

# Operations & Maintenance

*Bringing Life to your Project*

A full-page photograph of a male worker in a blue polo shirt, grey trousers, and a white hard hat. He is standing on a tiled rooftop or industrial platform, looking upwards and holding a mobile device. In the background, there are large industrial pipes and structures. The top of the image is partially covered by a teal and grey graphic overlay.

**WATER TECHNOLOGIES**



## Company Profile

➔ **Veolia Water Technologies** is the world leader in engineering, design, project management and execution of construction projects for turnkey facilities and water treatment plants. Our company has also created dedicated technological standard products and solutions and offers a whole range of associated services to guarantee the technical efficiency and life expectancy of your water installations.

With more than **179,000 people** around the world, Veolia combines expertise and innovation to offer you technological excellence all over the world.

Veolia consists of an international network of local offices supported by international competence centers, experts and R&D centers. This unique combination of international capabilities and local setups enables Veolia to better understand your needs and offer you state of the art water treatment solutions.

Thanks to an unequalled portfolio of **350 proprietary technologies**, our team offers solutions in potable water, process water, water recycling and reuse, desalination, feed water for utilities, wastewater and odor treatment.

Veolia continually extends and enriches its offer to guarantee expertise and competence at every step of the projects it undertakes. With an optimal mix of technologies, manufacturing capabilities and highly skilled and motivated people, we address economic and environmental challenges by taking steps to measure and reduce their ecosystem and resource impact, ensuring compliance and saving money.


With a strong and experienced team of **more than 150 employees in South East Asia and operations in Malaysia, Thailand and Singapore** dedicated to Operations & Maintenance, we answer all your needs and requirements for an end to end solution. We ensure our customers the best possible solutions to treat or reuse wastewater, produce or recover energy, extract raw materials, and capitalize on by products. ●





## Our Business Value

### Commitment to the Environment



➔ **Veolia is primarily an environmental management company** and our business ethics always place environmental compliance at the heart of our activities.

The basis for any water and wastewater treatment plant is the compliance to local regulations for all industries. Certain industries have wastewater for example that is difficult to treat and is historically challenging for the regulators. This is the case for surface engineering industry where wastewater is usually composed of heavy metals.

Veolia manages, maintains and operates the Centralized Wastewater Treatment Plant (CWTP) at the multi-tenanted JTC Surface Engineering Hub (SEH) in Singapore. This state of the art wastewater treatment plant, designed by Veolia, treats wastewater containing toxic substances such as heavy metals, cyanide and chromium discharged by surface finishing companies located at the SEH, which typically carry out electroplating, anodizing, and electro-polishing activities.

However, Veolia goes even further with our clients to go beyond pure environmental compliance. This was illustrated in our partnership with TNB in Malaysia. Veolia was engaged as a qualified collaborator to provide technical expertise in the research of water utilization and treatment technology towards zero water discharge at TNB Thermal Power Plants. This helped identify sites that may be exposed to water stress issues in the future. ●



## Managing Comprehensive Utility Scope

➔ **Multi utilities management** is a packaged offering Veolia can provide so our clients can focus on their core business without having to deal with water, waste, and energy management of their facilities.

The Bio-XCell project is a multi-utilities contract for a biotechnology park in Johor Bahru, Malaysia. Veolia's project scope consists of full Facility Management Services including treatment of wastewater, the operation of the Energy Centre, operating boilers to produce and distribute steam and making chilled water for use by tenants of the park. ●

## Integrating our Advanced Technologies

➔ **The multiple technologies** that will be utilized during the TRX project are an example of the expertise Veolia can provide to go beyond regulation compliance. This expertise is a necessity in a world where water is becoming scarcer and where all industries are pushed to water and resource reutilization.

Veolia has a 20-year partnership for the prestigious Tun Razak Exchange (TRX) Project. As Malaysia's new international finance and trading hub, the TRX Project has been designed to the highest environmental standards, and a key focus throughout the development will be water reuse. Veolia aims to recover 100% of the expected 3.8 million cubic meters (m<sup>3</sup>) of sewage generated every year, for reuse purposes within the new district, consequently reducing site-wide fresh water demand by more than 50%. These targets will be met by leveraging on five of Veolia's advanced technologies. These are the Multiflo™ settler, AnoxKaldnes™ Moving Bed Biofilm Reactor (MBBR) technology, Hydrotech® disc filters, Alizair® deodorization treatment, and Endetec Kapta units. ●

## Integrating the Supply Chain

➔ **The different types of services Veolia can provide** from service, to design & build and operational management are a real differentiating factor. An example of this bundling is for the Emery Oleochemicals projects, where a plant designed by Veolia can also be operated by Veolia at its optimum level.

Emery Oleochemicals awarded Veolia a 10 year Build-Operate-Transfer (BOT) contract covering the operations of the existing facilities, together with renovation and extension of the existing wastewater treatment plant. The extension project utilised the Biobed® EGSB reactor, an advanced Biothane technology. The benefits include Biobed EGSB process together with the biogas treatment to allow the customer to use the biogas in a boiler, reducing both cost and carbon footprint. Also, the high rate anaerobic treatment needs only a small footprint to minimize the effect on plant production. ●

## DELIVERING QUALITY SOLUTIONS TO MUNICIPALITIES

With increased pressure on budgets and rising expectations of customers Veolia supports many municipal clients and public bodies with the supply of reliable water and wastewater services.

By leveraging on our 160 years of municipal experience and our advanced industrial processes and systems we are able to deliver cost effective services that enhance customer experience across the full range of essential services.

In Malaysia we have provided bulk water to several states managing their water treatment plants to high levels of reliability and in strict compliance with the regulators standards, transferring skills to the local workforce and introducing new management systems and technologies that have made a lasting impact on the communities we serve.

In Thailand we support the Industrial Estates Authority to provide a wide range of critical services from Wastewater treatment to water supply but also estate services.



## SAFETY

IS AT THE HEART  
OF EVERYTHING  
WE DO

## SAFETY AND THE ENVIRONMENT FOR OUR OPERATIONS & MAINTENANCE

➔ **Safety is our highest priority** and we build in our safety culture to each project that we undertake. Our proposal includes specific safety measures and training to ensure our team operates safely and we give similar priority to the safety of visitors to the site and people that may be affected by our actions.

Veolia is an environmental leader and as such we are always at the forefront of addressing environmental and technical challenges. We

propose initiatives to our customers to improve their environmental KPIs according to the project to provide best in class standards at the site. We support our customers' environmental and economic challenges by providing innovative and sustainable carbon and water footprint programs.

Our underlying commitment to our customers is to provide a real value to their business by ensuring continuous supply of critical utilities at a competitive price. ●

# Resourcing the world

## **Veolia Water Technologies**

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