



34 districts served
738,500 electricity customers
588,500 water and sanitation customers

Our presence in NORTH AFRICA

Veolia Environnement has been present in Morocco since 2002, through public-private partnerships for water distribution, electricity and wastewater management, with an ambitious programme to remove pollutants from the Moroccan coast.

An exemplary partnership

Alongside the public and royal authorities, Veolia is participating in the economic and social development of the towns of Rabat, Salé, Tangiers and Tétouan. We are contributing to the improvement of the population's standard of living through the extension of access to essential services, the large programme of decontamination of wastewater and the fight against flooding. Since 2002, our investments in infrastructure have amounted to over 3 billion dirham, responding to the kingdom's stated desire to have modern sanitation networks.

Our commitment to training

Veolia has started, for its 4,339 employees, a veritable skills transfer and training policy adapted to local challenges. With the creation of Campus Veolia in 2004 in

Témara, which uses our leading international expertise, we enhance the skills of all of our Moroccan employees with permanent training in the areas of water and electricity. With its strong local presence, the Veolia group has at its disposal specific expertise in the management of local public services to the benefit of consumers.

Serving the population

Customer satisfaction is at the heart of our priorities. Branch networks have been boosted and renovated, call centres have been created and there have been many commercial innovations (SMS alerts, mobile agencies, JIWAR, etc.). The culmination of this quality procedure was the ISO 9001 version 2000 certification for the regional departments of Rabat and Tangiers.

A daily commitment to sustainable development

Veolia integrates the protection of the environment and health into its daily management by the creation of monitoring and methodology tools: an environmental management system, a monitoring of health impacts and citizen action. Our ambition is to provide as many concrete solutions as possible to our partners.

Challenges and prospects

By providing sanitation, drinking water and electricity distribution services to the towns of Rabat, Salé, Tangiers and Tétouan, Veolia has become a central player in the national initiative for human development, launched by King Mohammed VI. This founding directive aims to optimise the human and natural resources of the country with a view to supporting the development of disadvantaged areas and improving the health conditions and quality of life of Moroccan citizens.

Sanitation, a national priority: the vast programme of decontaminating the bays of Tangiers and Tétouan is the key element in restoring the quality of life and the economic and tourism potential of northern Morocco. This large-scale, long-term project, which requires a high level of technical know-how and rigorous management, was confided to us in 2002.

MOROCCO Rabat, Salé	MOROCCO Tangiers	MOROCCO Tétouan
Activity: drinking water, sanitation and electricity	Activity: drinking water, sanitation and electricity	Activity: drinking water, sanitation and electricity
Operating company: Redal (100% Veolia Water AMI)	Operating company: Amendis (51% Veolia Eau)	Operating company: Amendis (51% Veolia Eau)
Type of contract: concession	Type of contract: concession	Type of contract: concession
Population served: 2.2 million	Population served: 780,000	Population served: 630,000
Duration: 26 years, since 2002	Duration: 25 years, since 2002	Duration: 26 years, since 2002
<ul style="list-style-type: none"> • Priority objectives <ul style="list-style-type: none"> - To support the development of the capital and of its region. - To decontaminate the Bouregreg and the Atlantic coastline. - To improve the performance of the networks. - To provide access to drinking water, wastewater and electricity services for those on low incomes. - To modernise public service and to improve customer service. • Tailored solutions <ul style="list-style-type: none"> - Project to decontaminate the Atlantic coastline with interceptors, pumping stations, wastewater treatment stations and sea outfall pipes. - Extension and strengthening of networks. - Securing of electricity supply. - Improvement of performances of drinking water (81%) and electricity (92%) networks. - Development of new customer services and design of new branches. - Creation of a Veolia Campus. 	<ul style="list-style-type: none"> • Priority objectives <ul style="list-style-type: none"> - Restore quality of bathing water and decontaminate bay. - Stop discharge of wastewater directly into environment. - Reduce flood points and improve drainage conditions in network. - Facilitate access to services for low income inhabitants. - Modernise public service and improve customer service. • Tailored solutions <ul style="list-style-type: none"> - Putting into service of wastewater treatment station and sea outfall pipes for 2007. - Construction of pumping / discharge stations. - Extension of primary, secondary and tertiary networks. - Over 20,000 social connections to water, wastewater and electricity services. - Setting up of a programme to evaluate impacts of sanitary works. - Creation of mobile agencies. - Training plan.. 	<ul style="list-style-type: none"> • Priority objectives <ul style="list-style-type: none"> - Decontaminate Tétouan coastline and stop discharge of wastewater. - Help enhance tourist and economic potential. - Extend water and electricity services to suburbs. - Improve customer service. • Tailored solutions <ul style="list-style-type: none"> - Creation of two pumping stations. - Construction of gravity interceptor for 2008. - Over 8,500 social connections for water, wastewater, electricity and public standpipes. - Creation of customer call centre and modernisation of branches. - Improvement of performance of drinking water (72%) and electricity (93%) networks. - Creation of ambitious training plan.

AMANOR

Subsidiary of Veolia Environnement in Morocco, it carries out diagnostics and maintenance of wastewater networks. Amanor also operates in the area of urban electricity (public lighting) and personnel transport.