

Veolia in the  
*Middle East*





“At Veolia Middle East, we are not simply contributing to the more efficient use of resources but rather discovering new approaches towards creating a truly sustainable and self-sufficient ecosystem for communities and industries.”



“Resourcing the world” means not only providing highly efficient and competitive utilities and services, but also constant innovation to develop more sustainable and inclusive solutions to community challenges. Turning challenges in opportunity is our motto.

We believe in a circular economy, where nothing, ultimately, will be wasted, and where “waste” itself can often become a valuable resource. The circular economy is already a reality. Industrial companies and local authorities are starting to produce alternative resources from existing processes and local supply loops are emerging.

Veolia’s values are what drive our constant improvement. Five values guide each and every action undertaken: RESPONSIBILITY, SOLIDARITY, RESPECT, INNOVATION and CUSTOMER FOCUS

Veolia Middle East is particularly committed to the creation of local value, empowering and insuring the safety of its employees, nurturing local talents and generating a positive environmental impact on communities.

«إمداد العالم بالموارد» لا يعني تقديم خدمات ومرافق عالية الكفاءة والتنافسية فحسب، بل يمتد كذلك ليشمل الابتكار الدائم لتطوير حلول أكثر استدامة وشمولية للتحديات التي تواجه المجتمعات. و هنا يأتي «تحويل التحديات إلى فرص» ليكون من ركائز شعارنا.

نؤمن في فيوليا بالاقتصاد الدائري الذي لا يضيع فيه أي شيء بالمحصلة، حيث يمكن أن يتحول فيه «الهدر» بحد ذاته إلى مورد قيم. الاقتصاد الدائري بات حقيقة ملموسة بالفعل. حيث بدأت الشركات الصناعية والسلطات المحلية بإنتاج موارد بديلة باستخدام عمليات قائمة وأخذت دوائر الإمداد المحلية في الظهور.

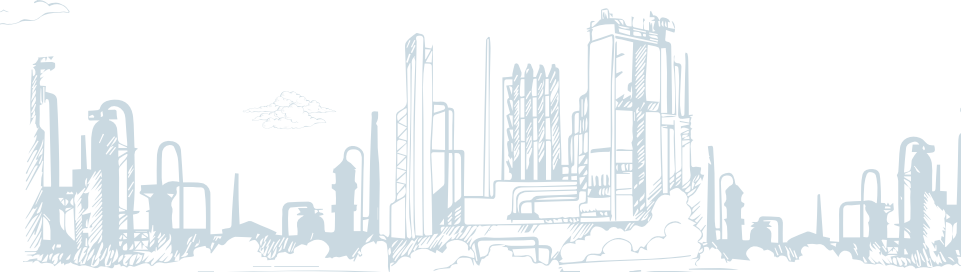
إن القيم التي تؤمن بها شركة فيوليا هي التي تحفز التحسينات المستمرة لدينا. وهنالك خمس قيم ترشد كل إجراء يتم اتخاذه: المسؤولية - التضامن - الإحترام - الابتكار - والتركيز على العملاء.

تلتزم فيوليا الشرق الأوسط على وجه الخصوص في خلق قيمة محلية، وضمان وتعزيز سلامة موظفيها ورعاية المواهب المحلية وتوليد أثر بيئي إيجابي على المجتمعات.



**Sebastien Chauvin**  
CEO of Veolia Middle East

**سيباستيان شوفان**  
الرئيس التنفيذي لشركة فيوليا الشرق الأوسط





# The Year 2018 in figures

**526<sup>M€</sup>**  
IN MANAGED TURNOVER

**22**  
LOCAL CENTRES  
OF EXCELLENCE

**2.5M**  
TONNES  
OF INDUSTRIAL  
WASTE HANDLED

**40**  
NATIONALITIES

**160**  
EXPERTS

**274 MWh**  
DISTRIBUTED FOR  
DISTRICT COOLING

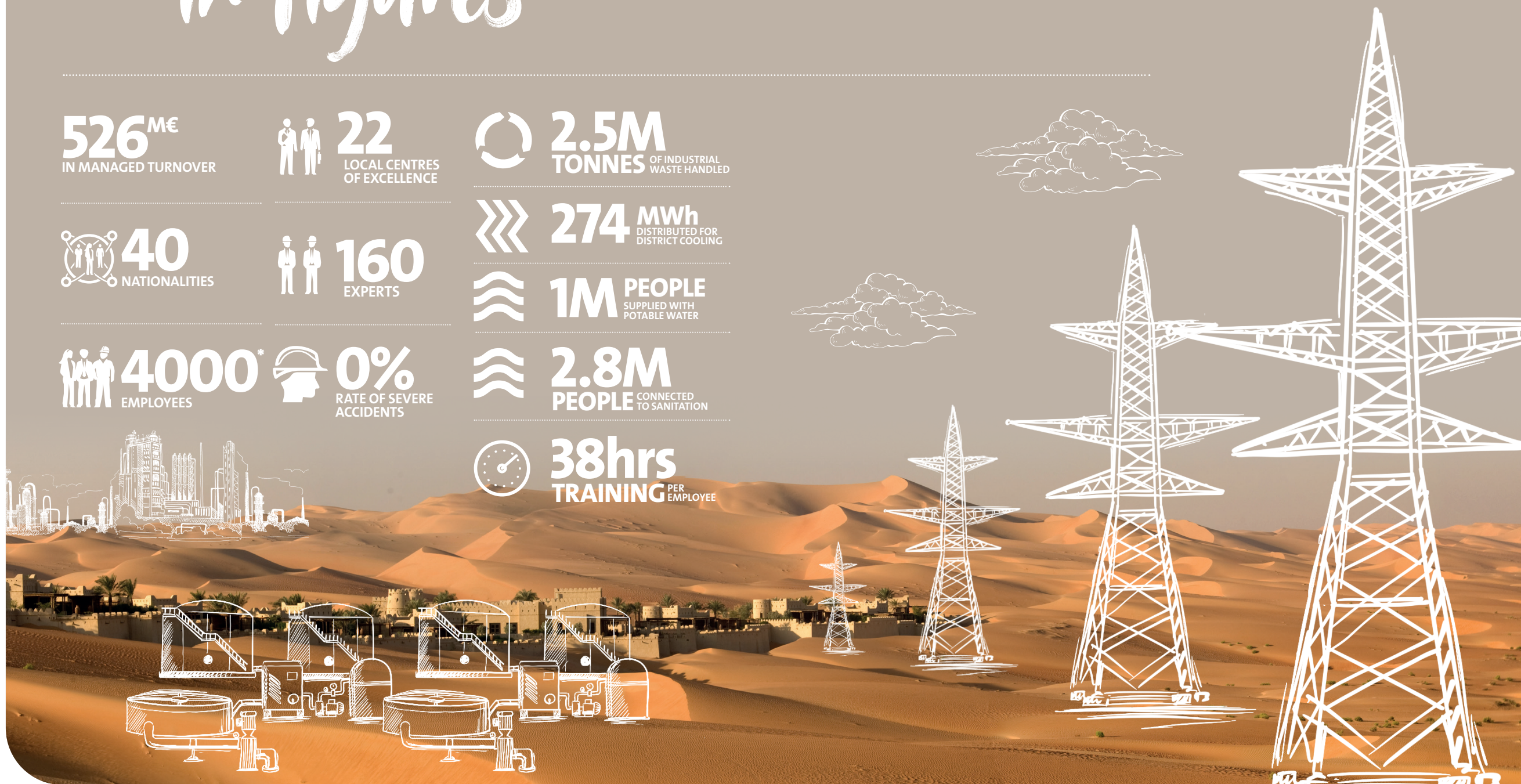
**1M**  
PEOPLE  
SUPPLIED WITH  
POTABLE WATER

**4000\***  
EMPLOYEES

**0%**  
RATE OF SEVERE  
ACCIDENTS

**2.8M**  
PEOPLE  
CONNECTED  
TO SANITATION

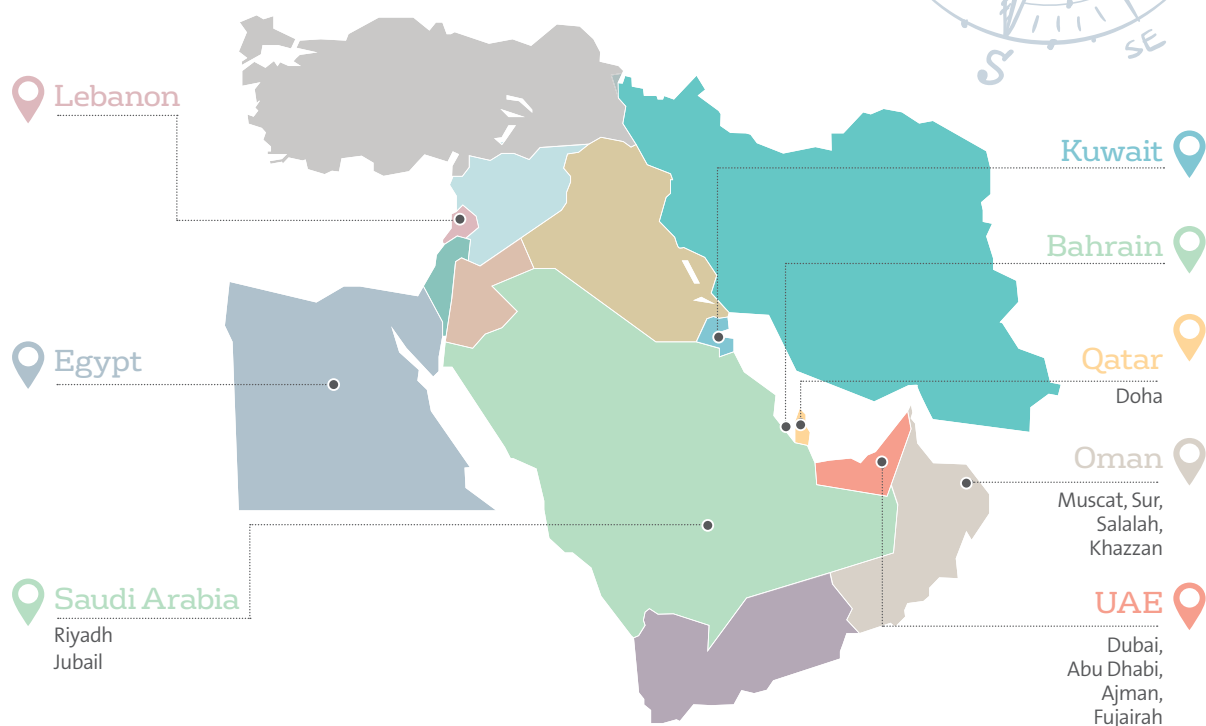
**38hrs**  
TRAINING  
PER EMPLOYEE



# Veolia Middle East at a glance

**For 40 years**, Veolia Middle East has supported the public sector and industries to meet their biggest challenges in terms of resource efficiency, growth, compliance, workforce safety and digitisation. As the global leader in optimized resource management, Veolia Middle East is committed to delivering innovative, cost-effective and sustainable solutions to its clients and to enhance their performance while contributing to “**Resourcing the World**” through our commitment as “**We Are Resourcers**”.

## Our footprint



## Our activities

### Water

**Management of the global water cycle**, from production and distribution of drinking and process water to the collection, treatment and recycling of wastewater



**Access to water & sanitation**



**Waste treatment & recycling**



**Hazardous and industrial waste treatment**



**Local loop of energy**



**Energy efficiency of buildings**



**On-site industrial services**

### Waste

**Liquid and solid non-hazardous and hazardous waste management.** Our expertise covers the entire waste life cycle from collection to recycling, leading to the final recovery of waste as materials or energy



### Energy

**Energy efficiency, efficient management of cooling networks, and renewable energy production.**





# Our core business



## ACCESS TO WATER AND SANITATION

Veolia Middle East manages municipal water and wastewater treatment facilities, as well as networks through PPP (Public-Private Partnerships) contracts (with local or state authorities), such as concession, BOT, DBO, O&M, lease contract, affermage.

We support local authorities by optimizing cost of water, improving quality of service, and by co-building innovative offers for end-users.



## WASTE TREATMENT & RECYCLING

Veolia Middle East offers its customers an integrated waste management system to help them optimize their production flow, reduce transportation and treatment costs and lower their impact on the environment.

Veolia is one of the major players in the materials recycling management and a circular economy specialist. We build entire value chains to recycle all types of waste, from specific collection solutions to recycled material trading.



## HAZARDOUS AND INDUSTRIAL WASTE

Veolia Middle East can help its industrial customers address their main environmental challenges in hazardous waste management by ensuring a compliant and safe management of hazardous waste with full traceability, storage or recycling, and contribute to improving environmental impact and indicators.

We have the capacity to handle industrial solid and liquid hazardous waste, medical waste and low-radioactive waste.



## LOCAL LOOPS OF ENERGY

Veolia Middle East work is an expert in designing, building operating and maintaining district cooling networks, as well as renewable energy plants from biogas, waste recovery or solar energy.

We provide centrally-produced chilled water, providing residents and commercial buildings with an efficient, competitive, reliable source of energy. With local loops of energy, we support new developments and provide our experience on existing projects.



## ENERGY SERVICES TO BUILDINGS

Veolia manages over 150 Energy Performance Contracts with guaranteed savings. With Hubgrade - our control center, we monitor energy efficiency of buildings. Our solutions guarantee energy and utilities supply performance.

We ensure quality, availability and overall energy performance by reducing and controlling energy demand and optimizing O&M.



## ON SITE INDUSTRIAL SERVICES

Veolia Middle East is providing on-site services for various types of industries: Oil & Gas, Petrochemicals, Mining and Metals, Power, and F&B.

We manage the full water cycle from process water to wastewater treatment and ZLD scheme, as well as the supply of energy and Industrial utilities to single site or large industrial complex. We also provide industrial cleaning and maintenance, as well as Total Waste Management.





# Our references



Meeting the challenges of industries and communities in the Middle East



## Access to water & sanitation

**UAE - Fujairah 2 - Desalination Plant**  
Multiple Effect Distillation (MED) and Reverse Osmosis (RO)

**UAE - Ajman - Moalajah Plant**  
Collection and treatment of wastewater for 400,000 inhabitants and customer service

**Oman - Sur - Desalination plant**  
2 plants producing drinking water from desalination for 600,000 inhabitants

**Oman - Salalah - Desalination Plant**  
Design and build of a desalination plant with a 20 years O&M contract

**UAE - Abu Dhabi & Al Ain - Veibes Plants**  
2 Sewage Treatment Plants with capacity of 430,000 cubic meters per day

**Qatar - Doha - STW Industrial Area**  
Municipal and industrial sewage treatments plants for 460,000 inhabitants

## Waste treatment & recycling

**UAE - Abu Dhabi - VESE Total Waste management**  
Established in Abu Dhabi in 1997. Over 370 dedicated total waste management employees (Hazardous, Non Hazardous)

**Oman - Buraimi & Ibri - Waste Management**  
Operate safely landfills receiving 350T/Day of municipal waste

## Hazardous and industrial waste

**KSA - Jubail - Waste to Energy for Sadara**  
Waste to energy treatment plant to serve the world biggest petrochemical hub. 1st Veolia Hazardous waste plant in the Middle East

## Kuwait - Management of Naturally Occurring Radioactive Material (NORM) for Kuwait Oil Company

Construction of a NORM management and storage yard, measurement and characterization of NORM contaminated equipment at KOC Oil rigs

## UAE - Jebel Ali - Liquid treatment plant

The plant aims to treat wastewater that is polluted by industrial streams. It has the daily capacity to treat 600 cu/m of hazardous fluids

## Local loop of energy

**UAE - Saadiyat - Cooling OMA**  
3 Centralized district cooling systems including Louvre Abu Dhabi.

**UAE - Dubai - Biogas**  
Electricity generation from sludge biogas  
Annual production capacity of 45,000 MWh - BOT 25 years.

**Bahrain Bay - Utilities OMMA**  
150 MWh District cooling capacity.

## Energy efficiency of buildings

**UAE - Mall of the Emirates**  
Enova has been providing Energy & Facilities Management services to Mall of the Emirates since 2005. Enova recently completed the retrofit of the mall's existing car park to accommodate a solar PV plant with a capacity of 3 GWh/y.

**UAE - Sharjah International Airport**  
Enova provides full technical services to Sharjah International Airport, including the operation and maintenance of specialized airport operation systems. This contract, awarded in 2011, was successfully renewed in 2016.

**UAE - Ras Al Khaimah Municipality**  
RAK Municipality awarded the first Energy Performance Contract in the emirate to Enova for the retrofit of four municipality buildings, which

will see their energy and water usage cut by 31.3%.

## On-site industrial services

**KSA - Jubail - Wastewater Treatment Plant for Kemya**  
Commissioning, start-up and operation and maintenance of industrial wastewater treatment unit

**KSA - Jubail - Wastewater Treatment Plant for Sadaf**  
Operation and maintenance of the Sadaf wastewater plant (MBR Unit). 92% of Saudi employees

**KSA - Jubail - Biological Wastewater Treatment Plant for Sipchem**  
Collecting the industrial wastewater from 3 production units of basic and intermediate chemicals and treating 21 different polluted flows

**Kuwait - Al Zour Refinery Wastewater Treatment Plant for KIPIC**  
Treatment and recycling of wastewater, Incineration unit to manage oily and biological sludge and integrated waste water treatment plant with deoiling, biological, membrane, sludge

**Oman - Khazzan - Desalination Treatment Plant for BP**  
Design, build and operate the new raw water treatment plant to develop the Khazzan gas field

**UAE - VESE - Total Waste Management for Borouge Polymers**  
Hazardous and non-hazardous waste handling, packaging, collection, transportation and disposal from the source to approved disposal facilities

**UAE - Abu Dhabi - Non-radioactive Solid and Hazardous Waste Management for Barakah Nuclear Power Plant**  
4-year Management Services Contract by Veolia Emirate Service Environment (VESE) and the first Nuclear Energy Plant in the Middle East



# Our priorities

Everyday, our ambition is “Resourcing the World” to address the major environmental issues: conserving natural resources, combating climate change and protecting biodiversity.

We deliver on this ambition every day by being committed to our people, supporting local communities and creating an innovative and collaborative mindset, making safety a priority for each of our employees, in every territory we serve.



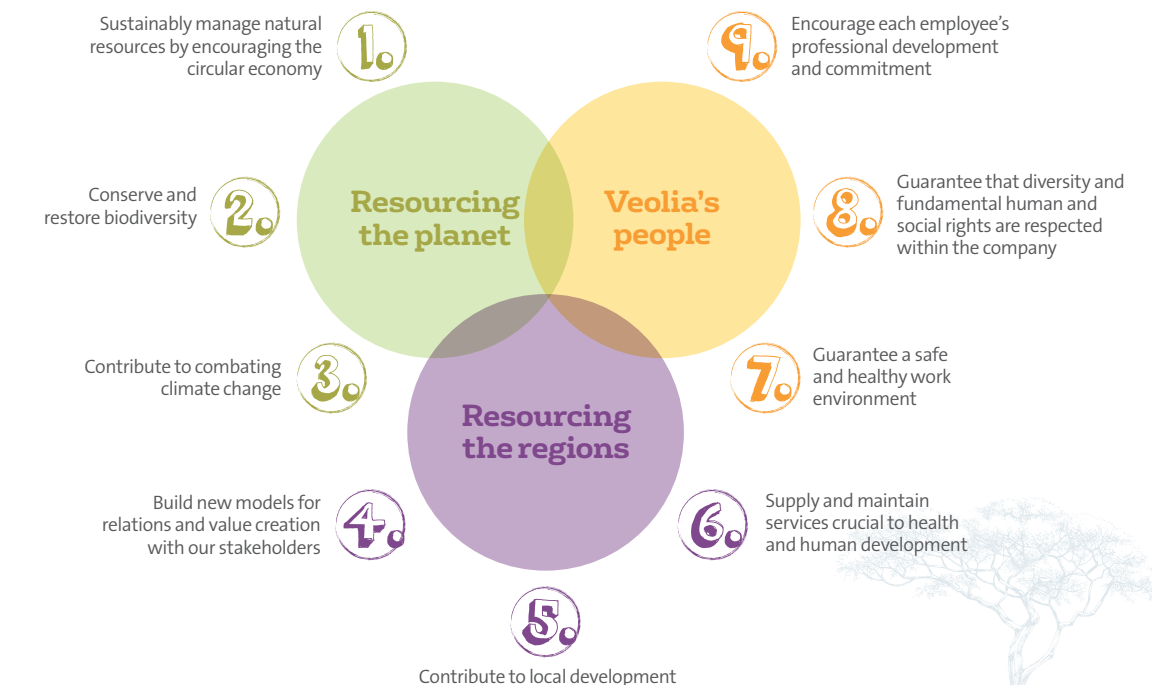
# Our CSR pathways

In this constantly changing world, people's interaction with the environment represents a major challenge that requires the mobilization of the efforts and commitment of all stakeholders at the local and national levels.

As Resourcers, we focus our efforts on three main pillars:

- Be closer to communities,
- Engage employees,
- Raise awareness on environmental protection and biodiversity.

Across the Middle East, Veolia works toward these goals on a daily basis by consistently monitoring our CSR impact and defining strict ambitions with all our stakeholders, which most importantly include our customers, our employees, and our investors.





## RESOURCING THE WORLD BY SHARING THE SAME MIND SET

#weare  
RESOURCERS



Veolia's performance depends on the well-being and motivation of our employees. We prioritise skills training, career development, safety prevention and diversity.

People are our most valuable asset. Veolia's performance depends on the well-being and motivation of our employees. We prioritise skills training, career development, safety prevention and diversity. Our goal is to provide employees with the opportunities, resources and the environment to make an effective contribution to the business. We are committed to being an employer of choice by developing a working environment that attracts, retains and rewards talented people.

### Our priorities :

**Developing talent :** Deliver training to over 88% of employees each year with an average of 38 hours of training per employee

**Teamwork spirit:** We pool our knowledge and experience, ensuring that every success is a shared one and our best practices benefit all

**Diversity:** Our team is around 40 nationalities, contributing to create value for local communities

**Responsibility:** Veolia intends to participate actively in building a society that is committed to sustainable development

**Innovation:** We view innovation as the best way to maintain our leadership

## Our QHSE commitments

Keeping Veolia's workforce safe and healthy is paramount for Veolia. Our unconditional commitment to a culture of occupational hazard prevention is part of our DNA, and the first priority of the Group.

Health and safety is a priority and a constant concern for Veolia in all its activities. Everywhere, we are committed to guaranteeing the physical and psychological well-being of our employees.

Improving prevention, accident analysis, social dialogue on health and safety are included in all our approaches. To ensure that all employees are trained in safe work practices, regular toolbox talks are organized.



## Creating value for the community

Gulf countries have developed visionary strategies in order to diversify their economies and create a strong and sustainable growth benefiting to all stakeholders.

Veolia Middle East supports local economies through the creation of local jobs and the nurturing of future talent.

With professional development being a cornerstone of our global business, we develop training programs and encourage innovation and education thanks to local partnerships.

We are committed to the ICV, InCountry Value. In other words, it is the contribution that Veolia Middle East can bring to the country and local communities.

We strongly believe that we can achieve it by identifying and training Nationals, developing the capabilities of SMEs, by exercising global knowledge transfer and by fostering innovation in all aspects of our businesses.

DEVELOPING  
APPRENTICESHIP  
PROGRAMMES ADAPTED  
TO OPERATIONAL NEEDS

IN OMAN, ALMOST 80%  
OF OUR EMPLOYEES ARE  
OMANI PEOPLE

CREATING A POOL  
OF EXPERTISE

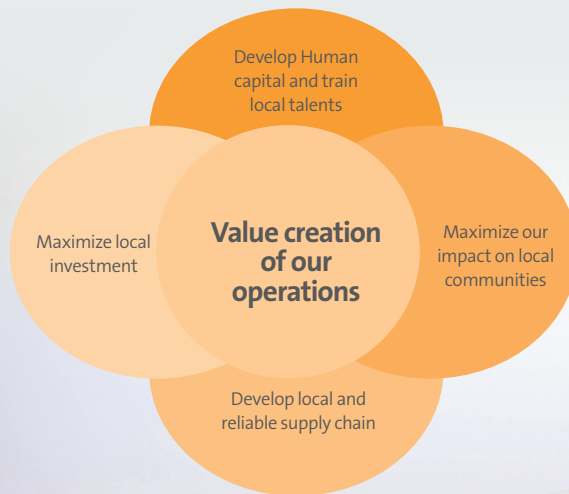
92% OF OUR  
EMPLOYEES IN KSA  
ARE SAUDI PEOPLE





# Create local value chain

Veolia Middle East is committed to developing local supply chain and enhance quality and Health Safety standards within its supply chain. We aim to maximize the procurement of local goods and services with quality and price compliance constraints. ICV is now part of most of procurement workflow in the region, Veolia Middle East is ICV certified in the UAE.



# Our approach of innovation

Be creative and innovative in all project aspects is part of Veolia Middle East mindset.

We have developed a “Seeds” approach to investigate emerging topics and encourage the development of start up in an approach of open-innovation to pave the way for more sustainable future in terms of resources and environmental footprint.



# Our digital journey

Veolia Middle East relies on a strong digital back-bone to improve **efficiency, transparency, competitiveness and customer experience.**



## Digital Employees

Support the mindset of our employees by providing them with Agile methodologies and more collaborative tools

## Digital Offers

Leverage Hubgrade capabilities and develop new services for the well-being of communities and industry performance, as well as “Seeds” with new business models

## Digital Customers

Use digital technology to be more customer-focused, and provide an enhanced and interactive customer experience

## Digital Operations

Monitor and optimize our operations, as well as the Performance & Safety on site. Develop Artificial Intelligence to accelerate and improve decision-making



# Our vision of circular economy

Our world is changing, natural resources are under pressure and the way the people are consuming today cannot be sustained in the long term. At Veolia, what some others consider as waste we consider as resources, raw material, energy, this is what we call Circular Economy.

Veolia Middle East is in a unique position to address those challenges, as we are able to create synergies between our core activities: water, waste and energy. We enable the development and enhancement of local loop of materials by developing a circular economy, based on the 3R approach: **REDUCE** **REUSE** **RECYCLE**



We have developed innovative systems to implement waste segregation at the source.

Veolia Middle East develops awareness campaign to reduce the use of resources and improve their recycling.

We develop a full value chain in order to reduce the use of plastics and create recycled raw materials for a multitude of usages, involving a broad range of stakeholders from consumers to industries.

Veolia Middle East has developed the concept of Industrial utilities island, where waste become the energy supply of a full industrial park. By implementing the same approach for municipal sludge and landfill, we produce renewable energy.

Create a new ecosystem to contribute to governmental strategies of food security. Veolia Middle East is developing agriparks, making the most of existing local resources as water reuse and nutrients and create jobs.





Resourcing the world

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

