

The company newsletter for

# REMONDIS AKTUELL

remondis.com

Protecting our planet  
for future generations

**REMONDIS®**

WORKING FOR THE FUTURE

## Recycling

Standards such as WEEELABEX aim to improve the quality of WEEE recycling across Europe. REMONDIS has already implemented them

## Water

EURAWASSER uses the BIOFOR process to treat wastewater at the central sewage treatment plant in Rostock. Good news for the Baltic Sea

## Latest news

Thanks to TSR's new company in Dortmund Harbour, it is now even closer to its customers in the region

The new "face" of REMONDIS

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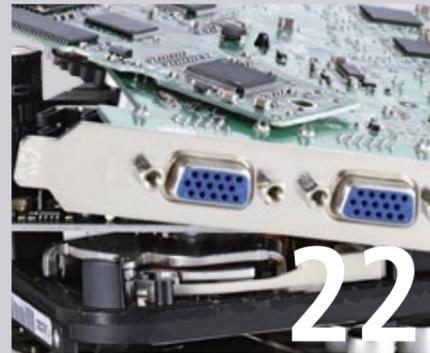
EURAWASSER – a clean Baltic Sea thanks to BIOFOR

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Top class recycling

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Dear Readers!

"We are made wise not by the recollection of our past but by the responsibility for our future." This piece of wisdom was uttered by the great Irish author George Bernard Shaw and it would certainly appear to be true looking at the challenges that humans are having to face today: the need to protect the environment and prevent climate change, to supply sufficient quantities of food and raw materials but to conserve our planet's natural resources at the same time. Taking on responsibility for the future means nothing less than acting and doing business in a responsible way today so that future generations have a world that they are able to live in. Being a family-run company that is committed to sustainability in each and every sector it operates in, this is exactly what we intend to do. We have, therefore, added a new slogan to reflect this mission: From now on, the REMONDIS logo will appear together with the strapline 'Working for the future'. This is not some empty promise: every day, the 30,000+ people working for REMONDIS prove this is the case by collecting, sorting and processing recyclables, by ensuring our soils are clean and full of nutrients, by supplying water and treating wastewater, by generating sustainable biogas and energy and by carrying out joint public-private sector work to keep cities clean and roads safe. REMONDIS is, therefore, working for the future right now so that our children and their descendants have urban areas and indeed a planet that are worth living in. The present gives us the opportunity to change – and change is definitely what is needed if we wish to shape the future.

One example in the Netherlands clearly shows that our neighbours are also thinking of the future. When a Dutch municipal company sells all its commercial activities to REMONDIS, it is certainly worth asking why they decided to do this. In an interview with REMONDIS aktuell, ROVA managing director Hans Groenhuis explains how European public procurement law determines whether a company can



be awarded an "in-house contract" and why it is advisable for local authorities throughout Europe to think about giving up their commercial activities altogether.

Just how satisfied are our public sector customers and what can REMONDIS do to further improve the way it supports local authorities to provide public services? We wanted to hear details here and so we asked them. The results of the customer survey, which was carried out by an independent institute on behalf of REMONDIS, are both encouraging and an incentive at the same time. It is certainly good news when not only our regular customers express their great satisfaction with the company but also the overwhelming majority of our past customers who could well imagine working together with REMONDIS again in the future. We will not, however, be sitting back on our laurels. There is always room for improvement when it comes to serving local inhabitants. REMONDIS will be doing everything in its power to optimise its portfolio and to provide both its contractual partners and those receiving its services with the best possible solutions at fair and favourable conditions. Working for people. Working for the future.

I hope you enjoy reading this edition of REMONDIS aktuell.

Yours

*Thomas Conzendorf*  
 Thomas Conzendorf

Sustainability

# The new “face” of REMONDIS

THE COMPANY GROUP IS FOCUSING FIRMLY ON THE FUTURE

Regular readers of REMONDIS aktuell will have noticed that the magazine’s look has changed slightly. The reason behind this is the new logo design which the REMONDIS Group will be using from 2014 onwards. In order to make the public even more aware of just how sustainable the company’s activities are, the REMONDIS logo will appear together with the strapline “WORKING FOR THE FUTURE”.

What though does this actually mean?



Today, change is an option.  
Tomorrow, it will be a must

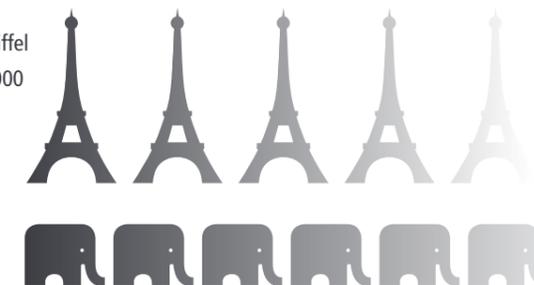
The new strapline “WORKING FOR THE FUTURE” reflects the obligation of all REMONDIS Group companies to run a customer-oriented and sustainable business. Each time, REMONDIS works on behalf of its municipal, private, commercial and industrial customers, it is also working for the future by using the resources at its disposal as efficiently as possible to promote sustainability. REMONDIS sees itself as being a supplier of raw materials and a protector of the environment and climate and takes on responsibility for the people of today, tomorrow and far into the future. The com-

pany, however, not only carries out its work in order to conserve our planet’s natural resources for future generations. By developing innovative recycling processes, it is also looking to continuously grow the amount of secondary raw materials used in Germany to manufacture industrial products – which currently lies at 14 percent. This is, therefore, also a role model for other countries as systematic recycling is the only way to counteract the impending global shortage of raw materials and the high prices on the world market. This is precisely what REMONDIS has been promoting for many years now.

## 30 million tonnes

Total annual amount of materials recycled by the Group

The material processed weighs the same as 19 Eiffel Towers or just under 50,000 elephants – every day!



No matter whether it be dismantling centres for waste electrical devices, paper sorting facilities, construction waste processing plants or glass recycling centres – REMONDIS operates an unparalleled variety of state-of-the-art plants and facilities at approx. 500 locations around the world, enabling it not only to recover raw materials but also to produce intermediate and finished products. Each year, therefore, the company is able to process, for example, a good 7.5 million tonnes of scrap steel and metals, 3 million tonnes of mixed construction waste and 1.8 million tonnes of paper, card and cardboard. The total annual amount of materials recycled by the REMONDIS Group lies at an impressive 30 million tonnes. Just to make it easier to picture this volume: the material processed weighs the same as 19 Eiffel Towers or just under 50,000 elephants – every day!

As the world’s population continues to grow and with it wealth and prosperity, so too is the demand for raw materials such as metals and rare earths increasing – and global consumption of water. Simply continuing to tap into natural supplies of water will not be able to satisfy this demand. Economists and social scientists predict that, unless water is distributed more fairly, there will be armed conflicts in the future as countries look to secure access to this vital foodstuff. Here, too, REMONDIS is “WORKING FOR THE FUTURE”. REMONDIS Aqua uses effective and high quality processes to treat wastewater so that water cycles can be fully closed.

Besides its recycling and water management activities, REMONDIS also operates a third line of business: services. Services are very important at REMONDIS as successful recycling not only needs state-of-the-art technology but also a great deal of manpower to collect, sort and process the recyclables as well as to transport them. Should our customers decide in the future that they wish to collect and

separate their waste even more efficiently than before, then REMONDIS is there to provide them with the advice they need.

A recent article written by Canadian researchers and published in the magazine, “Nature”, shows that it is high time that people are made more aware of subjects such as waste segregation, recycling, waste reduction and closed material cycles. In 2010, the world’s population was already producing more than 3 million tonnes of waste every day. According to the study, waste production will have doubled to six million tonnes by 2025 if the trend of the last one hundred years continues unabated – and then continue to rise until 2100. And that’s not all. One particularly disturbing fact observed by the scientists is that the composition of waste is changing, namely that the wealthier the country, the more hazardous the waste produced there. This means that not only the volume of waste generated by humans each year is of importance but also the quality of the waste itself. Waste containing a high amount of toxic substances needs to be treated with extra special care. REMONDIS has a network of state-of-the-art facilities to recycle or dispose of such materials as well as a range of specialised services. As a result, it ensures that hazardous waste can also be successfully recycled and returned to production cycles or used to produce energy to cut consumption of primary fuels.

For REMONDIS, “WORKING FOR THE FUTURE” means doing everything that is technically possible and economically viable to conserve our planet’s natural resources, to prevent climate change and to protect the environment. The future – and with it the future generations – has given us a clear assignment: to conserve our planet and to treat it and its resources responsibly. And so REMONDIS is “WORKING FOR THE FUTURE” to make sure there is a future for the generations to come!

We need to widen the scope of what is technically and economically feasible to safeguard the future

Guest article

# A paradigm shift rather than living on credit

PROF. ARMIN RELLER AND JOSHENA DIESSNBACHER, CHAIR OF RESOURCE STRATEGY AT THE UNIVERSITY OF AUGSBURG

**Modern life is resource-intensive. We help ourselves to whatever our planet provides and ignore the fact that the Earth's resources are finite. Future generations will be the ones to suffer from the lavish way we handle our resources. It is, therefore, high time that a long-term resource strategy is drawn up that creates a future-oriented recycling economy and brings about a change in attitude of each and every individual.**

The idea of limitless resource-intensive growth is out of sync with our planet's natural energy and material reserves

Most people have lost track of what they really need. They have no idea what they have in their boxes, drawers and cupboards. The business magazine "brand eins" decided to look into this in more detail – and visited an architect to see just what she had in her home. The result: she owned 3,506 objects of which she used just 26 percent regularly. 47 percent of the objects were never used. This example aims to show the following: whenever we talk about raw materials, supplies of raw materials and raw material shortages, whenever we think about recycling and how to close material cycles, we are also discussing our own lifestyle. Modern merchandise management and modern lifestyles are based on a rapid throughput of materials – from (raw) materials, to products, to waste. It is true that there have been a number of considerable successes in the area of

waste segregation and recycling – especially in Germany. When it comes to having a recycling economy and to using secondary raw materials, however, we are still at the very beginning of what is needed and what is possible.

On our way to setting up a sustainable recycling economy, we not only need to change our technology and institutions, we also need to start by changing the attitude of private individuals. It is essential that everyone knows about all the materials that shape their lifestyle and the history of these materials. To this effect, the Chair of Resource Strategy has developed a concept called "Material Histories" which combines our everyday actions with the spatio-temporal dimensions of supply chains and their effect on biospheres, geospheres and technospheres.

The move towards industrialisation also set the course for mass production and mass consumption. Today, we have access to an unprecedented volume of consumer goods that come from all around the world and are available whenever we want them. Whereas, in the past, colonial goods such as coffee, sugar and tobacco were a luxury and a status symbol, nowadays, practically everyone living in the western countries can afford a new mobile every couple of years, a new television or some other piece of electronic equipment. The downside to this 'trickle-down effect' – besides private households going ever deeper into debt – is the three to seven kilos of waste electrical and electronic equipment generated by each person each year. Old mobiles, for example, are either lying forgotten at the back of drawers or even



Prof. Armin Reller heads the Chair of Resource Strategy at the University of Augsburg and is board spokesman of the WZU (Environment Science Centre); Joshena Dießenbacher is a research assistant and Ph.D. student in the post-graduate programme: "Strategic resource concepts for future energy systems"

thrown into the residual waste bin. Even if the volumes are very small, each device contains a great diversity of valuable metals: more than 40 metals can be found in a single mobile – from base metals such as tin and copper, to gold, silver and palladium.

This mobility of goods, the growing demand for rare metals to produce new energy technology and not least the fact that global population will have reached 9 billion by 2050 all make it necessary for long-term resource strategies to be drawn up based on criticality assessments. The development of suitable concepts to assess the criticality of raw materials – regarding the requirements and risks of specific players, technologies and functions – will, therefore, play an important role both in research work and in societies dependent on the resources.

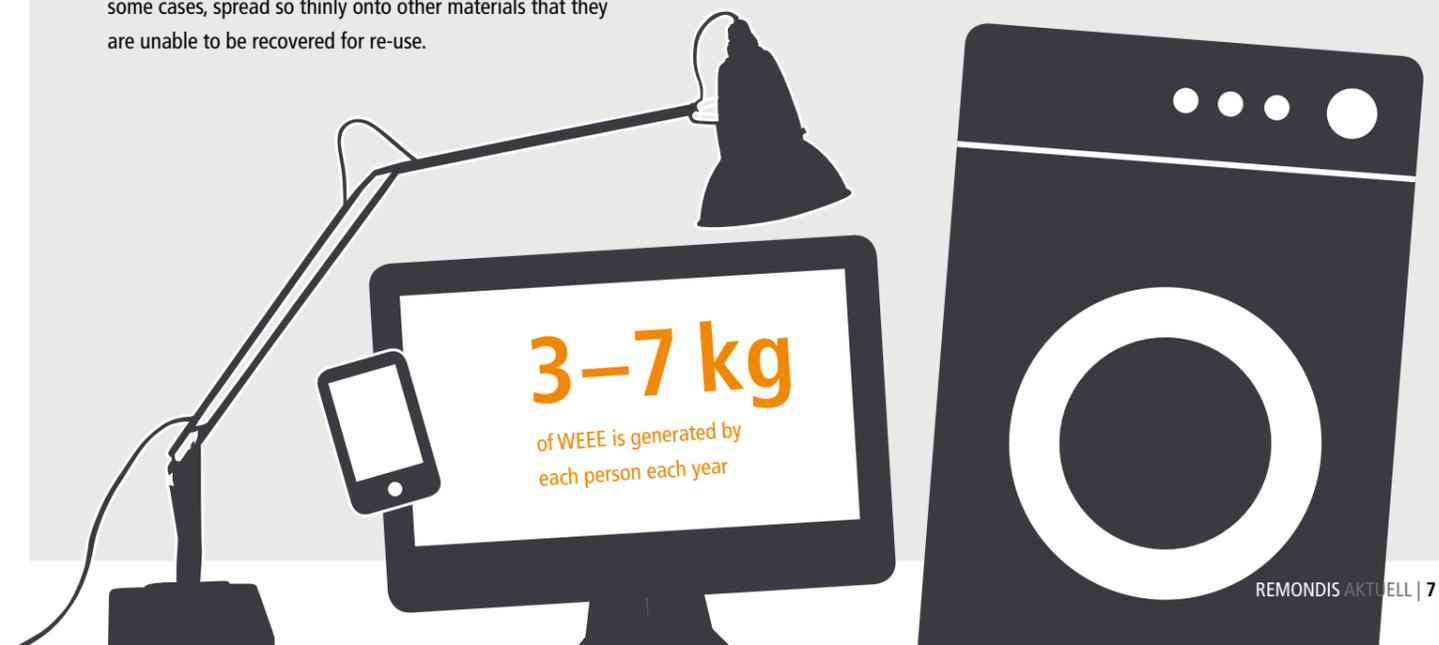
We already know that Germany does not own large volumes of metal ore. We are also aware that mining can have a damaging effect on the environment, that it involves huge energy costs and that it can cause social conflicts. Not all reserves of raw materials will be able to cover future demand and not all raw materials can be substituted with other substances. In addition, important functional materials – such as the so-called "spice metals" – are at risk of being lost forever: indium, germanium and neodymium are, in some cases, spread so thinly onto other materials that they are unable to be recovered for re-use.

**"Our aim must be to make sure that resources are available both now and in the future."**

Our aim must be to make sure that resources are available both now and in the future by conserving our natural reserves and increasing efficiency. Moreover, we need to ensure that the resources we have are distributed fairly and that future generations are added to the equation. This has all been discussed for many years now as can be seen by the many reports in the media. A paradigm shift, however, is not only needed in the way we handle metals but in the way we handle all the resources available to us.

The ecological footprint calculated by the Global Footprint Network has made it very clear that we are living on credit, i.e. our planet is unable to replenish the amount of resources we are using up. Solutions here are sustainable growth and a recycling economy with closed material cycles. One of the greatest challenges of our modern high-tech society is to reintroduce and adopt natural material cycles. Our goal must be to design consumer and technical processes and products so that the materials used can be recovered; the take-back systems that have already been set up must be re-examined to improve their economic and ecological accountability and practicality. This is the only way to prevent the many elements of the periodic system, which we mobilised, from disappearing forever as a result of dissipative processes and short-sighted thinking.

Changing the way we handle our resources is of huge importance – socially, economically and ecologically





Latest news

# Guaranteed high quality public services

INDEPENDENT INSTITUTE CARRIES OUT A SURVEY TO ASSESS THE SATISFACTION LEVELS OF REMONDIS' MUNICIPAL CLIENTS



Sometimes it can be really easy: businesses wishing to find out how happy their customers are with their services can simply ask them. Things are a bit more complicated, however, when it comes to surveying local authorities as they are not the ones actually being served even though they are the customer. The services are provided directly to the local inhabitants. Moreover, high levels of satisfaction do not automatically lead to customer loyalty, as European public procurement law is not interested in quality and long-term business relationships between customers and their service providers. Despite this fact, the quality of the work is crucial. If businesses wish to improve their services and products, they need to know what their customers think about them. REMONDIS, therefore, had an independent institute carry out a survey to answer this question.

It is essential that objective and independent surveys are carried out to find out about levels of satisfaction so that future services can be further improved

REMONDIS provides a wide range of so-called "public services" on behalf of its municipal customers. Even if the term "public services" has been overused by politicians, these are basically services which aim to make life easier for local inhabitants or indeed make their life possible in the first place. This includes more obvious services such as collecting waste to promote public health and hygiene as well as water supply and wastewater treatment, road cleaning and winter services, running recycling centres and managing waste and recyclables from public institutions such as hospitals, kindergartens and schools. When it comes to serving the public, customers expect the highest levels of quality and low prices – especially from the private sector. All the more reason, therefore, for having an independent and objective

A few of the comments made by REMONDIS' municipal customers when questioned about the company

"REMONDIS has an excellent network of expertise, technology and logistics."

"REMONDIS is a reliable partner. We have been working with them for years now."

"Everyone is helpful – from the drivers to the office workers!"

institute find out how satisfied the local authorities are with the services so that further improvements can be made that are based on solid facts.

This spring, REMONDIS commissioned the Hamburg-based firm, Institut Wolff, to carry out a scientifically based survey of its municipal customers to question them about topics such as brand awareness, level of satisfaction with the services provided, image and potential areas for improvement. The people contacted at the German local authorities included mayors, departmental heads and managing directors of municipal companies. In order for the results to be as objective as possible, not only the company's current customers were contacted but also a number of former and potential future customers. To begin with, they were sent a letter informing them that a survey was about to begin. Former and potential future customers were contacted directly by Institut Wolff in order not to distort the results as far as brand awareness and image were concerned. Current and potential customers were given the choice of answering the questions in writing or on the phone; all former customers were contacted by phone as this enabled the institute to elicit more detailed answers.

The results of the survey were most certainly positive. The most obvious area that needs to be improved is complaint management which is particularly affected by weather conditions and leads to increased numbers of complaints in certain seasons. The individual results of the survey are as follows:

When it comes to brand awareness, REMONDIS already has an excellent position in Germany. More than 95% of the public sector employees questioned knew the company's name.

At the same time, REMONDIS has a very positive image among its municipal customers. They are not only aware of the company's merits such as "family-run business",

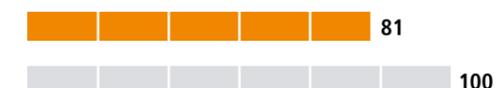
"reliability" and "partnership", they really appreciate them and see the company as being a trustworthy partner.

The services provided by both the workers and by the contact people were rated by the customers to be 'good' or even 'very good' – especially in the categories "reliability" and "expertise" which were the most important criteria for the customers.

REMONDIS' former customers also rated its services to be "good". This shows that the main reason for awarding follow-up contracts to others was the public procurement law rather than because they were dissatisfied with their private sector partner.

There is room for improvement in the area of complaint management across all regions of the country. Most noticeable here was the seasonal increase in complaints about

### Satisfaction index



In addition to REMONDIS being a family-run business, customers value its expertise and reliability

problems on the roads due to snow and ice caused by the weather and staff being off sick. REMONDIS will be doing everything in its power to optimise its complaint management system to prevent such problems in the future.

The satisfaction index achieved by REMONDIS, namely 81 out of a possible 100 points, reflects the high levels of satisfaction among its municipal customers and partners. At the same time, the results of the survey will spur REMONDIS on to do everything conceivable to provide the local authorities – as its customer – and the local inhabitants – as the people actually receiving its services – with the best possible quality of service in a friendly and competent manner and at fair prices.

Poland

# A long and difficult road

POLAND IS LOOKING TO INCREASE RECYCLING BUT THE PROCESS IS TAKING ITS TIME



Poland has been a member of the European Union for just under a decade now. The country, the largest among the new member states, must, therefore, now comply with the EU's rules concerning recycling. Implementation of these standards, however, has at times been slow. New laws have been passed to speed up this process.

Around 12 million tonnes of municipal waste are generated in Poland each year, a good two thirds of which come from private households

There's no doubt about it: a lot of things have changed in Poland over the last few years. Despite this fact, however, the country is still quite a way behind when it comes to recycling. With the European Commission threatening to impose sanctions, the Polish government has passed a number of new laws to change the situation.

## New regulations to push forward change

The first step occurred two years ago when the law on "cleanliness and order in local authority districts" came into force. The result was a complete reorganisation of the municipal waste business – effectively putting it into the hands of the public sector. Before this law came into being, local inhabitants and commercial businesses could choose who

should collect their waste. Municipal waste is now under the control of the respective local authorities.

The next new regulation was passed soon after. The reason behind this move was the need to transpose the EU Waste Framework Directive into national law – something that should, in fact, have happened by the end of 2010. These regulations came into effect in the middle of 2013. They strengthened the position of local authorities – as the owner of all materials generated by households – and set the path for making it obligatory for local inhabitants to segregate their recyclables.

All across the country, these two new laws have led to projects being put out to tender, some of which have not yet been completed. This all costs time, creates an atmosphere of uncertainty and has resulted in projects, that have already started and/or been planned, progressing much more slowly than anticipated or turning out to be a bad investment.

## Ambitious goals require modern technology

According to official statistics, around 14 percent of municipal waste is recycled in Poland. Recycling rates for glass,

paper, metal and plastics should have reached at least 50 percent by 2020. If this goal is to be achieved, the country needs to have an infrastructure in place that includes a comprehensive, nationwide collection system for segregated waste and high performance facilities to process these materials. It would be easier to finance, plan and achieve this with the support of the private sector.

REMONDIS has been operating in Poland since the beginning of the 90s – both in public private partnerships and on its own account. Being the market leader there, the company has branches in 42 towns and a network of 25 sorting plants as well as further facilities for special material flows or to produce substitute fuels. Each year, REMONDIS collects almost 1.5 million tonnes of waste and recyclables from all around the country. As part of its everyday work, the company provides state-of-the-art collection logistics, a wide range of services and nationwide systems.

## Investments with a secure basis

REMONDIS has business locations in all Polish regions, one of which is located in Gliwice, an economic centre with almost 20,000 local inhabitants. The company operates here via REMONDIS Gliwice Sp.zo.o., a joint venture in which the City of Gliwice owns a 20 percent share. The PPP company specialises in collecting and processing recyclables, managing municipal waste, providing container services and

keeping roads clean and free of snow and ice in winter. This branch was able to extend its catchment area during the first round of tenders following the new laws by winning additional contracts in the towns and districts around Gliwice. Moreover, REMONDIS Gliwice has founded a joint venture with the local landfill which will now be investing in a new joint mechanical biological treatment facility. The local authorities involved will, therefore, be able to get closer to their recycling targets and ensure they meet the required legal standards. As far as REMONDIS is concerned, this means that the right conditions are in place for it to continue its investments. Its range of services will, therefore, be extended in 2014 – with new opportunities to process and treat recyclables and construction waste.

REMONDIS operates in both the recycling and water sectors in Poland

Being the market leader, the company has:



REMONDIS has been a reliable partner in the Polish waste management sector since 1990

Protecting the climate

# Every little step counts

BEG SUPPORTS BREMERHAVEN ON ITS WAY TO BECOMING A CLIMATE-FRIENDLY CITY



Bremerhaven is looking to become a climate-friendly city and has set itself some tough goals: carbon emissions should have been cut by 40 percent in 2020 compared to the values in 1990. BEG, a public private joint venture between the city and REMONDIS, is helping to push forward the plans and ensure this goal is reached in a sustainable way.

The City of Bremerhaven owns 25.1% of the shares in BEG and REMONDIS 74.9%

For ten years now, the City of Bremerhaven and REMONDIS have been working together via their joint venture, Bremerhavener Entsorgungsgesellschaft mbH (BEG). Together with its subsidiary BEG logistics GmbH, BEG works in both the recycling and wastewater sectors. Producing climate-friendly heat and electricity plays an important role in both fields of business. Thus, BEG supplies numerous households in Bremerhaven with electricity from its waste incineration plant. And its central sewage treatment plant is practically energy self-sufficient, as it uses the electricity generated by the combined heat and power station which is attached to the plant and runs on sewage gas.

Both this and other BEG initiatives are playing an important role in the city's master plan to actively prevent climate change. When Bremerhaven, for example, was presented

with the "European Energy Award" in recognition of its energy-saving measures and efforts to cut carbon emissions, the city paid tribute to BEG and its work.

Protecting the climate and conserving natural resources are also high up on the joint venture's list when it comes to mobility. BEG is now using the electricity produced from the waste and sewage gas for BEG logistics' fleet of vehicles. At the moment, only two electric cars are run on this eco-friendly and climate-friendly energy. Nils Hoppe, head of engineering at BEG logistics, commented: "Our electric cars are on the road each and every day so that our engineers can carry out maintenance work along our 600km-long sewer network. This saves a considerable amount of fuel over the year – and every little helps when it comes to preventing climate change."



On the road using electricity: one of the vehicles of BEG's eco-friendly fleet in Bremerhaven

Recycling of cooling appliances

# Helping to prevent climate change

REMONDIS SUBSIDIARY STANDS OUT THANKS TO ITS ECOLOGICAL AND ECONOMIC EFFICIENCY

UFH RE-cycling is celebrating a further milestone: its recycling facility has now treated one million cooling devices. At its dismantling centre in Kematen/Ypps in Lower Austria, the company continues – as always – to use exemplary technological methods and to achieve recycling rates that go far beyond the targets set by the Government.



Specialist know-how is needed to recycle cooling appliances as the mixtures of oil and refrigerants in the fridges etc are particularly hazardous: what, in the past, helps temperatures to be kept low so that food remains fresh can have the exact opposite effect on the climate in the future – if they are not recycled correctly. At their joint venture, UFH RE-cycling GmbH, REMONDIS and UFH Holding GmbH, a leading Austrian collection and recycling system for WEEE, have shown that they are more than capable of carrying out this task.

Using a three-shift system, UFH RE-cycling processes up to 1,200 discarded cooling appliances a day. Their high levels of expertise are reflected in each of the different stages of the treatment process – from suctioning off the refrigerant mixture, which is so damaging to our climate, and ensuring it is disposed of correctly, to recovering and separating the recyclable materials. The technology used at the facility is also setting the standards as no other plant has such a state-of-the-art system. Thanks to the gas-tight set-up used, CFC particles are unable to escape into the atmosphere. Moreover, the plant employs the so-called cryocondensation process which allows appliances that contain CFCs to be dismantled at the same time as appliances without CFCs. The facility can, therefore, react flexibly no matter what type of cooling device is delivered to its centre.

The recycling rates at Kematen for materials such as aluminium, iron, copper and plastics currently lie at 95 percent – way above the obligatory Austrian rates of 80 percent.



Cooling devices must be dismantled professionally to help prevent climate change

The facility's efforts to protect the climate are also impressive. Thanks to the professional dismantling processes used, emissions of CO<sub>2</sub> equivalents are reduced by up to three tonnes for each old fridge containing CFCs that passes through its doors. Looking at the negative effect this would have on the climate, that is the equivalent of the CO<sub>2</sub> emissions of a car that is driven for 20,000 kilometres a year.

With its extensive recycling capacities, UFH RE-cycling is making a significant contribution to preventing climate change in Austria

Belarus

# Setting the course for the future

REMONDIS MINSK IS HELPING TO SET UP A RECYCLING SECTOR IN BELARUS



A good three years ago, the City of Minsk and REMONDIS founded the joint venture, SOOO REMONDIS Minsk. A lot has changed in the capital city of the Eastern European Republic of Belarus since then. The services for the local inhabitants there have been greatly optimised as has the system to collect recyclables. The company's goal now is to grow its business with commercial customers.

REMONDIS Minsk has been set up as a public private partnership: REMONDIS owns 51 percent of the shares and the City of Minsk 49 percent. The company began operating soon after it was established in July 2010 and has now become one of the most important service providers in the region.

## Investing in modern equipment

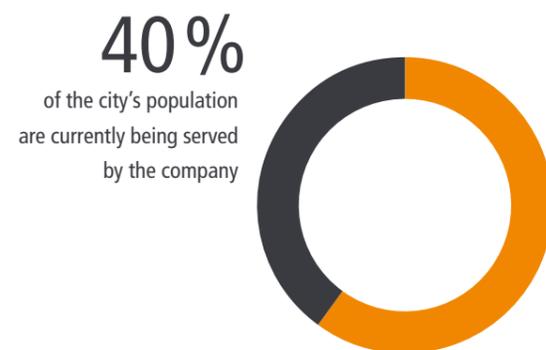
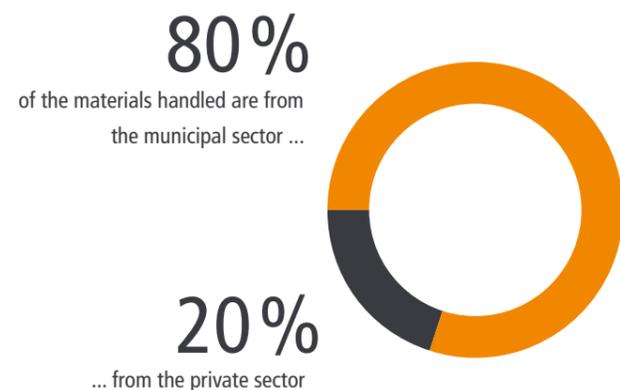
To begin with priority was put on improving the equipment so that progress could be made more rapidly. As a result, several million euros were invested in modern vehicles and container systems. Across the city, more than 6,000 old metal bins were replaced with environmentally friendly plastic bins. The company's fleet of vehicles now contains modern rear end loaders making it far more efficient. This, in turn, has

meant that the original fleet could be reduced by one third to just 60 vehicles which are serviced regularly in the company's own well-equipped workshop. Moreover, these vehicles are now being deployed more effectively thanks to the introduction of new software and the ongoing improvements being made to the logistics processes.

## Services for local inhabitants and commercial businesses

Today, REMONDIS Minsk is responsible for guaranteeing a punctual and reliable waste collection service in three city districts. Around 800,000 inhabitants or approx. 40 percent of the city's population are currently being served by the company. The volume of material collected has increased by

The waste management sector in Minsk has been modernised with an improved fleet of vehicles and over 6,000 eco-friendly plastic bins



Minsk is both the capital city of Belarus and the largest city in the country with around 1.9 million inhabitants. It is one of the fastest-growing towns in Europe and is the main political, economic and cultural centre in Belarus with universities and colleges as well as many churches, theatres and museums

more than 15 percent since its first year of operations. There are two main reasons for this growth: firstly there has been an increase in the number of households joining the system and secondly the range of services has been extended to include commercial customers. All in all, approx. 80 percent of the materials handled by the company are from the municipal sector and 20 percent from the private sector.

At present, REMONDIS Minsk serves 1,200 commercial customers. A new sales structure has been introduced this year to grow the number of customers located both in and around the city. In addition, bespoke services for the construction sector have been added to the company's portfolio – a business area which should be further extended. With the city council having planned numerous construction projects in and around Minsk, this division has been particularly successful and will continue to grow dynamically.

## On the way to a recycling sector

No matter whether it involves the public or the private sector: right from the very first moment it entered the market, REMONDIS has placed great importance on collecting recyclables. Whilst previous efforts had been made to set up segregated waste collection systems in Minsk and other large towns in Belarus, the majority of these were based on initiatives developed by small private sector firms. REMONDIS Minsk organised seminars and information events for public

sector employees and any private individuals interested in this topic. At the same time, work groups were set up at different ministries to discuss the introduction of an effective recycling sector.

The fleet of vehicles now contains modern rear end loaders making it far more efficient. This, in turn, has meant that the original fleet could be reduced by one third to just 60 vehicles



One important step has already been made here with the passing of a law at the end of 2012. As a result of this law, producers of sales packaging and businesses placing such packaging onto the market must now pay a charge. The money generated will be used to promote recycling projects. REMONDIS Minsk's operations also provide an effective system to collect recyclables: each week it empties more than 3,600 recycling bins in the three city districts. Dr Ervin Kurtbedinov, managing director of REMONDIS Minsk commented: "We already operate a press for recyclables and we intend to extend our sorting activities as soon as possible."

Water resources management

# EURAWASSER – a clean Baltic Sea thanks to BIOFOR

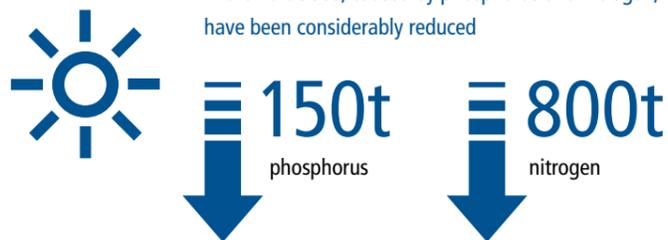
STATE-OF-THE-ART TECHNOLOGY USED TO TREAT WASTEWATER AT THE CENTRAL SEWAGE TREATMENT PLANT IN ROSTOCK

The central sewage treatment plant in Rostock is on the Unterwarnow estuary not far from the Baltic Sea and has the capacity to treat wastewater from 320,000 inhabitants (or rather 220,000 inhabitants plus industrial and commercial businesses). In the middle of the 90s, it was almost completely rebuilt at a cost of around 82 million euros. State-of-the-art technology is now in place, such as the biological counter-current filtration process, BIOFOR, which is used in the biological treatment stage. BIOFOR stands for “biological fixed film oxygen reactor”. This innovative process is making an important contribution to protecting the Baltic Sea and the River Warnow which flows through the City of Rostock into the sea. Thanks to the modernisation of the plant, levels of phosphorus in the Baltic Sea have been reduced by 150t each year and nitrogen by 800t.

## EURAWASSER

Before the sewage treatment plant was extended and modernised, it had operated using just one single treatment stage. As part of the modernisation project, the facility was expanded to include a second and third treatment stage. The result: the biological counter-current filtration process (BIOFOR) was used here for the very first time in Germany. This innovative system can react flexibly and quickly to the conditions, even if there are great variations in the volumes of wastewater. Moreover, this highly efficient technology requires very little space in the sewage treatment plant so that it was not necessary to move the plant from its location in the Rostock-Bramow district.

Thanks to the use of the BIOFOR process, pollution levels in the Baltic Sea, caused by phosphorus and nitrogen, have been considerably reduced



The two-step biological treatment system, consisting of an aeration basin followed by a two-stage bio-filtration process, is one of the special features of the Rostock sewage treatment plant. The BIOFOR facility carries out the final cleaning process before the wastewater is discharged into the Warnow. As a result of the bio-filtration (with nitrification and de-nitrification), solids, phosphorus compounds and, above all, the greatly varying amounts of nitrogen that occur during heavy rainfall are also eliminated. In the past, these varying volumes of wastewater – caused by the weather – were a considerable problem for the sewage treatment plant. This is no longer the case for the new bio-filtration facility. It has an overall filter area of 876m<sup>2</sup>, distributed among a total of 12 nitrification and de-nitrification filters. The filter speeds vary between 5.2m/h in dry weather and 8.7m/h when it is raining. If the filter speed exceeds 8m/h, then another filter is activated. In contrast, if the speed slows down by 3m/h then a filter is turned off, although at least two filters are always working at the same time. Expanded clay is used as the filter material and as the carrier for the micro-organisms. Once the aerobic bio-filtra-



tion phase has been completed, it is possible to add iron(III) chloride to achieve phosphate precipitation. This means that, in the future, the valuable raw material, phosphate, will be able to be recovered from the wastewater.

EURAWASSER has received support from the University of Rostock throughout its BIOFOR project. The plant in Rostock was the first large sewage treatment plant in Germany to use the space-saving process that combined aeration and BIOFOR. The authorities, therefore, ruled that the process should be accompanied and observed by scientists over a three-year period. To this effect, a trial sewage treatment plant was operated that had been made available by the German state of Mecklenburg-Vorpommern. Thanks to the BIOFOR biological counter-current filtration process, the performance of the plant is both stable and of a high quality and the discharge values are excellent. No matter whether

the weather is dry or wet, the plant clearly lies below the ceiling limits for both nitrogen and phosphorus. This also helps to greatly improve the quality of the water in the Warnow and Baltic Sea. Consequently, it is making a considerable and sustainable contribution towards protecting the environment and to fulfilling the international treaties reached at the 1985 Helsinki Conference. As a result of putting the central sewage treatment plant into operation, Rostock has been removed from HELCOM's list of “Hot Spots”. HELCOM is the international commission set up in 1974 to protect the Baltic Sea. Thanks to EURAWASSER and BIOFOR, the quality of the treated water remains at a stable high level and only clean water flows into the Baltic Sea – no matter what the weather.

The central sewage treatment plant at the mouth of the Warnow in Rostock is one of the most modern wastewater treatment facilities in Germany



Water resources management

## Everything is ship shape in Rostock

EURAWASSER OFFERS NEW SERVICES IN THE BALTIC SEA REGION

### EURAWASSER

The City of Rostock has become an important harbour for cruise ships operating on the Baltic Sea. Indeed the number of cruisers calling at the port of Warnemünde, a resort on the Baltic Sea coast, has been increasing year on year and Warnemünde is expecting a record number of ships in 2013. 28 cruise companies from all round the world use the harbour and 40 of their ships are due to call at the port a total of 197 times this year. Professional services are needed if these ships are to be made ready quickly and smoothly. EURAWASSER recently extended its portfolio of services to meet the needs of these cruise businesses.

The cruise business is booming which, in turn, means harbours must extend their wastewater services

EURAWASSER specialises in water and wastewater facilities and is now looking to use its know-how to service such equipment on board cruise ships as well as to collect and take away their wastewater. Working together with Hafen-Entwicklungsgesellschaft Rostock mbH (HERO), a cruise ship terminal has now been set up in Warnemünde which can remove wastewater from ships. This is the first such facility on the Baltic Sea.

Last year, 20,000 cubic metres of wastewater were removed from cruise liners during their lay time at Warnemünde Harbour before being treated at the central sewage treatment plant. The company is expecting to exceed this figure in 2013. "This service further underlines EURAWASSER's position as an important service provider in this region. In addition, it strengthens Rostock Warnemünde Harbour's reputation as a competent service provider for cruise liners

"This service further underlines EURAWASSER's position as an important service provider in this region. In addition, it strengthens Rostock Warnemünde Harbour's reputation as a competent service provider for cruise liners and helps to prevent wastewater from being discharged into the Baltic Sea." Julia Behrendt, managing director of EURAWASSER Nord GmbH

and helps to prevent wastewater from being discharged into the Baltic Sea," explained Julia Behrendt, managing director of EURAWASSER Nord GmbH.

The subject of wastewater is also playing an important role at EURAWASSER's research and development division. As phosphorus is such a vital element, research is being carried out into ways of recovering this substance from sewage sludge generated by wastewater treatment. By doing so, natural resources can be conserved and global supplies of the foodstuff secured. With global prices for raw phosphate and phosphorus fertilisers continuing to rise, it is essential that efficient ways are found to recover phosphorus. In close cooperation with the Warnow Water Board and the University of Rostock, a "Phosphorus Centre of Excellence" is being set up at EURAWASSER Nord GmbH's site in Rostock. Under EURAWASSER's management, scientists and business experts will be able to test different phosphorus recycling methods here to assess their efficiency regarding energy and material recovery and ultimately to redesign the processes currently being used to incinerate sewage sludge. As a result, EURAWASSER is not only helping to keep our seas clean, its research and development team is also contributing towards the long-term improvement of the world food situation.



EURAWASSER Nord GmbH's new executive management team: (from left to right) Thomas Ronge-Leiding, Julia Behrendt and Robert Ristow

Water resources management

## EURAWASSER Nord GmbH presents its new executive team

ROSTOCK WATER BUSINESS INTRODUCES ITS NEW "TROIKA" MANAGEMENT TEAM

EURAWASSER Nord GmbH, a company belonging to REMONDIS Aqua and the largest water supplier in the German state of Mecklenburg-Vorpommern, has reorganised its executive management team. Julia Behrendt, head of corporate development at REMONDIS Aqua / EURAWASSER, was appointed managing director in the middle of September and is now working alongside technical managing director, Robert Ristow, and is responsible for strategic development and communications. Thomas Ronge-Leiding, a commercial manager at REMONDIS Aqua, has also joined the executive team as the managing director responsible for commercial matters.

### EURAWASSER

By creating a team of three managing directors, REMONDIS Aqua is underlining the important position that EURAWASSER Nord GmbH has in the REMONDIS Group as the "lighthouse project" in Mecklenburg-Vorpommern. Andreas Bankamp, representing the shareholder REMONDIS Aqua, commented: "By appointing Julia Behrendt and Thomas Ronge-Leiding – both experienced managers from our company group – we are reinforcing our intention to further develop EURAWASSER Nord GmbH and to strengthen both the firm itself and its workforce as it looks to overcome the future challenges of the water sector in Mecklenburg-Vorpommern."

EURAWASSER, he stressed, is a flagship company that provides a reliable supply of water in and around Rostock using state-of-the-art technology and at fair prices. Andreas Bankamp continued: "Rostock is an important economic region in the north of Germany. Over the last few years, EURAWASSER has introduced new services, such as managing wastewater from large cruise

ships, and it will continue to further extend its portfolio. This future development is now in the safe hands of this new management trio."

EURAWASSER has been working as an independent service provider on behalf of local authorities and water associations in the state of Mecklenburg-Vorpommern since 1993. EURAWASSER works together with Warnow-Wasser- und Abwasserverband (WWAV), Wasserversorgungs- und Abwasserzweckverband Güstrow-Bützow-Sternberg (WAZ) and the utility companies in Güstrow and Schwerin. Today, 25 percent of all people living in Mecklenburg-Vorpommern receive their drinking water from REMONDIS Aqua's subsidiary. That is more than 400,000 local inhabitants.

# Plankton or plastic?

## REMONDIS HAS CREATED A THREE-PRONGED INITIATIVE TO PROACTIVELY FIGHT THE PROBLEM OF PLASTIC WASTE IN OUR OCEANS

Pollution of our seas and oceans has become an international environmental problem of colossal proportions. An estimated 142 million tonnes of plastic waste and decomposed plastic can be found in our oceans and this figure is increasing every single day. The waste that can actually be seen primarily consists of packaging that has been carelessly thrown away – such as plastic bottles, plastic bags, disposable razors and old fishing nets – and this tends to group together, in particular where the currents meet. There is no one single way to prevent further pollution of our seas. REMONDIS, therefore, is tackling this problem from three angles.

One of these gigantic “floating soups” of plastic waste can be found around the Pacific island of Midway. Commonly referred to as the “Great Pacific Garbage Patch”, this mass of waste covers an area the size of Western Europe and is the result of decades of plastic waste being disposed of incorrectly. The problem always begins onshore in the heart of the countries no matter where in the world you are. Those people who carelessly throw away their plastic bags and plastic waste into the countryside instead of putting them in the correct bin should realise that, sooner or later, their waste is going to travel down the streams, canals and rivers and eventually end up in the sea. Whilst this material is

gradually eroded into tiny pieces, so-called microplastic, it never actually disappears. Marine creatures mistake it for food and, if they don't actually die as a result of eating it, it ends up moving down the food chain and onto the plates of humans who caused the pollution in the first place. Nowadays, everyone has traces of plastic in their blood. Water samples from the North Pacific have revealed that there is now 46 times more plastic floating in the upper levels of the sea than plankton and plastic granules make up around ten percent of the sand on some beaches. There are, however, ways to try and tackle this problem. A look at Germany and the activities carried out by REMONDIS shows how this can be done.

The first step to protecting our seas is to collect and recycle plastics on shore

## REMONDIS Plano – land-based plastics recycling

REMONDIS realised back in the 70s that it was important not to simply throw plastic away but to collect and sort it and then process it into base material for new products. REMONDIS Plano, a company based in Lünen, has made it its business to systematically recycle plastics and has invested large sums in recycling processes and product development over the last few decades. To begin with, the old plastic is roughly cut up. It then undergoes seven different processing stages before ending up as a ready-to-use

plastic granulate which can be used by industrial businesses helping to reduce the consumption of crude oil. Practically all types of waste plastic can be recycled. Each year, thanks to its recycling activities, around 160,000 tonnes of high quality plastics are produced and marketed by the company – and plastic that is recycled cannot end up in our seas and oceans. REMONDIS' land-based plastics recycling, therefore, contributes greatly towards conserving our planet's natural resources, preventing climate change and keeping our oceans clean.

**REMONDIS®**  
WORKING FOR THE FUTURE

## RHENUS Recycling – deposit and clearing systems give plastic a monetary value

It has been estimated that there are around 16 billion disposable drinks bottles and cans on the market in Germany on which a deposit has been charged. Each can, plastic bottle and glass bottle is worth 25 cents when it is returned – money that is reimbursed to the consumers by the shops which, in turn, are paid the difference by the drinks companies. For this to work, there must be a system in place that registers when and where a disposable drinks bottle is returned. One of the pioneering firms leading the way here with its deposit clearing system is RHENUS Recycling, one of REMONDIS' associated companies, which offers a full service package covering the handling of the packaging as well as full data management. The disposable bottles and cans

are collected in special machines at the POS or at the company's own counting centres. Moreover, mobile collection machines can be set up wherever they are needed. All of the data is entered into the clearing process and calculated precisely. The bottles and cans are then made void immediately and sent for recycling. Thanks to this system, plastic waste is given a monetary value – money which consumers can get back if they return the product. It makes people think twice, therefore, about simply throwing away their cans and bottles as they would lose out financially. Plastic bottles are by far the biggest problem when it comes to sea pollution. Were this system to be implemented worldwide, it could prevent a huge amount of plastic waste from ending up in our oceans.

**RHENUS**  
LOGISTICS

## REMONDIS' educational initiative for more recycling

One of the most important ways of tackling plastic waste in our oceans is to make young people more aware of the need to collect, sort and recycle waste correctly. At the beginning of the year, REMONDIS launched its new educational project, the “RECYCLING PROFESSIONALS” which aims to awaken the interest of young children and teenagers in this subject. Being an integral concept involving multimedia educational theatre performances and accompanying teaching material, this project provides a host of different ways to teach children aged between 5 and 15 about the environment. Its overall aim is to teach them – in a fun way – how to handle waste responsibly. At the same time, REMONDIS

has created the RECYCLING PROFESSIONALS board game which teaches children how to sort waste correctly through play. The most important facts about waste segregation are taught in an entertaining and interesting way and brought up again and again during the game. The winner is the person who remembers these facts the fastest. As a result, the children learn about the different recyclables and which bins they should use. The message is clear: only waste that has been sorted correctly can protect our environment and be turned into new products – so that our seas and oceans remain clean in the future.

**DIE**  
**WERTSTOFF**  
**PROFIS**

No schooling – no environmental awareness.  
No environmental awareness – no recycling

Quality criterion

# Top class recycling

UNIFORM STANDARDS TAKE EUROPE'S WEEE RECYCLING SECTOR TO NEW LEVELS OF QUALITY

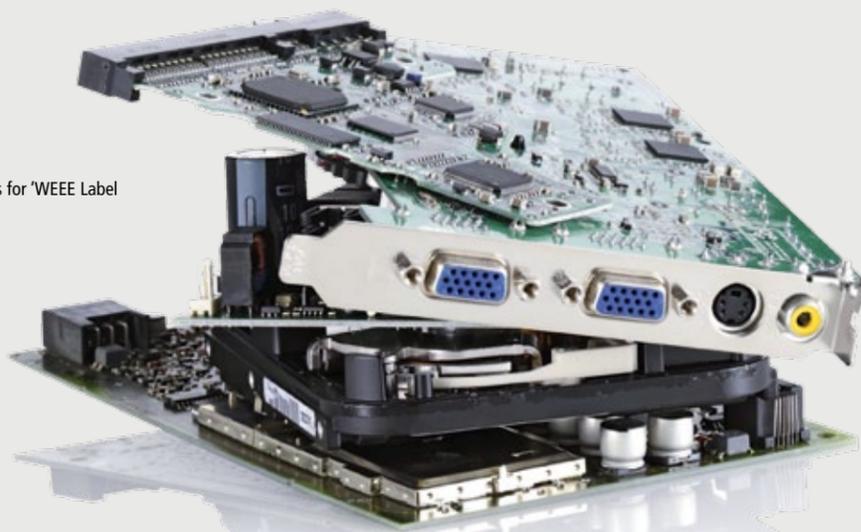


The WEEE (waste electrical and electronic equipment) recycling sector in Europe is to be harmonised – and at a high level. WEEELABEX is one of the leading systems aiming to achieve these stringent standards. For the first time ever, it has provided guidelines that enable the quality of recycling processes to be compared and evaluated. Working together with the Dutch take-back system Wecycle, a system well known for its extremely high standards, REMONDIS Electrorecycling is one of the first companies to implement WEEELABEX into its business underlining its pioneering role in Europe.

Very few industries are as fast moving as the electronics sector. Innovations are being brought out thick and fast with the result that older devices are being exchanged for new ones within ever shorter periods of time. It is, therefore, extremely important that recycling companies provide professional services to recover the recyclable materials in the equipment and safely remove any hazardous substances. Despite the WEEE Directive, however, there are still great differences in quality in the methods being used to recycle such devices. Such differences should now become a thing of the past.

With the financial support of the European Commission, standards have been drawn up that aim to create a uniform, high quality basis for WEEE recycling. Called WEEE Label of Excellence or simply WEEELABEX, it sets standards regarding the collection, logistics and treatment of old devices. WEEELABEX was developed by the WEEE Forum, a not-for-profit, multi-national centre of competence for WEEE recycling made up of around 40 European collection and recycling systems. As part of this project, the Forum members gathered together expertise and studies from across the whole of Europe to compile "best-of-class" standards.

WEEELABEX stands for 'WEEE Label of Excellence'



## Gold

Not just for producing valuable jewellery – gold is an indispensable material for modern electronics. Up to 22mg can be found in each and every mobile



## Copper

500 tonnes of ore and a great deal of electricity are needed to produce one tonne of copper with a purity level of 99.99 percent. Alternatively, 10 tonnes of WEEE are enough to produce the same amount



## Aluminium

Extremely high levels of energy are required to produce aluminium from bauxite. This process is, therefore, bad for the climate. Around 40 times less energy is needed to recover aluminium from WEEE



### Test phase and audits successfully completed

REMONDIS Electrorecycling is one of the first companies in Europe which is able to provide proof that it operates according to the WEEELABEX principles. The company is a member of the pre-group, i.e. the group of firms where tests were carried out to see if the strict standards are actually feasible in practice. The tests were performed at the company's dismantling centre in Lünen, one of the most modern of its kind in Europe with an annual capacity of approx. 100,000 tonnes.

It became clear during the test phase that the WEEE recycling processes being used by REMONDIS were, for the most part, in line with WEEELABEX. In addition, REMONDIS extended its data collection and reporting systems over the following months. Now, for example, detailed information is also recorded about the technology used in the secondary treatment phases and comprehensive documents drawn up on the composition of the materials. In the meantime, official audits have been carried out confirming that REMONDIS fulfils the high WEEELABEX standards. As a result, it is one of the first European companies to have received a pre-certificate to this effect.



### Complementing the WEEE Directive

One specific feature of WEEELABEX is that priority has been put on compiling exact instructions about work processes and methods. Consequently, it goes into very precise details about the recycling of the different categories of equipment and sets very specific requirements. The WEEELABEX rules, therefore, concentrate on the operational side of the business, whilst the WEEE Directive primarily deals with the legal framework.

At present, companies are free to choose whether they wish to implement the stringent WEEELABEX rules or not. Efforts are being made at the moment, however, to give them a more legally binding orientation in order to raise their importance. To achieve this, the European Committee for Electrotechnical Standardization (CENELEC) is transforming these standards into official EN norms.

### Proof of quality an advantage for customers

Not only European WEEE recycling will reach new levels of quality thanks to WEEELABEX. There are advantages for customers, too. They can explicitly call for such recycling standards when putting projects out to tender and so can be sure that those bidding are able to offer the same high standard of recycling. As a result, bidding processes will become far more transparent and it will be easier to compare the services offered by the different companies.

In order to ensure waste electrical and electronic equipment is handled responsibly, WEEELABEX covers three specific areas: collection, logistics and treatment

Recycling companies must undergo certification and repeat audits to prove that their everyday operations fulfil regulations

International recycling

# EU law forces municipal businesses to act

THE DUTCH MUNICIPAL ASSOCIATION ROVA HANDS OVER ITS COMMERCIAL BUSINESS TO REMONDIS TO SECURE FUTURE IN-HOUSE CONTRACTS



REMONDIS has been doing business in the Netherlands for a while now. The company has enjoyed significant growth there which can be put down to its long-term planning and stability. Since entering the market as a minority shareholder of ARN in Nijmegen in 2007, REMONDIS Nederland has strengthened its position in the country by acquiring strategic shareholdings and investing in local recycling businesses. Today, it has become a reliable business partner for both local authorities and industrial firms in the regions it operates in. ROVA, a municipal association based in Zwolle responsible for managing waste, public spaces and energy for a total of 20 districts in the Provinces of Overijssel, Gelderland, Utrecht, Drenthe and Flevoland, recently benefited from REMONDIS' expertise. This year, ROVA handed over its commercial waste recycling activities to REMONDIS. A ground-breaking step.

Municipal companies should check whether they fulfil the criteria for in-house contracts

There must be a very good reason why Zwolle-based ROVA, one of the largest municipal associations in the Netherlands – responsible for managing waste, developing public spaces, generating sustainable energy and serving almost one mil-

lion of the 16.8 million people living in Holland – should have decided to sell its commercial activities to REMONDIS. REMONDIS spoke to Hans Groenhuis, chief executive of N.V. ROVA.

**RA:** Mr Groenhuis, what was the reason behind your decision to hand over ROVA's commercial waste activities to REMONDIS?

**Hans Groenhuis:** We made the conscious decision to be a municipal company. Working for private sector customers clashes with the tasks of a public sector company and the legal situation is problematic, too. We felt, therefore, that we had to act here. Now we can concentrate fully on our public sector work.

**RA:** From a legal point of view, to what extent is commercial business problematic for a municipal company?

**Hans Groenhuis:** It's all to do with the so-called in-house contracts i.e. when a public contract or public service concession agreement is awarded by a public contracting authority to a third party which is legally independent but still under the control of the contracting authority. According to EU law, there are two main criteria which must be met here. Firstly, the public authority must exercise a level of control over the entity similar to that which it exercises over its own departments and there may be no private participation in the controlled in-house entity. Secondly, the controlled in-house entity must carry out the essential part of its activities for the controlling authority. The EU Commission has ruled that no more than 10% of a municipal company's total turnover may come from private sector business.



ROVA managing director, Hans Groenhuis, is ensuring the company has the right to be awarded in-house contracts in the future

**RA:** And what happens if more than 10 percent of the turnover is from commercial rather than public sector business?

**Hans Groenhuis:** Then the municipal company automatically loses its right to be awarded in-house contracts and all activities must be put out to tender across Europe. This is precisely what we were looking to avoid and so we searched for a reliable partner to take over our commercial activities. REMONDIS has been operating in the Netherlands for years now and we know it is committed to the Dutch market. This is very important for our customers.

**RA:** What sort of volumes are we talking about here?

**Hans Groenhuis:** When ROVA sold its activities to REMONDIS, it had been recycling around 25,000 tonnes of commercial waste. This was putting our right to in-house contracts at risk.

**RA:** Mr Groenhuis, thank you very much for the interview.

By handing over its commercial business, ROVA has secured its right to be awarded in-house contracts

## EU PUBLIC PROCUREMENT LAW

The term "in-house procurement" refers to the awarding of public contracts, building contracts or service concession agreements by a public contracting authority to a third party which is legally independent but still under the control of the contracting authority.

EU public procurement law states that, when it comes to in-house procurement and public-public cooperation work, 90% of all activities of the in-house entity must be carried out for the public authority or cooperation partner and only 10% carried out within the private sector market. According to a ruling of the ECJ on 19 April 2007, public contractors lose their status as an "in-house entity" if more than 10% of their business is commercial. It is, therefore, recommended that they sell their commercial business to their private sector partners to ensure they fulfil the criteria for in-house contracts.



South Asia

# Global know-how and local resources

REMONDIS' STRENGTHS MAKE IT A SOUGHT-AFTER PARTNER FOR BOTH INDUSTRIAL BUSINESSES AND LOCAL AUTHORITIES IN INDIA



India has had to face huge challenges when it comes to managing its water supplies. This can be put down to a number of factors including the rapid growth of its population, its industrial sector and its cities. These challenges can only be overcome with help from the private sector and this is precisely what REMONDIS Aqua has been doing on the subcontinent for a number of years now.

REMONDIS Aqua India was founded in 2009 and is based in Pune, a city with over a million inhabitants in the west of the country and one of the main IT and automobile centres in India. REMONDIS manages all of its activities from here

which now not only cover the whole of the state of Maharashtra but can also, increasingly, be found in the neighbouring states of Gujarat, Goa and Rajasthan. A total of almost 250 million people live in this important economic region.

**Facility expertise from planning to commissioning**  
REMONDIS Aqua's ever increasing circle of customers in India includes both industrial businesses and local authorities. As their partner, REMONDIS offers its expertise helping them to plan, build and operate water management facilities. Thanks to this service, which is generally known simply as BOT (build, operate, transfer), REMONDIS has built up a strong reputation on the Indian market within just a few years.



REMONDIS Aqua  
India's team in Pune

**Well-known customers from the automobile industry**

Just one example of the comprehensive range of activities performed by REMONDIS is wastewater treatment in the booming automobile sector, whose industrial wastewater is treated using complex chemical/physical and biological processes. Here, for example, REMONDIS planned and built and now operates a wastewater treatment facility for Volkswagen India at its production plant in Pune helping to provide its customer with an efficient water management system.

**Facility operator in the electronics and chemicals sectors**

The company also serves well-known customers in the IT sector including JABIL, a large American company specialising in efficient production processes. Having taken part in a project to extend and convert the water management facility at JABIL's electronics production plant in Pune, REMONDIS is now responsible for operating the equipment. This modern facility, which uses membrane technology, began operating at full capacity in October of this year.

For more than two years now, REMONDIS has been responsible for running a biological wastewater treatment facility at the chemicals company, Lanxess. The facility is located at its plant in Jhagadia in the Indian state of Gujarat where it is used to treat the production water there. Last year, REMONDIS was awarded an additional contract by Lanxess to build a facility to treat sanitary wastewater at the same location. It completed this project in April 2013 and has also been operating it since then.

**Modern municipal water supply systems**

India is also making good progress when it comes to municipal water projects. Not long ago, for example, REMONDIS was put in charge of operating a new drinking water processing plant in Netivali, north east of Mumbai. The plant had been built by a local company on behalf of the city authorities and REMONDIS took over operations in September. With a daily capacity of 150,000 cubic metres, the facility can supply around 1.2 million inhabitants with water.

**IN THE WASTE MANAGEMENT SECTOR, TOO**

In cooperation with the German company GIZ (Gesellschaft für Internationale Zusammenarbeit), REMONDIS has drawn up a strategy to treat municipal waste in the north Indian state of Himachal Pradesh. The government there is currently discussing ways of implementing this strategy in order to solve the problems they are having to face in this sector.

REMONDIS Aqua has been using its extensive international experience to realise a wastewater treatment project in the Indian sugar industry. Its project partner here is DEG (Deutsche Investitions- und Entwicklungsgesellschaft), a company belonging to the KfW banking group

**Won over by reliable operations**

There are clear reasons why REMONDIS is able to operate so successfully in India which has such a complex and highly competitive market. Thomas Block, General Manager at REMONDIS Aqua International, explained: "Our main advantage is that we are able to unite international know-how and modern technology with local resources. We can guarantee reliable facility operations and we have an excellent record when it comes to environmental protection and sustainability."



**A future with self-sufficient energy supplies**

In the future, REMONDIS will be going yet another step further in India. The company will make it possible for its customers to use their biogenic waste and sewage sludge to produce their own electricity. Considering the local conditions, such solutions are really important: they help to counteract the frequent power cuts there and provide a sustainable and reliable supply of electricity for the plants.

State-of-the-art sewage treatment plants, such as the one in Pune shown here, are becoming increasingly important in India as freshwater sources are slowly disappearing

## Biogas in the Ruhr region

AHE PRODUCES CLEAN ENERGY FOR THE ENNEPE-RUHR DISTRICT

**AHE**

**REMONDIS**

WORKING FOR THE FUTURE

“You are showing what can be done. You are leading the way. You are better. Today is a good day for the Ennepe-Ruhr district and a good day for the state of North Rhine-Westphalia.” Johannes Rimmel, NRW Minister for Climate Protection, Environment, Agriculture, Nature Conservation and Consumer Protection, was certainly not sparing in his praise at the official opening ceremony of the new biogas plant in Witten in May 2013. An unusual facility perhaps as the Ruhr region is more well known for coal and other fossil fuels. AHE, a public private partnership between the Ennepe-Ruhr district authorities and REMONDIS, has set an example for the region and beyond with its new state-of-the-art facility that generates biogas from biowaste.



AHE's managing director, Klaus Erlenbach (left), and Norbert Rethmann, honorary chairman of the supervisory board at REMONDIS, showing NRW Environmental Minister Johannes Rimmel the compost which is a by-product of the new biogas plant



Norbert Rethmann (left) and Thomas Conzendorf (right) talking to NRW Environmental Minister Rimmel at the opening of AHE's new biogas plant in Witten

Biogas, electricity, compost and liquid fertiliser – bio-waste is full of potential

Politicians and councillors working in the district of Ennepe-Ruhr had been thinking about future energy and energy supply long before Fukushima and had been looking at what options their local region had. Minister Rimmel believes they have come up with an excellent solution of producing electricity from biowaste, such as discarded food, coffee filters and garden cuttings. “There is still a great deal of potential that can be tapped into in this second use of products and materials, at this link between waste and energy. You have shown how such a link can be used. I very much hope that other districts will take a look and see how it is done here in the Ennepe-Ruhr district and then follow your example. It would be great if they did,” Rimmel continued. AHE is also a great example of how advantages can be gained when the public and private sectors work together. It would have been practically impossible to find the necessary funds without this successful cooperation work.

This facility has, in fact, been accepting biowaste from the households in the district and turning it into electricity since the beginning of 2013. The plant, which involved an investment sum of 15 million euros, was built by AHE on behalf

of the district authorities and is now being run by AHE, too. Each year, the facility can process around 25,000 tonnes of biowaste to generate 4.5 million kilowatt hours of energy – the annual requirements of 2,000 households. Another positive aspect of this facility is that it helps to protect the environment by cutting carbon emissions by 4,000 tonnes. Besides electricity, AHE also produces classic composts and liquid fertiliser at its site in Witten. Its target groups here are both locals who enjoy gardening as well as large garden and landscaping businesses. The demand for its products has grown steadily over the first year. The busy “workers” in the digestion plant are millions of bacteria. Specific mixtures of biowaste are fed into the facility to keep the bacteria happy and to ensure the plant is run in the most efficient way. Today, 75 kilograms of biowaste are collected per person per year throughout the Ennepe-Ruhr district – hardly any other district can match this. Despite this fact, however, 30 percent of all biowaste, in particular old food, still ends up in the wrong bin, namely in the residual waste bin. If the local inhabitants slightly changed the way they sorted their waste, then their district would be able to generate even more green electricity.

## Bringing greenhouse gases under control

REMONDIS INDUSTRIE SERVICE ENSURES REFRIGERANTS ARE DISPOSED OF SAFELY

Chlorofluorocarbons – often referred to simply as CFCs – have got a pretty bad reputation and are most well known for depleting the ozone layer. They also, however, have the same effect as greenhouse gases and contribute towards global warming. When disposing of refrigerants, therefore, top priority must be given to preventing CFCs from being released into the atmosphere and to removing and destroying this class of compounds in a safe and controlled manner. REMONDIS Industrie Service has built up a special division called RENOX which offers a range of services and focuses on managing the disposal of special chemicals such as CFCs using legally compliant and environmentally friendly methods.

Of all the greenhouse gases, the most important chlorofluorocarbons originate purely from human activity and have been used for a wide variety of industrial applications since the 1930s. They are used as a propellant gas in aerosol cans, as a blowing agent for foam, as a refrigerant in fridges, freezer cabinets, air conditioning systems and cooling devices and as a cleaning agent for textiles and sensitive elements in the electronics industry. The foundations for a road map leading to the end of the use of CFCs were set out in a number of international agreements in the 80s and 90s. As a result, EC Regulation 2037/2000 stipulates, for example, that cooling devices using R22 refrigerants and mixtures of such refrigerants may no longer be used from 01 January 2015. Other refrigerants will follow in the next few years.

All this will have an extensive effect on the areas of our life that involve “cooling”. Discussions, for example, are being held on what type of refrigerant should be added to car air conditioning systems in the future and how the refrigerants currently used in vehicles can be professionally removed and destroyed. One thing that is clear is that removing and destroying refrigerants such as CFCs – also in mixtures with inflammable gases – involve considerable risks and must only be carried out by professional companies with the relevant levels of expertise. This has been laid down in the ‘ChemOzonSchichtV’ (ordinance on ozone-depleting chemicals) and the ‘ChemKlimaschutzV’ (chemicals / climate protection ordinance) as well as in the relevant EU directives.

**RENOX**

REMONDIS Industrie Service has extensive experience of handling hazardous materials. For a number of years now, it has been operating a special division called RENOX which deals exclusively with special chemicals that are generated as industrial waste and need to be treated with extra special care due to their dangerous nature, reactivity and toxicity. The division's portfolio of services covers three different areas. ‘RENOX Transport’ is responsible for all aspects of transporting the substances safely from the customers' to the disposal plants. ‘RENOX Treatment’ deals with the chemical physical treatment phase. And, finally, ‘RENOX Direct Incineration’ operates the area of business involving the hazardous waste incineration plants where the materials are fed directly into the furnaces via barrel elevators and connecting systems for liquid and gaseous substances. Thanks to the type of high-temperature incineration plant used, which is run at a minimum temperature of 1,100°C, materials with a longer reaction time can safely react without any problems. This is also true for the various types of CFCs which are collected in special containers and then carefully connected to the high-temperature incineration system at the company's Bramsche Industrial Recycling Centre. As a result, the refrigerants are completely destroyed so there is no chance whatsoever of them damaging the environment.

Many old fridges still contain CFCs which are so damaging to our climate. It is essential, therefore, that these appliances are dismantled professionally

CFCs

Occupational safety

# Creating a safe working environment

BUCHEN IS NOW OFFERING A FULL RANGE OF OCCUPATIONAL SAFETY SERVICES WITH ITS SAFETYSERVICE PACKAGE

Being a specialist for high quality industrial services, the BUCHEN Group also has decades of experience of occupational health and safety. Companies operating in the chemical and petrochemical sector can now benefit directly from BUCHEN's extensive know-how by outsourcing work safety at their plants to REMONDIS' subsidiary.



The chemical and petrochemical sector is subject to stringent work safety regulations. Besides ensuring their employees attend all necessary training courses, companies must, for example, have the right equipment on site such as respiratory protection masks, fall protection systems and devices for measuring gas levels. Employees working at refineries must be equipped with gas measuring devices and smoke hoods or wear heavy respiratory protection equipment. Another important task here is to manage and service the wide range of safety devices and pieces of equipment – so that they are fully functional wherever and whenever they are needed.

### Reliable equipment 24/7

As the wide-ranging work safety requirements are not directly part of their core business, chemical and petrochemical companies must invest both time and money in this area. Working together with BUCHEN, therefore, provides a solution that is both ideal and cost effective. Olaf Waterstrat, SafetyService project manager at BUCHEN, commented: "Our industrial service specialists are very experienced and know all about safety issues at chemical plants. We know which equipment protects employees best and have the knowledge required to regularly test and service the devices." This creates advantages for the company's customers: they can concentrate fully on their business and, at the same time, be secure in the knowledge that their employees are using the best possible work safety equipment.

### A one-stop shop

In line with its exemplary safety standards, BUCHEN offers an integral system of high quality safety logistics. This includes enabling customers to hire equipment to add to their own stock of safety material or even to have BUCHEN supply all safety devices needed. BUCHEN has set up three regional workshops in Germany which are responsible for handling respiratory protection devices. By doing so, the

company can guarantee that they can deliver the equipment to their customers at short notice. The teams of qualified technicians at the workshops service the safety devices so that they are always handed over in full working order. Moreover, if required, BUCHEN can take over all work safety administration work on behalf of their customers. This involves keeping an eye on inspection deadlines, servicing the equipment and documenting devices that have been handed out and returned.

### TOTAL opts to work with BUCHEN

One of the company's first customers to make use of BUCHEN's novel SafetyService package is the TOTAL refinery in central Germany. This refinery is located on an industrial estate in the City of Leuna and is one of the most modern of its kind in Europe. BUCHEN is now in charge of all safety logistics at the plant. It is, in particular, responsible for supplying and servicing around 100 self-contained breathing apparatus systems, 600 smoke hoods and 1,000 gas measuring devices as well as servicing approx. 2,500 fire extinguishers. BUCHEN has set up a service point at the TOTAL refinery in order to be able to provide its on-site services. Its personnel are, therefore, always on hand to manage the safety equipment and to ensure safety standards remain at the same high and reliable level throughout the plant.

**BUCHEN**<sup>®</sup>  
WORKING FOR THE FUTURE

There are a number of very good reasons for outsourcing work safety to BUCHEN

"Our industrial service specialists are very experienced and know all about safety issues at chemical plants." Olaf Waterstrat, SafetyService project manager at BUCHEN



# New TSR business in Dortmund

REMONDIS' SUBSIDIARY STRENGTHENS ITS MARKET POSITION IN NORTH RHINE-WESTPHALIA WITH ITS NEW BUSINESS, TSR RHEINRUHR GMBH

01 October 2013: this was the official date when INTERSEROH NRW GmbH became a part of the TSR Group; since then, it has been operating under the name TSR RheinRuhr GmbH. Over the years, TSR has been able to steadily extend its market position as the leading steel and metal recycler. The TSR Group decided to make this important investment in order to sustainably strengthen its position in North Rhine-Westphalia, one of the leading industrial regions in Europe. Now that the transaction has also been approved by the Federal Cartel Office, the business – which is located in Dortmund Harbour – officially belongs to TSR.



THE METAL  
COMPANY

Besides the head office in Dortmund, TSR also took over the businesses in Münster, Mülheim an der Ruhr and Werdohl. Whilst the Münster and Werdohl branches were sold on to REMONDIS / Kluger Metallhandels-gesellschaft mbH at the same time on 01 October, the Dortmund and Mülheim branches have become part of TSR's RheinRuhr region. Thanks to this move, the company now has an even more effective and customer-friendly network of branches – with its Duisburg branch in the west of the state and the new Dortmund business in the east. This deal has clearly strengthened TSR's position in this region. By pooling together their activities, it is possible to reduce overcapacity and use their equipment in the best possible way. The foundations have been laid, therefore, for strategic and sustainable growth in this important metropolitan region. Metal scrap recycling really is environmental protection "in action": TSR is one of the leading companies in Europe recycling scrap steel and non-ferrous metals. Indeed, one of the strengths of the TSR Group is providing its customers

with bespoke concepts for managing and recycling metal waste. With a Europe-wide network of 150 branches and a workforce of 2,400 employees, TSR has an annual turnover of three billion euros and trades more than eight million tonnes of scrap every year. As a result, TSR is one of the main suppliers of metal for the steel industry and also acts as an intermediary between suppliers and customers. Scrap steel and other metals are collected, sorted, processed and returned to the recycling economy. Working together with its partners from the waste management sector, the TSR Group is also able to collect all other types of waste.

"In view of the fact that economic growth remains weak and that existing capacities are not being used to their full potential, it makes good business sense to pool together the activities of the various processing facilities. We believe that we have sustainably strengthened TSR's position in North Rhine-Westphalia by acquiring INTERSEROH NRW," explained Edwin Leijnse, CEO of the TSR Group.



# Data security – new ideas rather than sticking to the old

RHENUS DATA OFFICE – NEW 'DIN' STANDARD AND NEW BRANCH

The NSA affair, PRISM, the cloud, illegal marketing of data, industrial espionage and Wikileaks: the recent discussions about all these subjects have not only made data protection officers and the public in general more aware of the problems of data security but have unnerved them, too. In order to protect and strengthen the right of a person to determine what happens to their data, the DIN 32757 standard, which was no longer up to date, was replaced by the new DIN 66399 standard. Rhenus Data Office, one of REMONDIS' sister companies, has implemented this new standard into its company – including its new branch in Braunschweig.

Besides the problem of data being stolen via the Internet, the physical destruction of data storage devices also plays an important role in data security. Highly sensitive documents, such as patient files or strategic business papers, are often carelessly thrown away into paper recycling bins without them having been properly destroyed first. It could be extremely damaging for companies and private individuals if this data should get into the hands of the wrong people, e.g. as a result of so-called 'bin raiding'. The author of these documents is responsible for ensuring they are destroyed correctly. The new DIN 66399 standard is now being used to prevent such damage occurring. It gives clear and unambiguous instructions for each individual stage of the process all the way through to the final and irreversible destruction of the data. Rhenus has set out to explain this new standard to its customers and to give them an outline of the legal framework involved. The range of topics that it advises its customers on has, therefore, been extended to include detailed information on subjects such as IT law, general data protection regulations and information security. These data security experts help their customers so that they fulfil the requirements of data protection laws at all times. In addition, Rhenus can act on behalf of its customers as an external data security officer. Together with their clients, they draw up data protection concepts covering a whole range of aspects from general company organisation, to CCTV and archiving, to the destruction of data storage devices and the processing of order data. At the same time, Rhenus offers a secure destruction process for highly sensitive documents, such as patient files, via its mobile shredder. This process has been awarded the data protection seal of quality by the ULD in Schleswig-Holstein (an independent data protection institute).

In order for Rhenus to be able to offer its services more efficiently and further strengthen its national network of branches, it bought the data destruction division owned by the company, Döring, and opened a new branch in Braunschweig. By being even closer to its customers, Rhenus is able to react more quickly to their needs. Both the plant and the processes acquired by Rhenus are of a very high standard and fulfil the new regulations. The current and future customers will be able to benefit from the services and know-how of one of the long-standing leaders in document logistics systems. Moreover, the new extended portfolio of services on offer will add value to their businesses.

REMONDIS' sister company, Rhenus Data Office GmbH, has customers both at home and abroad and provides both stationary and mobile destruction systems for files and data storage devices. Moreover, it provides advice on data security, destroys hard drives, provides office waste management services and rescues files damaged by water.



Data security was a matter for concern both for companies and private individuals long before the NSA affair

"Without security there can be no liberty."

Friedrich Wilhelm Heinrich Alexander von Humboldt



# THE RECYCLING PROFESSIONALS on tour

EDUCATIONAL PROJECT PROVES TO BE A SUCCESS AT FAMILY EVENTS, TOO

Since the summer, REMONDIS' educational project has been visiting kindergartens and schools in the German state of North Rhine-Westphalia to put on theatre performances and teach children and teenagers about protecting the environment, conserving our planet's natural resources and separating recyclable waste. A further module has now been developed which can be used at local family events. Here, too, the "RECYCLING PROFESSIONALS on Tour" get their audience involved in fun and creative activities to inform them about recycling.



As with the others, this module seeks to show which recycling materials go in which bin and why it is so important to segregate and sort waste. During the games, a specially trained team of experienced teachers and actors, who know all about these subjects, talk to the visitors to find out more about their local situation. By doing so both the children and their parents get to learn more about handling recyclables.

When they are on tour, the RECYCLING PROFESSIONALS have a circus tent to provide the visitors with a roof over their heads. Whether it be a wall building activity, a creative recyclables stand, a recyclables race or a singing workshop – everything has been developed especially for children and fits together and complements each other perfectly. In principle, this "RECYCLING PROFESSIONALS on Tour" module is suitable for every type of family event such as open days, environmental events, jubilees, city festivals, company family days or special educational events.

The RECYCLING PROFESSIONALS went 'on tour' for the very first time on 15 September when they attended an open day held by Wirtschaftsbetriebe Oberhausen. We are proud to say that they turned out to be the main attraction there. The wide range of games and activities put on by the RECYCLING PROFESSIONALS proved to be really popular among the families with children. The mixture of the games, creative workshops and infotainment attracted both young and old so that there was a steady flow of visitors to the stand from start to finish. The younger visitors were taught more about the importance of segregating recyclables through play. The adults also had questions about recycling and the shortage of natural resources which the RECYCLING PROFESSIONALS were able to answer. Moreover, contact was made to teachers who wished to use the "RECYCLING PROFESSIONALS" board game in their classes and to have the theatre performance held at their schools. All in all, this premiere was a true success and everyone is looking forward to taking part in more open air events.



# When night becomes day

A LARGE NUMBER OF VISITORS ATTEND THE LÜNEN APPRENTICESHIP EVENING AT THE LIPPE PLANT

Apprenticeships are really important at REMONDIS. Less than two months after the latest intake of apprentices were welcomed to the company's head office in Lünen by the honorary chairman of the supervisory board, Norbert Rethmann, and HR manager, Andreas Oellerich, the spotlight was once again put on the subject of apprenticeships. As part of the 'Lünen Apprenticeship Evening', Germany's leading recycling and water services company opened the gates of its Lippe Plant to all schoolchildren and their parents interested in finding out more about career opportunities at the REMONDIS Group.

What professions are taught at REMONDIS? What subjects are connected to the different professions? How likely is it that an apprentice is taken on by the company at the end of their course? Does REMONDIS offer the dual BA degree and apprenticeship courses? These were just a few of the questions answered by the company's HR employees and apprentices during the second 'Lünen Apprenticeship Evening'. Following the great success of the premiere last year, a large number of visitors were attracted once again to the event which is supported by REMONDIS, the City of Lünen, the local job office and other companies located in the town. "The 'Lünen Apprenticeship Evening' provides us with an excellent platform which we can use to present the many different apprenticeship courses on offer in the REMONDIS Group," explained Anika Dirkmann, apprenticeship manager at REMONDIS.

Between 6pm and 11pm, around 700 young people visited the Lippe Plant, where the company is based, to talk to the trainers there about the future-oriented apprenticeships on offer – from chemical laboratory technician and chemical

technician, to IT specialist for application development and system integration, to being an industrial clerk, metal worker, truck driver, joiner or gardener. Interesting presentations and practical examples were given to show what subjects are taught in each profession. Emphasis was, in particular, put on the so-called dual apprenticeships, during which the apprentices do both a BA degree course at university and an apprenticeship course. REMONDIS has apprentices doing such courses in the area of economics and management as well as in IT and application development. The career prospects of those doing this type of training are particularly high as experts believe that demographic change will lead to there being a lack of specialists in these areas in the near future.

"We're really pleased with the way the evening went as we were able to meet some young people with great potential. This event has further confirmed that REMONDIS is an important employer in the region," commented REMONDIS managing director and HR manager, Andreas Oellerich. "We would like to thank all those apprentices and trainers who took part for helping to make the evening such a success."

"There is only one thing in the long run more expensive than education: no education."

John F. Kennedy



News in brief

## High quality processes – signed and sealed



WAL-Betrieb GmbH has once again been awarded accreditation in accordance with European quality and environmental management standards. This Senftenberg-based water company, therefore, has shown once again that it fulfils the strict regulations regarding quality and environmental management. Moreover, WAL-Betrieb underwent a further audit: for the first time, its business was checked to see whether it met the energy management standards of ISO 50001. At the end of the audit, it was awarded a certificate for this area, too. "When we carry out our business, we are always mindful of how we use our material resources

and are always looking to use energy efficiently," explained Christoph Maschek, a managing director of WAL-Betrieb. Back in 2008, the company began generating electricity at the Brieske sewage treatment plant using a co-digestion facility setting an example of how to produce innovative and low-cost energy.

"These certificates certainly give us an edge over our competitors. In particular, though, they ensure that we provide our customers with high quality services that take environmental and energy issues into account," commented Karin Rusch, also a managing director of WAL-Betrieb GmbH.

News in brief

## REMONDIS and Rhenus at the 2013 AOK company fun run

Since 2012, AOK NordWest has been working together with REMONDIS Production GmbH to introduce measures to promote workplace health at the Lippe Plant in Lünen. The traditional 'AOK company fun run' is also an event that promotes a healthy lifestyle. Once again a REMONDIS team from the Lippe Plant in Lünen and a team from Rhenus Freight Logistics GmbH & Co. KG in Unna took part in the fun run. Organised by AOK NordWest for the ninth time, it

began and ended on the square in front of the town hall in Unna. 4,000 other runners and walkers joined the combined team of the two sister companies to complete the 5.5km course. Neither the runners' times were recorded nor was there a list of results – the focus of the event was clearly on encouraging sport and on giving those participating an opportunity to meet each other outside their working environment.



News in brief

## Abfallwirtschaftszentrum Trittau receives "Green Economy Award"

In September, the StFG (Studien- und Fördergesellschaft der Schleswig-Holsteinischen Wirtschaft) presented AWT, a joint venture between REMONDIS and the Buhck Group, with an award in recognition of its eco-friendly and climate-friendly waste recycling processes. In the presence of Dr Robert Habeck, Minister of Energy Transition, Agriculture, Environment and Rural Areas of the State of Schleswig-Holstein, and Uli Wachholtz, President of the Federation of Business Associations in Hamburg and Schleswig-Holstein, Abfallwirtschaftszentrum Trittau GmbH & Co. KG (AWT) was presented with this year's "Green Economy Award" at Kiel Castle. AWT won this highly coveted prize as a result of the contribution it makes to protecting the environment and preventing climate change. "We see this award as being both an endorsement of our work so far and as an incentive to continue our efforts to use modern, ecological and

cost-effective technology to protect the environment and find approval for our waste recycling activities," commented Wolfram Gelpke and Holger Pfau, both managing directors at AWT.



Wolfram Gelpke and Holger Pfau receiving their "Green Economy Award"

News in brief

## REMONDIS exhibiting at the IFAT in 2014

Once again, REMONDIS will be setting up its large exhibition stand at the IFAT in Munich in 2014. The world's largest trade fair for water, sewage, waste and raw materials management is being held at the Exhibition Centre in Munich from 05 to 09 May 2014 and will be focusing on the untapped potential hidden in our waste. It is no longer enough to simply manage waste safely and treat polluted water reliably. More and more, the hidden energy and raw material

potential of waste, wastewater and waste air is being tapped into. Those exhibiting at the environmental technology exhibition IFAT at the Munich Exhibition Centre in 2014 will be presenting the latest technologies and solutions in this area, too – and REMONDIS will be among them. Customers and any other people interested in learning more about these and other topics will be able to meet and talk to the REMONDIS experts at their stand, B1.241/338, in Hall 1.



People

# "There's always a way!"

HELEN BACKHAUS IS AN INTEGRAL PLAYER OF THE REMONDIS INDUSTRIE SERVICE TEAM

With her father running his own construction business, Helen Backhaus knew exactly what she wanted to be from a very early age: an engineer. She fulfilled this dream in 1989 when she was awarded her degree in civil engineering at the University of Applied Sciences in Münster. A mother of three children, she has been working at the REMONDIS Group for almost 25 years now demonstrating that it most certainly is possible nowadays to have both a family and a successful career.



Helen Backhaus – working for REMONDIS for almost a quarter of a century

Helen Backhaus remembers every detail of the job interview she had at RETHMANN Städtereinigung in Selm in 1989. She was interviewed by Norbert Rethmann, now the honorary chairman of the supervisory board of the RETHMANN Group, and Dr Hermann Niehues, who died suddenly in 2008. "I was feeling a little nervous when I sat down on the black leather sofa in Dr Niehues' office," commented 48-year-old Helen with a smile on her face.

Egbert Tölle, today a member of the board of directors at REMONDIS AG & Co. KG, then gave her a position in the division responsible for collecting hazardous waste from households and for supporting local authorities and other customers with hazardous waste contracts – the part of the company now known as REMONDIS Industrieservice. Her first days in the company were as follows: having been given two orange files, she then read through all correspondence with the local authorities. "I was able to solve many of the problems, that I came up against at work, by using my technical knowledge. My common sense, though, also helped me to overcome many hurdles," explained Helen Backhaus.

Over the last (almost) 25 years in the company, she has taken on a wide variety of projects to set up and/or further develop business concepts. Such activities have ranged from implementing the specialist waste management certification into all branches to introducing a CRM system. The most challenging project she has had to deal with so far was handling the electronic waste records procedure six years ago. With the introduction and implementation of this new electronic procedure, she had to manage the sales and marketing of REGISTA® – a software solution developed by the company itself – throughout the whole of the REMONDIS Group. Besides organising a whole host of information events and training courses, she had to develop marketing strategies, build up and train the REGISTA® team and involve the customers in the REGISTA® process.

Not only her career has run smoothly but her family life, too – not least thanks to the ongoing support she has received from her husband. Helen Backhaus knew from the start that she did not want to take long periods off work. She has only interrupted her full-time job to give birth to her three children. Indeed, she attended an inspection of one of the plants in south Germany just before her second child was born and was back at her desk two months after the birth. As well as looking after her children, the 48-year-old has begun a new project: 'herding sheep' with her Border Collie Tex. There is certainly no time for her to get bored at home, either.

Helen Backhaus always approaches her work and life in general according to the motto "Never say never – there's always a way" and is looking forward to the coming years and the new projects she'll be taking on both at the company and at home.

## > Impressions



Minister for Economic Affairs, Harry Glawe (Mecklenburg-Vorpommern) being presented with a table lamp made of recycled materials by Leszek Piesczek, board member of REMONDIS Poland, together with Robert Ristow (centre), managing director of REMONDIS EURAWASSER Rostock, and Walter Kienast (right), President of IHK Neubrandenburg, during his visit to the REMONDIS branch in Warsaw



Norbert Rethmann holding a speech at the opening of AHE's biogas plant in Witten



Stephan Tschentscher, managing director at REMONDIS, congratulating the winners of the children's wheelchair race at the ISTAF 2013 in Berlin, an event supported by REMONDIS

NRW Minister for Climate Protection, Environment, Agriculture, Nature Conservation and Consumer Protection, Johannes Rimmel, during his visit to the Lippe Plant. (from left to right) Aloys Oechtering, managing director REMONDIS, Environmental Minister Johannes Rimmel, Ludger Rethmann, Board Chairman REMONDIS, Jürgen Mauthe and Herwart Wilms, managing directors at REMONDIS

REMONDIS held a competition for all those who took part in the 'Lünen Apprenticeship Evening'. Anika Dirkmann, apprenticeship manager at REMONDIS, presented the first prize, a Kindle e-reader, to the winner Hendrik Rosenke, who is interested in doing an apprenticeship to become an IT specialist





2013



2015



2017



2019



2021



2023



2025



2027



2039



2041



2043



2045



2047



2049

**2051?**

## No Copper – No Cars.

Copper, with its high conductivity, corrosion resistance and good formability, is the optimal material for the automobile industry. And yet copper is becoming scarce: natural reserves will have run out in about three decades' time. The solution lies in the metal itself: copper can be recycled, again and again, without quality loss. REMONDIS has been returning large volumes of this raw material to production cycles for many years now. The highest levels of quality, worldwide.

**Working for the future.**

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