

# معالجة MOALAJAH

A JOINT VENTURE



## Corporate Brochure

Delivering comprehensive solutions  
for your sewerage needs.

*A joint venture delivering  
international standard wastewater  
services to the UAE.*

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## About Moalajah

Established in 2006, Moalajah is a leading wastewater operations and maintenance company situated in the UAE. As a joint venture between leading international environmental management company, Veolia and the Belgian construction group, Besix, Moalajah combines expertise ranging from operation and maintenance (O&M) to wastewater solutions.

Through the combined strengths of Veolia and Besix, Moalajah consistently delivers best international standard wastewater services to a broad range of customers that include municipalities, developers, EPC contractors, facility management companies and private customers active in the industrial, commercial and residential sectors.

Taking a one stop shop approach, we focus our in-house capabilities on delivering a wide range of end - to - end wastewater services solutions that cover the following areas:

1. Cleaning;
2. Inspection;
3. Rehabilitation, installation, engineering, procurement and construction (EPC);
4. Operation and maintenance (O&M);
5. Over-pumping

Without regular inspection, cleaning and evaluation of sewer systems - problems can easily surface. To proactively prevent this, we employ comprehensive technical and environmentally-friendly solutions tailored to your business needs.

*As a joint venture between Veolia and Besix, Moalajah Services delivers best international standard wastewater services to a broad range of customers in the UAE.*



## Our Vision

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We aim to use safe maintenance methods, optimize costs and further ensure that your core business is unaffected by interruptions, environmental non-compliance and unexpected costs.

*Our core values enable us to practice sound judgement, make informed business decisions and address the increasing complexity of our business environment.*



## Our Mission

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*“To deliver reliable wastewater services and solutions across the region to serve the community, safeguard its health and contribute to a clean and green environment.”*



## Our Values

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- We believe in the virtues of integrity, hard work and modesty.
- We are relentless in the pursuit of quality and innovation.
- We believe in open, honest and respectful communication.

### We Say Yes To....

Compliance, the environment, health and safety, quality and accuracy, fairness and competition, equity, confidentiality, care of client assets.



*Our approach is to proactively prevent wastewater system complications in the UAE by effectively employing comprehensive technical and environmentally-friendly solutions.*



## Corporate Social Responsibility

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Rapid urbanisation, population growth and increasing irrigation are leading to scarcity of natural resources. In a region where water is extracted from limited resources, the need for a more efficient, balanced and sustainable approach to water management is necessary. Committed to the community's needs, our approach is to educate on the preservation of natural resources, safeguard its health and contribute towards a clean and green environment.

With significant experience in wastewater treatment, Moalajah continuously supports the community by:

- Educating the community through open days at schools and colleges, internship programs, and awareness campaigns.
- Sustaining resources through the reuse of treated effluent for irrigation.
- Educational campaigns aimed at saving water. For example, in Ajman, our employees explained the importance to save water and distributed devices for this purpose to numerous households.
- Organizing World Environment Day with our customers on a yearly basis.
- Reducing our environmental impact through optimized power and chemicals consumption.

## Our Services

We provide a range of sewerage cleaning, maintenance services and solutions to some of the Middle East's most prestigious clients and projects such as Emaar Properties (Dubai Emirates Hills, Arabian Ranches and Al Mahra), Emal, Ajman Municipality, Dubai Municipality, Ras Al Khaimah Water Authority, Haya Water (Oman), Veolia, Six Construct and Enova.



## Cleaning

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Moalajah Services takes care of a broad spectrum of cleaning activities related to wastewater, sewage, grease and sludge.

Our cleaning activities include but are not limited to the following five components:

01

### Cleaning of sewerage pumping stations, wet wells, sump pits, chambers and holding tanks

Sewerage network assets require periodic cleaning and inspection. With our specialised combination tanker and mini-combination (low height) truck - that performs vacuum suction and hydro-jetting with a 100% wastewater reuse - we benefit the overall environment with no use of any additional fresh water - and are able to access difficult locations (such as under-ground parking), very quickly and with no restrictions to size whatsoever. Our team is trained and certified to work in confined spaces.

**Benefits:** cleaning is mechanized (far superior to the manual cleaning). The mobilization and the delivery time of service are fast. Specialized equipment allows service and access to difficult locations.

02

### Cleaning of sewerage treatment plants, clarifiers, grid chambers, sludge tanks, TSE tanks, aeration tanks and grease tanks

If sewerage treatment plant (STP) assets are not regularly inspected and cleaned, debris and waste accumulation occur, leading to higher operating costs and the endangerment of the public health. With our specialised truck and teams trained and certified to work in confined spaces, we contribute to the environment's and public wellbeing.

**Benefits:** proper cleaning of critical assets avoids over-flooding, public health risks and business interruptions.

03

### Cleaning of grease traps

As per local laws, the installation and maintenance of grease traps are mandatory for food processing companies such as restaurants, hotels and hospital kitchens. These establishments require a maintenance contract with a municipality-certified cleaning company, such as Moalajah, to be compliant.



*Proactively preventing the accumulation of waste and debris, Moalajah Services uses a combination of highly trained staff and equipment to ensure proper inspection and cleaning of sewerage systems.*



**Benefits:** avoid business interruptions and over-flooding due to blockages, ensures operational compliance with strict local regulations.

04

#### **Cleaning of irrigation pumping stations, wet wells, chambers and holding tanks**

Irrigation systems require constant cleaning and inspection. Our teams are trained and certified to work in confined spaces, ensuring that no accumulation of waste and debris takes place. With our service, we can prevent any negative impact on the irrigation water quality that can lead to public health issues.

**Benefits:** prevents over-flooding and public health risks.

05

#### **Hydro-jetting and cleaning of sewage and storm-water pipelines**

Underground utilities such as sewer and storm water pipes require regular CCTV inspections, and a subsequent preventive cleaning schedule to avoid blockages that leads to flooding. Moalajah Services assist with the assessment of pipes, preventive maintenance scheduling and hydro-jetting.

**Benefits:** prevents blockages, over-flooding and public health risks.

# Inspection

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Moalajah Services offers its clients a variety of inspections to assess a range of underground utilities with our state of the art digital inspection systems.

Our inspection services include the following three components:

01

## CCTV inspection assessments and surveys for drains, sewer and storm-water networks

Our visual inspections are used to detect leaks and groundwater infiltration inside the sewage network or to detect blockages or areas of concern for the maintenance of sewer or storm-water pipes.

Pan-and-tilt conventional cameras - with crawlers and built-in inclination measurements with a cable length of 300 meters - are standard equipment used by Moalajah Services to inspect underground utilities like sewer and storm-water pipes.

**Benefits:** early detection of issues and their exact location within the system. The problem can be quickly assessed visually and a solution can be implemented asap.

02

## Pole camera inspection

For rapid insight and a quick visual analysis of underground conditions, pole camera inspections are carried out by Moalajah Services. To further understand sewer conditions, we use the Quick-view zoom camera as our standard equipment. Using high-powered zoom optics, Quick-view inspects manholes and tanks and assesses sewer lines from adjoining manholes.

**Benefits:** quick visual identification of the problem and its location within the system that allows a solution to be implemented asap.

03

## Manhole inspections

To assess the overall conditions of manholes and subsequently report on any defects observed, Moalajah Services carries out manhole inspections to proactively address any cause for concerns.

**Benefits:** assess and prevent accumulation of debris and blockages



*Through the use of high-end equipment such as 2 Pan-and-tilt conventional cameras, Moalajah Services successfully visualizes any pressing concerns in drains, sewers and storm-water pipes.*



*By making use of Quick-view zoom camera, Moalajah Services are able to inspect manholes, tanks and sewer lines for any accumulated waste or debris.*





## Rehabilitation, Installation, O&M and EPC

Equipped with a multi-skilled and talented team, Moalajah Services is able to assist our clients' specific needs regarding the rehabilitation, design, installation, operation and maintenance (O&M) of sewerage systems and irrigation related projects.

Our services include the following three components:

### 01 Operation and maintenance (O&M) of sewerage networks, pumping stations and sewage treatment plants

Moalajah has a proven track record of operating and maintaining several sewerage networks, pumping stations and sewage treatment plants (capacity between 1,000 to 130,000 cubic meters/day) in the UAE. With a range of long term contacts with existing clients, we are confident in offering a full scope of O&M services including asset management, sampling and analysis, health and safety improvements and more.

### 03 Supply, installation and maintenance of odour control units, MBR systems and other waste-water related equipment

Moalajah Services has the ability to act as a contractor involved in the supply, installation and maintenance of odour control units and other related equipment for sewerage pumping stations, lifting stations and sewage treatment plants.

### 02 Commissioning and rehabilitation of sewage and irrigation pumping stations

Offering a wide range of services relating to sewerage and irrigation, Moalajah Services also acts as a contractor involved in small to medium size mechanical, electrical and instrumentation works relating to the commissioning and rehabilitation of sewage, storm-water and irrigation pumping stations.





## Over-pumping, plugging and flow diversion

Moalajah Services satisfies various flow diversion requirements with a wide range of plugging equipment (from 70 to 2,400 millimeters in diameter) and pumps with a capacity of up to 5,400 cubic meter per hour.

Our services include the following three components:

01

### Sewerage flow diversion

Sewage flow diversions may be required during the repair and/ or modification of sewer systems. During this, we provide a range of flow diversions that include plugging, isolation, over-pumping and controlling of sewage flows.

02

### Over-pumping arrangements

Moalajah Services offers over-pumping arrangements that include the installation of pipes and pumps of up to 5,400 cubic meter per hour, as well as the operation of pumps and level control during the required period.

03

### Pneumatic pipe plug installation

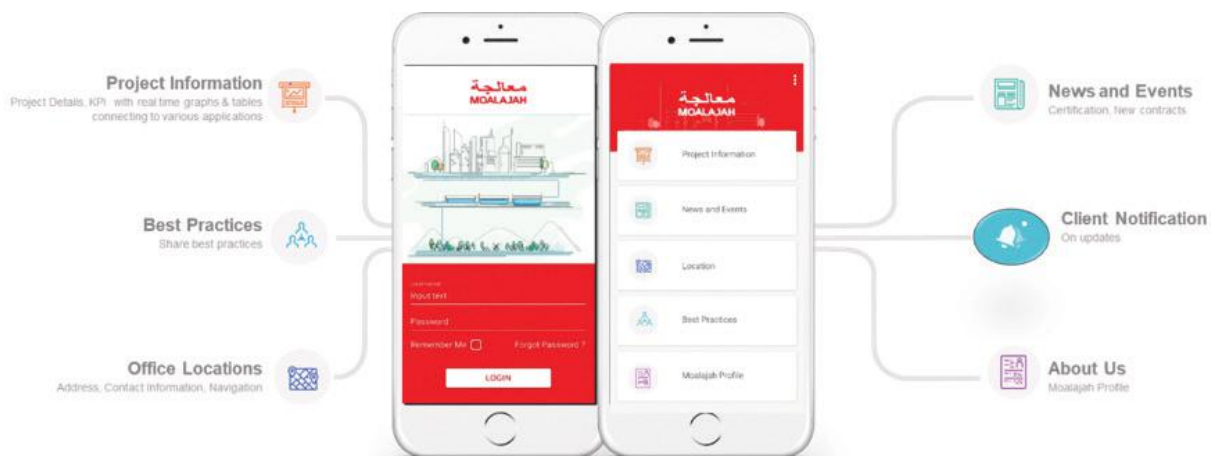
Our plugging solutions range from 70 millimeters to 2, 400 millimeters in diameter pipes. We install, rent, check and remove any inflatable plugs.

## Our Approach

Our company is focused on digitizing our services. Our customers enjoy the benefits of a quick and reliable service, with the added value of monitoring work in progress as well as their payment status online using our app.



### Client App



Daily reporting in a transparent manner, shares with our customers relevant information on the advance of works and services contracted.

Customer feedback is very important to us. We are constantly striving to improve our quality of service and continuously looking at ways to increase overall client satisfaction.





## Our People

Our people are the most important asset. Our experienced and qualified professionals ensure we deliver the best possible service to our clients - at all times. As a well-diversified group of 20 nationalities and more than 300 staff, we work as part of an integrated team to achieve our corporate goals.

In 2017, over 3, 500 hours of training were carried out reaching more than 80% of our current staff. During these trainings, 35 different topics were covered ranging from technical subjects, such as electrical training, reliability centred maintenance and health and safety practices, to soft skills like impact communication and customer service training. It is through these trainings and our developmental mindset that we continuously grow a team of highly skilled and capable individuals.



## Equipment

Moalajah Services holds various high performing equipment which can easily be mobilized in case of emergencies. Some of our equipment includes the following:



Combination Truck



Mini Combination Truck



Vaccum Loader



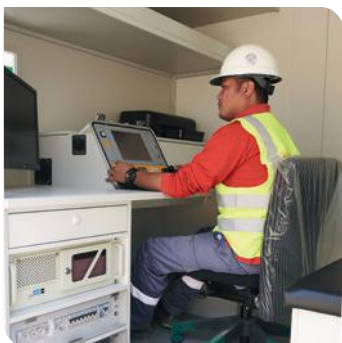
High Pressure Jetting Trailer



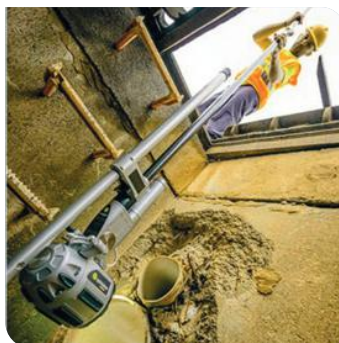
Suction Pump



Hydro Jetting Nozzles



CCTV Inspection  
Equipment for Pipes



Quick-view  
Zoom Pole Camera



Nozzle Camera



Inflatable Pneumatic  
Pipe Plugs



Pumps



Mechanical Pipe Plugs

### An eco-friendly combination tanker for cleaning

The Eco-Combi tanker uses a unique environmentally friendly technology to clean tanks and sewers. The high-pressure jet located within the tanker is used for preventive maintenance of tanks as well as gravity sewer lines. Inside, the tanker has a filtration system which assists in filtering sewage. Via a suction hose, sewage is extracted and jetted out at high pressure back into a sewer line.

### Mini-combination truck

Our latest acquisition, the mini-combination truck is a very effective vehicle used for accessing difficult locations such as restricted areas, basements and underground parking. With no restrictions to traffic whatsoever, it can be quickly mobilised and used for grease trap cleaning, internal drainage works and others.

### A vacuum cleaning unit

In addition, Moalajah Services is one of the few companies in the UAE equipped with a high-efficiency vacuum cleaning unit, which offers suction and blowing for handling dry and wet materials. The vacuum unit sucks materials into a tank, which is further transported and discharged either by tipping or blowing out materials. The equipment can be used in difficult to reach locations such as for depth sump pits. Low noise levels allow its use in urban areas and the equipment can handle almost all materials (such as water, sludge, dry solids, sand, stones, media of filters...) that fit into its 200 mm diameter pipe.

### Pumps

Moalajah Services offers a wide range of different capacity pumps – from the submersible 80 liters per second at 20 meters a head up to 700 liters per second at 60 meters a head. Our in-house capabilities enable us to manage any emergency situation arising out of unplanned overflows or flow diversions.



## Our Occupational Health and Safety Policy

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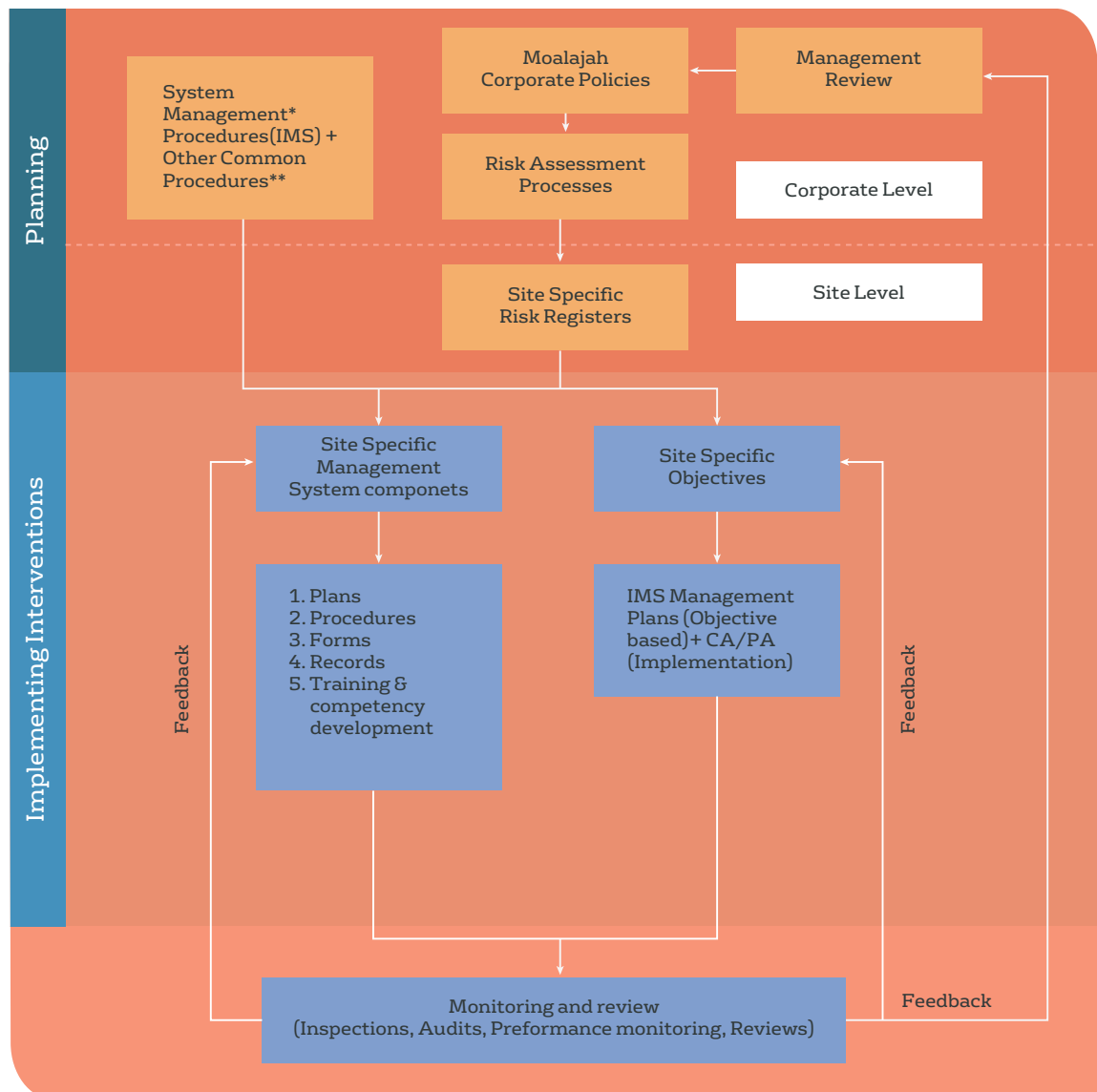
Health and safety is part of our Company DNA. Our staff is trained and checked on a regular basis to ensure their well-being is at an optimal level. As part of our commitment, our Occupational Health and Safety Policy highlights certain aspects that relate to the following:

- Our ability to implement our clients' commitment towards health and safety through our occupational health and safety (OH&S) management system.
- Our responsibility as a company to provide safety for all our and Client's employees, comply with relevant legislations and regulations, constantly review our OH&S objectives, create best practices to reduce risk and injury, provide a safe workplace and strive for continual improvement in our OH&S performance.
- Our responsibility in ensuring our employees work safely and efficiently, practice care when handling various types of equipment, report any health and safety related occurrence, be aware of associated risks and hazards and respect national and company level road safety regulations.
- Our duty to prohibit the possession or consumption of alcohol and illicit drugs on-site and on the road as well as smoking in non-designated areas.

Our General Manager is responsible for the constant promotion and maintenance of our OH&S policy to ensure that the health and safety of our employees and clients are kept a top priority.

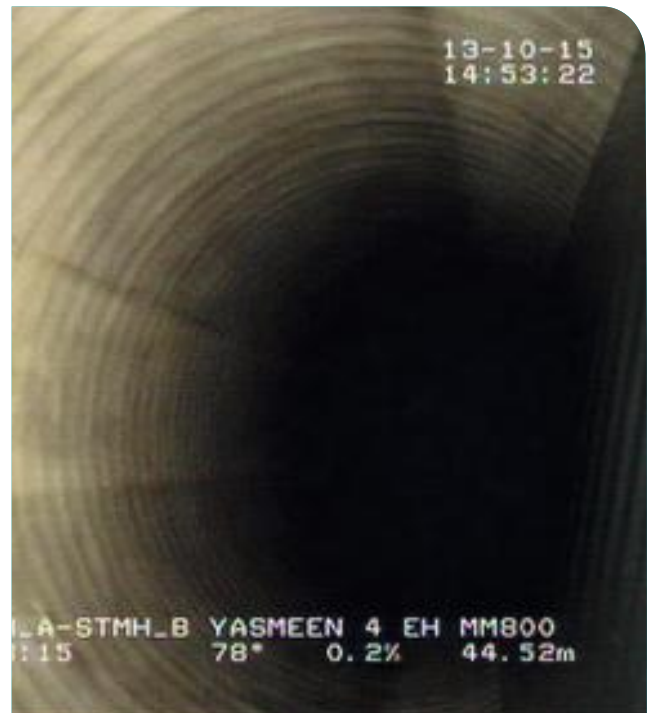
# Quality Management

We've developed and maintained an integrated management system (IMS) covering aspects of Safety, Environment, Customer Services, Human Resources, Finance, IT, Procurement and Asset Management. Our IMS is developed based on the requirements of prominent international standards and have been successfully certified to ISO 55001:2014 (for Asset Management), OHSAS 18001:2007 (OH&S) and TISSE 2012 (Customer Services).





Before



After

## Case Study 1

# Cleaning of PSF Stormwater Line in Emirates Hills

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### Project Summary

In June 2015, Moalajah Services was awarded the task of maintaining and rehabilitating a 2.2 kilometer pipeline in Dubai. Located in close proximity to Emirates Hills, the PSF stormwater and drainage (800 millimetre) line continues to be a crucial arterial connection for the management and recirculation of water bodies in the area.

### Scope of Work

We were asked to extract and remove extremely hardened and crystallized debris that was lodged around the internal pipe lining and along the stretch of the pipeline. With a team of over 20 experts, we used over-pumping systems, conducted subsequent CCTV camera inspections and cleared all debris during the 2 year period.

*Client: Emaar*

*Term: 2015 - 2017*

*Project Title: PSF Stormwater Line Cleaning*

*Location: Emirates Hills, Dubai*





## Case Study 2

# Flow Diversion and Pipe Isolation at Dubai Canal

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### Project Summary

Moalajah Services was awarded to manage flow diversions, setup and operate over-pumping facilities during the construction of the Dubai Canal during 2016. The project, comprising of three distinct zones, is an extension of Deira Creek, linking the district of Business Bay to the Arabian gulf.

### Scope of Work

We were asked to install, operate and monitor a 1,400 millimetre pneumatic pipe plug within one of the main pipelines, to isolate flow into a section of the Dubai Canal. In addition, our team operated a large-scale flow diversion (950 liters per second, 24/7) located at a pump station close to the Dubai Canal.

*Client: Six Construct*

*Term: 2016*

*Project Title: Flow Diversion and Pipe Isolation*

*Location: Dubai Canal, Dubai*



Before



After

### Case Study 3

## Cleaning of Waste Collection Chambers in Al Wathba

### Project Summary

Moalajah Services was awarded to conduct a thorough cleaning and debris removal service within ISTP 2. The sewage treatment plant, with a capacity of over 300 thousand cubic meter, serves the need for treating the ever-growing supply of wastewater within Abu Dhabi and provides a solution via the production of treated and recycled water for irrigation.

### Scope of Work

We were asked to extract, remove and dispose of all dried and solidified waste that accumulated inside four of the W20 settling tanks at the plant. In under 70 working days, we successfully removed 1,440 cubic meters of dried waste with the help of our high tech mobile vacuum suction equipment. All extracted debris were safely transferred by Moalajah's waste transportation vehicles to a legally designated disposal site.

*Client: ISTP 2 (AUH based wastewater treatment plant)*

*Term: 2016-2017*

*Project Title: Cleaning of 4 Wastewater Collection Tanks*

*Location: ISTP 2, Al Wathba, Abu Dhabi*



## Case Study 4

# Cleaning and Removal of Waste with CCTV Surveillance in Oman

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### Project Summary

Moalajah Services was asked to clean and conduct a CCTV surveillance of Haya Water's 15 kilometre sewage network line distributed amongst five cities in Oman. Operated by the Government of the Sultanate of Oman, Haya Water contributes to protecting and maintaining the water reservoir of the country.

### Scope of Work

Using a combination of experienced and trained field experts along with our high pressure hydro-jet washing equipment, all pipelines on the 15 kilometres streak were thoroughly cleaned. In addition, Moalajah's pan-and-tilt CCTV camera unit was deployed to conduct a detailed survey to observe any defects, leaks or anomalies.

*Client: Haya Water*

*Term: 2016*

*Project Title: Cleaning and Removal of Waste with CCTV Surveillance*

*Location: Oman*



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