

INTERNATIONALIZATION  
CONTINUES: REMONDIS ENTERS  
THE INDIAN WATER MARKET

**Election touchstones:**

The environmental service sector under  
a new government

**India:**

REMONDIS Aqua launches in Pune

**Customer survey:**

Positive feedback for REMONDIS

**Customer report:**

Steigenberger's first class waste  
management

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## ELECTION TOUCHSTONES

Once the general election is over, it will soon become clear what our politicians are intending to do in their next term of office to end the unfair competitive conditions between the private and public sectors. For, the public sector still enjoys various privileges in the German water and environmental service sector. REMONDIS aktuell takes a look at the situation. **Page 8**



## INDIA

1.2 billion people live in India. Water consumption is growing whilst the country is facing an ever increasing shortage of water. This situation means there are considerable growth prospects. REMONDIS Aqua has now entered the Indian water sector and is already providing services for 12 large well-known customers in the state of Maharashtra. **Page 4**



## IS THE HOUSEHOLD COLLECTION OF RECYCLABLES ABOUT TO FOLD?

The Ministry for the Environment and system operators had pinned their hopes on the 5th amendment to the German Packaging Ordinance. The new amendment finally came into force on 01 January but, as yet, has not had any great effect. The projected figures for this year reveal that around 1.2 million tonnes of sales packaging collected is not licensed material. Waste is being collected and disposed of that no-one is paying for and this is threatening to bleed the market dry. **Page 16**

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## EDITORIAL

### Dear Readers!

2009 is an important election year in Germany. The next general election is taking place in September which will determine the new German government for the next four years. The results of this election will not only have an effect on German politics but on European politics, too. As this edition is being published before the general election, we decided to ask the different parties that are represented in the Bundestag how they see the future of the water and environmental service branch. We were surprised by some of their answers. A few of the parties have drastically changed their views on promoting SMEs and to what extent the state should be involved in providing public services. What, in the past, would have been considered to be typically conservative or typically left-wing can now be found in unexpected quarters, namely in the party manifesto of the opposing party. To help our readers get a better overview, we have put together the election touchstones in this edition.

More and more often, positive news is emerging about the economy. There are justified grounds for hope that, slowly but surely, the crisis is coming to an end. But recovery is a delicate creature and it will be borne by the medium-sized companies as they employ the greatest number of people in Germany. One of the demands on the future government, therefore, will be to finally end the tax divide between the public and private sectors and to promote medium-sized businesses in a targeted manner. This is the only way to achieve stable growth in the future both in Germany and in Europe. Once again, REMONDIS is setting a good example together with its sister companies, RHENUS and SARIA. This year, around 1,300 young apprentices are being trained to learn one of 25 modern professions; an increase of approx. 23 % compared to last year despite the crisis. And that is certainly good news!

Economic experts all agree on one thing: a well-known problem will return when the global economy recovers, namely a scarcity of raw materials. The growing world population and the increase in consumption caused by this will once again mean that there will be an increased



Thomas Conzendorf,  
REMONDIS Board Member

demand for secondary raw materials. This, in turn, will result in a great potential for growth for the secondary raw material sector. The example of scrap metal demonstrates this development especially well. The basic figures are good despite the crisis with the scrap metal market already showing the first signs of recovery. Supplying the world with secondary raw materials will be one of the most important tasks for the future. The wrangling between councils and private sector companies on who should collect the waste no longer fits in today's world. The question that needs to be answered is how we can increase material recycling rates and supply industry with more secondary raw materials at sensible prices. Practicable solutions are, for the most part, being offered by the private sector water and environmental service companies.

One of the cornerstones of the environmental service branch is Germany is currently on the brink of failing due to a number of market players who are misusing the system. The considerable and inexplicable decrease in the amount of sales packaging at the end of last year caused by a few system operators de-registering their volumes has caused the whole of the 'dual system' to totter. The registered volumes forecast for this year already indicate that the 5<sup>th</sup> amendment to the Packaging Ordinance has not had the desired effect. For once, more state intervention would be preferable in this case, as the authorities in the individual German states are responsible for monitoring the system. Only time will tell whether there will be any improvements after the general election. You can read about these and other subjects in this latest edition.

With this in mind, I hope you find this edition enjoyable reading.

A handwritten signature in black ink that reads "Thomas Conzendorf". The signature is stylized and written in a cursive-like font. Below the signature, the name "Thomas Conzendorf" is printed in a standard sans-serif font.

Yours  
Thomas Conzendorf



International water resources management

# 1.2 billion good reasons

REMONDIS FOUNDS A SUBSIDIARY IN INDIA



REMONDIS Aqua (India) Private Ltd. has laid the foundation stone for further expansion on the Indian subcontinent. The company is a fully owned subsidiary of REMONDIS Aqua International GmbH and started operations in India in May 2009. The new company is based in Pune, an industrial city in the Indian state of Maharashtra with just under 4 million inhabitants, around 200 km east of Mumbai.

**“The dynamics of the Indian market mean there are some very promising prospects for future growth, especially in the area of industrial water supply and wastewater treatment.”** Dennis Pulimittathu, managing director of REMONDIS Aqua India

Water is a precious commodity in India, too. 1.2 billion people, just under a sixth of the world's population, live on this subcontinent which lies between the Himalayas and the Indian Ocean. According to figures published by the UN environmental organisation, India's water requirements will exceed its water supplies by 2020. India, by far the biggest democracy in the world, has recognized this problem and, over the next three years alone, will be investing around 55 billion US dollars in modernising, extending and operating its drinking water supply, wastewater treatment and waste disposal systems. This package is part of a gigantic plan to adapt the Indian infrastructure to meet modern Western standards.

The dynamic growth of the Indian economy over the last few years cannot hide the fact that large parts of the infrastructure still date back to when it was a British colony. According to a study presented by the Deutsche Bank Research, international investors are being put off by the gaps in this infrastructure. India's still comparatively small share in world trade can also be explained by the fact that the investment amount required to improve the traffic, telecommunications, energy and water infrastructures is estimated to be around 450 billion US dollars. Over the medium term, the volume of investment is to be increased from the present 5 % of the gross domestic product to 9 %, an increase that cannot be covered by state funds alone. As a result, the Indian government have been making changes to their laws over the last few years to make it easier for private investors to enter the Indian market. Public private partnerships, for example, have been permitted since 2005 for measures that improve the infrastructure. By doing so, the aim is for 40 % of all investments to come from private sector businesses. Experts believe that India's gross domestic product could increase by 2 % per year if the barriers caused by the current infrastructure are removed.

In light of these huge growth prospects, REMONDIS has now seized its opportunity. It has succeeded in entering India's rapidly expanding water market immediately by



acquiring a local company that has been successfully building and operating water supply and wastewater treatment facilities for the Indian industrial sector for many years. As a result, REMONDIS Aqua India not only has around 120 employees but has also taken over 11 ongoing contracts to operate wastewater treatment plants in the Maharashtra region, nine of which are for well-known industrial customers such as Tatra, VW and Seco Tools as well as two municipal water supply and treatment contracts. The location, Pune, was not chosen by chance. Of the 28 Indian states, the ten with the strongest economies are grouped around the state of Maharashtra. The City of Mumbai as well as Pune itself both have industrial centres that are among the fastest growing in the country. Pune is one of the three most important centres for India's automobile industry and an important location for German investment. VW, Daimler, MAN and many of their suppliers have set up branches in Pune. Furthermore, the town is an important centre for the IT branch, the agricultural industry and renewable energy.

**Mukund Dhadge and Dennis Pulimittathu, managing directors of REMONDIS Aqua India**

Dr Lars Meierling and Dennis Pulimittathu have been appointed managing directors of REMONDIS' Indian subsidiary. Mukund Dhadge has also joined the management team, a managing director with considerable experience of the Indian water market. →

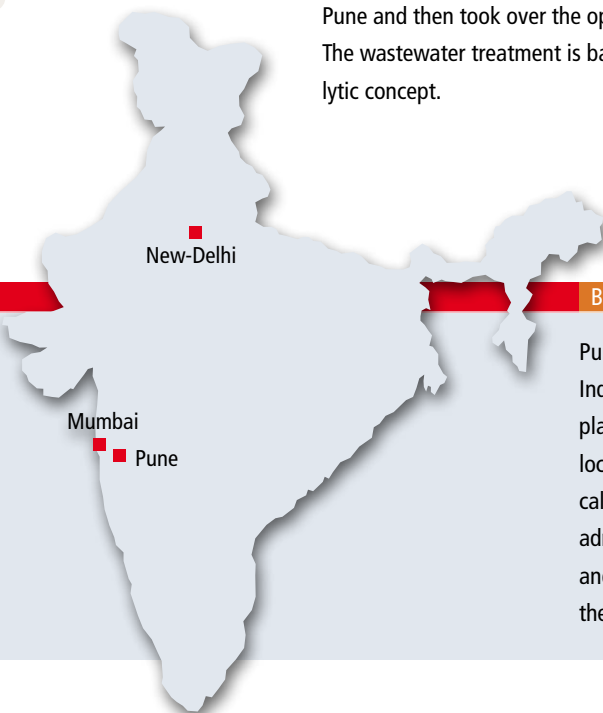


**“By successfully entering the Indian water market, we have laid the foundation stone for participating in India’s rapidly growing economy.”** Egbert Tölle, board member of REMONDIS AG & Co. KG

- The three managing directors enjoyed their first success straight after the foundation of the company when, among other projects, they signed a contract to operate a part of the wastewater pre-treatment facilities at VW’s new plant in Pune. There is a huge demand for safe wastewater treatment, integral resources, environmental protection and increased cost effectiveness among both commercial and municipal customers in India. Thus, REMONDIS Aqua planned and built wastewater treatment facilities for the production of automotive components for its customer, Kalyani Thermal Systems Ltd., at its Mundhava site in Pune and then took over the operation of the facilities. The wastewater treatment is based on a modern electrolytic concept.

REMONDIS Aqua is also already working for the Indian TATA Group. REMONDIS’ water specialists are responsible for planning, building and operating the wastewater treatment facilities for TATA FICOSA at its Hinjewadi site and TATA TC Springs in Mundhava. At TATA FICOSA’s plant, wastewater containing graphite from the production of automotive components and sanitary wastewater is treated in such a way that it can then be used to water the plant’s outdoor area. The wastewater is treated in batches using a chemical-physical treatment process followed by a biological treatment stage. The production wastewater from TATA TC Springs is also treated using a chemical-physical process; the sanitary wastewater there undergoes biological wastewater treatment using the activated sludge process. The treated water is then returned to the production process. Other well-known customers served by REMONDIS Aqua India include, among others, Seco Tools and India’s largest tyre manufacturer, Wheels India Ltd.

Dennis Pulimittathu underlined the significance of the new company for the further growth of REMONDIS Aqua in general: “By founding REMONDIS Aqua India, we have established a good basis for expanding further within one of the world’s fastest-growing regions. The dynamics of the Indian market mean there are some very promising prospects for future growth, especially in the area of industrial water supply and wastewater treatment. Above-average growth can be expected on the Indian water market in the future as the gap between the supply and demand for water becomes ever bigger. India is a booming market for industrial businesses. Indeed, expansion into the waste management market in the medium to long term is also conceivable.”



#### Background

Pune, previously Punavadi and in the past anglicized to Poona(h), is a city situated in the Indian state of Maharashtra. Founded in the 8<sup>th</sup> century, it lies on the edge of the Deccan plateau, 560m above sea level. With over 4 million inhabitants, it is an important industrial location for the automotive and light industry as well as for software development, mechanical engineering and alternative forms of energy. Being the main town of the identically named administrative district, it is the cultural centre of the region with a university, theatre, cinemas and museums. Around 500,000 people study at the university. It is considered to be one of the country’s best universities and is home to, amongst others, a large Department of German.

News

# REMONDIS shortlisted for France's largest drinking water concession

REMONDIS AQUA IS THE ONLY GERMAN PROVIDER IN THE RUNNING FOR THE CONTRACT FOR SUPPLYING WATER TO FRANCE'S MOST HEAVILY POPULATED REGION

France's largest water board, the Syndicat des Eaux d'Ile-de-France (SEDIF), has completed its preliminary assessment stage concerning the awarding of a contract to supply drinking water to the Ile de France region involving 144 towns and districts in the region excluding the City of Paris itself with REMONDIS Aqua prequalifying as a suitable supplier. Of the 11 initial bidders, only three French competitors have successfully passed the international selection process alongside REMONDIS Aqua.



The contract for supplying the approx. 4.3 million inhabitants of the Ile de France or Greater Paris region with drinking water has been held uninterrupted by Veolia since 1923. As a result of increasing pressure to raise efficiency and lower costs, SEDIF has begun a tender process to look for the best possible provider. The Ile de France is by far the most heavily populated region in France. It consists of eight departments – including Paris itself – with around 12 million inhabitants. The tender itself covers the running of the 3 waterworks and facilities as well as the pipe network stretching over 9,000 kilometres for supplying drinking water to the 144 towns and districts of the Greater Paris region with its approx. 4.3 million inhabitants.

According to information provided by the French Environment Ministry, up to 75 % of the drinking water supply sector has been privatized in France. And the level of privatization within the wastewater treatment sector lies at 50 %. In contrast to Germany, French local authorities and municipal associations often use private sector suppliers to guarantee their drinking water supply and wastewater treatment services. REMONDIS Aqua is already responsible for wastewater



**“Successfully passing the prequalification stage for over 4 million inhabitants in France confirms in an impressive manner that REMONDIS Aqua has also established itself internationally in the drinking water sector as a competent partner for full service water management.”** Andreas Bankamp, managing director of REMONDIS Aqua

treatment for around 5 million people in Turkey and now has the opportunity to demonstrate its skills in the area of drinking water supply by winning France's biggest drinking water supply contract.

Touchstones

# What's next after the election?

THE DIFFERENT PARTIES ON THE FUTURE OF THE WATER AND ENVIRONMENTAL SERVICE BRANCH



**In what direction are German politicians intending to steer the water and environmental service branch? Clear answers are needed before the upcoming general election. One way to find the answers is to look at the different positions the parties take in their manifestos. They focus on three main areas: the question of fair competition, the framework conditions for achieving the best possible recycling branch as well as developments within the European Single Market.**

Among the most pressing matters is the question of what our politicians are intending to do in the next four years to end the unfair competitive conditions between the private and public sectors. For, the public sector still enjoys various privileges in the German water and environmental service sector. Local authorities, for example, can commission each

other with projects without having to stick to the public procurement regulations or can cross-subsidize different municipal activities. Furthermore, they receive cheaper loans for investments and, on top of this, are exempt from VAT.

## **Equal opportunities for everyone**

In view of such major advantages, it is impossible to speak of open competition. This jeopardizes the goal of local inhabitants: to have the best possible services at the best possible conditions. For, the best offers are only awarded a contract if the market is fair and transparent. In principle, the rule applies that state or municipal institutions should only become active if the service in question cannot be provided like-for-like by a private sector business. This

**“When a contract is put out to tender, then the tax conditions involved must be fair. And if it's possible to use a private sector business, then it should be awarded to the private sector.”** Horst Meierhofer, spokesperson on water pollution control, environmental planning and waste management affairs for the FDP Bundestag fraction





also applies to the water and environmental service sector where there are two areas of activities for municipalities: controlling the provision of important public services and monitoring any services connected to these.

In reality, however, the situation is often completely different: again and again the public sector does its best to prevent private sector businesses competing. The methods used to exclude the private sector range from impeding ongoing liberalization and privatisation processes to re-nationalizing services that have already been privatized. And they are doing this even though private sector companies have demonstrated that they can provide their services with

**“Private companies do successful business in the area of commercial and packaging waste, so the rest can be left to the local authorities.”** Eva Bulling-Schröter, spokesperson on environmental affairs for the ‘Die Linke’ Bundestag fraction

great levels of expertise, at a higher quality and at better conditions. Experience has shown that if local authorities and private sector companies work together constructively, then the pressure is taken off the public purse and local inhabitants are protected against excessive charges. →

**“If a local authority has had good experience of working together with a private sector company, then it would be ill-advised to change the situation – and vice versa.”** Gerd Friedrich Bollmann, deputy spokesperson on environmental affairs for the

SPD Bundestag fraction

→ **The right structure for the best possible recycling sector**

The recycling branch also needs strong support from politicians if it is to be able to continue successfully along the path it has taken to generate raw materials. Especially when it comes to adapting legal framework conditions. One example is the need to have a uniform law for the environment and resources. The polluter pays principle and take-back systems, which have been integrated into the economy, must also be further developed. One thing that is absolutely certain is that, sooner or later, global supplies of natural resources will come to an end. As a result, the wide variety of secondary materials will become the

source for raw materials in the future. The importance of a well functioning recycling sector will, therefore, continue to grow, especially as, besides conserving natural resources, it makes an important contribution towards preventing climate change.

**Standards and materials in Europe**

As far as the EU Single Market is concerned, there is the danger that the internationally leading standards set by German waste management facilities will be watered down by a Europe-wide standardization of laws. Here, politicians face the challenge of pushing for the plant standards that are valid in Germany to become binding by law throughout Europe. Otherwise, both the investments carried out in Germany and the growing exports of the technology in question will be jeopardized. Furthermore, it would mean that the economically and ecologically functioning recycling sector would take a huge step backwards.

**“We need a fair competition law and equal opportunities.”** Marie-Luise Dött, spokesperson on environmental affairs for the CDU/CSU Bundestag fraction

**Key word**



**Fair competition**

Councils decide themselves how they wish to work together with the private sector to fulfil their tasks. A voluntary, transparent benchmarking of public and private sector businesses is a sensible instrument which we would like to use more.

The SPD intends to strengthen the municipal waste management sector. A precondition, however, for councils to fulfil their tasks without having to award tenders is that the contract is used to carry out the public waste management services and not to pursue profitable secondary lines of business.

**Recycling sector**

We wish to further develop waste and resource management in a European context. Our aim is to achieve a waste management branch that is both economically and ecologically more efficient and more consumer friendly.

Further developing the branch to become a resource economy is part of our ecological and industrial strategy. As far as waste prevention is concerned, top priority will be given to the Polluter Pays Principle.

**European Single Market**

The CDU and CSU are clearly in favour of an open European market for the area of waste management. There is an urgent need to harmonize the market to achieve high quality and transparency within the EU both in practice and in implementation.

The best possible recycling methods - wherever possible materials recycling - must be guaranteed but must not lead to 'rubbish tourism'. Household waste must continue to be disposed of close to where it is generated.

**“We need a perfect recycling economy. The amount of recyclable waste currently being thrown away into residual waste bins is much too large.”** Sylvia Kotting-Uhl,

spokesperson on environmental affairs for the ‘Bündnis 90/Die Grünen’ Bundestag fraction

Moreover, it is expected of the parties that they become actively involved in promoting the free movement of goods within the Single Market and an opening-up of the internal EU borders. At the moment, a genuine uniform European market for recycling the commodity, waste, does not exist. Thus, free capacities within the EU remain unused and the most suitable plants with state-of-the-art standards are often not able to play a role.

#### Comments from the parties

The following overview gives a summary of the statements made by the parties on the above-mentioned subjects. The comments are based on a survey carried out by the BDE – the Federal Association of the German Waste Management Industry – this summer ahead of the 2009 general election.

The conclusion of the BDE is as follows: “All in all, looking at the statements made by the parties on their future plans, it can be said that over the next four years the FDP will be the party that is most likely to champion the position of the private sector. Promising dialogues can be expected with the ‘Grünen’, the Green Party. The current position of the CDU and CSU falls way behind our views on the question of market and competition as well as behind the views that CDU/CSU politicians have held in the past. The SPD can be seen as the protector of municipal interests. ‘Die Linke’ has clearly positioned itself in favour of a state-run and against a free waste management sector.”

In principle, all of the parties represented in the Bundestag would like to extend and further develop the recycling sector.



The FDP is against any attempts to give municipalities greater influence in waste management matters. The public sector should only become active if it is not possible for the private sector to carry out the operative business.

We are in favour of all competitors being treated the same. The private sector recycling, waste management and water branches should be the innovative force behind further development and this must be promoted and supported by the state.

Municipal self-management goes beyond the waste management market which is run by private players on their own account with the sole aim of making a profit. To that effect, there is no need to set up equal competition conditions.

The raw material and energy contents are important – especially in times of ever decreasing resources. Our main concern here is to ensure the greatest volume possible is recycled or turned into substitute fuels.

Bündnis 90/Die Grünen are in favour of further developing the polluter pays principle and take-back systems, which have been integrated into the economy. We have introduced a control instrument into the discussion with our ‘resource charge’.

Product responsibility must be extended to cover even more products. Furthermore, the amount of high quality recycling must be further increased; the share of waste incineration must, however, be decreased.

The FDP is strictly against the principle of national self-sufficiency for waste disposal to be extended to include recyclable waste. We support the move to treat the material and energetic recycling of waste materials equally throughout the European market.

We are not in favour of recyclable materials being transported at the expense of the environment. The proximity principle applies here as well as the basic right to have national autarchy for disposing of waste.

Waste should be recycled as close as possible to where it is generated. ‘Die LINKE’ sees no obstruction to moving recyclable waste across borders.



*Now more than ever!*

**THE RETHMANN GROUP INCREASES ITS NUMBER OF APPRENTICES BY ALMOST 23 % DESPITE THE ECONOMIC DOWNTURN**

The RETHMANN Group, consisting of the firms, REMONDIS, RHENUS and SARIA, is once again continuing its comprehensive apprenticeship initiative this year despite the current global economic crisis. A total of 1,289 young people now have apprenticeship places at the company to learn one of the 25 different professions in the modern water and environmental service branch as well as in the logistics sector. This family-run business, which is based in the German city of Lünen, has, therefore, one of the largest apprenticeship programmes available in the state of North Rhine-Westphalia and is investing in the future of the whole branch.

Well trained employees are a basic precondition for sustainable economic growth. The RETHMANN Group is fulfilling its social responsibilities.

REMONDIS has a total of 626 apprentices this year whilst the Group's logistics division, RHENUS, has 600. 63 young men and women are also currently learning a profession at SARIA, one of the leading specialists for recycling animal and vegetable products and residual waste. A number of the new apprentices were invited to the Lippe Plant in Lünen where they were welcomed by Norbert Rethmann, chairman of the supervisory board of RETHMANN AG & Co. KG. He stressed just how important the social market economy was if fair competition was to be guaranteed. He spoke out against the current move towards re-nationalizing council services, a trend that is even being supported by conservative parties during the current election campaign. The only way to achieve the greatest levels of efficiency and offer local inhabitants lower fees and charges is by ensuring that there is fair competition between the private and public sectors. Existing jobs can only be guaranteed and new jobs created if medium-sized businesses are supported. Changes need to be made both at national and regional level if this is

to be achieved. Norbert Rethmann named the two main reasons preventing fair competition as being the fact that public sector companies need not pay VAT and the manner in which tenders are awarded.

As medium-sized companies are the backbone of the German economy and by far the biggest employers, support must, above all, come from the individual regions. Companies especially need the support of the councils in the towns where they are based, said Norbert Rethmann. There are plenty of examples of such support. Thus REMONDIS works successfully with councils in over 100 towns and districts where public private partnerships have been set up, for example in Frankfurt, Essen, Oberhausen, Düsseldorf and Schwerin, guaranteeing future-oriented jobs for those living there. A further example is the successful cooperation agreements operated by RHENUS in the area of public transport, for example in the district of Wesel. In times such as these, when councils have less money at their disposal and the economy is stagnating, these many examples clearly show how the public and private sectors can work successfully together as partners and find the best possible, lowest-priced and most efficient services in an atmosphere of fair competition.



Norbert Rethmann, chairman of the supervisory board, (far right) with the new apprentices at the Lippe Plant in Lünen.



(from left to right) Vladimir Grischenko, Deputy Mayor of Saporoshje; Fritz Buchholz, consultant; Andrey Kozak, director of REMONDIS Saporoshje; Yevgen G. Kartashov, Lord Mayor of Saporoshje; Norbert Rethmann, chairman of the supervisory board of the RETHMANN Group; Egbert Tölle, board member of REMONDIS; Heinrich Zölzer, member of the supervisory board of the RETHMANN Group

News

# REMONDIS sees a future in Eastern Europe

## BIG INVESTMENTS IN THE UKRAINIAN WASTE MANAGEMENT STRUCTURE

REMONDIS is increasingly orienting its expansion strategy towards the East. Germany's largest water and environmental service company has built a modern sorting plant in accordance with western standards in the south Ukrainian city, Saporoshje (just under 1 million inhabitants) and this plant was put into operation in July. The new plant is part of the company's comprehensive expansion strategy for Eastern Europe. REMONDIS is planning to build up and run an environmental service infrastructure in the region, above all, in the Ukraine and Russia, and believes this will provide great growth opportunities for the future.



At the official opening ceremony – which was attended by Norbert Rethmann, chairman of the supervisory board, Yevgen G. Kartashov, Lord Mayor of Saporoshje and many other guests of honour – Egbert Tölle, as the board member at REMONDIS responsible for, among other things, the company's international activities, stressed the importance of this latest investment: "With a future EU membership in mind, the Ukraine is making every effort to adapt its systems to western technological standards and this is true for recovering secondary raw materials, too. Being one of the leading water and environmental service companies in Europe, we are very pleased to be able to transfer our know-how here and participate in one of the most important growth markets of the future."

The plant, with its 12 sorting points and a maximum annual throughput of over 100,000 t, means that the city of Saporoshje and the identically named province (Oblast) now has the technology to sort waste according to western standards and process the recovered secondary raw materials to return them to the economic cycle. Up to now, practically all waste

in the Ukraine has been simply taken to landfill. Thanks to the technical facilities set up by REMONDIS, Oberhausen's twin city can now run this three-shift plant and separate and recycle 9 different waste fractions: PET plastics in three different material groups, glass, metals, plastic film, Tetrapak, paper and cardboard.

The plant, which cost just under 2 million euros, is the latest of a large number of investments that have already been carried out in Saporoshje. Such investments include wheel loaders, compactors, vehicles with modern side loader technology, around 6,000 containers and the conversion and renovation of the administration buildings for REMONDIS Ukraina. Soon after the opening, REMONDIS enjoyed further success in the Ukraine. A contract was signed with the city of Artemovsk (100,000 inhabitants) in the south-east Ukrainian Oblast Donezk to found a PPP along the lines of that being run with Saporoshje. Here, too, everyone is working flat out to complete the plans to begin operating a modern recycling sector together with REMONDIS.

Setting up a modern environmental service branch involves targeted investments in plants, vehicles and personnel.

Customer survey

# Achieving more together: The extensive **REMONDIS**<sup>®</sup> customer survey

MANAGING DIRECTOR HERWART WILMS ON THE GOALS AND RESULTS

The customer is not only king and a partner but also an adviser.

Companies that wish to provide targeted, cost effective and high quality services are well advised to listen to what their customers have to say. For, who else is better able to judge which processes are the best and where there is a need for improvement? REMONDIS aktuell spoke to Herwart Wilms, sales manager of the REMONDIS Group and managing director of REMONDIS A&S, about the extensive customer survey the company carried out and its results.



**REMONDIS aktuell:** ACHIEVING MORE TOGETHER: This was the motto of the extensive customer survey which REMONDIS recently carried out. What were the reasons behind this?

**H. Wilms:** For some time now, we have been stepping up our activities to improve the quality of our services, which, of course, include all areas of the company. An essential part of this quality offensive was and is the question of customer satisfaction. Our customers are by far the best business consultants!

**REMONDIS aktuell:** How was the survey carried out and how much work did it involve?

**H. Wilms:** The work involved was enormous from preparing it, to sending it out, to evaluating the replies. To make this clearer: we began planning the survey back in the middle of 2008 which was followed by a series of phases to adapt and fine tune it. The surveys were then sent out and the telephone interviews held between January and April 2009.

**REMONDIS aktuell:** How many customers were contacted as part of the survey and what was the response like?

**H. Wilms:** This was the first time that we had held such a survey. We contacted almost 15,000 customers both by post and by telephone in order to get as wide a picture as possible. Just under 3,000 forms were sent back which means it was a great success and that the results truly represent the actual situation. As the survey involved a large number of questions, the customers needed a lot of time to answer them all. May I take this opportunity to thank them all again for their efforts.

**REMONDIS aktuell:** What did you want to know from the customers?

**H. Wilms:** Basically everything that has to do with the services we provide them with and how they feel about such services – beginning with the quality of our sales team and our offers, to the actual provision of the service, including the scheduling and drivers, to our invoicing process.

**REMONDIS aktuell:** That is a long list of subjects. Was there one question that you felt was particularly important?

**H. Wilms:** Each individual process is important to us. The centre of attention is not on us but on the customers we serve. For this reason, we are much obliged for all the comments, tips and criticism as this is the only way to get the full picture. We did, of course, ask our customers to attach weight to the different criteria so that we were not only able to differentiate between "good" and "bad" but also between "important" and "unimportant".

**REMONDIS aktuell:** What were the results like? Did you receive any criticism?

**H. Wilms:** First of all, we were really pleased with the results of the survey as it revealed that the majority of customers from all areas of business are either satisfied or very satisfied with our services. This is underlined by the fact that more than 90 % of our customers said that they would recommend our company. This is a very good result but we are well aware that it can still be improved. Some of the replies also, of course, included criticism which is very important and we will pay special attention to these comments. All the replies will now be fed into a systematic optimization programme as part of our 2009 quality offensive.

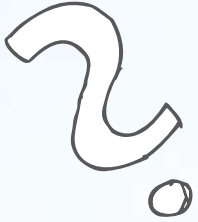
**REMONDIS aktuell:** What exactly do you mean by "2009 quality offensive"?

**H. Wilms:** REMONDIS has the widest ranging service portfolio of all companies in the branch. For this reason, it is very important that we optimize both our internal and external processes to integrate new ideas into existing procedures and ensure that our customers and raw material buyers are always well informed of what they can expect of us. We have also invested in both personnel training and in the re-launch of our website as well as in fine tuning the messages we wish to get across through advertising and in further automating and debureaucratizing our processes. Our customers have said that they are satisfied with what we have done but also that we shouldn't stop there but keep up the good work. And we promise that's what we'll do!

More than 90 % of all customers would recommend REMONDIS.

All the replies will now be fed into a systematic optimization programme as part of the 2009 quality offensive.

# Can the recycling bin be saved?



## THE 5<sup>TH</sup> AMENDMENT TO THE PACKAGING ORDINANCE HAS NOT HAD THE DESIRED EFFECT – THE VOLUME OF LICENSED SALES PACKAGING IS CONTINUING TO FALL

Both the Ministry for the Environment and system operators had pinned their hopes on the 5<sup>th</sup> amendment to the German Packaging Ordinance. It was supposed to get copycat systems to license their packaging and prevent, as far as possible, individual collection solutions. The new amendment finally came into force on 01 January but, as yet, has not had any great effect. The projected figures for this year reveal that around 1.2 million tonnes of sales packaging collected is not licensed material. Waste is being collected and disposed of that no-one is paying for and this is threatening to bleed the market dry. What are the reasons behind this?

### EKO-PUNKT

The volume of registered sales packaging published by the Dual System in the middle of this year for the 3<sup>rd</sup> quarter 2009 clearly shows that the 5<sup>th</sup> amendment to the Packaging Ordinance has not had the effect on the volume of licensed sales packaging that both the Ministry for the Environment and system operators had been hoping for. The total volume for the first three quarters of 2009 amounts to 820,000 t of light sales packaging which means a further reduction in volume of 40,000 t compared to the same period last year. The situation with glass packaging is not much better either. Registered volumes decreased by 30,000 t during the first three quarters. Both the 5<sup>th</sup> amendment to the Packaging Ordinance, which came into force

on 1.1.2009, and the 'Vollständigkeitserklärung' (form declaring the amount of sales packaging being placed on the market), which has been obligatory since April last year, aim to increase the volume of licensed packaging collected and reduce the amount of recyclables placed in the bins that have not been paid for. This target has not been reached at all.

In view of this development, Herwart Wilms, managing director of EKO-PUNKT, is calling for the branch to clarify the situation and for the German states to monitor the system more closely: "The actual amount of light sales packaging in 2007 lay at 1,177,000 t, whereas in 2008 it had



dropped to just under 1 million tonnes. The volume registered for the 3<sup>rd</sup> quarter of 2009 has now shown that the 5th amendment to the Packaging Ordinance has completely missed the mark and there can be no talk of an increase in licensed packaging. On the contrary: compared to the 2<sup>nd</sup> quarter, some systems have once again registered lower amounts. There is, therefore, an urgent need for more stringent checks by the German states as well as a self-commitment from the dual system operators to carry out quality assurance controls. If this does not happen then the dual system market for licensed sales packaging will die out due to insufficient volumes.”

If the dual system is to be run cost effectively in the future then, Herwart Wilms says, the terms sales packaging, branch solutions and self-management take-back systems need to be better clarified on the part of the system operators. The authorities need to have clear guidelines to prevent false interpretations that then have a negative effect on the market. The differences of opinion between the system operators and the contradictory interpretations of the Packaging Ordinance led to huge feelings of resentment at the beginning of the year when a number of system operators subsequently de-registered unbelievably high volumes of recyclables (174,000 t of light packaging and 93,000 t of glass) between the end of the fourth quarter of 2008 and the time when the final invoices for the whole of the year were due. This subsequent disappearance of a volume of waste – that is larger than the total amount of sales packaging placed on the market by Germany’s largest discount chain – has still not been explained and will now keep the state environmental authorities and the courts busy. The system operators, responsible for de-registering the volumes of waste after the year had ended, have still not provided an explanation for their actions.

In the meantime the six dual system operators (EKO-Punkt, Interseroh, Landbell, Veolia Dual, Zentek and BellandVision) that have joined together in a BDE work group have begun a joint quality offensive and guaranteed that they will adhere to obligatory standards in order to implement the Packaging Ordinance. To achieve this, each of the system operators organized in the BDE have handed in a declaration in which they have committed themselves voluntarily to the aids, interpretations and guidelines published on the website, [verpackv-konkret.de](http://verpackv-konkret.de), to implement the 5th amendment to the Packaging Ordinance. The website, [verpackv-konkret.de](http://verpackv-konkret.de), constitutes a unique compendium of all relevant guidelines and, in particular, provides clear assistance in cases of doubt. All companies placing sales packaging on the market can use this website to get clear answers to their questions based on current publications, statements made

by the authorities responsible and relevant court decisions. Thus, for example, 50 example cases are given to define the difference between ‘product’ and ‘packaging’. This collection is soon to be supplemented by a further 150 examples in order to be able to give full answers to all questions. Further topics will also be added in the future. The website is financed by the dual system operators but, being a working group consisting of the company of appraisers, cyclos GmbH, Osnabrück, and the market research firm, Gesellschaft für Verpackungsmarktforschung mbH, Wiesbaden, it is an independent and impartial body. An advisory body, made up of suitable experts, is to accompany the work carried out by the website. The system operators involved believe that just one month after the foundation of the BDE work group they have, with this website, established an important milestone towards protecting the privately run kerbside collection of sales packaging.



**“There is an urgent need for more stringent checks by the German states as well as a self-commitment from the dual system operators to carry out quality assurance controls. If this does not happen then the dual system market for licensed sales packaging will die out due to insufficient volumes.”** Herwart Wilms, managing director of EKO-PUNKT

EKO-PUNKT is not only a founding member of the BDE work group and a principal of the Internet portal, [www.verpackv-konkret.de](http://www.verpackv-konkret.de), set up to guarantee the quality of the implementation of the Packaging Ordinance. The company has also committed itself to adhere to the quality criteria and, furthermore, has commissioned a study to be carried out by the research firm, Gesellschaft für Verpackungsmarktforschung (GVM). Thanks to such initiatives, EKO-Punkt is acting as a responsibly minded system operator and contributing towards ensuring that a sustainable dual system is maintained in Germany.



Water resources management

## Promising partnerships

THE TREND IN INDUSTRIAL WATER MANAGEMENT IS TOWARDS CONTRACTING

The more complex water supply and wastewater treatment requirements are, the more sensible it is to out-source this work to professional partners. For this reason, more and more companies from all sectors of the economy are relying on tailor-made contracting. Intelligent plant and management concepts are considered to be the best way to set up high-performance infrastructures and push forward operative business in a sustainable way.

Whether it is due to extended production facilities, stricter environmental laws or general pressure to reduce costs – there are many reasons why businesses look to improve the wastewater treatment facilities in their plants. A number of obstacles, however, need to be overcome if the best possible system is to be set up and operated. Contracting the work to professionals helps here to reduce the time and money needed to be invested as well as to guarantee top levels of safety.

Being an experienced contractor, REMONDIS Aqua provides support in both fields – for new investments as well as for the operation of existing facilities.

**Concentrating on the customers' individual needs**  
REMONDIS Aqua is Germany's leading supplier of industrial water management applications. The specialists from Lünen are active in both contracting fields: they offer facility management models which concentrate exclusively on established facilities as well as operator models, i.e. a contracting model that also involves new investments and the possible financing of such investments. A hallmark of all projects is that they involve long-term cooperation work.

In practice, REMONDIS only implements individual contracting projects which are adapted to the exact needs of the company involved. With new investments, all the data and framework conditions needed to construct the facility are put together with the customer. Using this information, REMONDIS Aqua then draws up a technical concept that offers the best solution from both a cost efficient and



AkzoNobel lays great importance on ensuring it has the best possible wastewater treatment system and for as long as possible. Besides running the facilities at its Rotterdam-Botlek site, REMONDIS is also responsible for the planning and construction work.

### Energy and phosphorus from wastewater treatment

At its Altentreptow plant, Humana Milchindustrie GmbH produces cheese products from raw milk. The wastewater from the production process contains high amounts of organic materials. REMONDIS Aqua works as a contractor for the company, first extending the wastewater facilities and then operating them. In order to achieve the best possible technological and business results, the aerobic facility was extended to include additional technology. Anaerobic pre-treatment now transforms the majority of the contaminants into biogas that is converted into electricity in a combined heat and power plant. Fed into the public grid, payment is received for the electricity in accordance with the German Renewable Energy Law. The heat generated is used as process heat. Another new process is the phosphorus treatment carried out according to the REPHOS® process. This enables phosphorus to be eliminated and recovered directly from the wastewater. The resulting product can be used as a fertilizer; the treated water fulfils all necessary requirements allowing it to be directly discharged.

technical point of view. When the project begins, the experts take over the planning and construction of the facility and, if requested, the financing.

#### Process risks clearly reduced

The pressure on a company is clearly reduced in many different ways if it contracts out such projects. It needs, for example, fewer personnel and management staff and the finances it has available can continue to be used for the production processes. "Contracting gives a company more scope which, in turn, has an immediate and positive effect on the company's core business," explained Dr. Lars Meierling, who has developed this business division at REMONDIS Aqua over the last ten years. "Furthermore, it means the customer is able to plan better and contracting offers high levels of security." This is, above all, achieved by the fixed prices that are involved and the fact that any incalculable risks are borne by the contractor. Quality and availability are guaranteed throughout the whole of the contract term. REMONDIS bears the technical and organizational risks. If the facility were to be purchased and operated by the customer himself, then the guarantee period would be considerably shorter and any damage or downtime would involve additional unforeseeable costs.

#### Success thanks to specialist knowledge and creditworthiness

When it comes to water management, success is, for the most part, brought about by the combination of different facilities and processes. This is especially true when additional benefits are created from the process, for example generating energy or creating secondary products. Companies, therefore, that use REMONDIS Aqua's specialist knowledge have many advantages. REMONDIS Aqua has implemented numerous projects both in Germany and abroad for municipal and industrial partners. The experience it has gathered from such projects is united with its comprehensive technological expertise giving it a clear edge over its competitors when it comes to the question of know-how. On top of this is its clear financial strength. This is important not only for the financing of projects but also importantly for the long-term cooperation work. As the contractor bears any operational risks, the size and creditworthiness of the contractor are decisive factors.

It is foreseeable that the importance of contracting will increase in the future. "After all, the need for companies to act and invest will continue to grow," Lars Meierling said. "And at the moment there is no better way to fulfil the ecological, technological and business requirements."

Being an essential part of the production process, water management plays an important role in a business' success. Reliability and problem-free connections to the other production processes must be guaranteed.

Fixed prices ensure that customers can plan ahead and any technical risks are transferred to the contractor.



Guaranteed process and operational reliability: MAN Nutzfahrzeuge commissioned REMONDIS to modernize, extend and operate the wastewater facilities at its plants.



As a contractor, REMONDIS Aqua extended the facilities owned by WILD Valencia S.A and then took over the operation of them. The wastewater treatment process is now used to generate biogas which, in turn, is used to generate steam for the production processes.



Dagmar Wöhl, parliamentary state secretary at the German Ministry for the Economy and Technology, Karin Rusch, managing director of WAL-Betrieb and German Family Minister, Ursula von der Leyen (from left to right)

Water resources management

# Work and family hand in hand

**GERMAN FAMILY MINISTER, URSULA VON DER LEYEN, HONOURS WAL-BETRIEB FOR ITS FAMILY-FRIENDLY PERSONNEL POLICIES**



Even in times of economic difficulties, responsibly-minded employers in Germany are continuing to focus on family-friendly personnel policies. Over the last twelve months, a number of companies, institutions and universities across Germany have used the 'career and family audit' run by the berufundfamilie GmbH, an initiative of the non-profit-making Hertie foundation, in order to bring business targets and employee interests into harmony with one another. REMONDIS' subsidiary, Wasserverband Lausitz Betriebsführungs GmbH (WAL-Betrieb), is one of the ten companies in the German state of Brandenburg to be honoured for its efforts.

WAL-Betrieb fulfils the highest standards when it comes to uniting career and family.

Managing director, Karin Rusch, travelled to Berlin on 17 June to receive the certificate for the 'career and family audit' from the German Family Minister, Ursula von der Leyen, on behalf of the company. WAL-Betrieb has, therefore, received confirmation that it fulfils the highest standards when it comes to uniting career and family. This award is particularly significant in view of the hundreds of thousands of companies active in Germany. "Personnel policies should aim to support parents' careers and make use of the potential of qualified women," commented Karin Rusch reinforcing the company's approach.

"Being family friendly remains an important topic for companies despite the economic downturn. Never before have we been able to honour so many companies and institutions by presenting them with this certificate," said German Family Minister Ursula von der Leyen. "In times such as these, clever medium-term strategies are needed to take

the pressure off employers and at the same time keep their employees in the company. Experienced and qualified staff will be worth their weight in gold once the economy begins to recover," Ursula von der Leyen continued.

Companies have recognized that they can benefit widely from implementing family-friendly policies," commented Dagmar Wöhl, parliamentary state secretary at the German Ministry for the Economy and Technology, referring to the study carried out on behalf of berufundfamilie gGmbH. "Productivity and employee motivation are both 17 percent higher in family-friendly companies compared to other firms; absenteeism is also 13 percent lower."

The non-profit-making Hertie foundation initiated the 'career and family audit' in 1995 and then, in 1998, founded berufundfamilie gGmbH which has been responsible for all of the foundation's activities in this area since then.

# Only the best for Mother Earth

## JOINT START-UP BETWEEN REMONDIS AND THE WESTERZGEBIRGE WATERWORKS AWARDED THE AS HUMUS QUALITY SEAL

REMONDIS is replenishing Mother Earth in the Erzgebirge in the German state of Saxony. Top quality humus is produced here as a result of the Law on the Circular Flow Economy being implemented. Vererdungsanlagen Westerzgebirge GmbH, a company founded in 2004 in cooperation with Wasserwerke Westerzgebirge GmbH, has, over the last four years, enjoyed above-average growth both in the area of production performance and quality management. The plant's capacity has, for example, been increased from 1,500 annual tonnes of humus substrate to 4,300 annual tonnes. The company has even had the excellent quality of its products certified.

In 2008, the recycling plant was awarded the AS Humus quality seal thanks to its investments and optimized quality management systems. This quality seal guarantees that the products are of a constant and very high quality. To be awarded such a certificate, the products made by the plant had to undergo an extensive system of sample-taking and analyses, carried out by the company and external assessors, in accordance with the regulations of the VGVA, BGK (Compost Quality Assurance Organisation) and the RAL Institute. In addition, proof was provided about the hygiene levels of the composting processes. The quality commission of the BGK examined and confirmed that its quality parameters were being adhered to.

### Considerably better than the legal requirements

Composts that have been awarded the quality seal undergo tests and analyses that go beyond minimum legal

standards. They must comply with strict threshold values that are much more stringent than those in the current Sewage Sludge Ordinance. Moreover, hygienization is also guaranteed. The quality seal is in the best interests of the consumers who have been buying – often for many years – composts and soils from the region. Thanks to this process, sewage sludge that is generated as a result of the wastewater treatment carried out by the Westerzgebirge waterworks can be returned to the economic cycle. Customers purchasing the product include, among others, garden and landscaping businesses as well as civil engineering companies from the region. In times of spiralling energy and fuel costs, the Vererdungsanlagen Westerzgebirge is helping to keep prices stable and minimize their customers' costs with their high quality locally produced and marketed products. Thanks to the high quality of the humus produced from the wastewater treatment process, an important material life cycle is being closed for the benefit of both the environment and the customers.

Top quality humus from the region for the region.

Closed material life cycles benefit the environment.





Property drainage facilities

# It's high time to act

LEAK TESTING IS STILL BEING UNDERESTIMATED

Fragmented structures, many different sections: 16,200 privately owned drainage systems need to be tested for leaks in Lünen alone.

All privately owned drainage systems have to be tested for leaks. Fines may be imposed if they are not inspected within the period stipulated.

**All privately owned underground drainage pipes must have been tested by the end of 2015 to check they are leak-proof. This is what has been decided on in the Norm DIN 1986 Section 30. This means de facto: approx. 1 million kilometres of drainage pipes need to be inspected between Flensburg and Garmisch and, in many cases, will have to be repaired. A mammoth task that will demand a great deal from housing associations and commercial and industrial businesses as well as from private individuals.**

Some things simply sort themselves out. As a result many tend to have a "wait and see" attitude. This will not help, however, when it comes to testing private drainage systems as the legal stipulations are clear. A quick look below ground will not be enough by any means. On the contrary, all underground drainage pipes must be catalogued and examined systematically. Any damage that is detected has to be repaired, whereby the period in which the repairs must have been carried out can vary between one month and several years depending on the local wastewater regulations and the extent of the damage. If the defect could lead to the environment being polluted, then it must be repaired immediately in accordance with the criminal code.

### A high damage rate is to be expected

According to calculations published by the Deutschen Vereinigung für Wasserwirtschaft, Abwasser und Abfall e.V., between 70 and 90 percent of privately owned drainage systems are faulty. A significant number of these will be in such a bad condition that they will need to be repaired immediately. The owners of the property must bear the costs incurred for testing and repairing the pipes. The Institute for Municipal Water Management at the RWTH Aachen estimates the total cost to be just under 100 billion euros.

### Special solutions for businesses and housing associations

REMONDIS, of course, is supporting housing associations when it comes to detecting leaks in their drainage systems. The concept, drawn up to meet their exact needs, offers a

full service – it combines the obligatory leak tests as well as optional additional services such as maintenance contracts, property protection measures or long-term drainage management solutions. When it comes to implementing the project, customers can choose between a full-service solution, for which REMONDIS carries out all tasks, and a co-operation model where the housing association is involved in the work. Having been tested successfully, the system is now being launched onto the market.

**Comprehensive list of tasks for towns and districts**

Not only companies and private homeowners are affected by the new law but local authorities, too. Their task is to provide information all about the disposal of wastewater. In many cases they will have to provide homeowners with on-site advice. Furthermore, they must set the rules for the leak tests and repair work, check the work is being carried out correctly, issue certificates and determine the periods in which pipes must be repaired. This also includes ensuring the leak detection work carried out adheres to quality standards. Whilst each homeowner may select the company he wishes to use, the local authorities must ensure that only qualified companies carry out the work in their region.

**Lünen – service company as the central point**

High levels of investment for local inhabitants, considerable costs for local authorities. The result: the leak detection project is proceeding very hesitantly. And yet looking

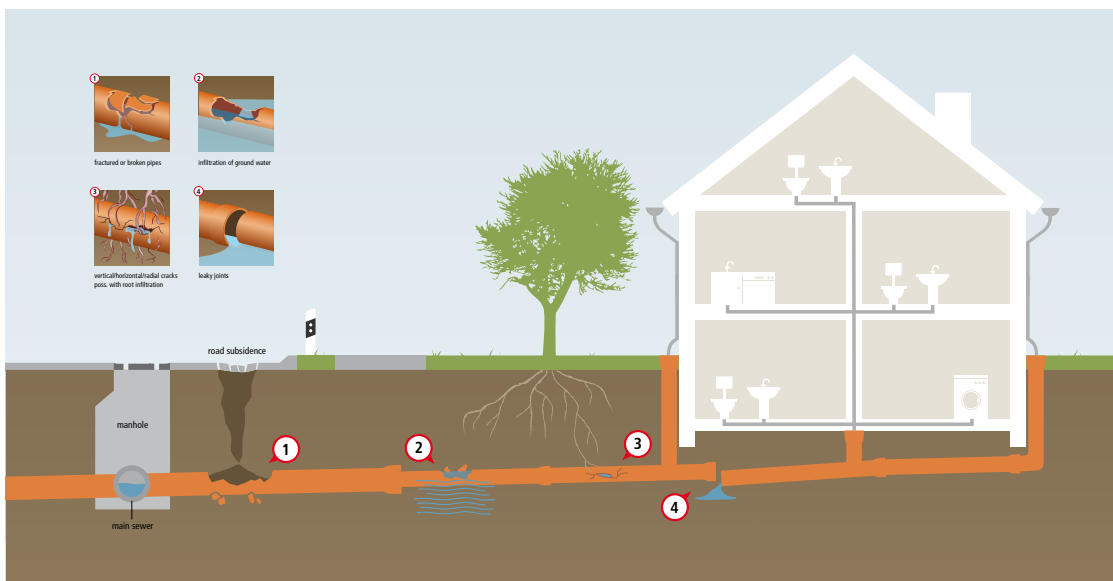
**Law to improve environmental protection**

The leak detection project aims to protect the soil and ground water. At the same time it is looking to prevent extraneous water getting into the sewers and putting a strain on sewage treatment plants. The legal basis for this is DIN 1986 Section 30 "Drainage systems for buildings and land – maintenance" in connection with Par. 18b of the Water Management Law. It applies to the whole of the privately owned wastewater network and, therefore, to every property owner in Germany.

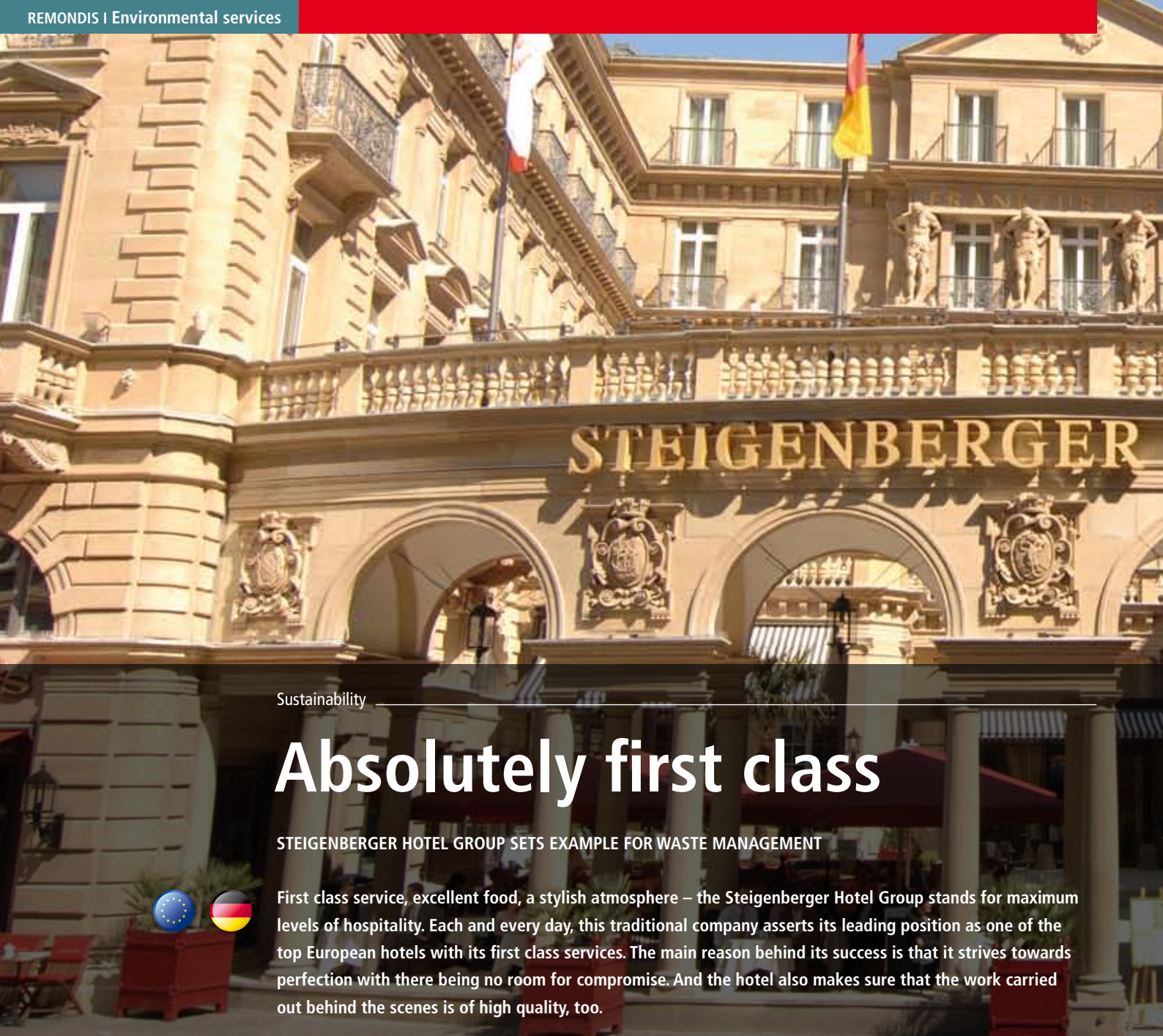
at the dimensions it is likely to take, it is high time to act. The city of Lünen has demonstrated how the requirements can be practicably and legally fulfilled. REMONDIS has implemented a system in the city together with Stadtbetrieb Abwasserbeseitigung Lünen AöR that can be applied throughout the country.

SAL Service GmbH was founded back in 2008, a joint venture that supports local inhabitants during all stages of the process – from detecting the leaks, to managing the repair work, to submitting proof that the pipes are leak-proof to the Stadtbetrieb Abwasserbeseitigung Lünen AöR. Positioning the firm as a free service company opens up some decisive advantages. The local authorities can be certain that the quality standards are being kept to at all times. The landowners benefit from the advice and support, the high levels of expertise and the technological impartiality of SAL Service GmbH.

The final date may seem far away but this is deceptive. Every single day counts when it comes to implementing this project.



Out of sight, out of mind: privately owned drainage pipes are rarely maintained – leading to all sorts of problems.



Sustainability

# Absolutely first class

STEIGENBERGER HOTEL GROUP SETS EXAMPLE FOR WASTE MANAGEMENT



First class service, excellent food, a stylish atmosphere – the Steigenberger Hotel Group stands for maximum levels of hospitality. Each and every day, this traditional company asserts its leading position as one of the top European hotels with its first class services. The main reason behind its success is that it strives towards perfection with there being no room for compromise. And the hotel also makes sure that the work carried out behind the scenes is of high quality, too.



Steigenberger wishes to offer its guests the very best – in every aspect of its business. It goes without saying that this also includes corporate responsibility. Thus, the company group has always laid great importance on achieving sustainability and standards of quality that take ecological criteria into account.

### Waste management first class, too

The integral environmental management system manifests itself in all areas of the hotel business. This ranges from the natural cosmetics used by the hotel, to its water and energy saving measures, to the initiatives to reduce its carbon footprint and protect the climate.

Steigenberger has been working together with REMONDIS since the beginning of 2002 with the aim of increasing recycling and further conserving resources. Together, the two companies drew up a waste management concept that can be considered to be a best practice programme within the branch. In order to find the best possible solution, REMONDIS first analysed the material streams and waste management methods used by the Steigenberger Group. Using the information gathered, alternatives were developed and then tested in pilot schemes. As a result a waste management system has been created that suits the hotel's business activities perfectly. Furthermore, the measures implemented by Steigenberger fulfil all legal requirements





#### All facets of hospitality

Steigenberger has been one of the top names within its branch for decades now. The Steigenberger Hotel Group unites two successful brands: the Steigenberger Hotels and Resorts and the InterCityHotels. The 86 hotels included in the company's portfolio include both grand hotels on exquisite locations and central hotels in the heart of cities. Besides being active in Germany, this well-known hotel group can also be found in Austria, South Tyrol and the Netherlands.

set out in the German Commercial Waste Ordinance and the Technical Guidelines for the Treatment and Disposal of Municipal Waste.

#### A complete solution for the whole of the hotel group

The system has now been implemented throughout the whole of the Steigenberger Hotel Group. And REMONDIS is also involved in the practical implementation of the system at all of the hotel locations. "We also wish to create uniform waste management standards throughout all of our hotels. The best way to achieve this is to use a strong, international partner. A partner who is active wherever our hotels are located," explained Matthias Heck, board →

Five star hotel: The Frankfurter Hof Steigenberger Hotel unites the splendour of the past with modern comforts and exclusive accommodation.



The Berlin Steigenberger Hotel is contributing towards protecting the environment and reducing CO<sub>2</sub> emissions. It is the group's first hotel in Germany to offer certified CO<sub>2</sub> neutral meetings.

The Grandhotel Petersberg in Königswinter – Steigenberger fulfils its customers' every wish be it at one of its modern or traditionally designed hotels.



- member for finances at Steigenberger Hotels AG who is also responsible for environmental protection within the group.

The exemplary waste management system looks to promote, in particular, two areas: waste prevention and the separation of waste according to type. Besides paper, glass and light-weight packaging, focus is also being put on cooking fats and food waste as well as residue from grease separators. REMONDIS covers all of the tasks involved – from logistics to processing and recycling the materials to generating energy. It also provides some additional services

in the area of special material streams. This includes, for example, disposing of mixed construction waste generated by renovation and extension work to the hotels or when new hotels are being built. Furthermore, it collects the mattresses thrown out by the hotel as part of its regular renovation programme. Last but by no means least, REMONDIS helps to ensure the waste management programme is implemented smoothly by offering staff training courses for those employed at the Steigenberger Hotel Group.

**Increased quality and yet reduced costs**

One particular advantage of à la carte waste management is that it combines efficiency and cost effectiveness. It not only paves the way for higher environmental standards but also saves costs: over the last few years, the Steigenberger Group's waste management costs have been able to be stabilized or even lowered despite changes to environmental law. Matthias Heck commented on this saying: "Running a sustainable business is very important to our guests and it also helps to reduce costs. Implementing our ambitious environmental targets is doubly advantageous for the positive development of the Steigenberger Hotel Group."



"Ecological quality is vital for hotels, too, if they wish to be a success. We, therefore, attach great importance to adapting the standards of the Steigenberger Hotel Group to strict environmental norms."

Matthias Heck, board member for finances at Steigenberger Hotels AG

Environmental services

# Working together better for Würzburg

REMONDIS BECOMES A SHAREHOLDER OF WÜRZBURGER RECYCLING GMBH BASED IN THE CITY OF WÜRZBURG

With a population of just under 150,000, Würzburg is the fourth-largest city in the German state of Bavaria and an important location for medium-sized industrial businesses. Commercial waste generated in the city and surrounding areas has, for the most part, been collected, sorted and processed by the company, Würzburger Recycling GmbH (WRG), since 1990. The WRG has now found a strong partner with REMONDIS with which it wishes to further grow its business.

WRG is the region's leading waste management company and unites the innovative energy of local, municipal and private sector businesses under one roof. With its full range of services, this Würzburg-based firm has become a well-known brand within the regional waste management sector. The secret behind its success is, above all, its close ties to its customers and its technical know-how in the area of modern waste management. In order to further extend its range of services and grow its business, WRG has concluded a strategic cooperation agreement – effective from 01 January of this year – with REMONDIS Kommunale Dienste Süd GmbH in Munich.

The aim of this cooperation is to jointly work on established and new business fields. "As a result, WRG now has a wider financial and operative base and can offer a wider range of services which means it has a considerably stronger regional alignment that goes beyond the city and district of Würzburg," explained Egon Kitz, managing director of WRG. "Together with REMONDIS, we are now in a position to offer both regular and new commercial and municipal customers a complete range of cost effective and efficient waste management services that adhere to all legal regulations and the latest safety standards."

The shareholders of the company are, besides the new shareholder REMONDIS, Würzburger Versorgungs- und Verkehrs GmbH (WVV Stadtwerke Würzburg), Karl Fischer und Söhne GmbH & Co. KG, Höhn Balthasar Bauunternehmung as well as the Zweckverband Abfallwirtschaft Raum



Following the signing of the partnership agreements, representatives of both companies gathered together for a group photo. (from left to right): Ferdinand Kleppmann (manager at Zweckverband Abfallwirtschaft Raum Würzburg KdöR), Prof. Norbert Menke (managing director WVV), Eckhard Vogt (managing director REMONDIS Kommunale Dienste GmbH, Munich), Joachim Freund (authorized signatory WRG), Frank Gärtner (managing director REMONDIS Kommunale Dienste GmbH, Munich), Thomas Schäfer (managing director WVV), Walter Höhn (Bauunternehmen Balthasar Höhn GmbH & Co. KG), Ulrich Steinborn (corporate development, REMONDIS GmbH & Co. KG, Region Süd, Munich)

Würzburg, a public corporation. By becoming a shareholder of WRG, REMONDIS has also purchased shares in the companies, RSU Rhön-Saale-Umweltdienste GmbH, EDW Entsorgungsdienste Würzburg GmbH, WRG Gebäudeservice GmbH and C. C. Reststoffaufbereitung GmbH & Co. KG.

With a workforce of just under 50 people, the joint venture is responsible for collecting and processing a total of 65,000 annual tonnes of commercial waste, waste paper, cardboard and card, light-weight sales packaging and glass as well as for timber and plastics from commercial and industrial businesses in the region of Würzburg. Its main catchment area covers the city of Würzburg, the district of Würzburg as well as the district of Bad Kissingen.



The underwater cleaning process aimed to remove the danger of the lake becoming polluted by soluble hydrocarbon compounds in a sustainable way.

Remedial services

# The underwater cleaners

## REMEX RIDS LAKE ZÜRICH OF CONTAMINATED SLUDGE

**REMEX** 

REMEX Conmin and Buchen AG have carried out an unusual remedial service in Switzerland: the companies' specialists have removed a 7,000 m<sup>2</sup> layer of tar which was lying on the bed of Lake Zürich. Using a process, specially developed for this project, the layer of tar was brought up to the surface by divers using suction equipment and treated directly on the lake's bank.

Regular tests carried out by AWEL confirmed that the quality of the water was not affected by the remedial work at any time during the project.

Lake Zürich is considered to be one of the most attractive stretches of water in the Alps. Covering a surface of 88 square kilometres, it is a popular recreational destination as well as an important drinking water reservoir for the region. The lake, however, had been harbouring a dark secret for many years: a large amount of tar had been lying at the bottom of the lake close to the beach in the district of Thalwil. The tar, which was production residue from the old gasworks, had got into the lake via a duct between 1898 and 1930.

### International tender for the work

This residual waste was discovered almost by chance. The Canton of Zürich decided to have the carpet of tar, lying 30 metres below the surface of the lake, removed. It commissioned the Agency for Waste, Water, Energy and Pollution (AWEL) to carry out the project. This regulatory body, the highest authorities in the Canton responsible for water and waste, put out an international tender for this delicate project. The contract was then awarded to a working group which, besides REMEX and Buchen, consisted of a number of companies including the Swiss firm Marti AG, specialists in marine construction.

### 400 organized dives in 99 days

The goal of the remedial work was to remove 95 percent of the contaminated material and ensure that the source was blocked off. In order to achieve this ambitious aim, the team of experts used a sophisticated procedure: protective walls were lowered into the bed of the lake isolating an area of approx. 80 square metres which were then systematically moved across the contaminated area.

The divers from Marti then removed the tar deposits from the bottom of the lake in the walled-off area using special equipment. They succeeded in cleaning the 7,000 m<sup>2</sup> area in 99 days and 400 organized dives. The protective walls prevented floating materials getting into the surrounding lake water. Oil barriers on the lake's surface provided additional protection. "Lake Zürich is an important drinking water reservoir for a million people. It was, therefore, extremely important to pay special attention to the quality of the water," explained Stephan Hauptenthal, managing director of REMEX Conmin.

### Sludge dewatering on the bank of the lake

Pumps transported the suctioned off sludge to the bank of the lake. The REMEX and Buchen specialists then separated the liquid and solid material from one another in a treatment facility that they had set up there. To do this, the mixture of water, tar and sediments were first put through a screen and homogenized and then dewatered in membrane filter presses. 1,400 cubic meters of polluted sediment and more than 25,000 cubic meters of water were cleaned directly on site. The remaining approx. 1,300 cubic meters of solid material were then sent to specialist treatment plants owned by the REMONDIS Group.

Besides carrying out the remedial tasks, REMEX also handled all of the approval procedures with the relevant authorities. One special challenge here was the question of logistics. As the storage facilities on the lake's bank could only hold material brought up from one day's work, the

**"The Canton of Zürich is dedicated to achieving sustainable development. With this in mind, old problems can be turned into new opportunities."** Markus Kägi, councillor and head of the buildings department for the Canton of Zürich

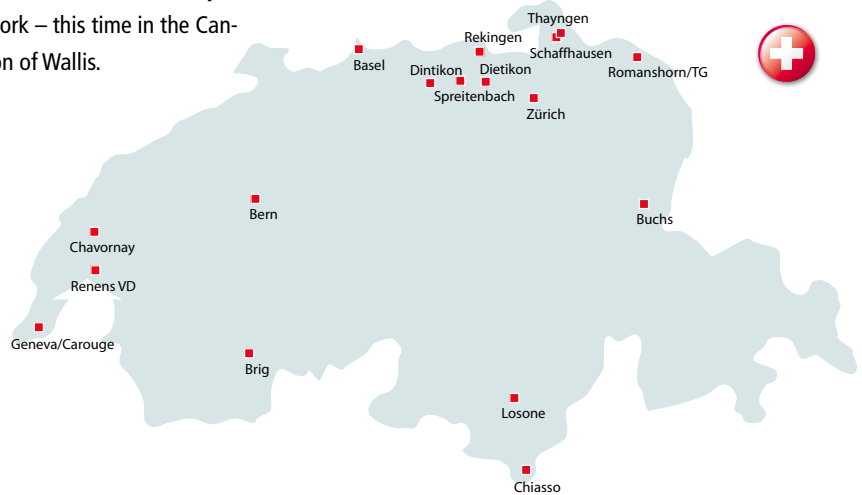
batches of material had to be transported away from the site as fast as possible. Here, REMEX primarily used the rail network as well as Rhenus' transshipment terminal at Basel port.

### An exemplary solution

The remedial work began in autumn 2008 and ended just before the bathing season began in spring 2009. It could not be taken for granted that the work would be finished within the planned schedule. For the team had to carry out complex tasks during the winter months which meant working in icy conditions with temperatures dropping to -10° C.

Stephan Hauptenthal: "The special feature of this project was the unusual combination of proven processes and methods. As a result, the remedial work has become a light-house project that has attracted attention beyond the Canton of Zürich." During the project, REMEX was awarded a further contract to carry out similar work – this time in the Canton of Wallis.

Strong local presence: REMONDIS also has numerous locations in Switzerland.



The treatment facility on the bank of the lake: the full range of the REMEX Group's services in Switzerland and Germany were used to carry out this work.

Reference: report

# Totally natural

## BUDERUS GUSS RELIES ON BIOCULTURES TO CLEAN ITS TOOLS

Nature works. Buderus Giesserei Wetzlar GmbH and UPEX, a subsidiary of REMONDIS Medison, have been demonstrating that this is true at its site in Wetzlar. Here biocultures are used to clean cleaning solutions containing oil and fat. This means a long service life, a cost-effective business and greater work safety.

UPEX has a unique position on the market thanks to its full range of services for biological cleaning equipment for parts.

**REMONDIS®**

**Buderus**

As a full service provider, UPEX offers cleaning systems and special cleaners for a wide range of very different applications.

BUDERUS Giesserei Wetzlar is one of the market leaders in the area of the cast pipe systems for supplying drinking water and disposing of wastewater. Being a well-known company, BUDERUS Guss attaches great importance to fulfilling its corporate responsibilities – both for its products as well as in the area of work safety and environmental protection.

Many years ago, this Wetzlar-based company switched the system it used to clean its parts and tools from solvent-based cold cleaners to water-based cleaners. A step in the right direction from an ecological point of view but a change that was not so satisfactory from a business point of view: the eco-friendly cleaning medium was always saturated very quickly. As a result the cleaning baths had to be changed often and this cost money.

Buderus Guss turned to UPEX, the REMONDIS specialists for professional cleaning services for industrial and commercial businesses. A successful move. Today, UPEX Eko

is used in Wetzlar, a cleaning system that cleans parts biologically. Its strength lies in the combination of a brush cleaning table and a ph-neutral, watery cleaner that contains

natural biocultures. The dirty cleaning medium runs into a basin where the biocultures break down the oils and fats contained in the liquid. The natural regeneration process keeps the cleaning bath clean and allows it to be used over a long period of time. As a result the service time of the cleaning liquid has been doubled from 24 to 52 weeks compared to the process used before. And the volume of the cleaning bath has also been reduced from the previous 180 litres to 100 litres.

“A longer working life and greater cleaning quality as well as the knowledge that our employees can work in an environment free of smells and dangerous materials – a truly convincing process,” says plant manager, Peter Leimpek. Another advantage: the only residual waste leftover from the Eko system are sludge particles. And UPEX is responsible for these as all tasks are included in its full range of services – from disposing of the waste, to maintenance work and cleaning the equipment to delivering the new cleaner.

This eco-friendly service package which brings customers real benefits is not only being welcomed by Buderus Guss. Building on its success on the German market, the UPEX concept is now expanding into other European countries including Austria, Belgium, France, Switzerland and the Netherlands.

A strong performance: the Eko system's biocultures break down oils and fats.



# A first-class comeback

## SOLVENT DISTILLATION CREATES NEW HIGH QUALITY PRODUCTS

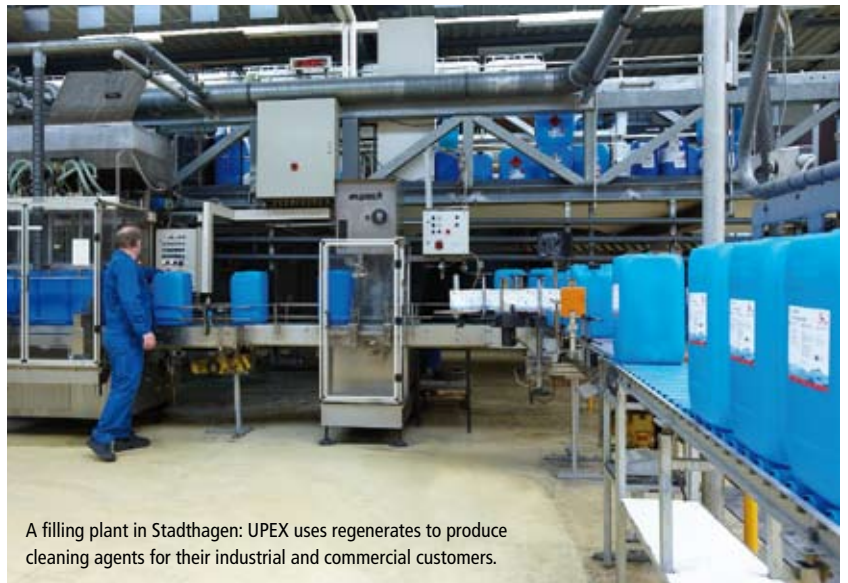
Solvents are often essential: numerous branches – from the circuit board industry to car production to the furniture manufacturing branch – are dependent on the use of these chemical liquids. The fact that such liquids are classified as hazardous waste does not mean they cannot be recycled. With its specialist knowledge and state-of-the-art plant technology, REMONDIS is closing material life cycles in this sector, too.

In Braunschweig, RESOLVE runs one of the most modern and highest performing distillation plants in Germany.

More than 30,000 tonnes of solvents are processed by REMONDIS every year. The company's aim is to provide a full range of services. Thus, the list of services – unique throughout the whole of Europe – covers every aspect of the supply chain, from collecting the waste solvents to delivering new products. Such products are sold via two different channels: on the one hand by marketing the products and on the other hand through contracting work. Here the industrial and commercial customers are supplied with the exact same solvent they gave to REMONDIS once it has been cleaned.

Distillation is the central process used to treat solvents. Using a multi-stage process, the used liquids are freed of contaminants and then processed into clearly defined qualities. The permanent monitoring of the necessary parameters, ongoing documentation and the safe handling of these dangerous materials accompany each and every stage of the process.

The solvents are returned to the economic cycle via REMONDIS Medison and its organization. Three operative businesses, each active in a field that complements those of the other two, ensure the best possible results are achieved. The basis, distillation, is provided by RESOLVE, which, with an annual capacity of 20,000 tonnes, is one of the largest suppliers in Germany. Focussing on bulk quantities for industrial use, this Braunschweig-based company supplies, among others, the service providers UPEX and Staufen-Chemie which also belong to the company group.



A filling plant in Stadthagen: UPEX uses regenerates to produce cleaning agents for their industrial and commercial customers.

UPEX uses RESOLVE products and its own distillates to produce special cleaners. Being an expert for industrial and commercial cleaning systems, the company is, therefore, strengthening its core business: selling cleaning systems and offering corresponding services as well as producing cleaning agents that can be mixed with water.

Staufen, on the other hand, specializes in filling small drums and producing customer-specific formulations from original products. The products found on the shops' shelves have the name of the customer on the label. Thus, many consumers know these products from specialist stores but do not realize that they actually come from REMONDIS.

As far as customers are concerned, recycling solvents is the best route to take. There is no better way to reconcile cost-effective purchasing and the legal disposal of waste materials.

# A profitable business for years

ENTSORGUNGSBETRIEBE ESSEN CELEBRATE 10<sup>TH</sup> ANNIVERSARY TOGETHER WITH REMONDIS



10 years ago, the city of Essen decided to privatize its waste management division. Having gone through the expected start-up difficulties during the first year of business, EBE, a public private partnership with REMONDIS, has been making clear and, above all, ongoing profits. Much to the delight of the taxpayers living in the city of Essen.



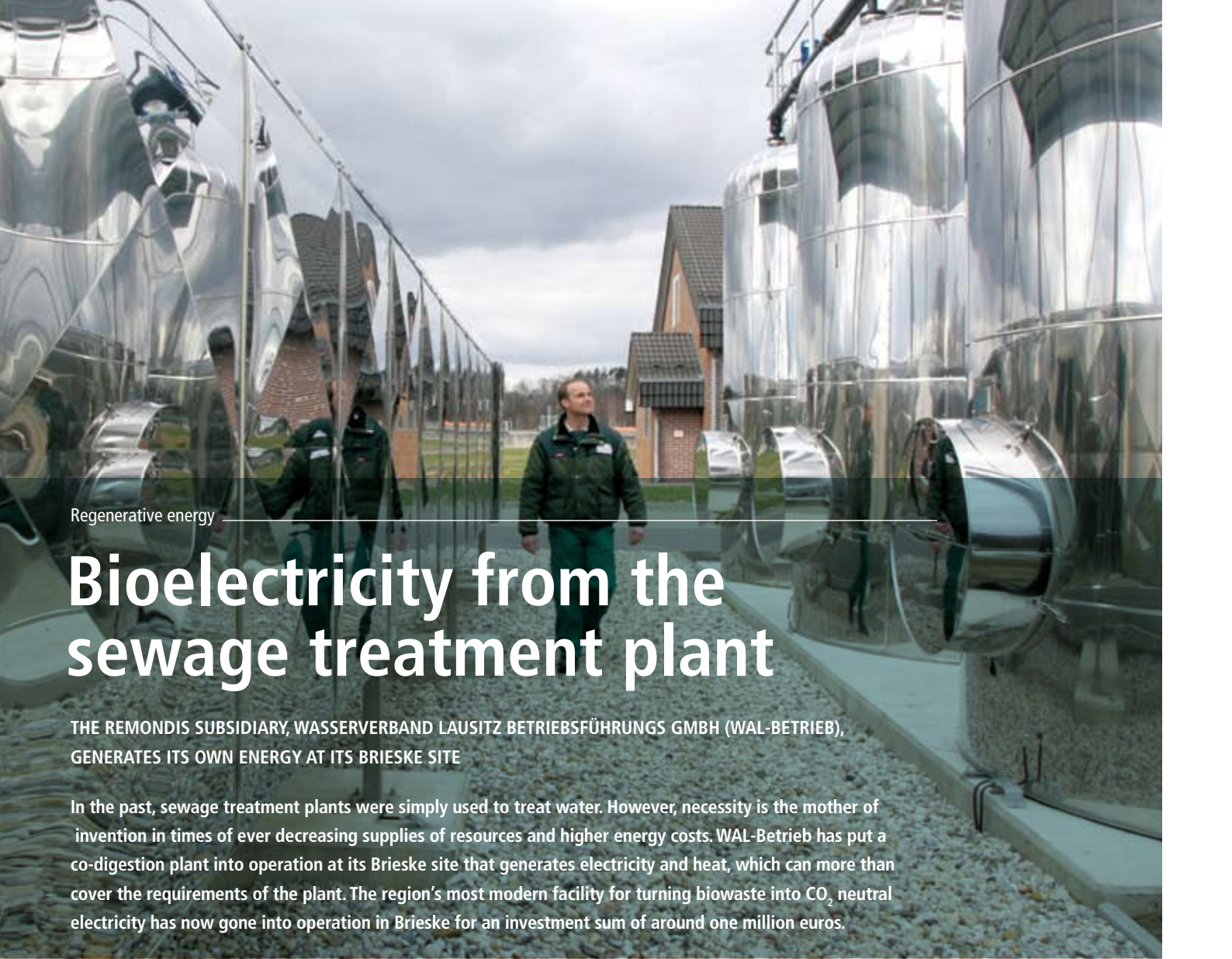
The efficiency and dynamism of a public private partnership are the key to its success.

Entsorgungsbetriebe  
Essen is one of over a  
100 successful PPPs with  
REMONDIS in Germany.

A good ten years ago, the municipal waste management division in Essen had reached a crossroads. The municipal waste management business was making a loss; the negative effect it was having on local charges was threatening to become a long-term burden on all those living there. Whilst searching for a practicable solution to the problem, Klaus Kunze, who held and still holds the position of managing director in the company, looked at the option of a part-privatization. Public private partnerships were not as common in 1999 as they are today. Despite this fact, those responsible in Essen recognized the great potential of such a cooperation model. Efficiency was, as is so often the case, the key to success in Essen, too. And yet it was clear that an increase in efficiency and cost savings could only be achieved through new investments and moderate streamlining measures. The flexibility and dynamism of a successful private sector water and environmental service company helped them to reach their goals. Over the following years, outdated technology was replaced, old structures adapted to modern market requirements and the business processes optimized.

To date, the privatization has paid off in every respect. Over the last three years, the company has been making profits amounting to, on average, 5 million euros; money that, for the most part, benefits those living in the city as waste collection charges have remained stable. An important milestone in the company's positive development was EBE's move to the central depot in Pferdebahnstraße. The advantages of the new central location are the shorter official channels, the investments in modern equipment, carried out before the move, the technology on site and the fact that employees have a central place to go. Planning activities and vehicle maintenance work are also carried out there. Entsorgungsbetriebe Essen became so successful that, together with its partner REMONDIS, it moved into new business fields and extended those it was already active in. Today, EBE is, more than ever, a strong partner for Essen's inhabitants as well as for the commercial and industrial businesses located in the city. The company has, therefore, joined the group of over a hundred successful PPPs between German local authorities and REMONDIS.





Regenerative energy

# Bioelectricity from the sewage treatment plant

THE REMONDIS SUBSIDIARY, WASSERVERBAND LAUSITZ BETRIEBSFÜHRUNGS GMBH (WAL-BETRIEB), GENERATES ITS OWN ENERGY AT ITS BRIESKE SITE

In the past, sewage treatment plants were simply used to treat water. However, necessity is the mother of invention in times of ever decreasing supplies of resources and higher energy costs. WAL-Betrieb has put a co-digestion plant into operation at its Brieske site that generates electricity and heat, which can more than cover the requirements of the plant. The region's most modern facility for turning biowaste into CO<sub>2</sub> neutral electricity has now gone into operation in Brieske for an investment sum of around one million euros.

The fuel for the plant is delivered by tanker around twelve times a week. The organic material consists of liquid kitchen waste, biowaste from food production, residue from animal slaughter and residual waste from producing rape seed oil. Marten Eger, managing director of WAL-Betrieb, explained that the facility is currently running at 40 % of its full capacity. "Our aim is to increase the volume of biowaste being turned into electricity so that the annual energy requirements of the sewage treatment plant are fully covered over the medium term and then to increase this further to be able to feed energy into the public grid." To this purpose, a state-of-the-art combined heat and power plant was built on the Brieske site with thermal power amounting to 1.3 megawatts. The electric power lies at 465 kilowatts. The plant also includes a roofed area where the biomass is delivered as well as three pasteurizer tanks, each ten cubic meters in size.

The liquid biomass is first put in the three tanks where it is heated to 70° C for one hour in order to sterilize it. Following this, the material is mixed with the plant's sewage sludge and fed into a 3,000 m<sup>3</sup> digestion tower. Kept at a constant temperature of 37° C, the mass remains in the

tower for around 30 days where it produces biogas as part of the digestion process which in turn is used to generate electricity and heat in the combined heat and power plant. "Quite a bit of experience is needed to find the best mixture of biowaste to generate the greatest amount of energy," explained Marten Eger. "The University of Lausitz gave us a lot of support during the project phase." Thus one student studying for his master's degree wrote a thesis on to what extent the sewage sludge from other plants owned by the Lausitz Water Association can be used in Brieske to produce electricity profitably. His conclusion: the more expensive conventional energy becomes, the more it will pay to generate electricity from biogas in Brieske. A genuine investment for the future.

**"Our aim is to increase the volume of biowaste being turned into electricity so that the annual energy requirements of the sewage treatment plant are fully covered over the medium term and then to increase this further to be able to feed energy into the public grid."**

Marten Eger, managing director of WAL-Betrieb





Site portrait

# “Clearing the decks” in the north

THE HEART OF THE NORTH GERMAN WATER AND ENVIRONMENTAL SERVICE BRANCH IS IN MELSDORF NEAR KIEL

REMONDIS Region Nord provides cleanliness, environmental protection and closed material life cycles in all of the five north German states. The company’s central branch is located at the gates of Kiel in the tranquil town of Melsdorf, from where all REMONDIS activities in the states of Schleswig-Holstein, Mecklenburg-Vorpommern, Lower Saxony, Bremen and Hamburg are coordinated. A total of around 2,500 employees ensure that the north remains clean, 365 days a year. Once a year business is combined with pleasure. Cast off for the ‘Kiel Week’!

## REMONDIS®

REMONDIS in Melsdorf: decades of high quality services and personnel continuity guarantee municipal success.

More than three million people from all over the world travelled once again this year to Kiel, the capital city of the state of Schleswig-Holstein, to visit the ‘Kiel Week’. Taking place for the 127<sup>th</sup> time, the guests enjoyed a comprehensive programme including 300 open air concerts held on 19 stages, more than 250 performances by different artists as well as over 100 sporting events. Around 1,400 boats registered to take part in the sailing competitions being held in the Kieler Förde. The grand finale of this year’s event was the parade of 110 tall ships. It is also clear that such events generate a lot of waste. It is not surprising that REMONDIS Melsdorf is also responsible for managing the waste during the Kiel Week.

REMONDIS’ north German employees have experience of dealing with such large-scale events as they have been in this business for many years. The branch in Melsdorf originated from the waste management business, Ties Neelsen,

which was first taken over by RWE Umwelt in 1991 and then, one year later, merged together with the environmental division of Klöckner GmbH & Co. KG. For decades, the company primarily dealt with collecting household waste and disposing of faecal matter in Kiel, Rendsburg and Plön during which it had a turnover of just under 14 million. The number of tasks carried out by the company gradually increased over the years as environmental awareness increased and new legal regulations were imposed. Thus, within just ten years, the company was transformed from a classical waste management firm to a highly modern business for collecting, sorting and processing waste to return secondary raw materials to the economic cycle. The portfolio is rounded off with the generation of energy, water management tasks as well as disposing of residual waste. When REMONDIS took over RWE Umwelt in 2004, the Melsdorf branch then became part of REMONDIS GmbH & Co. KG, Region Nord. Today, this regional company, which has the largest surface area within the REMONDIS group, has a workforce of 2,500 employees throughout the whole of north Germany and has a turnover of around 450 million.

Wolfgang Steen is in his element. The avid jazz fan and racing cyclist has been at the company since 1993. You can clearly see how enthusiastic he is about his job when he talks about the development of “his branch”. “We have deep roots up here and are a highly respected company, for we ensure that the decks are clear in the north with our

### REMONDIS Region Nord

German states: Schleswig-Holstein, Lower Saxony, Mecklenburg-Vorpommern, Hamburg, Bremen

Main branch: Melsdorf near Kiel

Employees: 2,500 (incl. associated companies)

Managing directors: Wolfgang Steen, Thomas Templin, Erwin Braatz

PPP with, among others, Kiel, Neumünster, Pinneberg, Bremerhaven, Schwerin, Kompostwerk Lübeck

recycling and environmental protection work." Steen, who has a degree in economics, used to work for the Hamburg-based coffee and retail company, Tchibo.

16 years ago, he found a new career challenge in the environmental service branch where he was responsible for the sales division in the north. He and his colleagues, Thomas Templin and Erwin Braatz, are managing directors of REMONDIS' company responsible for the north. Thomas Templin has been at REMONDIS for 30 years and is primarily responsible for logistics and administration as well as the states of Lower Saxony and Bremen. He moved to Melsdorf following the takeover of RWE Umwelt when he was given the task of turning the two companies with their different cultures into one unit. "We have taken over the best parts of each company and have become a single unit," said Erwin Braatz, who is responsible for municipal sales and the region of Mecklenburg-Vorpommern. Braatz knows an unusual side of the north. The former lieutenant-colonel and fighter pilot in the German Air Force once flew over the north German plains in a phantom jet 20 years ago. Today he prefers "to be down to earth with both feet on the ground", as he says himself with typical north German understatement.

All three are justifiably proud of what they have achieved so far. REMONDIS is ranked as one of the top 36 employers in the state of Schleswig-Holstein. Waste collection charges remain stable and inexpensive wherever REMONDIS collects household waste. An example here is Bremerhaven: the public private partnership there is ninth on the list for the lowest charges for the 60 litre bin; Schwerin, also a PPP with REMONDIS, has even made 6<sup>th</sup> place for the 120 litre bin. In comparison, towns that are served by municipal businesses only such as Hamburg (58<sup>th</sup> place) or Bremen (87<sup>th</sup> place) lie far behind. The three believe that public private partnerships are, in general, a model for a successful future. "Our many examples of successful PPPs here in the north show that good cooperation work between the public and private sector is always very beneficial for the local inhabitants. A well functioning public private partnership stands for efficiency and stable charges."

Region Nord is also making progress in other areas. Just recently, it won a contract, which had been put out to tender across Europe by Abfallwirtschaft Schleswig-Flensburg, to transport transshipment containers containing residual waste and bulky waste from the transshipment terminals in Schleswig, Kappeln and Flensburg to the waste incineration plant in Kiel and to the MBT plant in Neumünster. The con-

**"We have deep roots up here and are a highly respected company."** Wolfgang Steen, managing director of REMONDIS, Region Nord

tract begins on 01 January 2010 and runs for 4 years with the option to extend for a further two years. It supplements, therefore, the contract which the company had already been awarded to collect residual waste, bulky waste and biowaste in the district of Schleswig-Flensburg. Decades of high quality services and personnel continuity guarantee municipal success, Erwin Braatz continued.

Wolfgang Steen's current pet project is Innotec abfallmanagement GmbH, the latest addition to the REMONDIS family. Since 1996, this Kiel-based company has been offering comprehensive waste management services and property services to German housing associations. To date, over 230 housing associations in over 100 cities have chosen to cooperate with the company. 600,000 households now benefit from a reduction in waste collection charges and from a considerable improvement to the environment in which they live. Innotec has a total of 13 branches and is active in all German states. Wolfgang Steen believes there is a huge growth potential here. "The subject of household services will become more and more important in the future. Collecting waste and charging the costs according to the amount of waste each household generates is a great monetary incentive. And this is only the beginning. Once again, REMONDIS is ahead of the game."



The guests on the historic steamboat, "Stadt Kiel", which REMONDIS had chartered on 24 June for a trip to the Kiel Week regatta, were also ahead of the game. With the bow of the ship directed towards the turning mark, the sailing fans were able to follow the regatta close up and enjoy a day on the Kieler Förde in the glorious sunshine, whilst REMONDIS ensured that everything remained clean on land. With this in mind: may there always be enough water under REMONDIS' keel.

The Melsdorf regional administration office supports all five north German states.

# Welcome to the sludge factory

BUCHEN IS TREATING SLUDGE FROM WASTEWATER TREATMENT IN PREPARATION FOR ITS DISPOSAL ON BEHALF OF STATOIL HYDRO IN NORWAY



When the employees at Statoil Hydro in Mongstad, Norway, watch the lively goings-on in the wastewater treatment basin, then many call it, with a wink, their "sludge factory". The name is, however, misleading for sludge is not produced here but professionally retrieved, filtered and prepared for disposal. Buchen is the general contractor for this project.



The mobile, chemical-physical treatment facility is situated on the edge of the basin. Using a GPS system, the floating cutter suction dredger is steered exactly over the sludge residue that is to be removed. The specially strengthened pump has a capacity of approx. 250 m<sup>3</sup> sludge solution per hour and enables the sludge to be suctioned up from a depth of up to 15 metres without normal business having to be interrupted or disrupted. The solution is then pumped to the treatment facility via floating pipes.

## A complex process from start to finish

The sludge must first be treated before it can be dewatered. Large solid particles are first removed mechanically using a screening machine. This is then followed by a chemical pre-treatment stage with a ferric chloride solution and calcium hydroxide. The chemical process ensures

that the sludge cake has a very high solids content and that the filtered water contains as few solids as possible.

Two FILTRATEC filter presses are used for the subsequent filtration process. Both filtration facilities have a filter surface of 260 m<sup>2</sup> and each produce 2.6 m<sup>3</sup> of sludge cake per batch. A conveyor belt then transports the sludge cake directly to the big-bag loader terminal. From there the filled big bags are taken to the storage area by fork-lift truck and lorry where they are later transported to an incineration plant in Denmark. The sludge factory in Norway does a good job: a total of ca. 61,000 m<sup>3</sup> of sludge is dewatered in the filter presses and more than 11,500 tonnes of dewatered sludge is then disposed of professionally as sludge cake. Thanks to the high performance FILTRATEC facilities and the management and coordination work carried out by Buchen-Region Nord's well-practised team, the project should be finished in autumn 2009.

Buchen dewatered 61,000 m<sup>3</sup> of sludge in the filter presses. More than 11,500 tonnes of dewatered sludge is then disposed of professionally as sludge cake.

One of Statoil Hydro's wastewater treatment basins in Mongstad, Norway.

# News from the trade associations

## Verdict on waste paper not a free ticket for councils

The BDE (Federal Association of the German Waste Management Industry), the bvse (German Association for Secondary Raw Materials and Waste Management) and the BDSV (German Association of Steel Recycling & Waste Management Companies) have issued a joint declaration in reaction to the reasoning behind the verdict of the Federal Administrative Court of 18 June 2009 stating that the verdict does not set the course for the future organisation of waste management responsibility. In its verdict on household waste paper bins, the Federal Administrative Court (BVerwG) set out criteria for the commercial collection of waste paper and attached strict conditions to the admissibility of such activities. In no way can this verdict be used

to decide whether individual concrete cases of commercial kerbside collection are forbidden. This verdict does not automatically mean that private sector waste paper bins must be removed from the market. The verdict merely regulates the situation in the city of Kiel concerning the kerbside collection of waste paper by the private sector. According to the BDE, the opportunity to collect waste paper from households via waste paper wheelie bins is, in principle, still open to the private sector. If a council disagrees with a privately run kerbside paper collection service, then it will have no choice in the future but to try and enforce its position via an administrative order or through the courts.



## State should not intervene in functioning markets

In view of the ECJ ruling of 09.06.2009 on inter-municipal cooperation work, the BDE has reasserted its negative attitude towards inter-municipal cooperation without the need to put out calls for tender. The State and councils should continue to concentrate on their original official tasks in the future and should not intervene in functioning markets without good cause. The principle of subsidiarity applies, in principle, to business activities carried out by councils and with good reason. According to the BDE, corporate responsibility must not be allowed to be ousted by public sector companies trading for their own account as taxpayers are liable for all risks and any failures. One of the most impor-

tant elements of a modern environmental service sector is to supply local industrial businesses with valuable raw materials. This is not a task that is of particular public interest and, therefore, not a municipal task. Waste management, as a source of raw material, is a business field that is just as important as supplying a producer of electrical equipment with copper or a power plant with coal and should be privately organized. Especially in such difficult economic times as these, councils faced with falling tax revenues from important areas should put priority on devoting themselves to their core areas of responsibility.

# BDE

Supplying industrial businesses with secondary raw materials is not an essential public service that should only be handled by local authorities.

## European association FEAD in favour of a revised version of WEEE Directive

FEAD has welcomed the proposal of the European Commission to revise the directive regulating the handling of electrical and electronic equipment (WEEE) in order to considerably improve the eco-friendly and efficient handling of these materials. The revised version should, above all, prevent illegal shipments to developing countries and the alteration of waste to re-use products. FEAD also supports the extension of producer responsibility and is calling for this to be implemented consistently throughout the member states by 2016. In order to create incentives, especially in the current

economic and financial crisis, markets for recyclates and secondary raw materials should be stimulated through suitable measures and initiatives. In order to focus on this and other future matters, FEAD is intending to publish a memorandum on the priorities of the European environmental service sector for 2009–2014 following the European elections and the appointment of the new Commission. The document will be published on the association's website, [www.fead.be](http://www.fead.be), in October.





Environmental services

# Safe supply of electricity on good land

REMONDIS PROTERRA DISPOSED OF MORE THAN 185,000 T OF FILLING MATERIAL FOR THE CONSTRUCTION OF THE NEW COAL-FIRED POWER PLANT IN LÜNEN.





“Thanks to this contract for work right next to our head office, ProTerra was able to demonstrate the high quality of its services and contribute indirectly towards ensuring there is a safe supply of energy in the future.”

Jens Fuhr, ProTerra

**TRIANEL Power-Kohlekraftwerk Lünen GmbH & Co. KG is building a 750 megawatt coal-fired power plant opposite the entrance to the Lippe Plant. As part of the project, the ground of the ‘Stummhafen’ property first had to be improved and prepared before the construction work could begin. This involved removing large amounts of earth. A job for the neighbour opposite, REMONDIS ProTerra.**

The construction area, including the harbour and railway tracks, covers a total of around 240,000 m<sup>2</sup>. The land had previously been filled with construction waste and washery refuse, which had been separated off as part of the coal recovery process, some of which was piled up 11 metres high. Having been filled, the area had, in the past, been used as a storage area by different industrial companies from the neighbouring harbour. When the construction of the coal-fired power plant was given the go-ahead, this material had to be removed and the ground prepared for the building work.

As part of the ground preparation work, REMONDIS ProTerra GmbH recycled over 115,000 t of filling material which contained different levels of pollutants. Because of the character of the construction ground, the power plant had to be built on over 1,200 bored piles that had to be driven into the ground up to a depth of 25 metres. The 70,000 t of earth excavated as part of this process, which for the most part was of a pasty or watery consistency, was also taken by REMONDIS ProTerra GmbH to be recycled. The customer for these services was SIEMENS AG which is the general contractor for the power plant construction work.

185,000 tonnes of material had to be transported safely as part of this project. The logistical work for this was impressive. ProTerra used tipper trucks to load and transport the material and the whole project involved around 7,000 round trips. If the trucks were to be lined up nose to tail, then they would make up a 126 km chain. All the work was

carried out during the construction work as the building of the power plant had already begun.

REMONDIS ProTerra GmbH specializes in recycling contaminated earth and disposing of mineral materials. In the role of general contractor, ProTerra carries out all individual services independently from drawing up a concept, to the construction work, disposal services incl. transport, to drawing up documentation. Each year it transports approx. 600,000 tonnes of material.

As part of the ground preparation work, REMONDIS ProTerra GmbH recycled over 115,000 t of filling material.

#### Modernization of energy supplies

The building of the Trianel coal-fired power plant on the ‘Stummhafen’ land involves the second largest amount of money ever invested in the city of Lünen following the Lippe Plant. The construction of the 750 megawatt power plant will have cost around 1.4 billion euros before it is connected to the public grid in 2012. The building of modern coal-fired power plants with high levels of energy efficiency such as the one in Lünen will make it possible for older power plants to be shut down so that CO<sub>2</sub> emissions can be reduced. The building contractor and owners of the power plant are public utility companies and regional energy suppliers who wish to generate energy together. Today 80 percent of all energy generated in Germany is still in the hands of the four biggest energy companies. The Lünen Trianel power plant will play an important role in creating more competition which, in turn, will lead to lower prices for consumers.

Environmental services

# The material of which (con- struction) dreams are made

SÜDHARZER GIPSWERK GMBH (SHG) WITH NEW BUILDING PRODUCTS READY FOR THE MARKET

The integration of SHG's gypsum activities into the REMONDIS family is continuing to make progress. The advantages of the good technical and business cooperation work between the REMONDIS and SHG experts are reflected in the new product catalogue. The company and its gypsum-bonded building products have been given a new design on the market and customers from the construction industry and construction materials trade can find everything they need for working with the refined natural product gypsum.



SHG is continuing to extend its market presence with new gypsum products and a fresh design for its company and products.

REMONDIS and Südharzer Gipswerk GmbH is a practical kind of success story. In January 2009, SHG became a subsidiary of Germany's largest company within the water and environmental service branch where gypsum has been playing an important role for many years. Synergies have resulted, for example, between REMONDIS' screed floor activities and SHG's Ellrich site which deals primarily with the subjects of anhydrite and alpha gypsum. Thanks to the work carried out between these two areas, REMONDIS has succeeded in further optimizing production safety, delivery reliability, cost efficiency and product quality.

gypsum products sold in sacks was given a new design as were the silos used at construction sites. The new concept, however, has not been restricted to an innovative design for new products. Great importance has also been attached to intensifying customer contact. A team of friendly and competent sales representatives has also been taken on to support regional customers around the gypsum works.

The market is currently being worked on based on these new developments. Thanks to the company's motto "honest and fair" and its good value pricing system, new customers have already been acquired who are involved in the construction materials trade or the construction sector. Further information about SHG's new product programme can be found on the company's website, [www.shg-gips.de](http://www.shg-gips.de).

As part of the process to modernize the company's presence on the market, SHG's product catalogue and website for gypsum-bonded construction products was redesigned. Furthermore, customers received a printed version of the new product and delivery programme. The packaging of the



Three examples of SHG's custom-made gypsum products: 'casutec Universalspachtel', 'casufloor Anhydritbinder' and 'casumix Ansetzgips'.





## Münster OVG Court upholds Innotec's objection

In its ruling of 08 July 2009, the OVG Court in Münster upheld Innotec abfall-management GmbH's objection to the decision of the VG Court in Düsseldorf of 22 January 2008. At that time, the VG Court in Düsseldorf ruled that an order issued by the city of Duisburg, in which the council enforced extensive restrictions on Innotec abfall-management GmbH's ability to check on-site containers to see whether waste had been thrown into the wrong bins, was lawful – a ruling that deviated greatly from other court decisions. The Federal Administrative Court had, however, in its ruling

of 13 December 2007, already determined that it was, in principle, permissible to inspect waste put into bins. Referring to two studies carried out by the Witzenhausen Institute and the State Institute for the Environment, Measurements and Conservation in Baden Württemberg, the OVG Court in Münster has now confirmed that "it is unlikely that Innotec's activities should result in a disturbance or even danger to the health of third parties in the area where the residual waste bins are located".



## REMONDIS at trade fairs & events

### ENTSORGA ENTECO in Cologne

REMONDIS will be presenting its latest services and products at Germany's second-largest trade fair for international environmental technology and recycling which is being held in Cologne from 27 to 30 October 2009. Under the motto "Think global, act local", numerous international companies from the branch will once again be presenting their service portfolios at the fair which will cover an area of over 90,000 m<sup>2</sup>. REMONDIS' 200 m<sup>2</sup> stand can be found in Hall 8.1, Aisle B, Stand No. 010 or C 015.

### AGRITECHNICA in Hanover

The world's most important exhibition for agricultural tech-

nology is opening its doors to visitors again on the exhibition grounds in Hanover. In November, the Agritechnica will be showing the branch's latest developments, trends and future-oriented concepts. RETERRA is taking part and will be presenting its best practice programme for fertilizers and energy at its stand 14D20 in Hall 14–15.

### MEDICA in Düsseldorf

The international MEDICA exhibition will be presenting the latest developments in the medical sector in Düsseldorf from 18 to 21 November 2009. REMONDIS Medison will be showing future-oriented solutions for handling medical and photographic chemical waste at its stand 6 E 15 in Hall 06.



## Health protection at REMONDIS – top priority

REMONDIS has already prepared itself for the start of the flu season this autumn and the threat of the new swine flu by drawing up a list of targeted measures. In August, the company began a targeted campaign to try and prevent the spread of the illness.

### REMONDIS recommends the following:

- ! Wash your hands and keep them away from your face
- ! Cough into your sleeve, not into your hands
- ! Avoid shaking hands
- ! Avoid direct physical contact, also at home
- ! Watch out for the first signs of the illness such as a sudden rise in temperature, coughing, aching limbs etc.
- ! Consult your doctor if you suspect you have caught the illness
- ! If you have the illness, stay at home to prevent it spreading
- ! Let fresh air into closed rooms at regular intervals



Adhering to REMONDIS' recommended measures and rules of conduct should help to prevent an above-average number of staff becoming infected, even in the case of a pandemic.

# REMONDIS helps visually impaired children

NORBERT RETHMANN PRESENTS A DONATION TO THE DAY CARE CENTRE FOR VISUALLY IMPAIRED CHILDREN IN SAPOROSHJE



Children need to have a clear perspective to be able to get through life successfully. For this reason, it is particularly important that young people, who are visually impaired, are given the right support right from the very start. On the occasion of the official opening of a new sorting plant in the Ukrainian city of Saporoshje, Norbert Rethmann, chairman of the supervisory board of RETHMANN AG & Co. KG, who himself has had to wear glasses since he was a child, presented a donation to the children's home for visually impaired children in the city.

The donation will be used, among others things, to purchase urgently needed medical equipment.

The day care centre for visually impaired children in Saporoshje was originally a project sponsored by the Saporoshje municipal company. REMONDIS was determined to continue supporting this good work. In 2008, therefore, the company used the foundation of REMONDIS Saporoshje and the 90<sup>th</sup> anniversary of the municipal company as an opportunity to support the kindergarten financially to enable it to purchase medical equipment. At the end of July this year, REMONDIS used the official opening of the new sorting plant in Saporoshje as a further opportunity to donate money to this good cause.

Besides the main sum donated by REMONDIS, the proceeds from auctioning off Ukrainian souvenirs by the former REMONDIS managing director, Fritz Buchholz, were also

added to the amount as well as private donations from the board and the chairman of the supervisory board. With a wink, the donation was explained away by saying the Lord Mayor of Saporoshje, Yevgen G. Kartashov, had symbolically emptied some containers during his visit to FES in Frankfurt without ever receiving payment for this work. Norbert Rethmann has now "paid" for this work by donating it to visually impaired children in Saporoshje. In addition to the donation, the children were given presents such as paint boxes, caps, balloons and sweets. The City of Saporoshje also provided a new water filter and sweets for the children. The children thanked those present by performing dances and songs and showed that they already have quite a clear perspective. They demonstrated to the surprised guests how waste should be separated.

The children enjoyed the guests' visit and performed a dance piece.



# > Impressions



Thomas Templin and Wolfgang Steen, ▲ managing directors of REMONDIS Nord, in front of MS Stadt Kiel.



◀ M. V. Cataria, personnel manager at Seco Tools (left) and Dennis Pulimittathu, managing director of REMONDIS India during a visit to his customer.

The delegation of the Mayor of Melitopol, Dmytro Sychov, and the head of the city's municipal company, Oleksandr Cherkasov, together with REMONDIS board member, Egbert Tölle, and other guests following the signing of the contract in Lünen.



▶ Egbert Tölle (centre) REMONDIS board member, next to Luke Agati, managing director for Australia, and Torsten Weber, REMONDIS International, Daniel Montalto, Melbourne branch manager, Cathie Low, assistant to the management, Peter Marè, Port Macquarie branch manager, and Siggý Hanisch, head of the municipal waste management business in Penrith, at the annual strategy conference in Sydney 08 July 2009.



◀ Norbert Rethmann at the welcoming of the new apprenticeships to the Lippe Plant.



▲ The Lord Mayor of Dzerzhinsk, Viktor Portnov, talks to journalists at the launch of the PPP with REMONDIS.



▶ REMONDIS employees donated blood on 07 August when the Red Cross' mobile blood donation lorry visited the Lippe Plant.



**“First class special products are made by the industry. Or by REMONDIS.”**

> Environmental services

REMONDIS had begun recycling before anyone had really recognized just how important such activities were. Today, our high quality products are highly sought after goods and hold leading positions on the market. And for many years now, we have not only been marketing recycled products. No matter whether it is ALUMIN®, CASUL® or RADDiBIN, our products are used across the world – from the chemicals industry to food production to medical technology. Would you like to learn more? Then why not give us a call or send us an email. We look forward to hearing from you!

Service, water, raw materials, products and energy. For now and for the future.