


IMPACTS





Planning for pandemics

Introduction

■ Information about Veolia Environnement

- A French utilities company
- Private group working on public utilities contracts.
- Functional support services (Health Direction,...)
- Four divisions 

■ Veolia Transport

- VE's transport subsidiary
- Contracts in 25 countries 
- Transportation by trains, buses, coaches, metros, taxis, ferries, ships, tns ...
- Headcount: 72.000 employees

« Unknown event » analysis

- Starts surprisingly generally unexpected
- Arrives on unexpected shapes
- Hits more or less hard
- More or less under control
- Out of planning...
- Many possibilities and hypothesis
- Often out of professional field of activity
- Hits the whole company or a limited area


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Strong to evaluate and block

Veolia's preliminary analysis

- In order to plan at the best...
 - Don't spread panics
 - Work calmly, objectively and pragmatically
 - Investigate quickly and totally with the best partners
 - Be ready as soon as possible
 - Which state plans ?
 - Which planned mission has the company to fulfil ?
 - What would be the job and involvement of the staff ?
 - Which possible, desirable, incompressible deadline ?
 - Which trainings are possible and/or desirable ?

Key points on bird flu

- Is it possible to plan an unforeseeable and rowdy event?
- Which real kind of risk ? 
- Law risk (responsibility)
- Being careful with health at work
- Employer : obligations of means and results
- All staff is protected and treated with equity...

Veolia Transport's goals

- Being ready facing an unknown event which is apparently extremely serious
- Fulfilling the public transportation mission even in case of pandemics
- Demythologisation : informing & protecting each employee at work throughout the world

Present environment



- Bird flu : not well known & worrying
- Veolia Transport :
 - A worldwide company
 - Public utilities contract
 - Obligated to give protection means at work
 - Suspected to be a virus transmission vector
- Transportation is a necessary & organised service for Society
- International Health Organization authority : the only reliable source
- States and security plans
- Media's job

Veolia's group response





■ Decision of VE's pandemics committee

- Organize our professional responsibilities with contracts partners
- Facing pandemics on protecting staff throughout the world
- Give positive information in order to avoid adding risk by panics

■ Decision of Veolia Transport pandemics committee

- Internal **Information** : spreading 
- **Protection** means : duration, who, which type, when, how, ... 
- **Organization** of the management : anticipation

Veolia Transport's detailed approach

- Setting up a network of international coordinators 
- Protection : needs analysis, ordering, logistical organization 
- Network of specialists : website, technical documents 
- International campaign on "Washing hands" 
- Local preparation of continuance plan for transportation according to pandemics evolution
- Active partnerships : authorities, company doctors, health committees, unions

On conclusion

- Veolia Transport has settled facing up its responsibilities
 - Contractual : mission has to be fulfilled
 - Human : inform and protect staff
 - Managerial: partnership organization

- The best preparation has been done following those principles :
 - Having the best knowing on bird flu
 - Creating & keeping alive the internal & external exchange network
 - Taking necessary and useful measures
 - Giving information staff in real time
 - Training on worse condition schemes

Thank you for your attention



Veolia Environnement - Europe



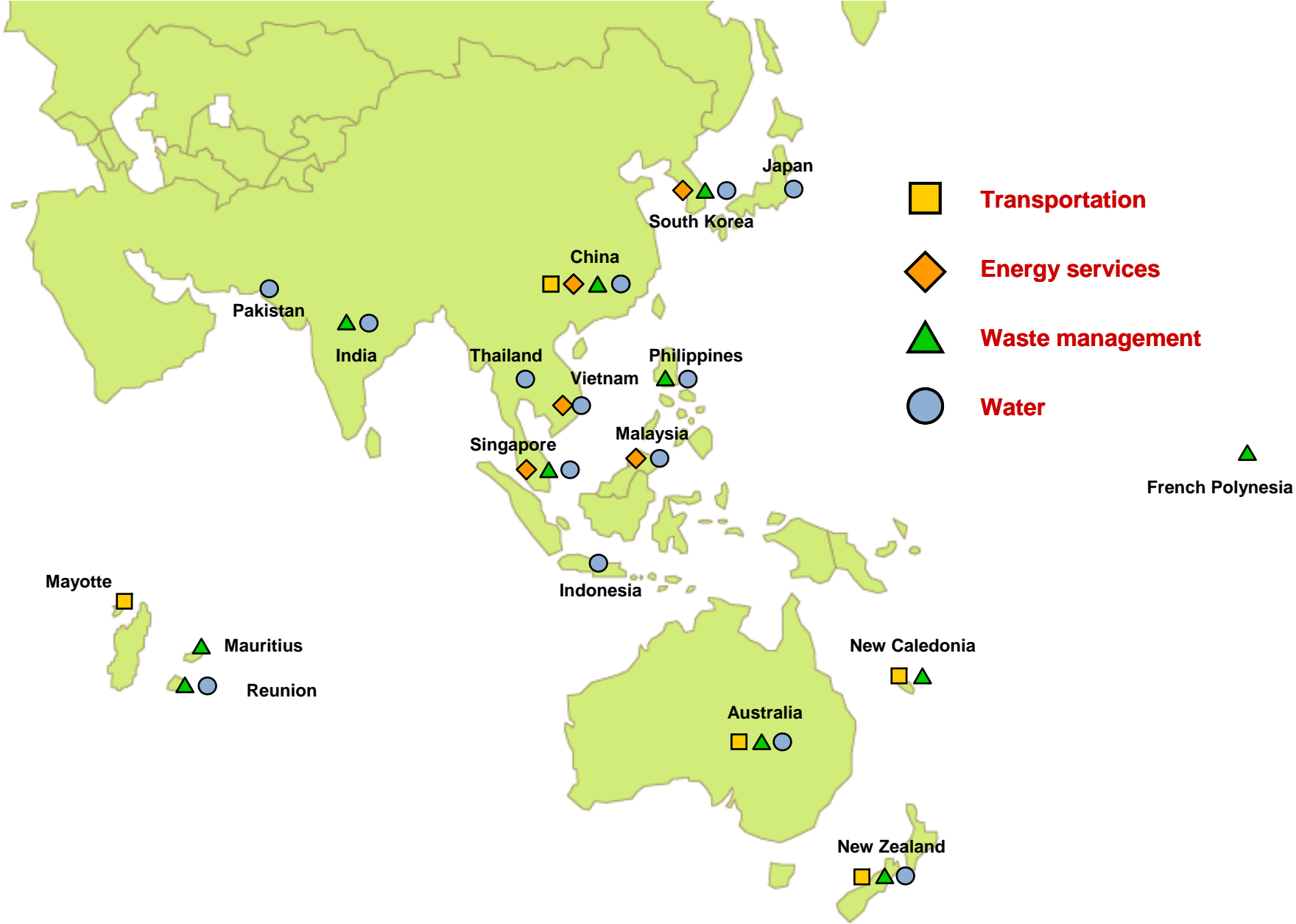
Veolia Environnement – North, Central and South America



Veolia Environnement – Africa & Middle East



Veolia Environnement – Asia Pacific



Veolia Transport worldwide presence



Australia
Belgium
Canada
Colombia
Denmark
Estonia
Finland
France
Germany
The Netherlands
Ireland
Israel

Lebanon
Mayetta
New Caledonia
New Zealand
Norway
Poland
Portugal
Slovenia
Spain
Sweden
Switzerland
United Kingdom
United States



Types of risks



- Economical, Political, Environmental, People, Information, Laws, ...
- Audit & finance : transactions, performs, contracts, mistakes, fare evasion
- Infrastructures : safety, ability, natural disasters, terrorism
- Transversal process : environmental impacts, conception, availability, professionalism, strategy, governance, investments, customers, services performance, suppliers, purchases, justice, reporting, finance, human resources, tax system, communication and information system ...

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INTERNAL BULLETIN NO.5

Veolia Environnement, International

Avian flu and the risk of a flu pandemic: protection of VE employees and the continuity of essential operations

Please find below material which can be communicated both internally and externally on the subject of the precautions Veolia Environnement has taken in the face of the risk of a pandemic.

To face up to a possible bird flu pandemic, Veolia Environnement has set up an organisation and defined action plans in order to ensure that, in such an event, its employees are protected and that operations essential to the life of the communities served can continue.

The Health and Safety Director, doctor Bruno de Buzonnière, has initiated a risk control project headed by the Veolia Environnement Human Resources Department in conjunction with representatives from each division. **“Pandemic protection” committees have therefore been set up in each division, country and subsidiary**, involving in particular management, HR, hygiene and health & safety officers, and the communication department. These committees are drawing up plans which, in the event of a flu pandemic, will **enable essential business operations to be continued while at the same time protecting our staff.**

Protection of group employees is intended to limit employees' exposure in the event of a pandemic. This protection is based on **hygiene and the wearing of masks**. It will be applied to group employees worldwide. An international information campaign called **“Hygiene for health”** will be set up in all countries where Veolia is present, to explain how **washing one's hands is the first line of defence against an infectious risk.**

Protection means



Hygiene Mask



FFP2 with valve



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**France & Other Countries :
Veolia Transport HQ**

Canada : JC.Levesque

**Northern Europe : W. Nuchterlein
Central Europe : D. Ten Voorde**

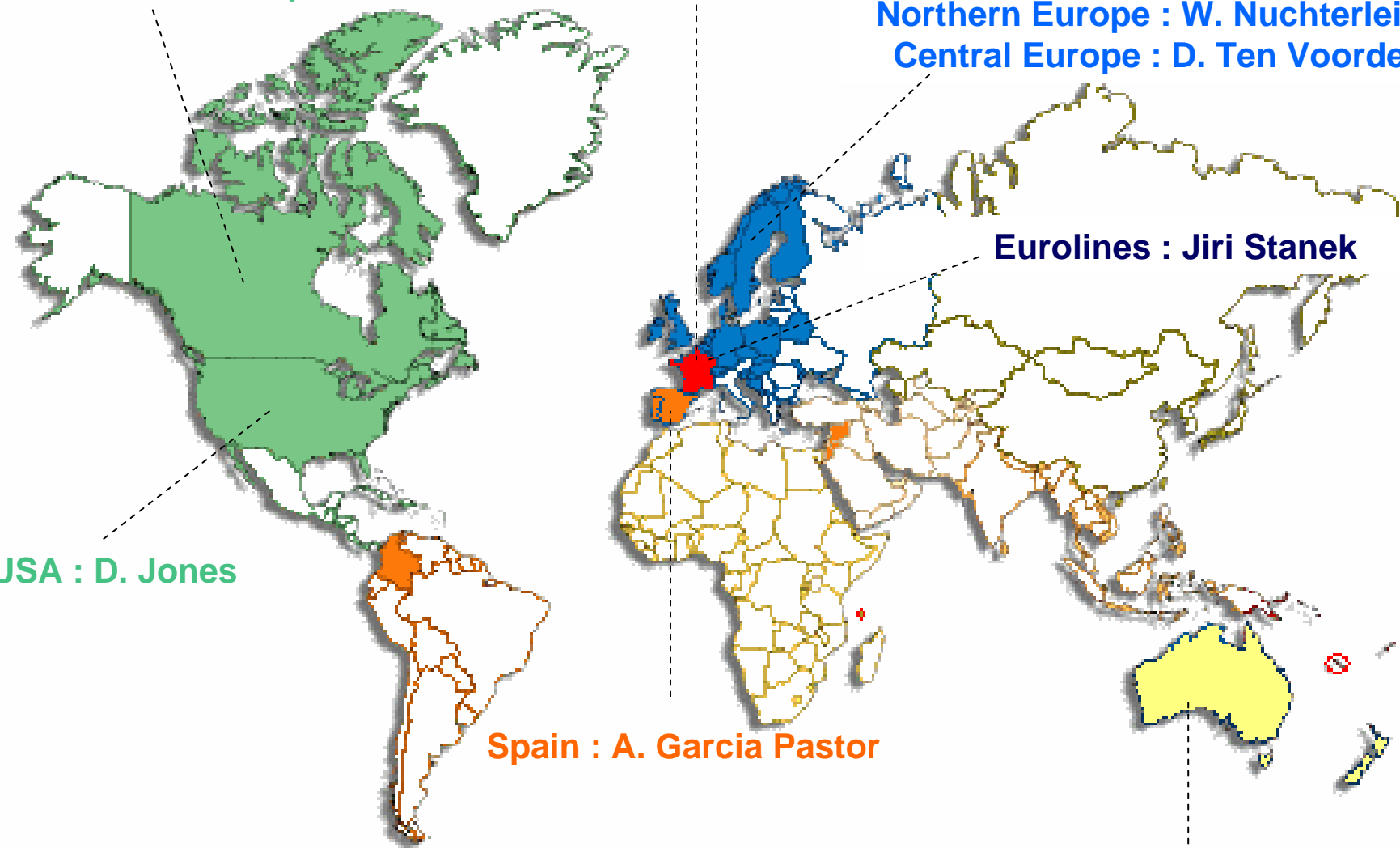
Eurolines : Jiri Stanek

USA : D. Jones

Spain : A. Garcia Pastor

Pacific Area : B. James

Bird Flu Coordinators





Avian Flu: Protection Against the Pandemic

Last update 6/27/2006 9:04:00 AM GMT

- ▶ Protecting employees
- ▶ General information
- ▶ News
- ▶ For more information

- ▶ Alert the pandemic prevention committee
- ▶ Contact the pandemic prevention network

News

Indonesia holds avian influenza expert consultation

Monday, June 26, 2006

The continuing avian influenza outbreak in Indonesia, involving both humans and animals, will be the focus of a three-day international consultation starting on Wednesday in Jakarta. On 13 June, Indonesia's National Committee for Avian

Last putting on-line:

- ▶ 24/05/06 : [Sheet : Procedure for dealing with a dead bird](#)
- ▶ 24/05/06 : [English Video link about respiratory infectious and prevention](#)
- ▶ 02/05/06 : [Campaign on hand washing - hygiene](#)
- ▶ 02/05/06 : [Four pandemic influenza data sheets : What to do if signs of flu appear in the workplace? Protecting Yourself at Home? How to Protect Yourself at Work? Masks instructions](#)
- ▶ 02/05/06 : [The pandemic prevention network of Veolia Water - contact the pandemic network](#)

General information

What is a flu pandemic ?

A pandemic is a flu epidemic that has spread worldwide and includes a high number of severe and fatal cases. A pandemic occurs when humans are exposed to a totally new flu virus, often caught from animals, against which they have no immunity.

- ▶ [Questions answers](#)

An organization with action plans by Bruno de Buzonnière, Veolia Environnement health department

The increased circulation of H5N1 avian virus in the world increases the probability that a new flu virus, adapted to humans, will emerge and be transmitted from human to human. The result would be a flu pandemic, that is, an epidemic caused by a flu virus against which humans are not immunized and which would spread to all countries. The new virus would have the virulence of the avian flu virus and the contagiousness of human flu virus.

To deal with an eventual bird flu pandemic, Veolia Environnement has created an organization and drafted action plans to protect employees and keep vital community services up and running.

For example, "pandemic prevention" committees have been set up within Veolia and in each division, country

Pandemic Influenza data sheets



Avian Flu: Protection Against the Pandemic

(May 2, 2006)

In cases of pandemic influenza

What to do if signs of flu appear in the workplace

Probable symptoms of pandemic influenza*

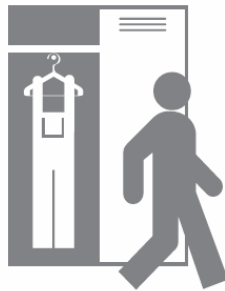
- Sudden fever > 39°C (102.2°F)
- Coughing
- Aching muscles
- Shivering
- Headache
- Feeling unusually tired
- Breathing difficulties

* A new virus, derived from a recombination of the bird flu virus and the seasonal flu virus, could produce other, as yet unknown systems.

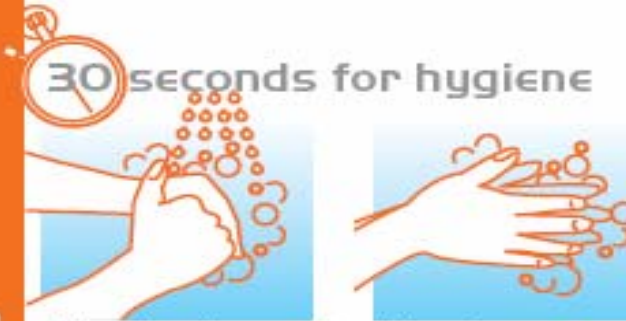
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HYGIENE
FOR MY HEALTH



Hand washing



30 seconds for hygiene
Take off your rings, watch and bracelets.
Wet and soap your hands all over.



Energetically rub your hands together for 30 seconds,
not forgetting your wrists or the areas under your nails
and between the fingers.



Rinse thoroughly.
Dry your hands with
a disposable hand-towel.

