



VEOLIA VODA GROUP  
IN THE CZECH REPUBLIC **2012**





# KEY FIGURES for 2012

## Professional supplier of water management services

- Number of people supplied: **3.7** billion
- Turnover: EUR **600** million
- Number of employees: **5,275**
- Number of contracting partners: **1,150** towns and villages
- Number of industrial contracts: more than **40**



# SERVICES

## Drinking water and wastewater

### DRINKING WATER

Quantity of water produced (thousands of m <sup>3</sup> )	269,254
Length of operated water supply networks (km)	21,213
Number of operated water treatment plants	163

### WASTEWATER TREATMENT

Quantity of treated wastewater (thousands of m <sup>3</sup> )	326,835
Length of operated sewerage systems (km)	12,199
Number of operated WWTP	416

● The Veolia Voda Group's companies produce and supply drinking water for 3.7 million people in the Czech Republic, and also drain and treat wastewater. In 2012, they produced 269 million m<sup>3</sup> of drinking water and treated 326 million m<sup>3</sup> of wastewater.

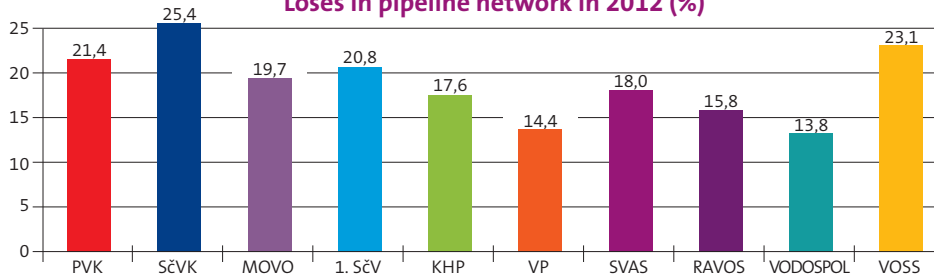
● In addition to pursuing this core business, the Veolia Voda Group's companies provide services to external customers, for example the **detection of hidden faults, surveys and measurements in the sewerage system, laboratory analyses, drinking water and sewerage connections, rodent control in sewerage systems, etc.**

● Service quality is also guaranteed by an integrated management system certified under ISO 9001, ISO 14001, and OHSAS 18001.

● The Group's companies systematically reduce the energy intensity of the operation of their water management infrastructures. Major examples of the optimisation measures include those **to reduce water losses in water mains**, which help to continuously decrease the volume of losses and, in turn, reduce electricity consumption for drinking water production and distribution.

● The international company Veolia Water also has the knowledge about the water treatment and purification technologies that significantly help to mitigate the impact of various processes on the environment. In the Czech Republic, **Veolia Water System Memsep (VWS Memsep)** supplies these technologies to municipalities and industrial partners. Please visit <http://www.memsep.cz> for more detailed information.

Losses in pipeline network in 2012 (%)





Nb. of customers  
**504,753**

Nb. of water meters for billing  
**562,268**

## Customers

*Veolia Voda, as customer oriented company, strives for high quality of supplied services and customer satisfaction.*

● The company wants to deliver a uniform standard of telephone services to its customers which was supported in 2012 by the transition of the Vodohospodářská společnost Sokolov subsidiary to the use of a shared call centre.

● The experience of customers using services of customer centres has been enhanced by the introduction of a reservation system, which enables customers to book the exact date of a meeting online. The reservation system was extended in 2011 and currently it is also possible to make an appointment at the technical department.

● **We offer our clients fast and efficient communication via Internet and mobile phone:**

- Distribution of **electronic invoices in the PDF format**;
- Setting up a **personal customer account** on the company's website with an offer of active forms;
- Distribution of **free short text messages** concerning accidents in the water or sewerage system or planned outages in the water supply, and other information. The service is also adapted to blind citizens who receive voice messages;

- **E-mailing** in the form of a newsletter and customer magazine;
- Access to the customer account through a new application for smart phones running iOS or Android OS called **Moje Voda Plus** (My Water Plus).

● The new application for all consumers called **Moje Voda** (My Water) provides all users with an overview of water supply interruptions in maps and basic information on water quality parameters, a household water consumption calculator and calculator of water carbon footprint.

● In addition to standard payment channels, such as transfer payment, direct debit, postal order or cash payments in customer centres, our customers can also use

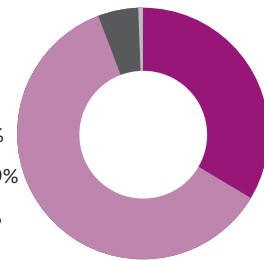
the service of invoice **payments via SAZKA** terminals and newly also via QR code.

● New services intended primarily for corporate customers include **Smart Metering**, a technology supporting automated remote readings of municipal meters and automatic transmission of the information to the end customer.

● The continuous improvement of services was also reflected in the **high level of customer satisfaction** identified in a periodical survey, conducted in September and October 2012 by IBRS agency. More than 93.6 % of 3,700 respondents answered that they were satisfied with the services provided.

### Overall satisfaction with provided services

- Very satisfied - 35.3%
- Rather satisfied - 58.3%
- Rather dissatisfied - 5.9%
- Very dissatisfied - 0.5%



Nb. of customer centres and contact points  
**39**

Nb. of calls served by the customer service line  
**247,679**





# RESPONSIBILITY

## Employees

● The Veolia Voda Group had 5,275 employees at the end of 2012. In comparison with 2011, the number decreased by only 9 employees. The priorities in HR management traditionally include good cooperation with trade unions: **every year, Veolia Voda enters into so-called Higher-level Collective Agreement with the Trade Union of Workers in the Woodworking Industry, Forestry and Water Management.**

● The Veolia Voda Group focuses on improving its employees' skills and on their long term training. The complex education

and training is provided by the Group's own organisation, **Institute of Environmental Services (IES)**. Between its establishment in 2002 and the end of 2012, the total number of participants in educational and training events provided by IES was more than 80,000. IES is active in the Czech Republic, in Slovakia and with some products and educational events also in other European countries. The institute has 12 in-house employees and some 200 lecturers. Its 2012 turnover amounted to CZK 32.9 million.

Number of participants in educational training	12,345
Number of training hours	125,412

● In human resources management, the Group also places emphasis on **occupational**



**safety.** In addition to mandatory courses, all employees also take first aid courses. Participants of this course have already saved four human lives. The Group has its own Work Safety Code and also top management monitors whether the rules of the Code are followed. In 2012, the companies started to report so called near-misses, which also significantly reduces the risk of work accidents.

## Customers and general public

● The Veolia Voda Group's companies have been **building good relationships with the public and customers** for many years. In 2012, the companies provided support for a number of sports, cultural and charitable events. Veolia Voda is a partner of the Czech Athletic Federation and project supporting scientific and engineering professionals called Ceska hlava.

● In its communication with consumers, Veolia Voda focuses on promoting tap water. The successful **"Fresh Tap Water? Just Ask!" project for restaurants** continued in

2012. More than 650 catering businesses have joined the project. The project is supported by websites [www.kohoutkova.cz](http://www.kohoutkova.cz) and Facebook. In 2010, the project received an award from the Montréal-based International Water Association (IWA), and in 2011 it was placed second in the Responsible Product and Marketing category of the TOP RESPONSIBLE FIRM competition.

● **Educational activities**, which the Veolia Voda Group companies pursue on a long-term basis, mainly focus on primary school pupils. In 2012, the distribution of

didactic tools continued – Water Boxes called Secrets of Water for water experiments and learning worksheets with a DVD on the water cycle in the water industry. For high school students we prepared a competition **I love tap water**, where the students were supposed to create a short video about their relationship to tap water. The **Water Guards' Club**, which brings together children aged 6 to 16, continued its activities in its 13th year; see more at [www.vodnistrazci.cz](http://www.vodnistrazci.cz). Currently, it has more than 500 young members.



## Caring for the Environment and Community

### Veolia Foundation

● In the welfare, environmental and educational fields, the Veolia Voda Group concentrates mainly on pursuing its concept of corporate social responsibility through the Veolia Foundation.

● The Veolia Foundation encourages **volunteering**, both through its own grant-funded projects and the organisation of corporate volunteering days, and through support for the activities of other non-profit organisations that rely on volunteering. After the restoration of the biggest volunteering portal Dobrovolnik.cz in 2011, Veolia Foundation contributed to the establishment of a new database of opportunities for volunteers.

● The Foundation's primary and key project is **VEOLIA MiNiGRANTS**, which gives the Veolia Voda Group employees an opportunity to obtain financial backing for public benefit projects in which they are personally involved. Over the five annual editions of MiNiGRANTS, the Veolia Foundation has supported about 425 projects totalling more than CZK 11 million.

#### ● Other projects:

**Water for Africa** – thanks to the sale of crystal glass carafes with an African motif, funds are raised for constructing and repairing water wells for villages and schools in Ethiopia. During the 3 first years of the project the proceeds from the sale amount-

ed to CZK 1,200,000. The African water projects are carried out by the Czech organization **People in Need**.

**Clean Up the World!** is an international campaign, in which groups of volunteers around the world are organized to clean up illegal dumps, parks, paths, forests, river banks, etc., for four years. In the Czech Republic, Clean Up the World has been held twice a year (in spring and autumn) since 1993 and attracts 8,000 volunteers per year. Veolia Foundation is the general partner of the campaign and its coordinator in the Czech Republic is the **Czech Union for Nature Conservation**.

### Biodiversity protection

● Using its own technological know-how, Veolia Voda seeks to minimise the impact of its activities on the environment; in particular, it strives for the **protection of waterways and their biodiversity**.

● In co-operation with world-renowned angler **Jakub Vágner**, a project called **The Trout Way** was launched in 2011 with a view to saving the populations of trout

in our waters. Every year some 2.5 tonnes of fish are released. In 2011 and 2012, the releasing took place on the River Střela in the Pilsen region. The fish come from natural lakes; therefore they are hardier and have a better chance of survival. Over the five years for which this project is planned, Veolia Voda will invest CZK 10 million in support of fish.

● We also support a project called **Nature Returns to Schools**, a series of lectures with Jakub Vágner for primary and second-

ary schools in the Czech Republic, focused on the environment, agriculture, and fisheries.

● Since 2011, Veolia Voda has been cooperating with The Czech Union for Nature Conservation with a view to **enhance biodiversity within the operated installations**. On the basis of experts' recommendations, nesting boxes and insect shelters are being installed at selected facilities, and the maintenance of facilities and their premises is being adjusted in favour of biodiversity.





# INNOVATION



● In the field of electricity generation, the Veolia Voda Group concentrates on **reducing electricity consumption in the operation of its installations and increasing electricity generation from renewable energy sources**. Successful examples of energy self-sufficiency in the Czech Republic include the Central Wastewater Treatment Plant in Prague, which, following the adoption of a number of measures, has achieved a self-sufficiency of 79% in electricity demand, and the Plzen Wastewater Treatment Plant with a self-sufficiency of 85%.

● Veolia Voda places an emphasis on the **maximum use of energy from renewable energy sources**. In 2012, it produced more than 56 GWh of electricity from biogas. For its own needs it produced more than 0.9 GWh of heat from biogas. Furthermore, small hydroelectric power stations generated some 13.8 GWh of electricity.

● Veolia Voda is a socially responsible company and therefore also focuses on the overall evaluation of its operations, for example, using a modern tool based on the carbon footprint and LCA analysis. In respect of **reducing CO2 emissions**, the adoption of measures for reducing the consumption of electricity, which accounts for 60 to 80 % of the company's total emissions, is crucial. At the global level, Veolia Water has means for the comprehensive assessment of all supplied technologies, which is based on the carbon footprint method and, newly, also on the so called water footprint. We offer the analysis and following recommendations also to our external clients.

● The Veolia Voda Group annually evaluates its operations using an internal tool, **Ec'Eau**. On the basis of the results of the analysis made from 2010 to 2012, certain measures have been adopted in the processes of some of the operated facilities, and, for example, GPS monitoring was put in place for the vehicle fleets of two regional companies. This monitoring has had a favourable effect in terms of lower fuel consumption.

● The Veolia Voda Group uses the **LCA (Life Cycle Assessment) methodology** as a holistic view of the environmental impacts of its operations, for comparing various technological alternatives for deployment in capital construction in water management. The studies are processed by internal experts in cooperation with the Institute of Environmental Chemistry, VŠCHT (Institute of Chemical Technology Prague).

● Veolia Water builds its professional excellence on its own technologies and innovations. **To support innovations proposed by employees, the IDEO project was developed**. Since its launch in the Czech Republic in 2010, nine employees have been judged successful with their proposals by an expert jury. Their projects have helped to improve working procedures in particular in operations, and annual savings amount to millions of Czech crowns.







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