



VISIONS AND VALUES

environmental
solutions for
local authorities

 **VEOLIA**
ENVIRONMENTAL
SERVICES

MINIMISING RECYCLING SUSTAINING INNOVATING DEVELOPING PROTECTING PRESERVING UNDERSTANDING HELPING MEETING PARTNERING DELIVERING HANDLING SHARING

meeting the challenges of our environment

We are part of Veolia Environnement, a world leader in environmental services and the only company to provide a full range of integrated solutions across water, waste management, energy and transportation sectors.

Year on year, Local Authorities 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 Environmental Services 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.

Working in partnership with Local Authorities

By understanding the needs of Local Authorities, we have developed a unique business philosophy that enables us to deliver an outstanding range of services backed by levels of expertise that are without parallel in the industry. Reacting to local needs with common sense solutions, we help our clients to exceed ambitious sustainability targets whilst ensuring best value for money through continuous performance assessment coupled with leading edge technology.

Extensive experience of Local Authority contracts

We operate refuse collection, recycling, disposal and street cleansing contracts in partnership with a large number of Local Authorities and are a key player in the PPP/PFI/Integrated market with a number of long-term partnerships handling millions of tonnes of waste. Our experience both here in the UK 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 Environmental Services 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.

working in

partnership to deliver best value

By understanding the needs of Local Authorities, 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 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 Local Authorities through the best value process, assisting with performance indicators, reviews, audits and inspections required by the Local Government Acts of 1999 and 2000.

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.

Maintaining communications

Meeting demanding recycling targets also requires the winning of hearts and minds, and we provide a professional and sympathetic communications element to our services to keep local residents informed of plans and operation delivery. Working with the host Local Authorities, we arrange focus groups, themed roadshows, direct mail, advertising campaigns, school visits, promotions and dedicated websites to increase local enthusiasm and encourage participation in recycling schemes.

Benchmarking our service

We strive at all times to improve our service delivery by comparing performance standards and processes with other Local Authorities 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

The UK produces over 400 million tonnes of waste every year, only 23% of which is currently recycled. Increasingly stringent EU and 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 Local Authorities meet or exceed the increasingly ambitious recycling and recovery targets set by 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 Local Authorities to meet the challenges of advancing legislation by diverting waste away from landfill and helping to save both fossil fuels and raw materials. In 2005 we recycled over 600,000 tonnes of household waste through our collection schemes and sorting operations, reclaiming a variety of materials including steel and aluminium, paper, card, plastic and glass. We can also assist Local Authorities 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 Local Authorities 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 increasingly stringent European 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 CREED 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 environment for all

People today expect and demand a cleaner, greener and safer environment in which to live, work and play. Indeed, recent Local Government Association research found that litter is the number one issue for most. 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 Local Authorities 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 day-to-day 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

Handling street cleansing for Britain's cleanest city, Westminster, which has over one million visitors every day, proves that we can tackle the most demanding of challenges. In addition to regular daily cleaning operations we also handle special 'one-offs' such as clean-up operations after special events like concerts, street parties and carnivals. 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

Research carried out by the National Trust has shown that the use of peat-based composts in horticulture and gardening is placing our lowland peat bogs in jeopardy. In response, we offer a viable and effective alternative by turning green waste into peat-free compost.

In addition to this, more and more Local Authorities 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.

A viable business opportunity

Certified as organic and endorsed by leading garden experts, our 'Pro-Grow' range of peat-free soil conditioners and mulches is made entirely from green waste. Pro-Grow is sold commercially in bulk or in bags and is made available through our civic amenity sites as well as local retailers.

recovering energy from waste

Every year the average UK household produces one tonne of waste, which contains enough energy to meet 15% of that household's annual electricity requirements. If we recovered energy from just 25% of all UK municipal waste, this would provide enough electricity to power 2 million homes.

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

As a net energy importer the UK must reassess its 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 central Government, helping to secure planning permissions and dispelling public misconceptions through carefully targeted communications.

We currently operate six Energy Recovery Facilities in partnership with Local Authorities. Operating to the highest standards of environmental care we achieve optimum levels of recovery, maximising supply to the National Grid or district energy networks. 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 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.



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