader for desalination, we have extensive expertise in the very latest filtration technology and are working actively on limiting its ecological footprint, in particular through the use of renewable energy. In Jubail (Saudi Arabia), we have built and manage the country's largest ultrafiltration and reverse osmosis desalination plant that supplies the Sadara petrochemicals complex.

# 97%

of this water is salty

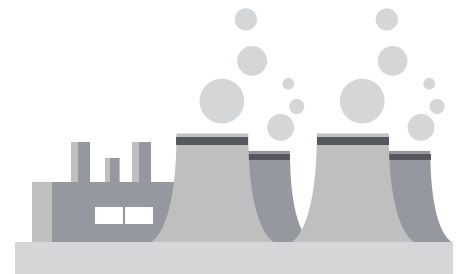
## MULTIPLE USES FOR WASTEWATER SLUDGE

For Veolia, wastewater sludge is no longer a waste product; it can be used in a real circular economy. In Denmark, the wastewater treatment plant of the future, the Billund BioRefinery, will convert wastewater sludge and organic waste into biogas for local consumption, organic soil improvers for agriculture, and bioplastics.



# 6,800 MWh

of electricity generated each year at the plant





# 9 commitments to ensuring sustainable development

OUR COMMITMENTS TO THE MEN AND WOMEN WHO WORK FOR OUR COMPANY

1

## GUARANTEE A SAFE AND HEALTHY WORK ENVIRONMENT

Health and safety is a constant concern for Veolia. We undertake to guarantee the physical and mental integrity of our employees. This commitment is reflected in particular in the inclusion of all occupational, health and safety issues in collective agreements, and the implementation of a health and safety management system throughout the company. We signed the Seoul Declaration of the International Labor Organization which recognizes the fundamental human right to a safe and healthy workplace environment.

2

## ENCOURAGE THE PROFESSIONAL DEVELOPMENT AND COMMITMENT OF EACH EMPLOYEE

Veolia's reputation, excellence and performance are linked to the expertise and commitment of its employees. The development of skills and career pathways, and the recognition of our employees and their performance while respecting their diversity, are determining factors in attracting and motivating talented people and ensuring their loyalty. We have made this our priority. This is evidenced by our training policy and development plans. We also pay close attention to the respect for our values set out in our manager's Code of conduct that provides a framework for the way we work.

3

## GUARANTEE RESPECT FOR DIVERSITY AND FUNDAMENTAL HUMAN AND SOCIAL RIGHTS IN THE COMPANY

With 187,000 employees, the men and women who work for the company are our finest asset. Committed to social cohesion and stability, in particular in this period of our organizational transformation, Veolia pays increased attention to the quality of social dialogue with the employee representative bodies, and to the respect for diversity, the principle of equal opportunities and combatting discrimination. We place socially responsible approaches at the center of our model and uphold procedures that enable employees to express themselves.

OUR COMMITMENTS TO RESOURCING REGIONS

4

## BUILD NEW RELATIONAL MODELS AND CREATE VALUE WITH OUR STAKEHOLDERS

Our CSR performance is the result of a progress policy implemented worldwide with all our stakeholders. We interact with all the parties in a region: institutions, citizens, users, and industry and economic stakeholders. We offer solutions at the interface between regulatory, societal and environmental challenges to improve our clients' performance in all these areas with a focus on benefiting the region as a whole.

5

## CONTRIBUTE TO THE DEVELOPMENT AND ATTRACTIVENESS OF REGIONS

Despite globalization, water, energy and waste remain local issues. As a key contributor to regions, Veolia has in-depth knowledge in these areas. Our solutions contribute to improving the attractiveness and competitiveness of communities, and the companies operating in them, increasing the vitality of their regions. We are also a driver behind the creation of direct and indirect employment for the operation of services, and the maintenance and development of infrastructure. Finally, we encourage green employment through our solidarity and integration policies, and we support the local fabric of SMEs.

6

## SUPPLY AND MAINTAIN SERVICES CRUCIAL TO HUMAN HEALTH AND DEVELOPMENT

Water, energy and cleaning services are essential for everyday life. Veolia is committed to ensuring durable access to these services. We are consulted to provide the best solutions to local issues and ensure everyone has access to quality services. Our action in particular focuses on underprivileged communities by designing with local government authorities and associations new ways of ensuring access and payment facilities for people experiencing difficulties or excluded from the system.

OUR COMMITMENTS TO RESOURCING THE PLANET

7

## SUSTAINABLY MANAGE NATURAL RESOURCES BY ENCOURAGING THE CIRCULAR ECONOMY

Natural resources are running out and deteriorating. It is therefore necessary to bring about a radical change in the way they are used and how the pollution affecting them is treated. We act and innovate at all levels to limit consumption, optimize resource productivity and treat complex pollution. A pioneer in the circular economy, we are implementing new models with tailored recovery solutions and treatment adapted to each situation.

8

## CONTRIBUTE TO COMBATTING CLIMATE CHANGE

The consequences of climate change are already being felt in the most vulnerable regions where they affect water resources, agricultural production and communities. By inventing and regularly proposing the solutions and services that not only help reduce but also avoid greenhouse gas emissions, Veolia actively contributes to combatting climate change.

9

## PROTECT AND RESTORE BIODIVERSITY

Human activity seriously affects the natural environment and its flora and fauna. Through ecological management of our sites, as well as the nature of our activities, we demonstrate commitment to protecting the natural environment and biodiversity. Our Foundation also encourages actions that educate or raise awareness about eco-responsible behavior. For example, it supports the Tara Mediterranean expedition that is assessing the impact of plastic waste on the marine ecosystem.

