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Public Procurement Law:

Interview with Dr Rainer Gerding from
the CDU Council of Economic Advisers

Russia:

Moving towards a new future

Environmental services:

Südharzer Gipswerke becomes a part
of REMONDIS

People:

Herbert Jahn – The Firefighter

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INTER-MUNICIPAL COOPERATION WORK STOPPED FOR THE TIME BEING

In 2008, the CDU Council of Economic Advisers took an intensive look at the structure of the Public Procurement Law. One of the moot points of this law was the controversial cooperation work between municipalities. They enjoyed their first success at the end of last year. **Page 4**



WATER FOR THE WORLD

Around 1.2 billion people across the world do not have access to sufficient amounts of drinking water. And more than twice this number are not connected to a sewerage system. The Global Water Franchise Agency (GWFA) has taken up the challenge of solving this serious problem. REMONDIS is one of the three GWFA founding members and is committed to improving global water supply. **Page 8**



PROTECTING RESOURCES FOR WHEN THE CRISIS IS OVER

Markets are plummeting all around the world. This economic downturn has also led to a reduced need for secondary raw materials. And this drop in demand is pushing prices downwards. The principle of closed material life cycles, however, must not be abandoned. **Page 21**

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EDITORIAL



Egbert Tölle,
REMONDIS Board Member

Dear Readers!

What began as a banking and financial crisis has now well and truly hit the “real economy”. Articles are appearing almost every day about traditional companies finding themselves in a precarious position as a result of the downturn. Many of them are approaching the Government in the hope of receiving a rescue package financed through taxes. Each case must certainly be examined individually to see whether and to what extent such rescue packages – which are financed by the taxpayer – make sense. In the case of an emergency, then the so-called “system-relevant” branches and companies should be bailed out with billions of euros to prevent such a collapse having a fatal domino effect. Taxpayers will be paying for this for decades to come.

And yet the question of economic fairness must be asked here. What exactly is “system-relevant”? Is the water and environmental service sector not a vital part of a well-functioning economy? So far, not a single company from this branch has put in a request for a rescue package from the tax coffers. Instead of creating political framework conditions for fair competition, however, the legislator is still insisting on upholding the privileges enjoyed by municipalities. Private-sector service companies still have to battle against the fact that municipalities do not need to charge the 19 percent VAT rate giving municipal businesses a clear advantage. At least the massive intervention by associations close to SMEs has resulted in the German Parliament’s Lower House withdrawing the passage about inter-municipal cooperation work from the new version of the Public Procurement Law. The Upper House, the Bundesrat, has already ratified this amendment.

This, however, can only be a first step towards providing the water and environmental service sector with more support. Suspending the motorway toll paid by the fleets of vehicles owned by companies active within waste management would be just as desirable as would be retracting the tax increase on biodiesel. Whilst many municipalities have lost money through their cross-border leasing “adventures” and

the fall in prices on the raw material markets are causing many of their fee calculations to teeter, REMONDIS is able and will continue to be able to provide excellent services at sensible prices thanks to it being a family-run company with a solid financial base.

According to a saying “a recession is the stage before economic recovery”. And it is indeed true that the fundamental parameters of the globalized market economy are, in principle, the same as before. 6.4 billion people – soon 9 billion people – still need to be provided for. Supplies of primary raw materials are not even sufficient for our current needs. This means that the use of secondary raw material sources must be increased and the significance of such sources shall become more and more important. Those living in Eastern Europe have already recognized this fact and, in many regions, they are looking to form partnerships with REMONDIS to move away from simply managing waste to becoming a genuine recycling economy in accordance with European standards. Examples of such regions can be found in the Ukraine or in Dzershinsk in Russia.

We cannot afford to allow short-sighted considerations to result in the activities of the water and environmental service sector being cut back – especially when environmental and climate protection is taken into account. The recycling economy is environmental and climate protection and an essential prerequisite for maintaining and conserving our resources. REMONDIS stands for sustainable business and believes there are excellent growth opportunities – and this will continue into the future, too. We justifiably, therefore, see ourselves as being a part of the solution.

As always, I hope you find this edition enjoyable reading.

A handwritten signature in black ink, appearing to read 'Egbert Tölle', written in a cursive style.

Yours
Egbert Tölle



News

Points victory with the Public Procurement Law: An opportunity for citizens, councils and companies

AN INTERVIEW WITH DR RAINER GERDING, MANAGING DIRECTOR OF THE CDU COUNCIL OF ECONOMIC ADVISERS

In 2008, the CDU Council of Economic Advisers took an intensive look at the structure of the Public Procurement Law. One of the moot points of this law was the controversial inter-municipal cooperation work that was threatening to cancel out fair competition between public sector and private sector service companies. They enjoyed their first success at the end of last year.

REMONDIS aktuell: Dr Gerding, is the new regulation that had been planned for inter-municipal cooperation work now finally a thing of the past?

Dr Gerding: One of the main goals of the CDU Council of Economic Advisers has been to push forward the privatization of public services and fair competition to benefit all concerned. It was, therefore, all the more important for us to stop the controversial reformation of the Public Procurement Law with respect to the planned regulation allowing municipalities to award projects amongst each other (in-house tenders). Had this planned reform been pushed through, then municipalities awarding tenders would have been able to protect each other and avoid any competition – which would have had a dramatic effect, in particular on SMEs and their workforce. It would have sent the wrong signal especially in the current economic downturn. That said, it is certainly possible that political decision-makers will put the complex subject of awarding tenders back onto the agenda in the future. It is, therefore, an ongoing task to safeguard the interests of, in particular, medium-sized businesses when the question of awarding tenders is being discussed.

REMONDIS aktuell: The benefit for SMEs brought about by the change to the law achieved by you is uncontroversial as far as fair competition is concerned. Do you believe that this would result in there being any benefits for the municipalities?

Dr Gerding: Municipalities already benefit from facing competition with private sector companies. Over the last few years, councils have clearly been orienting themselves towards greater efficiency, transparency and profitability and adapted their own processes accordingly. As a result, they have achieved a considerable potential for cutting costs. This in turn has led to the pressure on the public purse being greatly reduced. And it is the taxpayer who also benefits in the end.

We are not, in principle, demonizing municipal operations. We are, however, calling for business operations run by municipalities to be carried out exclusively within the current legal restrictions. Furthermore, they must face the same pre-conditions as private sector businesses. Councils should concentrate on their core businesses and not take over services that a private sector company can carry out just as well or even better. Citizens have the right to receive the best service at the best price. It is, therefore, all the more important to have transparent and fair competition between public and private sector companies.



“Citizens have the right to receive the best service at the best price. It is, therefore, all the more important to have transparent and fair competition between public and private sector companies.” Dr Rainer Gerding, Managing Director, CDU Council of Economic Advisers

Moreover, there are successful examples that demonstrate how municipalities and the private sector can work together. I'm just thinking here of Public Private Partnerships (PPP) or other forms of cooperation – there is still a high degree of unused potential here.

Councils that approach this subject openly not only strengthen the local businesses in their regions but also act in a future-oriented manner. Both those living in the area and the taxpayers will thank them for doing this.

REMONDIS aktuell: Around ten percent of local governments in Germany wish to renationalize tasks that are currently being carried out by private sector companies. Approximately 100 councils have already renationalized their waste collection services. Has the current economic downturn and the ever increasing demands associated with this for more governmental intervention made your work more difficult?

Dr Gerding: There have been increased efforts just recently to renationalize services that had previously been privatized. Vehement attacks have also appeared in the media against the PPP models. The current financial and economic crisis is not making our work easier at the moment. It is, therefore, one of our tasks in the present climate to prevent heated politicking and to rebuild the public's trust in the social market economy. Our power of persuasion is particularly required here. And it is an undisputable fact →

→ that the current crisis was caused by a small minority. In contrast, medium-sized businesses in Germany have proven – especially in times such as these – to be the main pillar of our economy.

REMONDIS aktuell: Companies are having to face a cold wind from other quarters as well. Another example is the fact that municipal businesses do not have to charge VAT. What are your chances, do you think, of bringing about changes in this matter?

Background

Founded in 1963, the CDU Wirtschaftsrat is a nationally-organised professional association of entrepreneurs with around 11,000 members. We provide our members with a platform with which they can work with others to further develop the economic and social order, the Social Market Economy as advocated by Ludwig Erhard. The Wirtschaftsrat represents the interests of its members towards politicians, the administration and the public. The organization is funded exclusively through the contributions of its members.

Dr Gerding: The public sector currently has many possibilities at its disposal to create advantages over its private sector competitors. Tax advantages, the use of cross-subsidizations, awarding projects without putting them out to tender and the possibility to access low cost refinancing all lead to there being a situation in which those competing against each other face different starting conditions. Nevertheless, the solution is not to constantly name and shame each other. A satisfactory solution for all involved can only be achieved if both sides meet in the middle with the aim of creating fair competition and of providing the best services for the households.

REMONDIS aktuell: The fact that municipalities do not have to charge or pay VAT means that the State receives less turnover tax than it would were private sector companies to do the same work. In a city like Berlin alone, the loss in taxes resulting from municipal businesses collecting mixed municipal waste is estimated to be approx. 12.9 million EUR. And then again state revenue is lower as they do not pay corporate tax or commercial tax. Those living in the regions must make up for these tax losses in other ways. In times such as these with the Government pumping large sums of money into the economy, would it not be sensible to award such services to private sector businesses?

Dr Gerding: A large amount of the money being injected into the economy by the Government is deliberately being given directly to municipalities who, in turn, should award projects to medium-sized businesses. Nevertheless, it should not be forgotten that such injections of finance

only have a short-term effect. The Government's aim is to provide fast and effective instruments to keep the economy running and to safeguard jobs. As far as the Public Procurement Law is concerned, the threshold values have, therefore, been increased for directly awarding projects to ensure investments are carried out quickly. In contrast, it is important to ensure that the principle of subsidiarity is employed consistently and that fair competition is created on a long-term basis. Besides having fair competitive conditions, medium-sized businesses also need to be able plan on a long-term basis.

REMONDIS aktuell: For years now, many cities have been working successfully using Public Private Partnerships, so-called PPPs. As a result, towns such as Essen, Oberhausen, Cologne and Frankfurt have been able to contribute considerably towards consolidating their budgets. Is this not the ideal solution to the dilemma?

Dr Gerding: The Council of Economic Advisers expressly welcomes cooperation work between the public and private sectors, for example as a PPP. This makes it all the worse that people are currently crusading against such alliances. The reasons behind such moves are for the most part motivated by politics and ideology – it would be better if emphasis were put on efficiency, profitability and the provision of reliable services for citizens. It is too often the case that PPPs are still considered to be just an alternative form of financing. Yet the true value of PPPs is the increase in efficiency, the spreading of risks, punctuality and the increase in the long-term quality of the services that are generated over the period of the PPP.

REMONDIS aktuell: What do you think the situation will be as far as the Public Procurement Law and tax advantages are concerned once the general election is over?

Dr Gerding: That all depends on how the German people decide to vote. The most likely way to safeguard growth, wealth and jobs in our country is if we get the inter-bank market up and running again quickly and overcome the current climate of mistrust. This goes hand in hand with a base of strong SMEs and a healthy economy. In the end it will be the voters who decide whether they put their trust in the proven Social Market Economy and so prevent the slide towards a state-run economy. It is, therefore, very important that we support the middle-class forces in our country.

REMONDIS aktuell: Dr Gerding, thank you very much for the interview and we wish you continued success with your work.

Europe is looking seriously at cutting red tape

BY DR CHRISTOPH KONRAD, MEMBER OF THE EUROPEAN PARLIAMENT



As political integration between the EU member states has advanced over the years, so the European Union has created complex legal frameworks for many political areas with its series of directives. Some of these European regulations are extremely complex, are often complicated and cost-intensive and, in some cases, are even tightened by measures resulting from additional national regulations. As a result, companies find themselves facing huge bureaucratic challenges - whether it be applying for permits for machinery, applying for EU grants or taking part in tender processes for public projects. The EU Commission has recognized the problem and, within its SME policy framework, has introduced measures to reduce such bureaucracy. A High Level Group was set up to handle this which is headed by Edmund Stoiber.

The basic idea behind this is that rapidly changing global development requires flexible, dynamic and transparent laws that do not burden companies unnecessarily. The idea is to be implemented with the Commission's "Better Regulation" concept which aims to reduce administrative costs for companies and citizens by as much as 25% by 2012 through scrapping and/or simplifying existing regulations. This is one of the major reactions of the EU to the current financial and economic crisis.

A provisional appraisal of the EU's actions so far to cut red tape is very positive indeed. Since 2005, around 1,300 regulations have been examined and either scrapped or replaced with shorter regulations; wherever possible, different regulations have been bundled together into one law. This is the equivalent of an approx. 10 % reduction in the EU's 'acquis communautaire' or body of rules and regulations. And it is assumed that it has achieved savings of around 30 billion euros for companies, citizens and public authorities. The programme focuses on scrapping or simplifying reporting and information requirements e.g. in company law,

notification of state grants, tax laws, company statistics, agriculture and transport. Wherever possible, small and medium-sized enterprises should be exempt from such obligations. According to information provided by the EU, the agreement reached recently between the EU member states concerning reduced rates of VAT on certain services could result in savings of up to 8 billion euros. Besides streamlining the existing body of rules and regulations, focus is also being put on the EU's move to cut red tape by systematically carrying out an "impact assessment" before European laws are passed. By publicly consulting all those affected, laws should be effective and kept as simple as possible right from the very start.

"The rapidly changing global development requires flexible, dynamic and transparent laws. This is particularly true for the Public Procurement Law that must ensure that there is fair competition for all market players." Dr Christoph Konrad, Member of the European Parliament

One precondition for the move to cut red tape in Europe to continue successfully is, firstly, for the EU legislator – i.e. the EU Parliament and the member states in the EU Council – to continue to examine the relevant suggestions made by the Commission quickly as well as to pass them. Secondly, it is essential that red tape is also reduced at national level for it is still the case that a large part of the administrative burden is caused by legal regulations passed in individual member states. The only way to effectively reduce the burden on companies and so enable them to be internationally competitive is for there to be close cooperation between the European and national authorities. I am, therefore, doing all I can to ensure that our companies once again have greater freedom to act.

Dr Christoph Konrad has been a member of the European Parliament since 1994 and is on the Committee responsible for Economic and Monetary Affairs.

Top priority continues to be recycling

THE ENVIRONMENTAL BRANCH IS NOT BEING THWARTED BY THE ECONOMIC SLUMP

All around the world, markets are plummeting. The economic downturn has also resulted in a reduced demand for secondary raw materials. In all corners of the world, fewer recycled materials are being purchased and, in some cases, concrete orders are even being sent back. This reduction in demand is having an effect on prices – in this case it is pushing them downwards. It would appear that it no longer pays to recycle. Is the financial crisis leading to a recycling crisis, too?



Secondary raw materials such as waste paper are also subject to fluctuations in price just like other products. The principle of recycling, therefore, must not be called into question.

Looking at the economy at the moment is a sobering experience. The overall picture is dominated by production cutbacks and sharp declines in turnover. This negative environment is also having an effect on the recycling branch: during the second half of last year, the demand for secondary raw materials dropped sharply. And the prices followed suit. In November, the price paid for a tonne of mixed waste paper (category 1.02) lay at just under 5 euros – and that was the best case scenario. Just a few months before, such paper was worth around 100 euros.

Those that had hoped to make a quick profit by getting a lucrative slice of the “recycling cake” might now find themselves with nothing. This does not change the fact, however, that the recycling sector must continue to be developed – irrespective of the swings and roundabouts of the economy. At the end of the day, recycling is not a short-term task but a long-term mission. And what is important is not just the economic aspects of the business but, more importantly, the overriding aspects of sustainability and responsibility for the future.

The most important tasks:

Sustainable supplies and climate protection

It is an undeniable fact that our sources of primary raw materials are finite and more and more countries are helping themselves to these resources. Even when global production slows down, these natural resources will only last for a little bit longer. Alternative materials remain just as essential as before. Recycled materials must continue to be provided as a substitute for our natural resources. In the long term, the problems the world is facing with carbon dioxide can also only be solved with the help of the recycling sector. For, material and energy recycling reduces the use of primary raw materials as a source of fuel and so reduces

Fluctuations are not unusual

Significant market changes are not unusual in the recycling sector for the branch is dependent on a large number of influencing factors. Besides legal regulations, one of the main influences is the individual economic situation of the branch the purchasers are active in. The development of prices for primary raw materials also plays an important role – especially with plastics as income from plastic is closely connected to the crude oil prices.



Secondary raw materials are indispensable in production processes. Demand will grow again over the long term.

greenhouse gas emissions. In the paper industry alone, the use of secondary materials has meant that energy requirements have been cut by approximately 50 percent.

Improving economic framework conditions

Commercial aspects also demand that recycling be extended. For in times such as these, companies find themselves being forced to use every avenue open to them to cut costs. Energy costs are an important feature here. It is indeed true that primary fuels are currently cheaper than before and this is having a positive effect at the moment – these cheaper prices, however, will not last for ever. A better solution is to permanently reduce one's dependency on oil or gas imports – a goal that can be reliably reached by using secondary raw materials.

Long-term prospects remain unchanged

It is not possible to predict when the market for recyclables will pick up again. But it is often just a small step between moving down or up. EUWID, a company supplying information about the branch, has announced that prices for waste PE film increased at the beginning of the year which, for the most part, can be explained by the increase in demand from China. Threshold countries are once again ordering larger quantities of waste paper. We shall have to wait and see whether this slight upturn shall gather momentum or not. What is certain, though, is that the time following a boom is also the time preceding a boom. The decline caused by the current recession is not one that will last forever.

The fundamental challenges of our times can only be solved if recycling is carried out to protect the climate and close material life cycles.

Recycling is an ongoing, long-term task. Those who have a strong and solid base such as REMONDIS can use market weaknesses to achieve growth.

Eastern Europe

Moving towards a new future

REMONDIS IS PUSHING FORWARD THE DEVELOPMENT OF THE RECYCLING SECTOR IN EASTERN EUROPE

A fair amount has been achieved in the Eastern European countries over the last few years – and this is true for waste management, too. The subject of environmental protection is growing in importance both among politicians and those living in the countries. Their goal is to move closer to the standards found in the Western European countries. REMONDIS often plays an important role in this process.

Dzershinsk successfully enters the age of recycling



REMONDIS aktuell spoke to Alexander Krjuchkov, Vice Governor of the region of Nischnij Novgorod, about its new cooperation work with REMONDIS in Dzershinsk.

REMONDIS aktuell: Mr Krjuchkov, how do you rate the new partnership with REMONDIS in Dzershinsk?

sources can be used over a long-term period in a profitable and sparing manner.

■ Dzershinsk
■ Moscow

Alexander Krjuchkov: REMONDIS holds a leading position in the environmental service sector in Germany. The company is one of the largest privately run providers of services for all matters concerning water management and the recycling of waste. REMONDIS has highly specialized know-how about setting up complex logistics systems and about innovative recycling technology as well as about the efficient marketing of secondary raw materials. A further very important aspect for us is that one of REMONDIS' main goals is to close material life cycles – within water management, too – in order to guarantee that natural re-

REMONDIS aktuell: Were there any misgivings about entering into a partnership with a German company?

Alexander Krjuchkov: On the contrary – working together with one of the world's largest environmental service companies far outweighs any possible misgivings. We are convinced that REMONDIS' activities in Dzershinsk will considerably improve the quality of the environment in the city and that, in the future, they shall be extended to cover other areas in the region of Nischnij Novgorod. We believe the cooperation work to very important because we can

Dzershinsk, Russia:
• Region (oblast): Nischnij Novgorod
• Inhabitants: 250,000
• Surface area: 426 km²

Growth in wealth, an increase in consumption and greater levels of production – things are moving upwards in the East. Such developments are positive from a commercial and business point of view. But there is also a drawback: an economic upturn means greater volumes and different compositions of waste. At the same time, demand for raw materials increases. This requires the situation to be looked at from another angle. In the past, protecting the climate and natural resources was of secondary importance. Now, however, more and more attention is being focused on them. Russia as an example: according to surveys that have been carried out, environmental pollution is one of the three most important subjects for those living in the country. Everyone agrees – something must be done. Dzershinsk is a typical example. During the Soviet Union, the city developed into one of the country's largest locations for the chemical industry. The result has been major ecological problems. Just two years ago, Dzershinsk was on the global list of towns that had the greatest problem with pollution. The town is now making every effort to improve the situation in a sustainable manner.

Taking big strides into the future

In order to move quickly and successfully, a Public Private Partnership has been set up: REMONDIS Dzershinsk. This means, work can start straight away to set up new infrastructures. Focus is being put initially on municipal waste. The company has invested in modern waste collec-



REMONDIS' new fleet of vehicles in Dzershinsk is ready for operation.

tion vehicles and containers. Waste is now being collected separately according to glass, paper and plastics to enable material life cycles to be closed. To achieve this, REMONDIS Dzershinsk has placed more than 1,300 containers around the city. The collection of bulky waste is due to start this summer. Furthermore, a handling site and sorting plant are to be built. Plans are for these activities to be extended to include the neighbouring towns and districts. Moreover, the services provided for commercial and industrial customers are to be improved. By doing so, the waste in Dzershinsk can be put to new uses that correspond with those of a modern recycling sector.

Around 100,000 tonnes of municipal waste is generated in Dzershinsk each year. The rate of material and thermal recycling in Russia lies at between 3 and 4 percent.

benefit from the company's professionalism and experience within the waste management sector. It shall enable us to create, for the first time ever, a high performance infrastructure for collecting and recycling waste. There is, though, another aspect that is important. Working together with REMONDIS is also sending out an important signal for the region of Nischnij Novgorod turning it into an attractive area to invest in.



Alexander Krjuchkov, Vice Governor of the Nishnij Novgorod region, is backing the move to set up a recycling sector.

REMONDIS aktuell: What advantages are you expecting there to be from collecting separated waste?

Alexander Krjuchkov: We shall begin with the kerbside collection of household waste in Dzershinsk. Our aim is to recover the secondary raw materials from the separated waste in order to feed them back into production cycles. By doing so, we shall be reducing the volume of residual waste by using waste as a source of secondary raw materials and at the same time reduce the burden put on landfills.

REMONDIS aktuell: How do you see the work with REMONDIS developing in the future?

Alexander Krjuchkov: The next step that we are planning with REMONDIS Dzershinsk is to build a sorting plant for household waste.

REMONDIS aktuell: Mr Krjuchkov, thank you very much for the interview.

Environment and climate protection

Climate-friendly waste management

POLAND DEMONSTRATES HOW TO CUT CO₂ EMISSIONS

The European Union is looking to dramatically cut greenhouse gas emissions in an attempt to protect our climate. Its ambitious targets, however, can only be achieved if all member states pull together and join in. An important aspect here is waste management as experience has shown in the old EU states that responsible waste management can sustainably reduce the burden on the environment.



There is much potential in the new Eastern European member states to cut CO₂ emissions. They are still the "landfill states" in which the majority of waste is sent untreated to landfill. Poland has demonstrated that much can be done in this area.

REMONDIS has been making considerable contributions towards conserving natural resources and protecting the climate in Poland since the beginning of the 90s.

A current study carried out by Prognos AG has examined to what extent waste management in the new Eastern EU member states could contribute towards cutting CO₂ emissions. It has taken the figures in 2004 as its basis and has put together a forecast that covers the period of time up to 2020. According to this study, Poland could cut CO₂ emissions during this period by an additional 18 megatonnes. Up to seven megatonnes of CO₂ equivalents alone could be avoided through material and thermal recycling.

Savings thanks to the collection of separated waste

REMONDIS has been making considerable contributions towards conserving natural resources and protecting the climate in Poland since the beginning of the 90s. An important contribution has come from EKO-PUNKT, REMONDIS'

'dual system', that specializes in collecting and sorting sales packaging. The company, which was founded in 2001, currently handles around 120,000 tonnes of such materials in the new member states every year.

All in all, EKO-PUNKT has already fed huge volumes of recyclables back into the Polish recycling sector over the last few years. This has not only contributed considerably towards conserving natural resources but has also been helping to prevent climate change: in 2005, the German Ministry for the Environment, Nature Conservation and Nuclear Safety calculated the amounts of CO₂ equivalents for the material streams generated by the dual systems of the 15 EU member states. If these values are taken, then REMONDIS cut CO₂ equivalents in Poland by more than 100,000 tonnes between 2002 and 2007 through sales packaging alone.

Climate-friendly recycling of electrical appliances

Besides packaging, REMONDIS is active in many other areas in Poland. One example is the dismantling centre for waste electrical and electronic equipment (WEEE) in the



city of Łódź, which is one of the most modern of its kind in Europe. Around 100,000 tonnes of WEEE are recycled here each year. And it is not just a question here of recovering recyclables but also removing hazardous materials. Top of the list are the CFCs that are still found today in the refrigerant fluids found in cooling appliances. This is one of the most harmful greenhouse gases and causes far more damage to the ozone layer than carbon dioxide.

Moving away from landfill

There is no doubt about it: Poland's environmental service sector is making huge progress. There is, however, still a lot to be done. This is especially true for landfills. The majority of waste in Poland still ends up in landfill – and in many cases untreated waste. Simply dumping waste untreated in landfill is extremely damaging to the climate as the greenhouse effect of the methane gas emitted by such landfills is 21 times more damaging than the same amount of CO₂. According to the Prognos study, Poland could cut an additional 7.5 to 10.8 megatonnes of CO₂ equivalents by treating municipal waste and storing it in a more orderly manner.



Energy mix: new avenues

A further important step is to use waste to generate energy. Up to now, Poland has generated 95 percent of its energy requirements from coal, a primary fuel that is associated with high CO₂ emissions. One possible alternative to reduce these emissions is to use biomass-fired power plants and waste-to-energy plants instead of sending waste to landfill as they make a positive contribution towards climate protection. Here, too, REMONDIS is helping its Polish partners to set up relevant infrastructures by supplying them with its experience, know-how and funds.

The first Polish Public Private Partnership (PPP) project was established back in 1992 with the city of Poznan.

Greater know-how and modern technology mean new prospects for conserving resources and protecting the climate.

REMONDIS bucks the trend and expands in Eastern Europe

Despite the current economic downturn, REMONDIS is bucking the trend and continuing to expand in Eastern Europe, working continuously at introducing separate waste collection systems. The company's presence on the markets in Russia and the Ukraine is also being further extended. REMONDIS aktuell spoke to Hendrik Vonnegut, a member of REMONDIS International GmbH's management team and Ansgar Frieling, general manager of REMONDIS Ukraine – both responsible for the company's activities in Russia and the Ukraine – about REMONDIS' expansion strategy for Eastern Europe.



Hendrik Vonnegut, member of the management, REMONDIS International

REMONDIS aktuell: Mr Vonnegut, REMONDIS' activities in Eastern Europe are steadily growing. What are the differences between the Eastern European and the German market?

Hendrik Vonnegut: Waste is not separated in Eastern Europe before it is collected. 95% of waste is simply taken to landfill, recyclable materials remain unused. Approximately only 2 percent of all waste is recycled. This situation should change once different kinds of waste are collected separately.

REMONDIS aktuell: What are the prospects for REMONDIS in the Eastern European markets?

Hendrik Vonnegut: Our clear goal is to reform the water and environmental service sectors on the Eastern European markets. We are making every effort to raise the standards in Eastern Europe to those of the EU. We are already carrying out discussions about further PPP projects.

REMONDIS aktuell: How important are the activities in Russia and the Ukraine in REMONDIS' overall strategy?

Hendrik Vonnegut: One important part of our strategy for Eastern Europe is to extend our business activities in Russia. We are looking to commit ourselves long-term here.

REMONDIS aktuell: Mr Frieling, what problems do you have to face when introducing environmental service structures in the Ukraine?

Ansgar Frieling: One great challenge for us is coping with the lack of regard for eco-friendly waste management. We are, therefore, making every effort to raise public awareness and show just how important this subject is for the environment and so gain their trust in our services.

REMONDIS aktuell: How are these two markets being affected by the economic downturn?

Ansgar Frieling: The Eastern European countries, which do not yet have an infrastructure similar to that in the West, are being affected particularly badly by the global economic crisis. Furthermore, it is difficult at the moment to sell the recovered recyclable materials on the global market.

REMONDIS aktuell: How do you both see the Russian and Ukrainian markets developing over the medium-term?

Hendrik Vonnegut: Both countries are opening up to the idea of achieving western standards. We are, therefore, very optimistic and are sure that we will be able to continue to implement our Eastern European strategy successfully.

Ansgar Frieling: The Ukraine, in particular, will have to move towards the European environmental regulations in the near future in order to fulfil the conditions for joining the EU.

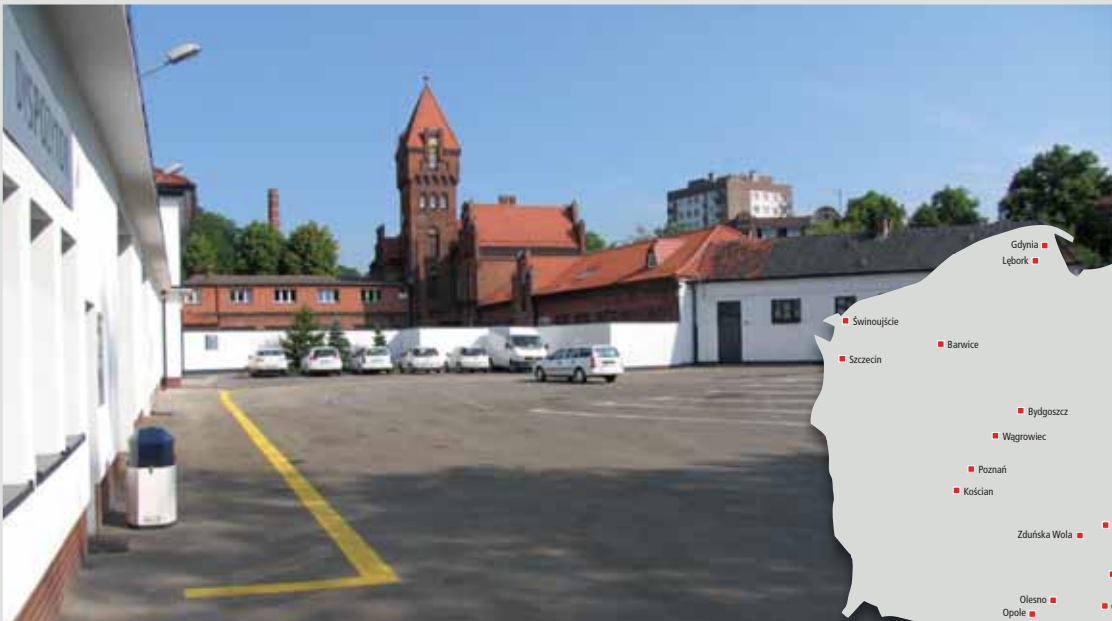
“We wish to raise awareness for modern water and environmental services in Eastern Europe to push forward the reformation of waste and wastewater disposal systems.”

Hendrik Vonnegut, member of the management at REMONDIS International GmbH

A successful transformation: Gliwice is becoming an inspiring example

RAPID PROGRESS HAS RAISED WASTE MANAGEMENT IN GLIWICE TO A NEW LEVEL

REMONDIS and the Polish city of Gliwice have been cooperating together as a Public Private Partnership since 2002. The targeted investments and continuous further development work has not only raised environmental protection and municipal services to a new level.



REMONDIS has built or modernized locations throughout Poland. The latest example is Gliwice.



When the joint company began its work, it was certainly high time to act. REMONDIS initiated comprehensive measures immediately in order to improve the situation for the approx. 300,000 citizens in Gliwice and surrounding areas as quickly as possible. At that time focus was put on two targets: the recycling sector was to be pushed forward by recovering recyclables from waste. At the same time, the amount of waste sent to landfill was to be minimized.

Sustainable growth of overall performance

Within a short period of time, the fleet of vehicles was extended and technology modernized. Parallel to this, the range of services offered was extended and made more

A symbol for progress

The site of the municipal waste disposal business was in a wretched state. Today, it presents itself in a totally different light having been renovated and modernized. This has increased the quality of the services and improved the working conditions for the employees.

professional. Today, 58 vehicles are in operation in the Silesian catchment area collecting waste and cleaning the streets.

Around 14,000 containers have been distributed to collect the different waste fractions. The company also invested in new technology for its facilities: a modern sorting plant now ensures that recyclable materials are fed back into the economic cycle.

Advantages for Gliwice

The improved quality of waste management has opened up numerous advantages: local authorities and the inhabitants have benefited from the reduction in pollution and the city now has a general air of being well looked after. Furthermore, there are commercial advantages, too. The new purchases carried out by the rapidly expanding PPP company has added value to the region. And – being an attractive employer – REMONDIS is also providing families from the area with an income.

Gliwice, Poland

- Region: Silesia
- Inhabitants: 300,000 (city and surrounding area)
- Surface area: 134.2 km²

REMONDIS location:

- 58 vehicles
- 14,000 containers
- 1 sorting plant

The minimum wage is on its way – what about just tax laws?

THE BDE, THE FEDERAL ASSOCIATION OF THE GERMAN WASTE MANAGEMENT INDUSTRY, IS AGAINST THE TREND TOWARDS RENATIONALIZING LOCAL SERVICES AND IN FAVOUR OF FAIR COMPETITION



Suspension of motorway toll

The crisis has now reached the water and environmental service sector. With this fact in mind, the member companies of the BDE are appealing to the German government. In a letter to the Federal Minister for Transport, Wolfgang Tiefensee, BDE President, Peter Kurth, and BDE Managing Director, Matthias Raith, have called for the increased motorway toll for lorries (put up on 01.01.09) to be suspended. Around 10,000 vehicles owned by the BDE member companies have been affected by this increase. Additional costs per year per vehicle: 1,000 euros.

Introduction of branch minimum wage

One long-standing discussion point was finally wound up at the beginning of the year: the 15-month debate concerning the introduction of a minimum wage for the branch finally ended with all negotiating parties (BDE, VKA, ver.di) agreeing to the deal. The agreement will probably come into force on 01 August 2009 and guarantees a minimum wage throughout the branch of 8.02 euros per hour.

Do not nationalize the disposal of waste packaging!

Since the 5th amendment of the Packaging Ordinance came into force, a few voices have already been heard suggesting that the current method of handling waste packaging should be scrapped – even before the effects of the current amendment have been able to unfold. The BDE is warning

against reaching hasty conclusions about this matter. Even if the 5th amendment of the Packaging Ordinance has not solved all the problems, this is no reason to stop private sector companies collecting the recyclables. Any considerations to put the disposal of waste packaging back into the hands of local authorities must be rejected. There is a future for the principle of product responsibility.

EU complaint concerning unfair tax treatment

The European Commission has yet to reach a decision about the BDE's complaint submitted to the EU concerning the different manner in which public and private sector wastewater management businesses are taxed. EU representatives, however, have stated to the BDE that there is still great interest in the subject of harmonizing VAT in the area of infrastructure in both Europe and Germany. The BDE is still giving top priority to its complaints concerning wastewater and unfair tax treatment within waste management. It is noticeable that the pressure on the EU Commission to harmonize the markets and create the same competitive conditions for all players is growing for, in the meantime, leading municipal associations have also signalled that this matter needs to be clarified at European level.

BDE regrets the collapse of the Environmental Code

The BDE regrets that the Environmental Code has collapsed. The Association believes that if all important procedures concerning the applications for environmental approvals had been summarized in just one law book, then this would have meant clear progress as well as a simplification of the laws concerning such application procedures as well as the content of environmental law. The intention to bundle all laws together would have underlined the importance of technical environmental protection in our modern industrialized society. The BDE is calling for the needs and opportunities of private sector environmental businesses to be taken more into account during the upcoming consultation sessions.

BDE

There is still much need for action at political level. The BDE and other associations are supporting the move for fair competition.





Environmental services

Technology for tomorrow's markets

MANAGING DIRECTOR DR ANSGAR FENDEL IS RESPONSIBLE FOR ALL PLANT TECHNOLOGY AT REMONDIS

When a project involves plant technology, then he makes all the decisions concerning investment planning and implementation. Not a single waste compactor, sorting plant or waste incineration plant goes beyond being just a business idea unless Dr Ansgar Fendel and his team of experts have given the go-ahead. What is decisive here are sustainable facts and information.

If a new facility or plant is to be operated profitably over the long term, then numerous parameters must first be clarified before it is built using figures that really stand up to the test. Depending on the complexity of the plant, it can be a mammoth task to turn the technical facts into business data. A ratio system is used to determine the potential for optimizing plants and controlling costs. Such work not only benefits existing plants as the knowledge gained is also used for planning new facilities. Tasks not only include forecasting the long-term sales potential of production facilities but also looking at aspects such as the potential of a biogas plant to cut CO₂ emissions and the costs necessary to prevent such CO₂ emissions. A profound knowledge of technical procedures is required to fulfil such tasks as well as strong calculative skills. "The exact fundamentals must be determined right at the beginning of a project to assess just how profitable and sustainable an investment actually is," explains Dr Fendel.

However, planning investments is only just a part of his work. Dr Fendel must keep track of a wide range of matters from approval application procedures, work safety and fire prevention to purchasing and selling energy and CO₂ certificates. Not an easy task considering the wide range of services and products a company like REMONDIS offers with its very different kinds of plants, locations and markets. The team, which is made up of engineers, process engineers and business experts, first determines the requirements and then compares the costs with the potential earnings. The fundamental data is worked on together with the REMONDIS companies responsible for the project. The result is a concrete calculation of the profitability of a project which the board then uses to reach a decision. The process ends when a clear decision is made for or against a plant being built. No matter what the decision is in the end, it is always a sustainable decision for the future of REMONDIS thanks to Ansgar Fendel and his team.

The long-term profitability of a project must first be determined before a plant is built.



Dr Ansgar Fendel, Managing Director of REMONDIS Assets & Services GmbH & Co

Water resources management



Wastewater contracting at AkzoNobel's industrial park in Rotterdam

TAKEOVER OF WASTEWATER TREATMENT FOR ALL FIRMS LOCATED ON THE SITE

Akzo Nobel Industrial Chemicals B.V., a company based in Amersfoort (Netherlands), has awarded REMONDIS Aqua GmbH & Co. KG from Lünen (Germany) with a project to extend and operate the wastewater treatment facility at its Botlek industrial park in Rotterdam. High quality key chemicals, primary plastic products and various other substances are produced there for the chemicals industry.



“The successful implementation of the AkzoNobel project once again underlines our strengths within the international water management business. The future development of our company will be focussing on further extending its international activities.”

Dr Lars Meierling, Managing Director of REMONDIS Aqua International



AkzoNobel's fundamental philosophy is to ensure that the living conditions of both humans and the environment are sustainably improved thanks to its products. This basic idea is mirrored in all production processes carried out by AkzoNobel at its Chemical Park in Rotterdam. AkzoNobel's goal was for this idea to also be implemented in its wastewater management activities by providing high quality, eco-friendly wastewater treatment. Having carried out a large number of contracting models, REMONDIS Aqua has shown that subjects such as generating energy and recovering recyclables from wastewater can be carried out in a cost-effective manner. By awarding the wastewater treatment project to an expert service provider, AkzoNobel is, on the one hand, now able to focus on its core business and, on the other hand, can be sure that the contractor's specialist know-how will guarantee long-term reliable wastewater treatment that will be run with the best possible technology and in the most cost-effective manner. AkzoNobel felt it was also important to find a partner who is able to competently solve any wastewater challenges caused by possible changes to production processes in the future as well as by the company's plans to extend the capacity of the site.

REMONDIS Aqua began by developing a comprehensive concept to extend the facilities which will lead to an increase in the performance of the existing two-stage treatment process (chemical-physical treatment phase and biological treatment). The wastewater will be fully



AkzoNobel produces special chemicals for a wide variety of production processes using state-of-the-art facilities.

treated in the facility and discharged directly into the harbour water. The strict levels concerning the purity of the discharged water means a high-performance facility is needed. REMONDIS' concept is based on its RE-BALANCE concept which REMONDIS has developed as a result of its experience of running numerous wastewater treatment facilities. This concept means wastewater can be accepted in a more flexible way and the high level of plant safety can be increased even further. REMONDIS is responsible for both the planning and technical construction work, freeing



Dr Lars Meierling from REMONDIS Aqua (left) and Peter Kuijpers from AkzoNobel signing the contract in Amersfoort. Back row from left to right: Project Manager, Gerhard Simons, and Managing Director Andreas Bankamp from REMONDIS Aqua, Ton Pichel and Paul Groot Zwaaftink from AkzoNobel Industrial Chemicals.



→ AkzoNobel from such tasks right from the very beginning of the project. By implementing REMONDIS' accredited plant management concept, AkzoNobel now also has access to the company's know-how gained from running numerous industrial wastewater treatment facilities. The extension work and handing over of the operation of the facility as part of a long-term contracting agreement means that

AkzoNobel is freed of any wastewater treatment tasks and at the same time has a reliable and transparent overview of its costs. REMONDIS Aqua is a leading supplier of contracting solutions within industrial water management. Examples include projects with partners such as MAN, BASF, HENKEL, HUMANA, GEA and Lorenz Snack-Word. Just recently, REMONDIS' water management experts have implemented many international wastewater projects involving both industrial and municipal customers in Spain, Poland and Turkey.

For Gerhard Simon, head of sales of REMONDIS Aqua's industrial business division, the implementation of this comprehensive industrial project is the first step towards taking over water management tasks at other industrial parks: "Besides our work with AkzoNobel, we have also shown at BASF that we are able to provide top quality water supply and wastewater treatment services for the chemicals industry despite the branch's high quality, safety and performance standards."



"By signing this contracting agreement with REMONDIS Aqua, we have found a reliable cooperation partner for Rotterdam who has the best possible levels of expertise in the area of wastewater treatment."

Ton Pichel, Marketing Manager at AkzoNobel Industrial Chemicals B.V.

Background

AkzoNobel Industrial Chemicals produces energy, salt, chlor-alkali and secondary products such as monochloroacetic acid (MCA). The company's products are vital for everyday life – they are used for, among others, producing vehicles, glass, food, high performance plastics, pharmaceuticals and textiles.

Industrial Chemicals employs around 1,900 people at its sites in Rotterdam, Hengelo and Delfzijl in the Netherlands, Skoghall in Sweden, Ibbenbüren, Bitterfeld and Frankfurt in Germany, Mariager in Denmark, LeMoyne in the USA and Taixing in China. The company, which is based in Amersfoort, Netherlands, had a turnover of 966 million EUR in 2008.

Excellent award-winning water across the world

WATER FRANCHISE – THE INNOVATIVE FRANCHISE CONCEPT

Water shortage, like climate change, is one of the most serious problems that the world's population must face. Around 1.2 billion people across the world do not have access to sufficient amounts of drinking water. And more than twice this number are not connected to a sewerage system. The Global Water Franchise Agency (GWFA) has taken up the challenge of solving this serious problem.



Its goal is to support and implement efficient water supply and wastewater treatment systems using the Global Water Franchise Concept which was awarded the "World Bank Award 2006". The GWFA makes it easier for local businesses to enter the water resources sector, in particular those located in regions where water management systems have, as yet, been unable to be established. The REMONDIS

Group is one of the three GWFA founding members. What is special about the GWFA is the idea upon which the company is based: the GWFA offers a water franchise system. Franchise systems are cost-effective systems that lead to a win-win situation for all involved by combining the strengths of the franchisor and the franchisee. →

Without water there is neither food nor life. REMONDIS is helping local businesses to enter the water resources sector with the GWFA.

- The GWFA, as the franchisor, provides its franchisees with all the services that are needed for the business activities to be implemented successfully. Such services range from the necessary know-how to suitable marketing measures to providing quality and financial guarantees. The franchisee is a local business that either contributes additional products or capacities to the contractual agreement or that does not have sufficient resources and can use the GWFA's complete range of services. This system aims to make it possible for small and medium-sized enterprises to establish themselves successfully within the water resources sector with the backing of a strong partner.

“Win-win situations are rare but they can be found. Franchisees, their customers and, last but not least, the environment all benefit from the GWFA's Global Water Franchise concept.” Andreas Bankamp, Managing Director of REMONDIS Aqua

The GWFA focuses on regions in threshold and developing countries that are not in a position to improve their water supply and wastewater treatment systems by themselves. The cooperation work between the GWFA, as a “global player”, and the local companies creates a number of advantages when a project is implemented. In general, such projects are accepted more readily by those in the region as the local companies on site are involved and there is not the feeling that decisions are being made by businesses from abroad. This means that the conditions in the area can be improved quickly. The quality of the services increases as the range of services offered by the GWFA is united with the flexible, customer-oriented service of the local company. At the same time, costs can be cut and financial guarantees are provided for the customer. The services provided by the GWFA to the local companies make it possible to sustainably develop the water resources branch in the area and also promotes commercial and ecological development in the regions.

Two other well-known international water management companies are behind the business idea of the GWFA besides the REMONDIS Group. Hans Huber AG, an international market leader for machinery and plant construction work



in the areas of water processing, wastewater treatment, sludge treatment and process engineering, and Prof. Dr.-Ing. Dr. rer. pol. K.-U. Rudolph GmbH, specialists for innovative organization and financing models for the water and wastewater sector, complement the technological network of water processing and recycling plants and the extensive experience of implementing water supply and wastewater treatment systems provided by the REMONDIS Group.

Water is becoming more and more scarce across the globe. Today, many countries are already suffering from acute water shortage. It is, therefore, especially important to work at improving water supply. Worldwide.



Threshold countries, in particular, require help to build modern water management facilities.



The range of services provided by the GWFA to local companies promotes the sustainable development of the local water resources sector.



The GWFA, as the franchisor, provides its franchisees with all the services that are needed for the business activities to be implemented successfully.

“The GWFA offers, above all, threshold and developing countries the opportunity to implement advanced water supply and wastewater treatment systems and, at the same time, to improve the region’s economic situation by working together with local businesses.”

Prof. Dr.-Ing. Dr. rer. pol. Karl Ulrich Rudolph, Managing Director of Prof. Dr.-Ing. Dr. rer. pol. K.-U. Rudolph GmbH

Environmental services

Gypsum for Europe

SÜDHARZER GIPSWERKE BECOMES A PART OF THE REMONDIS GROUP



At the beginning of 2009, REMONDIS took over all of the shares in Südharzer Gipswerke GmbH, a company based in Ellrich, North Thüringen. As a result, the company's four production plants located in central and southern Germany and its six quarries became a part of the REMONDIS Group. The takeover also involved shares in the Stadtoldendorf train operating company.

Gypsum is a base material for a large number of products from wall coverings and floor screed to dental plasters.

Gypsum is a versatile raw material. Its areas of application range from being a base material for the construction industry, additives and binding agents to being used in orthopaedics and even dentistry. Each year, REMONDIS markets approx. 350,000 tonnes of gypsum-based binding agents and additives under the product name, RADDIBIN. The material for these products primarily comes from flue gas cleaning systems in coal-fired power plants. The takeover of Südharzer Gipswerke (SHG) with its own natural raw gypsum quarries was a unique opportunity to gain access to important reserves of this raw material for the coming decades as well as to improve the company's regional and national market presence in the areas of processing and supplying gypsum and gypsum products. Gypsum is calcium sulfate that occurs in different hydration stages and may or may not contain water of crystallization. Naturally occurring gypsum stone is calcium sulfate dihydrate ($\text{CaSO}_4 \times 2 \text{H}_2\text{O}$); the naturally occurring form of calcium sulfate without water of crystallization is known as anhydrite (CaSO_4). Both minerals have been formed over large areas and in large

quantities following a number of geological processes; it is mined throughout the world and used for technical purposes. Moreover, gypsum or anhydrite is an industrial by-product that is generated in large quantities.

The word 'gypsum' is used for both the naturally occurring gypsum stone and the corresponding by-product from industrial processes such as flue gas cleaning as well as for the products created as a result of firing this initial product. Gypsum was used in ancient times as a building material as well as a general material and is still very popular today – not least because it is completely non-toxic. Processing gypsum stone is also unproblematic as the water can be extracted easily. During this process the water contained in the CaSO_4 is either partly or fully removed.

The company, Südharzer Gipswerk GmbH, has had its current structure with its four locations in Dorste, Ellrich, Neckarzimmern and Sulzheim since 2004. The Ellrich site, however, has been in existence for 140 years.

“The employees and customers of Südharzer Gipswerk GmbH will benefit from joining a strong family-run company such as REMONDIS.”

Kai Orschel, Managing Director of REMONDIS Production



SHG-Werk, Neckarzimmern

The traditional business locations of the companies, maxit Deutschland GmbH and HeidelbergCement AG, were joined together to create a joint ‘gypsum company’ to unite their very different areas of core expertise and business fields and now offer versatile and customer-oriented solutions for gypsum and anhydrite. Each of the four locations have their

own furnaces, special mixers and grinding-calcination facilities and are able to produce and further process custom-made calcium-sulfate-based products for the construction industry and other industrial customers throughout Europe. Raw gypsum and natural anhydrite from the company’s own quarries is mined as a raw material for its own production processes as well as to be marketed.

The natural product gypsum is completely non-toxic both before and after the firing process.

Südharzer Gipswerk GmbH

Locations:

Dorste, Saxony-Anhalt,
Ellrich, Thüringen
Sulzheim, Rhineland-Pfalz
Neckarzimmern, Baden-Württemberg

Products:

Raw products gypsum and anhydrite
Gypsum-bonded finished products
Floor products (liquid screed etc.)
Special gypsum (dental, ceramic)
Special products (dry mortar, perlite)

Capacity: approx. 500,000 t

Employees: approx. 150

Turnover (2007): 30 million EUR

Kai Orschel, managing director at REMONDIS Production responsible for the project, emphasized that the takeover has been advantageous for both parties: “The SHG is an excellent addition to our activities in the area of gypsum-based products and means we will be able to further extend our market presence and be closer to our customers. At the same time, both the employees and the customers of SHG will benefit from joining a strong and traditional company such as REMONDIS.” The company has a workforce of 150 employees and had a turnover of around 30 million euros in 2007. Südharzer Gipswerke supplies customers in Germany, Poland, Hungary, the Netherlands, Denmark, Portugal and many other European countries.



Kai Orschel, Managing Director of REMONDIS Production

The island solution

REMONDIS UK: KEEPING ENGLAND CLEAN USING ACCREDITED PROCESSES

By definition, an island is a geographically limited area of land. The United Kingdom is no exception despite its relatively large size. It is, therefore, all the more important to conserve existing resources in a sustainable manner and to protect the environment. And this is precisely what REMONDIS UK Ltd. in Blackrod near Manchester is doing.



REMONDIS UK Ltd. is the first recycling business in Great Britain to have been awarded ISO accreditation.

It all began with silver. The traditional company, Lokas Ltd, which had been dealing with waste recycling since its foundation in 1962, was awarded a contract in the 90s to recover silver from the film producer, AGFA UK Ltd., throughout the whole of the country. RETHMANN GmbH was AGFA's waste management partner for the whole of Europe. It was a logical step, therefore, to take over Lokas and to integrate it into the REMONDIS Group. What was special about the new firm, REMONDIS UK, at that time was that the company introduced an innovative procedure to recover silver revolutionizing the branch. Previously, the majority of film producers such as Kodak and AGFA had attempted to recover this valuable material by themselves in their own facilities. Today, REMONDIS UK has managed

to maintain its market position as the largest producer of silver from recycled material and works together with, among others, large pharmacy chains such as Boots, the photo shop Jessops and supermarkets such as Sainsburys.

In 2002, the British government adopted the EU Landfill Ordinance. Since then, waste has been classified as inert, hazardous or non-hazardous and may only be taken to landfills that are expressly permitted to accept such categories of waste. This meant that new fields of business were opened up for REMONDIS UK that had not previously existed in the country. It is now absolutely forbidden to take untreated liquid, corrosive or inflammable waste to landfill. The problem that Great Britain faces is that there are only



“We take our responsibility towards the environment extremely seriously. Our company philosophy is targeted towards the requirements of the British environmental authorities, namely reducing volumes of waste and closing material life cycles.”

David Winstanley, Managing Director of REMONDIS UK

two hazardous waste incineration plants throughout the whole of the country and the landfill space designated for such waste is also very limited. The only possible solution is, therefore, to increase recycling rates and to treat the waste in the best possible way in suitable plants. This includes shipping the waste to plants outside Great Britain where the material can be recycled using eco-friendly, state-of-the-art technology. This is where REMONDIS comes into play. The REMONDIS UK waste management experts were the first ever British company to receive a licence to ship hazardous waste to Germany for further treatment. By doing so, REMONDIS UK is contributing towards solving one of the most pressing environmental problems currently facing the British Isles.

REMONDIS UK was the first recycling business in Great Britain to be awarded ISO 9001 and ISO 14001 accreditation for waste management and has, as a result, set new standards in the country. Today, 90% of the waste accepted by our English colleagues is either fed back into the economic cycle or sent for thermal recycling once it has been processed in modern recycling facilities. And the company is working on further increasing this rate. David Winstanley, managing director of REMONDIS UK, described the image the company is looking to portray, saying, “We take our responsibility towards the environment extremely seriously. Our company philosophy is targeted towards the requirements of the British environmental authorities, namely reducing volumes of waste and closing material life cycles.” He continued, “This approach is not only better for the environment; it also helps to reduce costs considerably by reducing the amount of waste that needs to be sent to landfill.”

The British branch's range of innovative services includes, among others, supplying solutions for the printing industry in the area of recycling chemicals used to develop film (CTP), recycling hazardous waste and waste management, recycling solutions for agricultural waste as well as recycling contaminated plastic waste.

REMONDIS UK shall continue in the future, too, to work on closing material life cycles and to push forward environmental and climate protection in Great Britain by using innovative technology. At the same time, REMONDIS UK shall fulfil its social responsibilities as a local employer in Blackrod by setting up educational initiatives and ensuring it is closely involved in local social and cultural life. The typical white REMONDIS vehicles have now become a welcome sight in England, too, as people appreciate what they stand for, namely modern environmental protection.

Very British: REMONDIS ensures the environment is kept clean in the UK, too.



The best solution for local inhabitants

ACCEPTING CHALLENGES, CREATING THE FUTURE

The economic downturn is also putting more pressure on local authorities. Faced with lower revenue from tax and higher welfare payments, they are having to find new ways to continue their investments and carry on their work. PPP projects offer promising opportunities.



Kindergartens and schools, hospitals and sports centres: the facilities that a region has to offer also influence the quality of life of those living there. Huge amounts of money, however, must be invested if the municipal infrastructures are to be maintained. According to the German Institute of Urban Affairs, towns and districts must find a total of 47 billion euros each year for such work. Not an easy task considering the precarious financial situation of many municipalities – a situation that has been further aggravated by the current economic crisis.

The situation is particularly difficult in structurally weak regions. One example is the Ruhr region in Germany which is still suffering the effects of the closure of coal mining and steel businesses. “For years now, we have been under permanent pressure to cut costs and keep expenses down,” explained Klaus Wehling, Lord Mayor of the City of Oberhausen. The municipality is making every effort to free itself of this financial plight, a typical problem for many of the towns in this region. Oberhausen is following a clear strategy here: any cost-cutting measures must not be allowed to affect the existing infrastructures so that the city shall be able to continue to function in the future, too.

Carrying out municipal responsibilities and keeping costs down

In order to take a further step towards to their goals, the city decided to set up a Public Private Partnership (PPP), one of the first ever in Germany. WBO Wirtschaftsbetriebe Oberhausen GmbH took up its work about 13 years ago – a joint venture in which the Stadtwerke Oberhausen owns 51 percent and REMONDIS 49 percent.

The city had high expectations as far as this business was concerned, which was, at the time, an unusual form of co-operation. And the decision has proven to be the right one. The WBO, which is active within the water and environmental service sector, has become a successful business model. For many years now, the business – with its 400 employees – has been in the black. The dividends that it pays to the municipal shareholders are helping the public purse. The range of services has also benefited from this cooperation work: thanks to the PPP, public services have become more extensive and more customer-oriented.

“Demands on public services are increasing. Thanks to Public Private Partnerships, important local authority goals can be reached more quickly, more efficiently and more cost-effectively.” Frank Motschull, SPD city councillor and deputy chairman of the WBO’s supervisory board



“The employees also benefit from the advantages of a PPP. For, a wider range of services can be offered when a private sector company becomes a shareholder. That ensures we are awarded new projects and safeguards jobs.” Wolfgang Crämer, chairman of the WBO's works council

Wide range of services, adapted to need and demand

“Absolute reliability and closeness to the citizens of Oberhausen are living values for the WBO. We are able to move forward as we are continuously optimizing our business processes and the profitability of the company,” explained WBO managing director, Karsten Woidtke. “Changing requirements are considered to be a new opportunity and we react by extending our range of services.” A typical example of this is a new regulation in the State Water Act which stipulates that all private wastewater systems must have been inspected by the end of 2015 to check they are leak-proof. The WBO is helping both the local authorities and private homeowners to ensure this regulation is fulfilled. To achieve this, the company is investing in its workforce as well as in innovative technology.

Lower budget requirements and stable fees

The clear merits of a PPP model with REMONDIS are not only being demonstrated in Oberhausen. Many other cities, both in Germany and abroad, believe this is the way

to move into the future. A further example is Frankfurter Entsorgungs- und Service GmbH (FES) which has 1,500 employees and provides services for 1.4 million people. Or AWISTA GmbH. This company from Düsseldorf has proven that reliability and profitability can be effectively united. Today, REMONDIS is a shareholder in more than 100 Public Private Partnerships. And this number is likely to grow, for strong solutions win through in the end. Especially in times such as these.

Public Private Partnership: beneficial for both local authorities and their inhabitants

- Guaranteed supply and waste management thanks to the REMONDIS network
- Greater profitability as new sales avenues are opened up
- Pressure on the public purse is reduced – rates/charges remain at a stable level
- Flexible, customer-oriented services provided by just one company
- Projects awarded in a competitive environment leading to transparent prices and services
- Strong private source of finance means guaranteed investments and enables technical progress
- Access to REMONDIS' know-how and many years of experience

Reference: customer report

Carglass® replaces vehicle glass – REMONDIS recycles it

GERMANY'S LARGEST VEHICLE GLASS REPAIR AND REPLACEMENT COMPANY RELIES ON REMONDIS TO RECYCLE ITS OLD GLASS AND WASTE

Carglass® is Germany's No. 1 specialist for vehicle glass repair and replacement. The company, which is based in Cologne, helps more than 500,000 motorists every year – 24 hours a day, 365 days a year. To achieve this, Carglass® has more than 250 service centres across the country as well as 250 mobile units that travel directly to their customers' premises. Replacing so many damaged windscreens means that large volumes of waste glass and other recyclables are generated.



Each year, 500,000 motorists in Germany rely on Carglass' services. Carglass®, in turn, relies on REMONDIS.



At Carglass® top priority is given to providing a professional service and fulfilling the needs of its customers. The customers are able to completely rely on the quality of their work, not least because these glass specialists provide an amazing 30-year guarantee on all its workmanship as well as on replacement windows being completely leak-proof. The company has proven to be just as professional when it comes to ensuring that the old glass and other kinds of waste generated by their replacement work is disposed of smoothly and in an eco-friendly manner. When carrying out their daily work, the company must be able to rely on its glass, paper, plastic and residual waste being collected quickly and punctually whenever necessary and sent – according to type – to be recycled. They came across REMONDIS in their search for a partner who fulfils these requirements best.

The changeover proved to be an athletic challenge

The cooperation work between Carglass® and REMONDIS began in April 2008. The initial challenge was to switch more than 900 containers and bins located across the country within just one week – without the company's daily business being affected in any way. Put in concrete terms, this meant that the collection of the old containers used previously and the delivery of the new ones had to be perfectly timed and organized for all of the Carglass® service centres. For, very few locations had the space to hold double the number of containers needed. A logistical challenge of this size would normally take 8 weeks to arrange. REMONDIS and Carglass®, however, only had three weeks available to them. Despite the short planning period, the logistics specialists working at REMONDIS and Carglass® succeeded in switching all of the containers within just 36



Carglass® has a network throughout the whole of Germany – just like REMONDIS.

Carglass®'s head office is located in Cologne.

hours. Almut Schäfer, from Carglass®'s purchasing department, praised the way the two companies worked together: "One of the main reasons why this changeover went so smoothly was because of the excellent way all the parties worked together but in particular because of the work carried out by our contacts at REMONDIS."

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Almut Schäfer, purchasing dept., Carglass®

One advantage of this partnership is the fact that both companies are present throughout the whole of the country and so are geographically close to each other no matter where their branches are located. Furthermore, the business conditions, which are the same throughout the country, and the detailed reporting systems both mean that synergy effects are possible. The fact, too, that there is just one central contact person for the whole of Germany ensures communication between Carglass® and REMONDIS is carried →



→ out effectively. And, as the windscreens of waste collection vehicles also suffer damage from time to time, REMONDIS can, in turn, benefit from the fast and professional service provided by the Carglass® 24/7 hotline number.

All volumes of waste glass generated by Carglass® go to REMONDIS' plant in Bennstedt. By bundling all the glass together, it is possible to draw up comprehensive reports and ensure that the containers are being used in the best possible way and that logistical routes can be optimized where necessary. Being the central contact person, REMONDIS handles the collection and recycling of all of the old glass as well as other kinds of waste generated by Carglass®. Its range of services even includes ensuring data storage media are destroyed in accordance with all regulations. "REMONDIS is helping us to ensure that we fulfil our

"Together with REMONDIS, we are able to return secondary raw materials to the production cycle to be turned into new windscreens and windows."

Almut Schäfer, purchasing dept., Carglass®

responsibilities and separate our waste correctly before collection," explained Almut Schäfer. "Together we are able to return secondary raw materials to the production cycle to be turned into new windscreens and windows." Being Germany's leading specialist for vehicle glass repair and replacement, Carglass® has come a great step closer to closing material life cycles. Which is good for both motorists and the environment.

Carglass® also ensures that train and bus drivers have a clear view



Background

Carglass® GmbH, which is based in Cologne, belongs to the Belron® Group which is active in 29 countries. It is, therefore, part of an international network that comprises over 1,700 service centres, 8,000 mobile units and 21,000 employees worldwide.

Carglass® GmbH Germany: Facts & Figures

- over 250 service centres
- 250 mobile units
- 1,600 employees



Theoretical and practical expertise

QUALIFICATION CENTRE MEANS COMPETITIVE ADVANTAGES



The depth of knowledge of a company's workforce is an important factor for gaining and maintaining a strong market position. Companies are, therefore, well advised to offer their employees the best possible opportunities to develop and further develop their skills. The Buchen Group has now extended their activities in this strategic field by opening up a modern training centre.

Those looking to fulfil demanding requirements must be able to offer more than their competitors. With this fact in mind, Buchen has been offering complex services for many years now – many of which require highly skilled employees. The newly opened training centre in Voerde (Lower Rhine) will now be ensuring that this level of know-how can be further increased. All Buchen employees now have the opportunity to travel there to extend their knowledge and skills. An attractive opportunity – for both the employees and the company itself.

Training under real conditions

The training programme focuses on Buchen's core areas of expertise, namely technology and safety. Thus, one of the highlights of this future-oriented centre is a training area for practising respiratory protection. This innovative practice area is anything but ordinary. It consists of two tanks con-

nected by a corridor which have been equipped with barriers, hurdles and chicanes. This 14-meter-long construction is used to simulate working and rescue operations whilst wearing heavy respiratory protection gear. This realistic training method makes it easier for the staff to react correctly to any kind of situation. For working using respiratory protection equipment is a common occurrence for Buchen's employees – for example, in tanks or in digesters.

Valuable tips from the experts

Focus, however, is not only put on the staff gathering practical experience. Accredited specialists from the areas of industrial services, waste management and remediation work also pass on their extensive knowledge to those taking part in the courses at the training centre. And the positive feedback has shown that Buchen is investing in the future and is treading the right path with its new qualification centre.

Seminars, training courses and conferences: the training centre means greater knowledge and so a greater competitive edge.





Switzerland

Further extending company strengths

REMONDIS EXPANDS WITH RUCH TRANSPORT



Yet more service from the same company: at the end of 2008, REMONDIS took over the company, Ruch Transport, thus expanding its activities in the capital city of the Swiss canton, Schaffhausen. The portfolio of this new addition, a family-run business, includes skip, container and pallet services as well as the transport of machinery, crane work and winter services.

REMONDIS Schweiz AG's head office is located in Schaffhausen. Switzerland's northernmost city is famous for the 'Rhine Falls', the widest waterfalls in Europe.

No matter whether it is to do with recycling waste, disposing of hazardous waste or logistics tasks: REMONDIS is a widely respected partner in Switzerland for industrial and commercial businesses as well as for local authorities. Thanks to this latest acquisition, the company has now extended its range of services within the area of transport. "We have already been active in this field over the last few years. By merging with Ruch, we have been able to once again further extend our capacities," explained Pierre-André Vasseur, managing director of REMONDIS Schweiz.

Using proven strengths to create something new
During the takeover, REMONDIS felt it was important to ensure that established structures were safeguarded over

the long term. Ruch is well established in the local area. Those living and working there know the company well and appreciate the services provided by the employees. Pierre-André Vasseur commented: "We wanted to ensure that this confidence in the company continued unchanged."

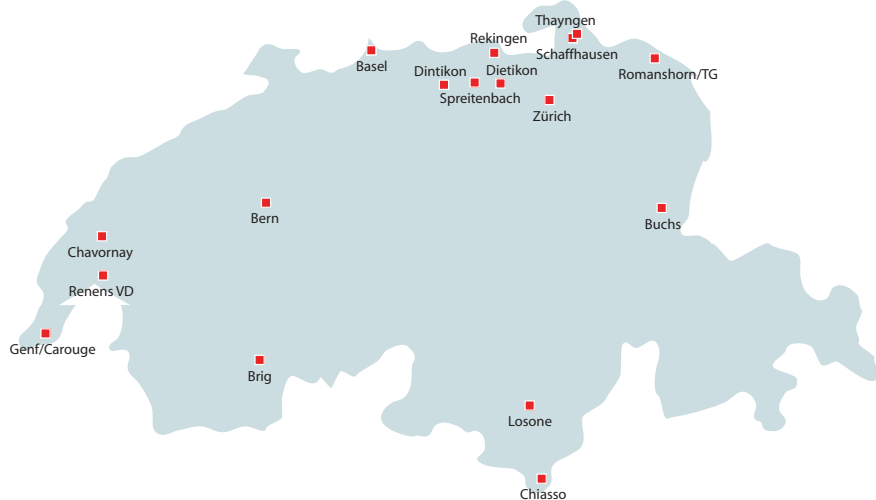
Tradition for Schaffhausen

There are very good reasons behind this regional confidence in the company: Ruch Transport is a firm with a long history. Founded in 1956, the business has been offering extensive skip services since 1967. Nine Ruch vehicles are currently on the roads in Schaffhausen every day.

A step forward

By joining REMONDIS, this transport business has ensured that it shall be able to continue to provide its services well into the future. Peter Ruch believes this cooperation will bring them many advantages: "Our most important considerations when we were looking for a partner were to safeguard our employees' jobs and to ensure we could carry on offering our business activities. We have been able to realize both with REMONDIS."

REMONDIS operates a recycling centre in Schaffhausen. Among others, waste glass and waste electrical equipment are processed here.





Environmental services

REMONDIS ensures Australian public holiday sparkles

DARLING HARBOUR IS KEPT CLEAN ON AUSTRALIA DAY – THANKS TO REMONDIS

The first British ships reached the Australian continent on 26 January 1788. The newcomers decided to call the place they landed at “Sydney” after the British Secretary of State. A good 220 years later, this old colony for prisoners has become one of the most modern and most beautiful cities in the Southern hemisphere and is the pride and joy of those living in Australia. And this memorable date is now a national public holiday and is celebrated in style by Australians. REMONDIS also took part in the celebrations.



Darling Harbour is just a few minutes away from the centre of Sydney and is considered to be one of the world’s most beautiful harbours with a wide variety of attractions. The transformation of the area from a rundown harbour district to a vibrant leisure centre is considered by many to be a shining example of inner city regeneration. Over the last 10 years, the district has won many architectural and tourism awards. Darling Harbour organizes a large number of open-air events, including the New Year Eve celebrations, the national public holiday in January, the festival of outdoor circus and street theatre in April, the Darling Harbour Jazz & Blues Festival in June and a Fiesta in October. REMONDIS Australia ensures that the district is kept clean during such events and was highly praised for the work it carried out on 26 January this year during the Australia Day celebrations.



As large crowds of people take part in the celebrations in the harbour district, it is important to keep traffic volume to a minimum and yet keep up with the volumes of rubbish discarded by the guests. REMONDIS discretely placed large numbers of bins around the district that could then be emptied quickly the following morning.

A relaxed party mood in Sydney on Australia Day. REMONDIS ensures the district is kept clean.

“The large firework display on Australia Day attracted hundreds of thousands of visitors to Darling Harbour and is, so to speak, one of the town’s crown jewels,” said Luke Agati, managing director of REMONDIS Australia. “REMONDIS is proud to be able to contribute towards the success of such a large event. We have had some very positive feedback concerning our flexible services which were specially adapted to the requirements of the event. We use a waste compactor on-site with its own generator in order to minimize the number of trucks that need to be used and, at the same time, collect as much waste as possible.”

There is much to do in Darling Harbour. The harbour district is home to some of the best museums in Australia such as the Australian National Maritime Museum and Sydney Aquarium. Before the Europeans landed there, the area around Sydney Bay was called “Tumalong” by the Aborigines that means “a place where seafood is found”. Many good restaurants located in the area confirm that this is still true today.



News in brief

REMONDIS organizes the take-back of transport packaging for building paints

Since 01 January 2009, REMONDIS has been responsible for taking back all transport packaging and packaging materials for building paints.

Following the recommendation of the Association of the German Paint and Varnish Industry, the largest producers of the branch took the decision to work together with REMONDIS. All building specialists such as painters, drywall builders, plasterers etc. have been using REMONDIS'

national logistics network free of charge since the beginning of the year to dispose of recyclable materials from licensed transport packaging. Approx. 13,000 t of recyclables will be able to be returned to the economic cycle each year thanks to this network.

News in brief

Norbert Rethmann in favour of Selm twinning with Swidnik, Poland

A high ranking delegation from the Polish city of Swidnik visited the Westphalian city of Selm and surrounding area from 09 to 11 February at the invitation of Norbert Rethmann and the City of Selm.

Waldemar Jakson, Mayor of the city of Swidnik, and his deputy, Andrzej Radek, visited Selm together with the chair-

man of the city council, Jan Krolik, REMONDIS managing directors, Marek Osiecki and Krzysztof Falenta from Warsaw and Swidnik, and other delegation members to signal the start of a future twinning partnership between the two cities and to enter their names in the city's "Golden Book". During the festive celebrations, which were held at Burg Botzlar in Selm, Norbert Rethmann, Waldemar Jakson and the Mayor of Selm, Jörg Hußmann, all stressed the many mutual advantages such a twinning would bring, in particular for the schoolchildren in both towns who would especially benefit from school exchange trips. The Polish delegation was then taken on a trip around Selm and Capenberg to discover the historical roots of the region; a trip to the Lippe Plant also gave them the opportunity to see the high level of performance of Europe's largest water and environmental service centre.



REMONDIS Poznan organizes a 'Recycling Fiesta'

The colleagues of REMONDIS' Poznan branch organized an unusual event to raise awareness of the increasing importance of water and recycling services for protecting the environment and climate.



They organized a parade through the city in the style of a South American fiesta during the UN Conference on Climate Change at the beginning of December 2008. The sizzling sounds were, however, made using self-made instruments constructed from recycled materials. Large crowds of people from Poznan lined the streets to join in and celebrate the world's largest 'Recycling Orchestra'. All of the citizens of Poznan and the guests of the Climate Conference were invited by REMONDIS and the musicians of the Republika Czadu group to join in this ecological

event which was held on the occasion of the COP14 Conference on Climate Change and to celebrate the Year of the Climate and the Environment. The aim of this unconventional musical happening was to raise social awareness and promote the recycling and the collection of waste electrical equipment. This improvised concept drawn up by well-known Polish musicians and Poznan citizens was broadcast on Polish TV by the channels, TPV and TVN24, as well as by local TV channels.

WAL-Betrieb extends its water activities in Saxony-Anhalt

On 01 January 2009, Wasserverband Lausitz Betriebsführungs GmbH (WAL-Betrieb) from Senftenberg in Brandenburg, a fully owned subsidiary of REMONDIS Aqua GmbH & Co. KG in Lünen, took over management of the Calvörde sewage treatment plant in Saxony-Anhalt.

The sewage treatment plant which could, if required, be extended to cover the requirements of a further 50,000 inhabitants, treats a total volume of over 450,000 cubic metres of wastewater per year – both municipal wastewater from the Zweckverband "Aller Ohre", a water association

set up by a number of local authorities, as well as industrial wastewater. The largest industrial customer is EMIG AG, a company producing fruit juices. 28 districts are member of the AZV "Aller-Ohre" with an area covering approx. 353 km² and comprising over 15,000 inhabitants. Besides being responsible for the business' technical activities, WAL-Betrieb is also running the commercial side of the business for the waste management company, Neues Land GmbH in Calvörde. As a result of taking over these management responsibilities, WAL-Betrieb has further extended its activities in the area of water supply and wastewater treatment in the German state of Saxony-Anhalt.





People

The Firefighter

HERBERT JAHN, HEAD OF THE LIPPE PLANT'S FIREFIGHTING SERVICE IS PRESENTED WITH A FIREFIGHTING AWARD

Herbert Jahn has got everything under control to ensure 'his' Lippe Plant is kept safe. He has been working at the plant's works safety department for over 35 years and took over management of the plant's own firefighting service back in 1987. Furthermore, Herbert Jahn, a fully qualified metal worker and firefighter, passes on his many years of experience to others on a voluntary basis being a member of the firefighting committee of the District of Unna as well as chairman of the committee for safety and order in the town of Lünen. He has now been presented with the silver 'Deutsche Feuerwehrkreuz' award (a German firefighting award) in recognition of his extraordinary services.



He is, Herbert Jahn says, proud of the performance of the plant's firefighting service. After all, his firefighting group is one of the few firefighting services in the state to have been officially recognized by the legislator. Jahn advises all of the different company divisions about fire prevention and plant safety in his competent and factual manner – a manner that is so important for this job. The District of Unna and the City of Lünen also benefit from his knowledge as he acts as an adviser to them both. No-one was, therefore, really surprised when he was presented with the second-highest award from the German Firefighting Association on 06 February 2009. Nobody, that is, except for himself. "I had no idea beforehand. I was taken completely by surprise when the deputy fire chief of the district presented me with the award during a visit." All the more reason for the head of the firefighters to be pleased with this recognition of his work.

Herbert Jahn ensures that the Lippe Plant is a safe place to work together with three full-time and sixty-three part-time firefighters. He knew the site when it was home to the old aluminium works which was when his career began. Much has changed since then. The Lippe Plant, REMONDIS' biggest location, has blossomed and the firefighting service has grown with it. Today, the fleet of vehicles consists of three special fire-engines, an environment equipment car, a hose carrier and the control car, a kind of mobile command centre. Special fire-extinguishing agents are stored at all times and can be used immediately. When asked what his most unusual experience has been so far, Herbert Jahn couldn't help smiling mischievously: "Many years ago, one of the city's waste collection trucks drove up here with its load on fire. They thought it might be best if we put it out for them." And who's going to disagree?

> Impressions



◀ The GWFA at the World Water Forum in Istanbul.



◀ Südharzer Gipswerke, Osterode Dorste plant

▼ A delegation of former employees visit the Lippe Plant in Lünen



▲ REMONDIS' 'Recycling Fiesta' during the UN Conference on Climate Change in Poznan



From left to right: Norbert Rethmann, Waldemar Jakson, Mayor of Swidnik in Poland, Mayor Jörg Hussmann (Selm)




▲ MDL Michaela Hinterholzer, Ernest Gabmann, Gerhard Jokic and Dr Helmut Kolba signal the start of UFH Re-cycling



◀ From left to right: Deputy State Governor, Ernest Gabmann, with REMONDIS board member, Egbert Tolle, at the opening ceremony of UFH-Re-cycling in Austria





“Municipalities must inspect 100 % of their sewage network regularly. Or only 20 % with REMONDIS’ method.”

> Water resources management

There are some very difficult challenges that need to be faced in the water resources sector: on the one hand, pipe and sewage networks must be regularly maintained. On the other hand, the inspection and renovation costs must not be allowed to get out of hand.

We have developed REMONDIS NETZLOGISTIK to meet these requirements – an IT-supported network management system that consists of the following four segments:

- GIS – geographical information systems
- KoSIS – cost-optimized inspection and renovation strategies
- MainControl – plant management
- AquaDialog® – management of water rates and wastewater charges

We are, therefore, in a position to help you in a wide variety of ways – from collecting data to maintenance work to collecting rates and charges. REMONDIS Aqua Services is a part of the REMONDIS Group, one of the world’s leading water and environmental service companies. Why not benefit from our know-how, too.

It’s not possible to lose with our IT-supported network management system – we guarantee that quality will increase and costs will be cut in all four areas. Would you like to have more information? Then just give us a call or send us an email!