Sustainability and optimisation of resources
Siram Veolia empowers businesses and Public administration to grow and act in a sustainable way, accompanying them in their transition toward a circular economy.
The “Glocal” partner for the sustainable and efficient management of energy, water and special waste

Siram Veolia is the reliable choice of partner for public and private sector companies, offering simple and innovative solutions for managing and optimising resources.

A large company that works all over the country – 130 centres in Italy – while having a global outlook – belonging to the Veolia group – and that is able to support its clients through technical skills, solidarity and passion.
Resourcing the World

A team of 3000 talented individuals to overcome environmental challenges.

We oversee sustainable growth and guarantee our clients’ and the community’s wellbeing, ensuring the valorisation of environmental resources and economic development. All of us at Siram Veolia take care of our clients’ problems so they can focus on their core activity.

Thanks to People and Innovation, we turn complexity into simplicity.
KEY FIGURES
SIRAM GROUP

3,000 Employees
130 Offices and centres
700 M€ Group turnover
34,000 Hours of training in the last year

MAIN OFFICES
- Milan
- Mantua
- Mestre
- Piacenza
- Parma
- Rome
- Naples

6 Main Offices
130 Offices and local Centres
World leader in environmental management

Siram is a company that is 100% owned by Veolia, a global leader in optimised management of environmental resources, which contributes to the sustainable development of urban and industrial systems, preserving and enhancing natural resources in the context of a circular economy.

Veolia designs and creates solutions for water, waste and energy management.

178.800
Employees

5
Continents

Water
95 million people served

Waste
50 million ton of treated waste

Energy
45 million MWh generated
Standing together to protect the environment

Siram Group is based in Italy and offers efficient and sustainable solutions for the management of energy, water and special waste.
OUR MISSION
ENERGY

2.6 TWh/year energy managed in over 5000 plants

2.900 MW of heat output run

279,000 MWh of thermal energy generated by cog

1.200 MW of cold thermal output run

2.500 TON of wood-based biomass used

319,000 MWh of electricity generated by cog

over 99,000 t eq of CO2 eq saved

5 District heating and cooling networks making up a network of 26 km
OUR MISSION
WATER

800
public and private sector clients

400
water treatment plants managed, serving 3 million inhabitants

1
mobile laboratory to carry out organic and inorganic analyzes at the construction site

1
state-of-the-art test laboratory

over 500
accredited parameters

700,000
evaluated parameters

over 70,000
samples analysed every year
OUR MISSION
WASTE
special and hospital waste

100 clients served
1.600 ton/year of special hospital waste managed

138,000 ton/year of liquid waste treated

Of which we have:

Disposed/recovered
108,900 ton of non-hazardous liquid waste

Brokered
29,800 ton of hazardous and non-hazardous liquid and solid waste
AT THE HEART OF OUR SERVICE
Sustainability

Thanks to its complementary and synergic services, Siram Group is an established leader in energy efficiency services and now also offers integrated water, special liquid and solid waste cycle management.

**Energy**
99,000 t eq of CO$_2$ saved
2,900 MW of heat output run

**Water**
over 400 water treatment plants
serving 3 million inhabitants

**Waste**
1,600 t/year of special hospital waste managed
138,000 t/year of liquid waste treated
Energy Service

The heating plant Energy Service is represented by a set of integrated operations which are necessary for maintaining comfortable conditions within buildings, in compliance with current laws on the responsible use of energy, safety and environmental protection.

The Energy Service includes:
- **energy audit**, to analyse consumption and performance
- **energy certification** for buildings
- processing **feasibility studies** through technical-economic analyses
- implementing optimum interventions in relation to energy needs, including with the use of **renewable sources**
- checking that **plants conform** to current legislation and regulations
- periodically presenting **reports**
- technical support for acquiring loans, and for managing incentives, public tenders and loans
- verifying consumption, performance and **agreed results**
- organising **training/educational** activities to make users aware of energy saving issues
- building maintenance

Design and Build (D&B) and Operations and Maintenance (O&M) of:

Cogeneration and trigeneration plants
Thanks to heat recovery systems which enable the production of hot water and steam, the cogeneration plant can reach an energy efficiency of over 90%. In the summer period, trigeneration allows recovered heat to be transformed into cooling energy.

**Renewable energy plants**
Siram creates and manages energy optimisation projects, integrating the use of renewable energy such as:
- **biomass**, generated by transforming plant products and organic waste into electricity
- **solar energy**, photovoltaic and solar thermal energy to generate electricity and heat from the sun respectively
- **geothermics**, using heat from the subsoil

**Heating, air-conditioning and electrical installations**
There are various different technologies that allow for greater energy efficiency, including electricity saving systems (high-efficiency lighting, IE5 electric motors, inverters, etc.), and thermal energy systems (heat recovery, replacing traditional heat generators with high-efficiency condensing boilers, heat pumps, etc.)

**District heating/cooling networks**
District heating allows for the distribution – through a network – of hot and superheated water or steam, generated centrally. The power station connected to the network supplies constant heat output that avoids fluctuations caused by changes in demand, while polluting emissions are better controlled, resulting in financial and environmental benefits.
WATER

Design and Build (D&B)
Siram Veolia Water designs and manufactures various types of plants from scratch, and upgrades and expands existing structures. In particular, it carries out D&B on the following types of plants:
- treatment plants,
- purification plants,
- process water treatment systems,
- water re-use plants
Siram Group also offers a specifically engineered solution for water treatment: MBR-SC (integrated membrane-detachable system)

Gestione e Manutenzione (O&M)
Siram Veolia Water provides public sector and industry clients with the following services:
- operations and maintenance,
- exclusive operations,
- exclusive maintenance (large-scale maintenance for public sector clients).
These services are applied to:
- purification plants,
- process water treatment plants,
- water re-use plants,
- treatment plants,
- sewer networks (e.g. maintenance of intermediate pumping stations).

Monitoring and searching for leaks
Siram Veolia Water carries out specific services on water pipelines, including the collection, adduction and distribution of drinking water. The company oversees activities related to the reduction, monitoring and control of water leakage, specifically by means of:
- rationalising the water mains through modelling, in order to reduce leaks,
- monitoring the mains according to parameters such as pressure, flow rate and oxidation reduction, guaranteeing the safety of the mains and water supply,
- monitoring the mains through smart meters,
- remote monitoring of mains,
- searching for leaks in the water pipeline.

Chemical analysis laboratory
Every year, Siram Veolia Water analyses over 700,000 parameters for more than 400 nationally renowned clients.

The laboratory uses methods that are recognised nationally and internationally, such as EPA, APHA, ISO, IRSA and CNR, as well as hundreds of parameters that are accredited and set out in the water, sludge, waste, land, food and food industry surfaces matrixes.
WASTE

Collection, handling, waste separation area management and brokerage of special and hospital waste

Siram provides personalised special and non-special waste collection services, scheduled around healthcare delivery timetables, healthcare staff shifts and visiting hours, so that the service is always consistent and reliable. Siram staff collect special hospital waste 365 days a year in three daily shifts: morning, afternoon and evening. This collection procedure optimises the stages of waste disposal.

Innovative solutions

In order to comply with Italian Legislative Decree 19/2014, Siram provides innovative systems for preventing accidental bites and risk of infection from sharp instruments in the healthcare sector. The system instantly removes any danger from all types of disposable syringes, needles and scalpels. These can no longer be touched, as the residues are collected in a box that is automatically sealed when it is removed, preventing the materials from coming into contact with the outside. This ensures full compliance with the international safety criteria for the disposal of hospital waste and current legislation.

Brokerage and disposal of liquid and solid waste

The brokerage and disposal of waste has been under development also thanks to the management of civil biological treatment plants, where different types of non-hazardous liquid waste are transferred and treated.

Furthermore, thanks to our partnership with leading national waste collection, transport and treatment companies, Siram Acqua is able to dispose and recover many types of waste, such as:

- sludge,
- sands and screener,
- industrial waste water,
- ashes from biomass production,
- expired or inedible food,
- asbestos cement,
- waste extracted from urban waste,
- organic waste,
- toner,
- many types of hazardous waste.
HYGIENE AND SAFETY FOR HOSPITALS

In order to guarantee safety and avoid hospital-acquired infections, healthcare and hospital facilities must undergo:

- Water quality checks and *legionella* risk prevention
- Air quality improvements in sensitive areas

### Legionella Service

- **Risk Assessment Checks**
  - Identification of critical points
  - Risk report
  - Final assessment

- **Monitoring**
  - Logbook
  - Analytical control
  - Monitoring

- **Management**
  - Logbook
  - Analytical control
  - Monitoring

### Air Quality Diagnosis

- **Measurement Campaign**
  - Temperature
  - Relative humidity
  - Bacterial flora
  - Fungal flora

- **Ventilation System Audit**
  - Air treatment system
  - Filter
  - Fan, duct, etc.

- **Risk Report**
  - Identification of critical issues
  - Recommendations
  - Constant reporting
SMART CITY

Siram Group helps make our cities more efficient, technological, innovative and attentive to keeping the company’s environmental impact at a minimum through energy upgrade projects based on the smart city model.

We offer a varied range of services that can be personalised to your needs: management of urban district heating networks connected to Hubgrade Siram monitoring centres; installation of “smart” LED street lights; remote control and remote management systems; video surveillance; Wi-Fi; electric vehicle charging stations.

- District Heating Network
- Internet Of Things
- Smart Living
- Smart Monitoring Center

- Smart Economy
- Smart Environment
- Smart Safety
MAINTENANCE
PRODUCTION PLANT

Siram Group deals with all kinds of technological systems for water and air treatment, water sanitation, fire prevention, smoke detection and telecommunication, as well as for heating and air conditioning systems. We carry out turnkey projects, from design to maintenance. We integrate energy services with facility management and the operation and maintenance of technical services for plants, from general installations to the maintenance of production plants and metrological laboratories.

Manutenzione impianti produttivi

We are able to offer technical assistance on production plants and machinery, ranging from simple repairs to implement preventive maintenance plans, including cyclic operation, to repairs carried out through the use of advanced certified diagnostic techniques (predictive maintenance).

In particular, we work with:
- CNC (Computer Numerical Control) and traditional machine tools
- Robotic machining centres
- Machines and plants for the manufacturing of carbon fibre and composites
- Clean rooms
- Paint systems
- Galvanic plants for surface treatments
- Autoclaves
- Overhead cranes and lifting systems
- Heat treatment plants
- Mechanical presses
- Measuring machines
- Non-destructive testing equipment
SMART MONITORING HUBGRADE

Hubgrade is our smart monitoring centre where our experts, together with the client, redesign their sustainability and environmental efficiency strategy.

The Veolia parent company has presented the world with a smart and interactive platform for the remote control of all energy carriers (water, fuels and electricity) which monitors the status of the plants in real time using a digital network. The Hubgrade team, made up of analysts, energy experts and system integrators, use smart meters and business intelligence & analytics software to act in a quick and targeted way, thus guaranteeing an improved performance.

Being aware of your consumption and rationalising it is the first step to efficiency and sustainability.

It guarantees maximum performance, monitoring and optimising resource management for industry, public administration and tertiary sectors.

4 Center Hubgrade in Italy
+450 buildings connected
4.500 hourly readings analysed

“Our team’s mission is to see beyond the statistics. Siram’s aim is to set out, together with the Client, their strategy for efficient resource management.”
Siram Group offers metrology services both in its own laboratories and at client facilities. The laboratories ensure that equipment complies with the metrological construction requirements and/or the client’s specific requirements for their own processes (Metrological Confirmation), as well as guaranteeing accredited calibration of instruments, preventive maintenance and repairs using primary samples for mechanical and electrical quantities.

The metrology service includes:

- Accredited calibration in compliance with national and international standards,
- Overall management of clients’ technological assets,
- Calibration of instruments and measurement and testing systems,
- Preventive maintenance and repairs on equipment and tools,
- Integrated support throughout the whole of the ILS’s (Integrated Logistic Support) lifecycle,
- Planning, implementation, validation and maintenance of MTE, AGE, GSE GTE and STTE,
- Consultancy and engineering work on measurement applications,
- 24 hour emergency intervention service,
- Developing and providing training courses on measurements and test systems.

We are present throughout the country with 10 calibration laboratories.
OUR CLIENTS

Public and private sector companies looking for an innovative partner to support them in their growth

Public sector

In the public sector, Sira Veolia serves infrastructure, local and central administration and healthcare.

Private sector

In the private sector, the Group serves industry, infrastructure, the tertiary sector (including offices and commercial centres), large-scale residential sector and private healthcare.

These companies all share a need to be supported by an innovative partner that can assist them in their journey of sustainable growth, taking over the complex management of activities that are indispensable (energy, water and waste management), but which do not make up their core business.
BENCHMARK AREAS

A local network with a global outlook

Siram Veolia is a large local company, characterised by its widespread presence that allows it to meet the client wherever they are in need. We adopt a first-hand approach to the client’s situation in order to create a personalised mission and goals.

Healthcare
- 800 healthcare establishments
  - of which over 200 hospitals
  - 43,000 beds

Tertiary and commercial sector
- 1,200 sites

Residential
- 1,000 properties
- 23,000 housings

Education
- 1,000 buildings
- 4 university campus

Industry and PA
- 400 water treatment plants

Industry, Defence and Mobility infrastructures
- 126 factories and sites
- 7 airports

Industry and PA
- 100 customers served in waste management

Education
- 1,000 buildings
- 4 university campus

Industry and PA
- 400 water treatment plants

Industry, Defence and Mobility infrastructures
- 126 factories and sites
- 7 airports

Industry and PA
- 100 customers served in waste management
# BENCHMARK AREAS

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THE ROLE OF INNOVATION

Siram Veolia supports innovation and the continuous search for new solutions using an *open innovation* model. This allows for the development of tools and technological skills, both in collaboration with Veolia Group’s various areas of expertise across the world, and through local technological scouting and partnerships with universities and research institutes.

The Group has also launched two innovation projects using a change management approach, prioritising the talents and potential of internal staff, with the aim of implementing projects for increasing the efficiency and potential of internal processes and business support.
Siram Group’s Mestieri network developed with the aim of identifying and enhancing the many excellent and unique professionals who, through this network, can share their wealth of technical knowledge and professional experience.

Out of the Group’s many talented individuals, a pool of Experts and High Performers were selected within the professional groups. These individuals are enhancing the new **WIKISIRAM platform that gathers the main skills and experiences** of Siram by Veolia.

A series of **ON THE JOB TRAINING** activities are underway, as well as other initiatives aimed at broadening staff skill sets beyond their areas of expertise.

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**THE ROLE OF INNOVATION**

Siram Group’s first incubator where internal staff, supported by specialists and trained through ad hoc courses, are implementing a series of innovative projects. Thanks to a direct collaboration between Siram, Polihub and Startup District&Incubator of the Polytechnic University of Milan, it has been possible to implement the first two suggestions developed by the collaborators.

**O&M 4.0** The app based on Augmented Reality that allows for the creation of a skill network between operators. The product allows a generation of experts to pass on their know-how to new recruits, using a simple, intuitive and smart tool that they are familiar with.

**Siram X** is a virtual reality (VR) application that allows the user to navigate through a virtual space where they are free to explore the environment, moving in all directions. Using an innovative digital approach, it displays the Siram eXperience in a clear and concrete way, highlighting the technological solutions and services available.
People and Values

A historic company that guarantees solidity thanks to continuous innovation

Siram Veolia is a company that has been operating in the market for more than 90 years and has always managed to maintain its position thanks to its experience gained in the area and its continuous capacity to innovate.
2017
Integration of Siram Veolia Water company

2014
Siram becomes 100% part of the Veolia Group

2007
Acquisition of Siram Veolia Industry&Building company

2002
Siram becomes part of the Dalkia Group (controlled by Veolia/EDF)

1927
First contract signed by SIRAM, Società Italiana Riscaldamento Appalti Milano (Italian Heating Procurement Company of Milan) for the Municipality of Venice’s heat management.

1915
Founding year of CAM, Metal and Mechanical Procurement Consortium
CUSTOMER CARE
We help clients achieve their mission by coming alongside them and sharing their goals, needs, challenges and successes. Our staff’s ability to listen and identify with clients, as well as their in-depth knowledge of the territory and relevant industry means they can understand and anticipate the clients’ issues, by means of a strong and close-knit relationship. Just like our services, our staff are flexible and adaptable, and able to fulfil expectations with appropriate and innovative solutions.

INNOVATION
We look for innovation in every aspect of our work in order to provide positive results. This includes strategic as well as technological innovation. Our experts look to the future with imagination and optimism, undertaking cutting-edge projects in today’s world, projects that serve clients, the environment and society. We face the most demanding challenges, without the fear of change preventing us from discovering and introducing the improvements expected of us.

RESPONSIBILITY
By directly interacting with our clients, we go beyond our specialisations to assist them in any issues they have. We carry out our work to the best of our ability so the client can focus on the core of their business without unnecessary stress. People lie at the heart of what we do, and we seek to improve their living conditions, also on an internal level, in a way that develops the professional skills of our staff and guarantees conditions that respect health and safety.
Within the company, we share goals, results and responsibilities. We find that the support and incentive necessary for solving problems come from dialogue and discussion, so that the success of one project becomes a success for the group and community at large. We work internally and externally, looking for solutions that enable the provision of services for everyone, which we view as one of our social responsibilities.

We show respect by adhering to the law, to the group’s internal rules and the rules we share with collaborators and clients. We are thorough, serious and transparent when it comes to respecting the terms of contracts, allowing us to build solid, loyal relationships with our collaborators and clients. Furthermore, interpersonal relationships are strengthened by showing respect for other people, as well as for their opinions and diversity.

We continue to do what we have been doing for 90 years with renewed enthusiasm. We have never lost any of that determination with which we presented the Italian market with its first contacts for energy efficiency. We are passing on this drive to the generations to come; that is, a passion for what you do and the drive to do it in the best way possible, aiming at the highest standards of excellence.
CERTIFICATIONS

- **UNI EN ISO 9001:2015**
  - Quality

- **UNI EN ISO 14001:2015**
  - Environment

- **ISO 45001:2018**
  - Safety

- **UNI EN ISO/IEC 17025:2018**
  - ACCREDIA n° 0174L

- **UNI CEI EN ISO/IEC 17025:2018**
  - 3 LAT (Accredited Calibration Laboratory) Centres

- **UNI CEI EN ISO 17025:2005**
  - Quality in the Military Segment

- **UNI CEI EN ISO 50001:2011**
  - Energy management systems

- **UNI CEI 11352:2014**
  - ESCo (Energy Service Company)

- **ISO 18295:2017**
  - Contact Center

- **SA 8000:2014**
  - Social Accountability

- **DPR 146/2018**
  - Fgas

- **Regulation EMAS**
  - Eco-Management and Audit Scheme
  - Sito: Polytechnic of Milan

- **UNI CEI EN ISO 11352:2014**
  - Contact Center

- **UNI CEI 118295:2017**
  - Social Accountability

- **UNI EN ISO 17025:2005**
  - 3 LAT (Accredited Calibration Laboratory) Centres

- **AER-Q-2120**
  - Quality in the Military Segment