



services. overview



Veolia Environmental Services (UK) Plc
Veolia House, 154A Pentonville Road
London N1 9PE
Tel: +44 (0)20 7812 5000
Fax: +44 (0)20 7812 5001
info@veolia.co.uk

www.veolia.co.uk

© Veolia Environmental Services Plc 2007

Printed on paper that is 50% recycled, 50% sourced from sustainable forests and totally chlorine free.



worldwide expertise

As a world leader in waste management, we are renowned for our impressive range of integrated waste management and environmental services.

Delivering effective solutions for industries, Local Authorities and other organisations, our unrivalled experience, expertise and resources are also helping to set global environmental standards.

UK Overview

Part of Veolia Environnement, 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 UK 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 centres across the UK, 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 and 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. All our operational locations are accredited to ISO 9001, many to ISO 14001, and all employ Certificate of Technical Competence (COTC) qualified managers.

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.

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

marine
 aerospace
 electrical
 support services
 retail
 office
 construction
 environmental
 leisure health
 & entertainment
 heavy industry
 education
 municipal
 food & beverage
 automotive
 chemicals
 & pharmaceuticals
 transport & logistics
 oil & gas

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.

An Appropriate Solution

Through our dedicated research & development facility and 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.

Outstanding Resources

Based on long experience of meeting statutory requirements, our services operate from an unrivalled nationwide network of BS EN ISO 9001 certified service centres and disposal sites. Our approach is thorough, rapid and backed by considerable investment in equipment and technology.

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.

“Providing waste management for over 73,000 commercial and industrial customers.”

As one of the UK'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 Local Authorities and respond to local needs with common sense solutions that help meet ambitious sustainability and best value targets.

municipal waste

PFI and Integrated Contracts

With a proven track record of working in successful long-term partnerships with Local Authorities, 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 and Street Cleansing

With extensive experience of some of the UK'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

Recycling is at the top of our agenda, and our Material Recovery Facilities recycle almost 200,000 tonnes of household waste per annum.

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. We have produced thousands of tonnes of this valuable resource, and our 'Pro Grow' range of peat-free soil conditioners and mulches is certified as organic and endorsed by leading garden experts.

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 Local Authorities, 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.

“Delivering environmental services to over 10 million residents for Local Authorities across the UK.”

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.



Commercial Waste Solutions

With one of Europe's largest waste transport fleets and service centre networks handling over 73,000 customers, 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 National Sales operation delivers on-site or multi-site services with one point of invoice, plus a dedicated team to look after your business.

“Processing almost 2.5 million tonnes of commercial, industrial and building waste per year.”

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. In addition, an automatic 'pay by weight' system on a number of our mobile compaction vehicles captures relevant details for future invoicing and reporting by means of an on-board computer.

Duty of Care

By handling administration and record keeping and supplying all the support you may need, we can help you meet your obligations to keep waste safe and ensure its proper management in an efficient, legal and effective manner in line with the Duty of Care requirements of the Environmental Protection Act 1990.

Packaging Waste

Larger businesses in the packaging chain are increasingly driven by EU directives to achieve more stringent recycling targets. 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.

recycling

Utilising the full resources of our Research & Development teams, and with the full backing of our global experience and expertise, we are constantly seeking new and innovative ways to recover value from waste. Helping to raise awareness and foster new ways of thinking, we help to minimise consumption of raw materials and protect the environment.

Commercial Solutions

In parallel with our extensive municipal waste recycling infrastructure, we offer our expertise and resources to the commercial sector in the shape of bespoke recycling and recovery strategies.

Our facilities and services handle an extremely wide range of materials from heavy commercial products to relatively small amounts of light office wastes and we are currently processing almost 200,000 tonnes per annum. This includes paper, card, glass, wood, plastics, steel and aluminium, all of which are returned to the manufacturing cycle.

Electrical Equipment

We offer a safe and efficient recycling and disposal service for electronics, electrical equipment and fluorescent tubes in conformance with the WEEE Directive. Equipment is either refurbished and resold or broken into its component parts. These are then recycled, and materials such as metals are recovered, resulting in a recycling and recovery rate of over 90%.

Secondary Liquid Fuel

With over a decade's experience serving industries producing solvent and organic wastes, we have played a leadership role in the development of Secondary Liquid Fuel (SLF), an innovative, effective reuse for a wide variety of hazardous wastes.

A carefully controlled blend of organic and solvent wastes, it can replace up to 40% of fossil fuels used in kilns by cement manufacturers and the lime industry.

“Working to develop and promote ways to realise the true value of waste.”



hazardous waste

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 European and UK legislation.

“Collecting, processing and disposing of over 1 million tonnes of hazardous waste every year.”

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 Duty of Care requirements.

Collection

Our extensive fleet, which includes self-loading tankers and drum and packaged collection vehicles, is 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. We offer nationwide coverage via a network of key locations across the UK.

Treatment

With many facilities available for treating a range of organic and inorganic wastes and laboratories that offer nationwide detailed analysis, we can handle all treatment, disposal and recycling needs. 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 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.

Site Registration Service

For a nominal fee our Site Registration Service streamlines the process by managing registration for you and ensuring total compliance with the latest legislation.

Health & Safety

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

specialist services

Our broad range of specialist waste management and environmental services encompasses everything from engineered decommissioning and remediation 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 remediation 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 that costly mistakes are not made and legislation is fully complied with.

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 in the North Sea come to the end of their life, we can handle the dismantling and recovery of materials through the first purpose-built UK facility.

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.



specialist services

Site Services

Our industrial site cleansing services operate from regional depots around the country and 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.

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.

Our purpose-built MARPOL facility in Southampton enables us to play a leading role in marine waste management and we have the equipment, technologies, processes and personnel to supply the appropriate solutions.

Delivering unrivalled service along the South Coast, we offer tailored services to leading shipping, cruise and ferry operators, backed by years of experience.

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. Available via a 24/7 Freephone number, our rapid and reliable national response capability is backed by 15 years of clean up experience. 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 and recycling facility 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.

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

added value

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.

Members' Web Site

Our recently developed web site carries a wealth of informative material and is an outstanding knowledge and information resource, with detailed information about our service activities, contacts and advice. Customers can also register with a password protected members' section that offers news, events, research and interaction.

Literature and Seminars

In addition to detailed product and service literature, we produce newsletters and issue-led publications which cover the latest industry news along with updates on key legislation and relevant policy developments.

We also run seminars, exhibitions and road shows at which key legislative, industry and manufacturing sector issues and solutions are presented and discussed. From these we often produce keynote publications.

Information and 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.