



# Amendis

A subsidiary of Veolia, one of the world's largest private providers of public services, Amendis has been charged with sanitizing and distributing drinking water and providing electricity in the Wilaya of Tanger and Tetouan area since 2002, serving around 1 800 000 residents. In 2010 it had a turnover of 2 000 million Moroccan dirhams and in 2006 achieved certification to ISO 9001.



**Name:** Amendis

**Country:** Morocco

**Industry:** Public services

**Number of employees:** 2 200

## What are the benefits of ISO 26000 for Amendis ?

Key benefits to date include:

- Improved water and electricity distribution networks
- Enhanced reputation and relationship with stakeholders
- Better reporting of water and electricity quality and waste management
- Improved overall business performance, based on stronger, clearer values

## How did ISO 26000 lead to these benefits ?

Following the commitment of top management to engage in social responsibility, a project team was set up representing the different departments and conducted a full gap analysis and action plan.

Stakeholders were mapped and analysed and new channels of communication were created, specific to their particular relationship. All subcontractors and suppliers were encouraged to sign a sales charter covering a number of socially responsible commitments such as respecting the environment and adhering to responsible practices (e.g. no child or forced labour, no illegal workers, no discrimination).

Amendis also put in place a crisis management plan to ensure greater responsiveness in case of problems with the drinking water network and ran consumer awareness-raising campaigns to encourage a more conservative use of water. These featured useful tools such as an SMS alert when water consumption was unusually high. Treatment stations for toxic waste were established, as were facilities enabling the re-use of waste water for irrigation purposes. Amendis also supported community initiatives to assist vulnerable populations in the area.

*“We have learned that the right business, environmental and social balance is the basis for the long-term success of our economic model. Social responsibility is a structuring process helping to create a collective company dynamic that drives us towards excellence.”*



Photo : Amendis