

campus VEOLIA

Summary of Education Events 2017

A Word of Introduction



campus VEOLIA

Dear customers,

You are opening our Summary of Education Events for the year 2017. In 2017 the Institute of Environmental Services ("the IES") commemorates the 15th anniversary of its foundation. Since the creation of the training institute, our training events have been attended by more than 124,200 students.

As you will see in the summary, our latest "production plan" for the year 2017, which offers nearly 410 training products (not including the products offered by the eCampus),, is enriched again by a number of new study programmes, courses and seminars suited to the needs of our customers. Besides standard innovation, we have also tried to come up with a wider selection of "development programmes" ("DP") organized in cooperation with reputable partners. Our Catalogue thus offers not only our standard courses, but also follow-ups to the popular study programmes focusing on human resource management, marketing communication and PR. Moreover, our offer involves development programmes dealing with financial management, water supply and wastewater collection and occupational health & safety organized in cooperation with the Charles University, the Czech Technical University CVUT and the VŠB Technical University of Ostrava respectively and drink water treatment technology in cooperation with the Institute of Chemical Technology. In addition to the top quality of all the development programmes, the participants who complete the course successfully also obtain a certificate from the competent reputable university, which creates an important added value. The undergraduate degree programmes organized in cooperation with the Moravian University of Olomouc and the follow-up master study programme with College of Business and Law also remain a priority.

The summary also includes our offer of e-learning courses. Created in 2008 and used by more than 12,000 students, the IES' e-learning portal eCampus plays an ever increasing role in our activities. For this reason, the Catalogue includes a special chapter dealing with the portal. Our offer of attractive whole flash and audio courses featuring soft skills and managerial skills and focusing on the systematic and complete development of language skills, on the training and examination of drivers - transport officers, on occupational health & safety, and on environmental issues and sustainable development includes hundreds of hours of computer science courses of the highest quality. Some of the courses are not only in the Czech, but also in the Slovak, English and French version. The eCampus is a very useful and sophisticated tool which may be used not only for selfstudy, but also for "blended learning", which is an effective combination of e-learning and classical teaching. The Builder and Tester modules allow our customers to create their own e-learning courses tailored to their needs. The portal also includes a number of useful model documents and texts for study. Detailed reports on the frequency of use of the eCampus, which are provided to human resource managers, are an integral part of the training.

Our offer does, however, not involve only the different training products. We also organise complete corporate training for some of our customers, such as the central Slovakia water supply company Stredoslovenká vodárenská prevádzková spoločnost', a. s. In addition to this, more and more customers benefit from the comprehensive outsourcing of training services, which involves not only the delivery of complete corporate training but also all the administrative work linked with the training and with the relating staff issues. These customers include e.g. Veolia Energie Czech Republic and the northern Bohemia water supply and sewerage company Severočeské vodovody a kanalizace, a. s.

The IES' training products and services can be provided not only in its training centres, which are situated in Prague 4 – Podolí, Banská Bystrica and Ostrava and feature state-of- the-art equipment, but also on its customers' premises, which may be located anywhere in the Czech Republic and Slovakia. Their quality has, since 2004, been guaranteed, inter alia, by the certified integrated management system in compliance with the ISO 9001, ISO 14001, OHSAS 18001 and ISO 50001 standards.

Please do not hesitate to contact out project managers, who are ready to inform you of the further conditions and specific dates of the individual training courses and their venues, and to give you their detailed outline. We will also be happy to tailor our training events to suit your requirements or to create a brand new product perfectly suited to the needs of your company. I recommend reading our web site www. institutes.cz, which will direct you to the IES' eCampus.

Please do not forget to read our commercial terms and conditions carefully. Choosing your training event, you may be pleasantly surprised as the prices have not increased since 2008.

We look forward to meeting you and your staff at one of our many training courses.

PhDr. Libor Machan, CSc., MSc, MBA
General Director Institute of Environmental Services

...and a Few Words about Us, or the Many Good Reasons to Choose Us



Who we are:

- The Institute of Environmental Services (hereinafter referred to as "the IES") is a centre for education and training of the French-based global corporation Veolia. The IES is a joint venture of individual Veolia divisions in the Czech Republic. It operates in the Czech Republic and Slovakia; some of its products/services/training courses are also provided in other European countries. The IES is an important part of the international network of VE training centres known as Campus Veolia.
- Education is one of VE's priorities; it is an integral part of its corporate culture and an important factor contributing to its distinction in the marketplace. The single corporate culture, high qualification and competency standards are key aspects to the functioning of the Group. Veolia has almost 180,000 employees all over the world and consistently meets the requirements and needs of its clients.
- Veolia is a global group able to provide the whole range of environmental services in the field of water cycle management and water supply and wastewater collection (in the Czech Republic and Slovakia ensured by the company Veolia Water), energy services, electricity production, heating & cooling (company Veolia Energie Czech Republic).

IES' core activities:

- Education and training (core business).
- HR services (such as the Assessment Centre / Development Centre, and employee appraisal systems).
- Technical assistance in and consulting on the implementation of the quality management system (QMS), environmental management system (EMS) and occupational health, safety management system (OHSAS) and system energy managment (EnMS).
- Publishing and editing (publication of the total of 120,000 copies of periodicals and specialized nonfiction books, production of promotional and training films.
- EU grant consulting.

Our training options:

- The current IES catalogue, which covers the IES' full range of products, lists a selection of 410 courses, seminars and training sessions, as well as long-term study programs, many of them accredited by the Ministry of Education, Youth and Sports.
- The IES offers a wide portfolio of different courses, seminars and training sessions on specialized and general topics, including a number of special types of periodic training tailored to the requirements of current laws, decrees and regulations. These can be classified as "further education" or "lifelong learning". In addition, the IES has created an integrated system of "initial" formal education, which allows students to gain new qualifications or to raise their qualification level in the field of activities of the corporation Veolia. This system includes university and secondary school study programs and vocational training organized as joint projects of the IES and reputable schools.
- The IES products offered also include access to the IES' education portal eCampus which is currently used by approximately 12,000 clients. The portal provides an ever widening variety of attractive, mostly whole flash and audio e-learning courses, some of which are already in several language versions. You can also find here courses focusing on project management and customer orientation. More information about the offer can be found on pages 15 – 22 of this Catalogue. The eCampus also provides a number of useful model documents and texts for study. It is a virtual study space allowing the use of



"blended learning", which is an effective combination of e-learning and classical teaching. Detailed reports on the frequency of use of the education portal and on your staff's achievement are an integral part of the training.

Our experience:

- Over 124,200 people have participated in thousands of courses, seminars and long-term study programs since May 1, 2002, when the IES started its activities.
- We have experience in organising both short-term training events and long-term training projects, which have been attended by thousands of participants.

Quality of our services:

- The IES provides top quality services which comply with the European standards. The quality is guaranteed, inter alia, by its certified Integrated Management System under the ISO 9001, ISO 14001, OHSAS 18001 and ISO 50001.
- The quality of the IES' services is constantly monitored. We do this by using a number of tools including the anonymous feedback questionnaires which are completed by all participants at the end of their training. According to the questionnaires, our training events in 2015 had a total average score of 4.68 on a scale of five points, 5 being the highest.

Our team:

- At the IES' Prague head office, its branches and its individual training centres, our experienced, skilled and efficient team of our core staff members coordinates, organizes and evaluates the work of the IES' teaching staff and prepares its conceptual framework and methodology.
- The IES' teaching staff is made up of approximately 200 excellent teachers, mostly managers and specialists from Veolia, experts from universities and other higher education institutions, experts from research and development institutions and specialists working for public authorities or specialized companies. The teachers are selected based on strict criteria. The IES closely cooperates with reputable Czech and foreign universities and other education institutions.

Our premises:

- The IES training centre, which is located in Prague 4 – Podolí, can seat up to 135 people. Its classrooms feature state-of-the-art equipment (computers, data projectors, whiteboards, flipcharts and Wi-Fi connection). Other 100 people can be seated in the IES' auditorium. It uses a training centre in Banská Bystrica, which has a total capacity of 40 seats. Its classrooms are equipped with modern teaching tools (computers, internet, data projectors and flipcharts). The IES Ostrava training centre also has its own training premises.
- Thanks to the top quality of its services, competitive prices, attractive premises, free parking, 24 hour security services and proximity of the Prague historical district, the IES Prague training centre is becoming an increasingly popular location for the organisation of important international events.

Some of our customers outside of the Veolia Group:

- The IES also provides training to corporations and organisations that are not part of the Veolia Group. Our customers include companies and institutions such as Linde Gas, the University of Economics, the Academy of Science of the Czech Republic, the Czech Institute of Accreditation o.p.s., the State Fund for Intervention in Agriculture, the Senate of the Parliament of the Czech Republic, several water companies outside the Veolia Water Group, and other important organizations.



Services for Corporate Clients

Offer 1
Creation of tailor-made corporate training courses

This offer includes:
- identification and analysis of the training needs of your company and staff
- a draft corporate training plan
- training design and delivery
- creation of a system for the evaluation of the effectiveness of the corporate training and of the individual training courses

Offer 2
eCampus (IES' e-learning education portal)

This offer includes:
- unrestricted access of your staff to the eCampus (the IES' e-learning education portal)
- wide variety of attractive whole flash and audio training courses focusing on soft skills and management skills
- courses of English, French and Business English consisting of the total of 1,000 course hours, series of English and French tests (1 placement test + 6 level tests under the international classification for each language)
- top two-way electronic dictionaries - English and French
- courses and exams for professional drivers – transport officers, IT courses, and courses and films focusing on occupational health and safety, environmental issues and sustainable development
- Czech, Slovak, English and French course versions
- Study environment in Czech, English, French, German, Polish, Hungarian, Bulgarian and Romanian languages
- creation of customized e-learning courses (using the Builder module) and tests (using the Tester module)
- provision of detailed reports to your HR managers

Offer 3
Comprehensive corporate education and training outsourcing services

This offer includes:
- offers 1 and 2.
- teacher / tutor hiring
- corporate training organization and administration, training delivery, and evaluation of individual training courses
- preparation of all documents and reports needed for the corporate human resource development system

Offer 4
Technical assistance in creating initial education systems and systems allowing employees to gain new qualifications or to raise their qualification level

This offer includes:
- identification and analysis of the training, qualification and transition training needs of your company (needs of employees with vocational training and with secondary and university education)
- designing a project to cover these needs based on the IES' special know-how
- arranging the relevant training accreditation

Offer 5
Services in the field of human resources

This offer includes:
- offer 1
- Assessment / Development Center services, assistance of teams of IES' psychologists
- designing a customized employee performance appraisal system
- training for appraisers, guidelines for appraisees, appraisal interviews etc.
- employee selection procedure – preparation and assessment
- staff audits

Offer 6
Publishing and editing

This offer includes:
- creating the print layout of periodicals and monographs based on clients' requirements
- issuing and distribution of electronic periodicals
- photo and video documentation
- editing
- graphic layout
- print design services
- printing
- arranging for the ISBN and statutory copies
- archiving

Offer 7
Technical assistance in the implementation of the quality and environmental management systems

This offer includes:
The implementation of the quality management system is phased in gradually using well-established procedures. Progress is reviewed and adjusted to the company's situation at every given stage.

Integrated management system implementation procedure:
- analysis of the current status
- internal auditor training
- creating the integrated management system and necessary documents
- testing the created management system
- QMS, EMS and OHSAS certification audit - level I
- a final tweak of the system, elimination of deficiencies
- integrated management system certification audit

The implementation of the integrated management system or its part leads to a greater transparency and better organization of the processes within the company. Once a company passes the verification audit, it is awarded a certificate of quality substantiating its high standards in individual management areas.

Offer 8
EU grants consulting

This offer includes:
- assistance in choosing EU programs suitable for your projects
- drafting and creation of projects
- project management and administration
- project management outsourcing
- project evaluation



- arrangement of other expert services for project preparation and implementation
- other services, such as organization of conferences and seminars on EU-funded projects and their implementation, creation of marketing strategies, marketing and promotion, etc.

Offer 9
Mobile computer laboratory

This offer includes:
- rental of a mobile computer laboratory with all projection and audiovisual equipment needed for classes
- delivery and installation of the laboratory at any place you choose in the Czech Republic
- laboratory suitable for any room or office
- laboratory featuring a portable device for Internet connection
- WiFi-equipped computers, no need for extra wiring

Offer 10
Lease of training premises

This offer includes:
- lease of training premises with state-of-the-art equipment and teaching aids
- training organization and delivery
- refreshments for participants
- writing utensils for participants (notepads, pens, pencils)



Commercial Terms and Conditions

These general commercial terms and conditions shall apply unless special contractual conditions provide otherwise.

Organization instructions

- To order a training course, it is necessary to complete a course application form which will be provided to you upon request by the competent project manager.
- The course application form can be sent by mail, fax, e-mail or, as the case may be, turned in personally to the staff of the Institute of Environmental Services (hereinafter referred to as "the IES").
- By sending in a course application, you also express consent to these Commercial Terms and Conditions. Please make sure that all information stated in your application is legible. Incomplete or late applications will be deemed invalid.

Participation in training programs

- Registration of course participants starts 30 minutes before the beginning of classes. Participants are requested not to disturb the others by late arrivals. The hour of the end of the course is only approximate (the exact hour depends on the situation, the number of questions etc.).
- Participants are obligated to respect the IES' Operating Rules, Fire Safety Regulations and Evacuation Plans, keep their mobile phones switched off, and follow the instructions of the IES staff.
- Participants may deposit their valuables in the IES' safe deposit boxes.

Changes in organization

- The IES reserves the right to change the course teacher, date, place and price or, as the case may be, to cancel the training course for organizational and operational reasons.
- Participants will be informed of all possible changes in advance in writing, by telephone or by e-mail.

Cancellation fees

- Changes and cancellations of orders by IES' clients can only be made in writing either by mail, fax or e-mail.
- Free cancellation requests can be made no later than 21 calendar days prior to the beginning of each course. Cancellations made at a later date shall be subject to contractual penalty equal to 100 per cent of the course price unless a substitute is provided.
- Companies making a cancellation involving the contractual penalty will be sent training materials for course participants after the payment of the penalty.

Information on the prices of training programs

- The payment conditions are listed in the application form or in the instructions of the competent project manager.
- Unless explicitly stated otherwise, the price of each training course includes all study materials.
- All prices are stated in Czech crowns (CZK) and in euros (€), and do not include the VAT.
- Unless explicitly stated otherwise, participants' travel expenses and board and lodging are not included in the price and are covered by participants using their travel warrants. Accommodation reservations can be made upon request. Detailed information will be provided by competent project managers.
- The prices in the catalogue apply to individual applications in the case that participants come from different companies. If participants come from the same company, it is always the price per group that applies. The price for most group events is CZK 29,200 for a group of ten or fewer participants per day unless agreed otherwise or unless extra costs are involved. This price does not cover the lease of premises outside IES' classrooms.

Invoice address:

- Institut environmentálních služeb, a. s.
  Pařížská 11, 110 00 Prague 1, Czech Republic
  Identification No.: 62954865
  Tax identification No.: CZ62954865

Correspondence address:

- Institut environmentálních služeb, a. s.
  Podolská 15, 147 00 Prague 4 – Podolí, Czech Republic
  info@institutes.cz, www.institutes.cz

Used Abbreviations

CTUP	Czech Technical University in Prague
eCampus	IES e-learning portal
IES	Institute of Environmental Services
FSS CU	Faculty of Social Sciences of Charles University in Prague
MEYS	Ministry of Education, Youth and Sports of the Czech Republic
MI	Ministry of the Interior of the Czech Republic
MCO	Moravian College of Olomouc
MH	Ministry of Health of the Czech Republic
CUP	Charles University in Prague
VŠPP	College of Business and Law
VE	Veolia Environnement
VOŠS and SŠS VM	(or CCE & SVS VM) College of Construction and Engineering Secondary Vocational School of the town of Vysoké Mýto
VŠB – TU	VŠB – Technical University of Ostrava (or MI TUO) University of Ostrava
ICT	The Institute of Chemical Technology, Prague

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The Manager's Code of Conduct
Compliance
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Training for Drivers – Transport Officers
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Security of SCADA Systems
English In Business
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Man and the World of Money
Change management 1
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Management Stories - The Boll Weevil
Management Stories - What to Follow
Management Stories - The Clapping Man
Management Stories - First Peel Your Orange
Management Stories - About the Goal
Management Stories - Dosing
Management Stories - The Donkey and the Burden
Management Stories - The Death in Teheran
Management Stories_ Shoes for the road
Management Stories_The Parable of the Talents
Management Stories_The path to the Fountain
Management Stories_The Sundial Temple
Management Stories_Who will Find the Horse?
Management Stories_ About Good and Bad Wine
Management Stories_ A Jewish Dealer and Motivation
Management Stories_ The Bedouin's Legacy
Management Stories_The Broken Windows
Management Stories_The Prisoner's Dilemma
Veolia Santé_Cancer Prevention
Veolia Santé_Rational Diet

General Courses

Innovations and Best Practices

Strategic Club
Veolia Innovation Days
Field Trips

Management Courses

Two-day Seminar for VE Managers (in cooperation with the Campus Veolia Environnement)
Four-day Seminar for VE Managers (in cooperation with the Campus Veolia Environnement)
Methods seminar on the project "Management, evaluation and motivation of the performance of the employees of Veolia Environnement Czech Republic using appraisal interviews"
Conducting an Appraisal Interview
MSc in Management Studies (in cooperation with the Brno International Business School)
Introduction to Coaching
Manager as a Coach
Time Management and Stress Management
Project Management
Certified Prince2® Foundation - Project Management
Certified Prince2® Practitioner - Project Management
Crisis Management and Change Management
Coaching, Delegation of Authority and Media Skills Training
Teambuilding for New and Existing Teams Outdoor Programs
Negotiation as a Management Skill
Motivation as a Tool of Human Capital Management
Delegation of Authority, Conducting Meetings
Emotional Intelligence
Professional Woman Manager I
Professional Woman Manager II
Crisis Communication Training
Bachelor's Degree in Economics & Management; Specialization in Business Economics & Management (Classic); Accredited by the Ministry of Education, Youth and Sports of the CR and by the Moravian College of Olomouc
Bachelor's Degree in Economics & Management; Specialization in Business Economics & Management (Classic); Accredited by the Ministry of Education, Youth and Sports of the CR and by the Moravian College of Olomouc
Essentials of Coaching (combined with e-learning)
Individual Coaching
Protection of Corporate Information
In the Jungle of Professional Relations
Effective Decision-Making and Strategic Thinking
Self-Management – New Techniques in Personal Performance management
Rules of Etiquette and Good Social Conduct in Practice with Eliška Hašková Coolidge
Rules and Principles of Vigilant Behaviour
Managerial Inspirations

Customer Services and Marketing

Customer Orientation
Call Center Employees Development Program
Training for Call-Center and Control-Center Employees

Coaching for Call-Center and Control-Center Employees – Development Program for the Participants in the Basic Courses for Call and Control Centers
Marketing in a Nutshell
Business Skills Seminar
Psychology of Sales and Sales Skills in Services
Public Relations
Dealing with Industrial Clients – Services Outsourcing and Facility Management
(in cooperation with the Campus Veolia Environnement and Veolia Environnement Industries)
Dealing with Clients in Disputes
Conflicts with Clients – Assertive Communication
Dealing with Complaints, Claims and Objections
E-Mail Communication for Call Centres and Customer Centres

Communication

Marketing Communication and PR I
Marketing Communication II
Media Training
Assertive Communication I
Assertive Communication II
Strategy and Tactics of Argumentation; Ability to Deal with Objections and the Art of Persuasion
Training in Effective Telephone Communication
Written communication under the current CSN standards
Communication with the Media
Crisis Communication with the Media
Basics of Rhetoric with Jan Přeučil I
Basics of Rhetoric with Jan Přeučil II
Communication in Difficult Situations and Leadership Skills
Writing Comprehensible Instructions, Letters, Reports, Appraisals and Handbooks
Communication Games, Activities and Principles of Effective Training and Presentation

Personal Development Courses

Teaching Skills Training
Presentation Skills
Memory Training – Type 1
Memory Training – Type 2 (extended version)
Relaxation Techniques and Healthy Lifestyle
Work-Life Balance
The Team and I (team cooperation training)
Professional Image and Style with Aneta Savarova
Game of the Life – Jeu de la Vie
Working with Information and Speed Reading Strategies I
Working with Information and Speed Reading Strategies II
Mental Hygiene and Stress Management
Teaching Methods
Brain Jogging

VE Corporate Culture, Ethics and Identity

Management Integration Seminar – V.I.P. (Veolia Induction Program)
Etiquette in Practice

Human Resources

Human Resource Management
Conducting a Recruitment Interview
Adaptation Process as a Part of Human Resource Management
Trade Unions, Collective Bargaining and the EU
Human Resources Administration
Human Resource Management I (Two-semester study program for the staff members of HR departments created in cooperation with the Faculty of Social Sciences of the Prague Charles University)
Human Resource Management II (Two-semester study program for the staff members of HR departments created in cooperation with the Faculty of Social Sciences of the Prague Charles University)
Human Resource Management III (Two-semester study program for HR staff prepared in cooperation with the Department of Social Science of the Prague Charles University)
Human Resource Management IV (Two-semester study program for HR staff prepared in cooperation with the Department of Social Science of the Prague Charles University)
Human Resource Management V

Finance and Economy

Finance for Non-Specialists Module I
Finance for Non-Specialists Module II
Finance for Non-Specialists Module III
Controlling in Practice
Financial Controlling for Non-Specialists
Financial Investments in Expansion (in cooperation with the Campus Veolia Environnement)
Financial Aspects of Contract Analysis (in cooperation with the Campus Veolia Environnement)
Presentation of Financial Statements and Closing Operations)
Financial Management

Accounting

Act Providing for the Value-Added Tax
Annual Financial Statements in Double-Entry Bookkeeping and Current Changes
Income Tax Act – Current Changes
Accounting and Tax Documents
International Financial Reporting Standards
Office Administration and Accounting Basics for Assistants

Quality

Training in the ISO 9001 Standards for Internal Auditors
Training in the ISO 14001 Standards for Internal Auditors
Training in OHSAS 18001 for Internal Auditors
Internal Auditor of the Integrated Management System
Integrated Management System
Safety Management System OHSAS

Environment

Environment Academy; Accredited by the Ministry of Education, Youth and Sports of the CR
Risk and Loss Management and Safety Management
Duties of Producers of Waste under the Legislation and in Practice

Law
Amendments to the Labor Code
Commercial Code – Law of Obligations
Liability for Damage – Damages in Employment Law

Occupational Health and Safety
Occupational health and safety and the Current Legislation
First Aid Training I
First Aid Training II
Compulsory Occupational Health and Safety Training for Managers
Occupational Health and Safety Academy
Communication and Information Infrastructure Security

Logistics
Warehouse Logistics
Logistics – Selected Chapters of Stock Management

Computer Training Courses
Computer Basics – MS Windows
Text Editor – MS Word
Spreadsheet Processor – MS Excel I
Spreadsheet Processor – MS Excel II
Computer Presentation Program MS PowerPoint
Information Network Tools – MS Outlook and Internet Explorer
Individual Computer Course – MS Word, MS Excel, MS Outlook
MS Word II – for intermediate
MS Access – Data Analysis, Databases
Spreadsheet Processor – MS Excel III
Excel macros
Safety of Communication and Information Infrastructure
BEginning with Google Apps
Google Apps – Advanced Training
Google – Presentation basics
Google Apps for HR
Tume management with Google Apps

Language Courses
Group Language Courses – English, French, German, Russian, Czech for foreigners
Individual Language Courses – English, French, German, Russian, Czech for foreigners
Intensive Language Program: English
Intensive Language Program: French
Intensive Language Program: Russian "A"
Intensive Language Program: Russian "B"
Presentation Skills in English
Intensive Business English
English Pathways plus One-to-One – General English
Language Course at Bell International, Cambridge
Business English at the Bell International Institute, London
Le Français des Affaires in the Centre International d´Antibes
La Première Session du Français
Canning - International Presentation Skills Training
Canning – Business English
Canning – Writing Skills in English – Writing Clearly and Powerfully
Canning – Talking Convincingly to the Media
Canning – English for HR Professionals
Individual Language Courses – English, French, German and Russian through SKYPE
Business English Skills
Kick-Off English – Three-Day Intensive Course for Complete Beginners
French Business Correspondence I – Two-Day Intensive Course for Intermediate Students
French Business Correspondence II – Two-Day Intensive Course for Intermediate Students
A Taste of French – Five-Day More-Than-Just-Language Tasting for Lower and Upper Intermediate Students

Training Required by Law
Training and Examination of Drivers of All Types of Vehicles
Periodic Training and Examination for Flame and Electric Arc Welders
Training for Electricians
Manipulation with Fixed Pressure Vessels
Gas Fitter (in cooperation with the company WELDING PRAHA s.r.o.)
Offer of Other Training Required by Law

Maintenance
Maintenance Manager (in cooperation with the Czech Maintenance Society)
Maintenance Foreman
Maintenance Management for Operation and Maintenance Section Managers

EU Grants
Specialist for EU-funded Projects; Accredited by the Ministry of Education, Youth and Sports of the CR

General Technical Courses
Power Line Technician Training Program (in cooperation with the Construction Apprenticeship Training Center of Prostějov and with the Polytechnic Secondary School of Olomouc)

Business Line Water
School for Foremen (Water Distribution and Sewer Collections System Technician); Accredited by the Ministry of Education, Youth and Sports of the CR
School for Operators (Water Distribution and Wastewater Collection System Operator); Accredited by the Ministry of Education, Youth and Sports of the CR
School for Supervisors (Water Distribution and Wastewater Collection System Supervisor); Accredited by the Ministry of Education, Youth and Sports of the CR
Water Distribution and Wastewater Collection System Operator (Training Program in Compliance with Act No. 274/2001 Sb.); Accredited by the Department of Education,
Youth and Sports of the CR and by the College of Construction Engineering and the Secondary Vocational School of the town of Vysoké Mýto
Water Management in the Czech Republic and in the EU
Hydrobiology for Engineers I (in cooperation with the Czech University of Technology ČVÚT and with the Prague University of Chemistry and Technology VŠCHT)

Hydrobiology for Engineers II – Module A – Water Industry and Water Courses (in cooperation with the Czech University of Technology ČVÚT, the Prague University of Chemistry and Technology VŠCHT, and Veolia Water)
Hydrobiology for Engineers II – Module B – Wastewater Treatment Plants, Sludge and Waste (in cooperation with experts from the Czech University of Technology ČVÚT, the Prague University of Chemistry and Technology VŠCHT, and Veolia Water)
Vocational Training – Fulltime Study; Water Distribution and Wastewater Collection System Utility Fitter and Water Facilities Operator; Accredited by the Ministry of Education, Youth and Sports of the CR and by the College of Construction Engineering and the Secondary Vocational School of the town of Vysoké Mýto
Bachelor's Degree in Economics & Management | Major in Business Economics & Management; Specialized in Economics & Management for Water Distribution and Wastewater Collection Systems; Accredited by the Ministry of Education, Youth and Sports of the CR and by the Moravian College of Olomouc
Vocational Training – Combined Study Program; Water Distribution and Wastewater Collection System Utility Fitter and Water Facilities Operator; Accredited by the Ministry of Education, Youth and Sports of the CR and by the College of Construction Engineering and the Secondary Vocational School of the town of Vysoké Mýto
Technical Inspection Academy

Technical courses

Water Loss Reduction
Planking and Strutting for Foremen
Planking and Strutting for Masters
Measuring Temperature, Pressure and Pressure Differences; Processing, Recording and Analyzing Readings
Level Measurement in Tanks; Non-Contact Flow Rate Measurement; Open Channel Flow Measurement
Plastics Welding – Pre-Training (in cooperation with UNO Praha s.r.o.)
Plastics Welding – Basic Course (in cooperation with UNO Praha s.r.o.)
Plastics Welding – European Plastics Welder (EPW) (in cooperation with UNO Praha s.r.o.)
Plastics Welding under TNV 755516 and 755517 in accordance with European Standard ČSN EN 13 067 (in cooperation with WELDING PRAHA s.r.o.)
Plastics Welding under TNV 755516 and 755517 in accordance with European Standard ČSN EN 13 067 (in cooperation with WELDING PRAHA s.r.o.)
Plastics Welding under TNV 755516 and 755517 in accordance with European Standard ČSN EN 13 067 (in cooperation with WELDING PRAHA s.r.o.)
Welding and Fitting Specialist for Water Distribution and Sewer Collections Systems under Current Technical Standards TNV 75 5517, TNV 75 5518 and TNV 75 5520 in accordance with European Standard ČSN EN 13 067 (in cooperation with WELDING PRAHA s.r.o.)
Senior Welder – Plastics Welder Specializing in Piping Systems under Current Technical Standards TNV 75 5517, TNV 75 5518 and TNV 75 5520 in accordance with European Standard ČSN EN 13 067 (in cooperation with WELDING PRAHA s.r.o.)
Residential Water Meter Repair to Fit OD 40 (in cooperation with the Czech Institute of Metrology)
Metrology in the Czech Republic and in the EU (in cooperation with the Czech Institute of Metrology)
Hydro-Mechanical Sewer Cleaning
Water Leak Detection
Minimum Hygienic Requirements
Training for Water Meter Readers and Inspectors and for Piping Technicians
Underground Work; Work at Height Using Suspended Access Equipment
Welding Specialist for Plastic Water Pipes and Sewer Pipes (in cooperation with the company WELDING PRAHA s.r.o.)
Adding Chlorine and New 2008 Chlorine Vessels
Calibration and Verification of Hydraulic Sewerage Network Models
Technical minimum
Line Structures

Law

Public Procurements
Act No. 274/2001 Sb., the Water Distribution and Sewage Collection Act as Amended
Act No. 254/2001 Sb., the Water Act as Amended
Administrative Procedure Code
New Building Act
Legal Essentials for Water Meter Readers and Inspectors and for Piping Technicians
Introductory Technical Training

Business Line Energy

Long Term Study Programmes

Water Treatment in the Energy Industry
Maintenance Manager in Energy Services (in cooperation with the Czech Maintenance Society)
Training and Development Program for Energy Sales Representatives
Energetic Machines

Law

Public Procurements and the Energy Sector

Customer services and marketing

Psychology of Sales and Sales Skills for Dalkia Employees
Media Training for Energy Services Staff
The Art of Communication with the Media in Energy Services
Training in Effective Telephone Communication in Energy Services
Presentation Skills with a Focus on Energy Services
Purchasing Negotiation Skills in Energy Services
Minimum Teaching Requirements for Power Engineering Technical Training Instructors

Technical courses

Operation and Maintenance of Technical Building Equipment
Management Skills for Foremen Working in the Energy Industry

Finance and Economy

Finance for Non-Finance Managers in the Energy Industry I
Finance for Non-Finance Managers in the Energy Industry II
Finance for Non-Finance Managers in the Energy Industry III
Finance for Top Managers
Value-Added Tax in a Power Supply Company
Czech Standards and IFRS in a power supply company

Veolia Slovakia

Drivers of Vehicles of Up To 3.5 Tons
Drivers of Vehicles of Above 3.5 Tons
Intensive Course to Obtain the Basic Qualification (140 hours)
Regular Differential Training to Obtain the Basic Qualification (70 hours)
Regular Training for Drivers (35 hours)
Psychological Examination of ADR Drivers
Psychological Examination of Drivers of Vehicles of Above 3.5 Tons
Carriage of Dangerous Substances (in lower-than-the-limit amounts)
Engine-Powered Forklift Truck Operator
Scaffolder
Work at Height Using Suspended Access Equipment
Crane Slinger
Operator of Ground-Controlled Lifting Equipment of Up to 5 Tons
Operator of Radio/Long-Distance-Controlled Lifting Equipment of Up to 5 Tons
Truck Mounted Lifting Platform Operator
Car Jack Operator
Manhole Hook Operator
Backhoe Loader and Hook Container Operator
Operator of Hydraulic Arms of Up To and Above 5 Tons
Operator of Cranes of Above 5 Tons (A1, A2, A3)
Mobile Jib Crane
Mobile Working Platform Operator
Fixed Pressure Vessels Operator
Boiler Attendant – Class V (Operation of Boilers of Above 100 kW)
Boiler Attendant – Class VI (Operation of Boilers of Up To 100 kW)
Construction Machine Operator (Bucket Wheel Excavators)
Construction Machine Operator (Crawler Excavators)
Construction Machine Operator (Bucket Wheel Loading and Unloading Machines)
Construction Machine Operator (Crawler Loading and Unloading Machines)
Construction Machine Operator (Truck Mixers)
Electro Technician – Ss. 21, 22 and 23
Registered inspector of Electrical Installations under S. 24 - Basic Professional Qualifications
Silos Operator
Respiratory and Resuscitation Equipment
Operation of Chlorination Plants (Gas Chlorine and Liquid Chlorine)
Operation of Gas Equipment – Natural Gas
Operation of Gas Regulating Stations
Operation of Gas Equipment – Gas Appliances, Distribution and Control
Pressure Vessels Serving for Gas Transportation and Their Handing
Manual Chain Saws and Bush Cutters (Group 10.2 – Timber Harvesting)
Manual Chain Saws and Bush Cutters (Group 10.3 – Other Activity)
Production and Storage of Biogas, Distribution and Consumption of Natural Gas and Propane-Butane – Basic Course
Production and Storage of Biogas, Distribution and Consumption of Natural Gas and Propane-Butane – Repeated Course
Production and Storage of Biogas, Distribution and Consumption of Natural Gas and Propane-Butane – Special Training
Epidemiologically Significant Activities (Operation of Water Installations)
Epidemiologically Significant Activities (the Hotel Industry)
Professional Qualification to Work with Highly Poisonous Substances
Sheet Metal Welder ZG1, ZG2, ZE1, DR1, ZT1, DG2
Sheet Metal Welder ZM1 – CO2
Sheet Metal Welder – Official EU Exam under STN EN 287
Plastics Welder M2
Plastics Welder M3
Plastics Welder M4

Compulsory Training

Occupational Health and Safety – OHS
Fire Protection – FP
Basic and Further Professional Training for Fire Protection Technicians
Occupational Health and Safety Officer – Special Training

Professional Qualification Training

Training for Members of Economic and Accounting Departments
Protection of Personal Information
An Overview of the Training Required for Individual Professions

General Qualification Training

MS Windows - Computer Basics
MS Power Point – Presentation Program
MS Word II – Text Editor
MS Excel II – Table Editor
MS Outlook and Internet Explorer - Information Network Tools
MS Office 2007 - Computer Basics
First Aid Training
Professional Female Manager
Assertiveness and Communication Skill Communication for Cashiers s in the Contact with the Media
Written and E-mail Communication

Other Training

Conferences. Seminars, Study Stays
Lease of a Training Room

Language Courses and Training

English Language – Individual and Group Courses
French Language – Individual and Group Courses

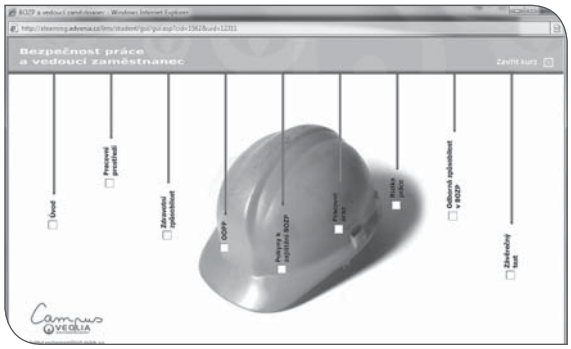
campus VEOLIA

eCampus



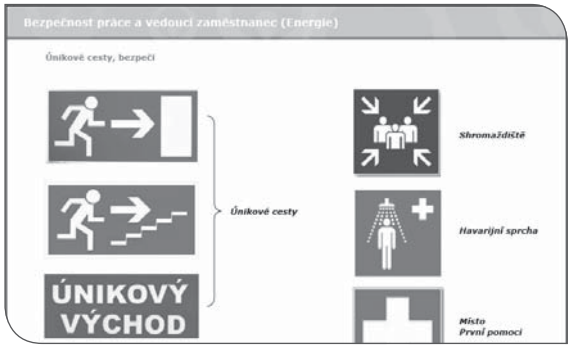
Occupational Safety and Health – Selected Chapters

The course entitled "Occupational Safety and Health – Selected Chapters" is not a standard e-learning course. In fact, it is a series of short films which demonstrate selected topics from the area of occupational safety and health. The different chapters deal, for example, with noise protection, load handling, work and dealing with chemicals, and use of electrical equipment and appliances. The course is concluded with a revision test.



Occupational Safety and Executive Employees

The course entitled "Occupational Safety and Executive Employees" is intended for all Veolia Water executives. Created by Stanislav HOUDEK, a certified occupational health and safety auditor, it follows the requirements of OHSAS 18001. The design and presentation can be attributed to the company Advenia.
Course content: Introduction | Work environment | Medical fitness | Personal protective equipment | Occupational health and safety guidelines | Industrial accidents | Work-related risks | Occupational health and safety – professional qualification.
The course covers all the necessary legislation and quotations from standards, regulations and laws. After the completion of all chapters, each student receives a customized version of a test (the program generates a random set of questions from the total of all the questions covering the subject). Students may prepare for the final test during the course by going through interactive quizzes and watching film passages which are part of each chapter.



OSH and manager (Energy)

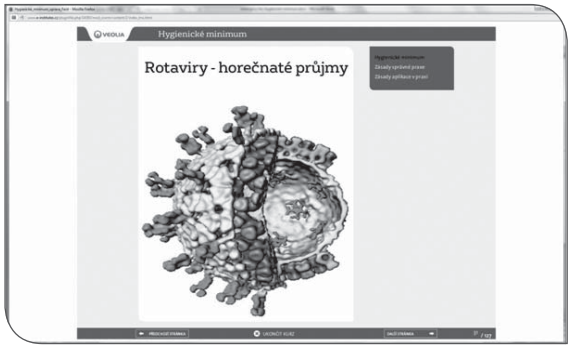
Similarly to the course of OSH and Manager (Water) there is also a course with the same subject in the eCampus, which is focused on managers in the field of Energy. In terms of the subject it is divided to the following chapters:
1. Labour Code
2. Risks
3. Accident at work
4. Working in heights
5. Chemical substances

The last chapter is the "Final test", which will only open after passing all chapters of the course. If the employee passes the final test successfully, he obtains the certificate with the information on the study results (%).



Always safe

The e-learning course named Always safe reflects internal needs and priorities of the Veolia group. In the eCampus you will find it in the OHS category, section "e-learning courses".
The course educates employees regarding the group policy in the field of OHS including the most important principles and instructions in this field.
The content of the course is complemented with the number of references to internal publications published by IES on the occasion of the global event called "The OHS week" in September 2015. The format of user friendly pocket folding picture book especially refers to the "Always safe rules" of the company management and all employees.
From the methodical point of view the course contains charts and it is completed with a certificate.



Minimum Hygienic Requirements

An extensive e-learning course called Minimum hygienic requirements responds to current needs of the Veolia group to increase the emphasis laid on hygienic aspects, namely in waterworks operations. The course is divided to the theoretical and practical part and the third big chapter contains basic principles of the proper practice at the construction and repairs of the water-supply network in terms of the prevention of the microbiological water contamination.
The course is intended to all employees, who at their work come into contact with the potable water as well as to laymen interested in the issue.
The course methodology is based on the ongoing testing and the output certificate with the information on the study result (%).



Training on Professional Qualification in Electrical Engineering § 3

The e-learning course "Training on Professional Qualification in Electrical Engineering § 3" refers especially to the Decree of the Czech Office of the Occupational Safety (ČÚBP), no. 50/1978 Coll., which stipulates levels of professional competence of staff operating electrical devices or working with them.
The course is practically complemented with an illustrative description of safety requirements, guidance on first aid in case of electrical shock and a separate chapter is devoted to control and inspection of electrical appliances.
The course is finished with a final test which requires 100% success rate. If passing the final test, an employee is awarded a certificate.



Induction Training

The course entitled "Induction Training" is designed as a set of essential introductory information which should be known to every employee taking up a job with the Veolia Group and help him to find his way in its structure, whether in the Czech Republic or worldwide. The "Induction Training" is arranged into a hierarchy of chapters. The opening chapter introduces the Veolia Environnement Group in the world and focuses namely on its history, main fields of operation and the distribution of its activities on the different continents. The second part deals with the Group's operations on the territory of the Czech Republic. Looking at a map, we can see the strong position of its four divisions. This is confirmed by graphic charts including key figures. The subsequent course chapters deal with the individual divisions and subsidiaries.
"Induction Training" is an informative course. Besides texts, it also includes statistical overviews, charts, maps, film passages and interactive quizzes. At the end of the course, students receive a confirmation of completion, which is not conditioned by the successful completion of any test.



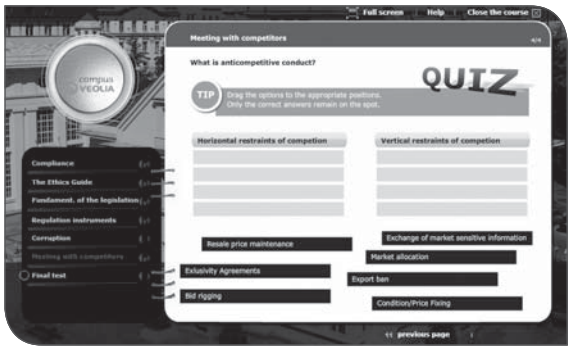
Ethical Code

The Ethical Code is an e-learning course dealing with an internal document of Veolia Group, which has been created as "... a guideline for the everyday conduct of all employees of the Group at all levels and in all countries". Besides its Czech version, you can find the course on the eCampus (the IES' training portal) also in English, Slovak and Hungarian. The course deals with terms such as **corporate values** – responsibility, solidarity, respect, innovation and customer orientation, **corporate rules of conduct** – compliance with legal regulations, fight against corruption, prevention of conflict of interest, ethics in the area of finance and accounting, confidentiality and security, and also **measures and procedures** adopted by the company in respect of its employees and customers.
The course ending gives an overview of the basic organisation units which can be addressed by any employee of the company in the case of a suspicion of a breach of the rules of the Ethical Code. As to the method, the course is supplemented with brief quizzes. The complete contents of the Ethical Code booklet can also be found on the eCampus in the form of a pdf document.



The Manager‘s Code of Conduct

Just like the Ethical Code,the Manager‘s Code of Conduct is an e-learning course based on an internal document of Veolia Group. Historically, it is the first Veolia document that specifies common standards for the conduct of Group managers regardless of their position or place of operation. The goal is to achieve a greater internal coherence and a greater degree of vigor and vitality under the frequently changing market conditions.
The managers‘role and conduct are described in a greater detail in correlation with the individual corporate values chosen by Veolia as the pillars supporting its corporate culture, i.e., responsibility, innovation, respect, solidarity and customer orientation. As to the method used, the course is accompanied with short quizzes. You can find it on the eCampus (the IES’ training portal) in Czech and in English.
You can also find here the complete contents of the internal booklet Manager‘s Code of Conduct in the form of a pdf document.



Compliance

“Compliance“ is another e-learning course reflecting the internal needs of Veolia Group. You will find the course on the eCampus diversified for the following locations: the Czech Republic, Bulgaria, Poland, Rumania, Hungary and Slovakia.
What is “compliance“? The term summarizes the existing and functioning requirements, in particular those regarding the observance of all legal and internal regulations. What is important is respecting ethical conduct, zero corruption, zero discrimination and zero anti-competition agreements.
The course refers to the fundamental compliance-related regulations of the Group. These include the Ethical Code_2014, the Guide to the management and prevention of criminal liability, the company’s internal directives and, in particular, the summary of 18 key procedures. The summary of 18 key procedures can be accessed from the course by clicking on a link leading to their individual language versions. The English and French versions have an interesting flipbook format.
Regarding the method, the course is supplemented with sectional quizzes and closed with a final test.



Appraisal Interviews

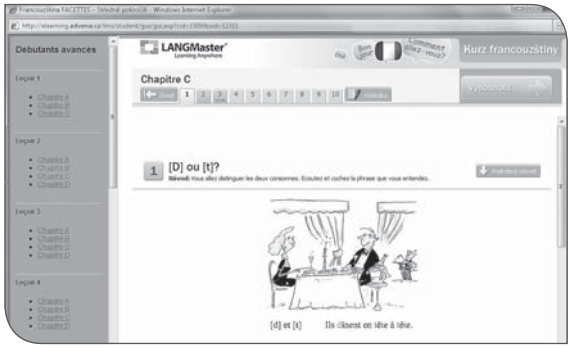
Staff appraisal and performance management are among the basic HR tools that help managers to achieve the strategic goals of their company. The e-learning course entitled “Appraisal Interviews” on the IES portal represents the first part of a course which should help employees to go through the appraisal process successfully and provides them with basic information focusing especially on the following subjects:
- Preparation of an appraisal interview – appraiser and appraisee guidelines;
- Conducting an appraisal interview – rules and principles to follow;
- Appraisal interview – frequent mistakes. The course is available in Czech and in Slovak.



General English

The 24/7 English is an e-learning courseware by LANGMaster consisting of a total of 450 course hours which is based on the series of course books Language In Use published by the British publishing house Cambridge University Press. The course covers several years of study - from total beginners to advanced students (the A1 – B2 levels according to the European reference framework).

The course can be taken by all employees registered on our portal who are interested in the English language or in the Anglo-American culture.



General French

The FACETTES general French is an e-learning courseware by LANGMaster consisting of 170 course hours. The course is divided into 3 language levels: beginner, intermediate and advanced. It is based on the series of French course books FACETTES which explain grammar in a modern way and include exercises allowing to practice the right pronunciation and the acquired knowledge in an active way. The course can be taken by all employees registered on our portal who are interested in the French language or culture.



Conflicts Solving

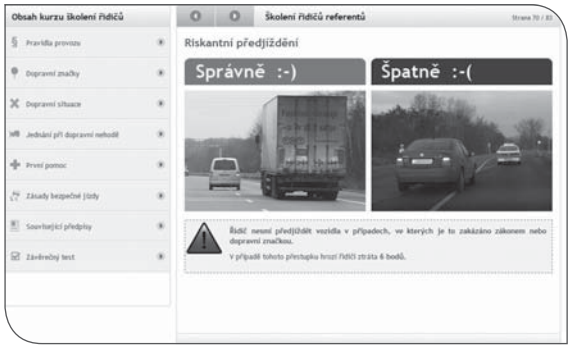
The course about methods and ways of solving conflict situations in both work and private environment is another of managerial topics that are frequently searched for. The course deals, among others, with such topics as conflicts solving, manipulation strategy, constructive acting and often discussed assertiveness, which aims to understand the partner in communication, understand his/her opinions, attitudes, needs and to respect them.



SMART – Goals Setting

The course deals with the topic of goals setting and defines interconnections of this process in a well-functioning environment. The right method of goals setting relates to the principles of quality management system and must always take into account the employees' personality types, their abilities and expert knowledge. An integral part of the entire process is also motivation and feedback from the employees.

Although this is a classic topic from the soft-skills package, the course addresses it in an interesting and relaxed way.



Training for Drivers – Transport Officers

This online training for drivers – transport officers is a user-friendly and attractive course including a final test which fully substitutes for the regular training of drivers – transport officers on the whole territory of the Czech Republic. The course also allows printing out a course completion certificate. The easy access to this type of training will contribute to the improvement of the safety of Veolia Environnement employees on their business and personal trips and to road safety in general.



Language Tests

The "Language Tests" are an independent part of the IES training portal intended for the employees of the Dalkia and Veolia Water divisions. Once or twice a year, they can check their language skills using the i-Tester system. The tests are suited to all levels of advancement based on the European framework (A1 – C1). The language tests are taken by hundreds of students every year.



Introduction to Cyber Crime

An illustrative e-learning "Introduction to Cyber Crime" highlights the most common types of groups and interests of cyber criminals. Basically, the course analyses the following groups:

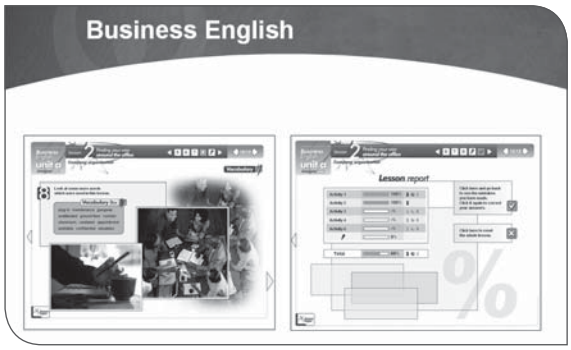
- Informants,
- Thieves (or Phishing),
- Hacktivists (hacking websites, misusing company's brand and logo),
- Spies (looking for especially research and development, financial data, strategic and customer data).

E-learning course is prepared in a form of a video/movie and displays specific cases, examples and references to potential harm of the VEOLIA Company and its brand. In conclusion, the course authors call for significant prudence and caution when dealing with suspicious e-mails, messages, social networks, etc.



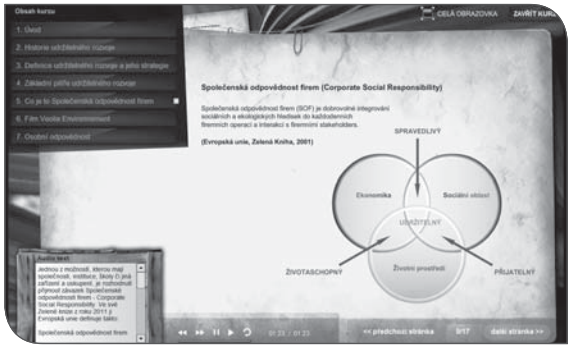
Security of SCADA Systems

An illustrative e-learning "SCADA systems security" is another course based solely on the Veolia Group internal materials. From the perspective of content, it is related to the topic of the SCADA industrial systems. "SCADA" is an abbreviation for system of dispatching management and data collection in industrial environments.



Business English

This interactive business English course of the latest generation is intended namely for intermediate students who need to use English at work, in business communication or in business-related situations and areas, such as marketing, management, finance, promotion and administration. The course is based on "Business Targets", which is a course created by Simon Greenall known all over the world as an author of English course books, and which was published by Macmillan Heinemann ELT in Oxford. It contains hundreds of interactive exercises, recordings, extended explanations of grammar, pictures, illustrations, perfect videos, animations, simulations, language games and many advanced tools helping to effectively develop business language skills, such as the student's own curriculum and course editor, an advanced system of speech recognition and pronunciation practice, and an effective system to check one's progress. LANGMaster Business English provides material which is highly interesting to anyone wishing to improve his language skills in real business situations. The course also includes vocabulary which is used in modern types of communication such communication by mobile telephone, e-mail and the internet.



Sustainable Development

Sustainable development is a very topical, frequently discussed subject. Our e-learning course explains the meaning of the term and its history, and also deals with corporate social responsibility. In the end, it provides various tips for the protection of the environment and thus for the maintenance of sustainable development, which can be used by anyone who wants to help. The “environmental” or “carbon” footprint is another term which is mentioned, and the course explains how it can be measured. The course is complemented by a film and by interactive quizzes.



Man and the World of Money

“Man and the World of Money” is another one in the series of special-interest e-learning courses offered by the IES training portal. The general topic of financial literacy is narrowed down to family finance and its control. The course is designed in particular for the employees who deal with their financial situation without looking into the future and thus risk making rash decisions which may have negative consequences. A family budget calculator which has been designed as a user-friendly tool allowing planning financial flows in the family is the most interesting course feature.



Change management 1

The first part of the Change Management course presents the change and its main prerequisites and methods. By mapping changes, you become familiar with the different types of changes, and learn how to distinguish between the strategie and the operative approach and how to manage and promote changes in relation to others. The course focuses in particular on the proactive approach to changes.
The Virtual commentary by Ondřej Novák who leads you through the course is a special feature of the course.



Change management 2

The second part of the Change Management course presents the techniques for change implementation, management and promotion. You become familiar with the types of people‘s reactions to changes and the ways to deal with them, and learn what to do in the case that a change is not welcome. Finally, you learn how to make a change sustainable, so that it would become a permanent part of your corporate practice.



Management Stories - The Boll Weevil

Using the story of a beetle which infested the American South at the beginning ofthe 20“ century causing great losses to local farmers, the author of the course explains the proactive change moment, self-reflection and the „most precious failure“ principle. It is up to you whether you perceive your bolf weevil as an opportunity or as a tragedy.



Management Stories - What to Follow

„What to Follow“ is the story of a father and a son who ride a donkey and react to the subjective reactions of other people. Everyone should know himself what is important and right and be able to choose his own way to achieve his goals. Using this story, the authors of the course explain and compare the role of a manager and the role of a leader.



Management Stories - The Clapping Man

Using the short story of a man who clapped his hands every ten minutes to drive a way elephants, the author draws the attention to the repeating of pointless activities in businesses. Once you stop doing them, you find out nothing really happens.



Management Stories - First Peel Your Orange

The story of a camel that was standing on the side and was practically not worth mentioning. On the other hand,... „the story would not have begun without it“. - A short reflection which illustrates the top managers‘ ability to delegate powers.



Management Stories - About the Goal

„Management is like shooting at a moving target.“ This is the ending of the story that talks about goals and means to achieve them and explains that obtaining good results is sometimes mistaken for achieving goals.



Management Stories - Dosing

Good management is also based on the ability to provide information to others in reasonable doses, so that everyone can find their own space to work. „Managers who cannot dose themselves cause flatulence.“



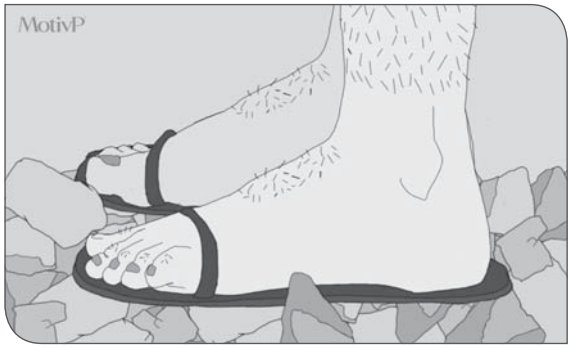
Management Stories - The Donkey and the Burden

Using the example of a dumb donkey which tries to make its way to a goal easier, the story explains that you need to distinguish between what is easy and what is difficult. To reach a lasting goal, it is always necessary to make an effort.



Management Stories - The Death in Teheran

„When faced with a threat, act according to your plan.“ Good management involves understanding the broad context, keeping a dispassionate point of view and prudent decision-making. A good manager stays faithful to himself and to his plans.



Management Stories_ Shoes for the road

A mighty king kept complaining about stony roads just like about mountainous sand so he ordered to cover the whole kingdom with cowhide.

"What if you only had two little pads cut out from the leather to protect your feet?" the clown laughed.

The key idea of change management is that you cannot change the whole world at once. Any real change is internal; it stems from our mind and from our inner attitudes.



Management Stories_The Parable of the Talents

The parable is one of the stories about management and leadership. It relies on basic management-related facts and works with terms such as loyalty, the differentiation principle and equal opportunities.

The king judged his servants in a fair way: He rewarded those who were efficient and loyal, and he took away even the little that they had from those who were bad. He expelled those who were unfaithful and perfidious.



Management Stories_The path to the Fountain

"The Path to the Fountain" is a story from the book The Little Prince by A. de Saint-Exupéry. It is the story of a dealer who sells pills allowing quenching thirst and thus saving up to 53 minutes per week.

From a manager's perspective, numbers are important; however, preferences are more important than numbers. If preferences mostly reflect managers' values, they can serve as suitable guidelines in many situations. Each one of us needs to have time for oneself.



Management Stories_The Sundial Temple

A monarch brought a sundial from his travels and gave it to all his people to use. This changed the life of his subjects – he started to plan his activities and they became more punctual and efficient. What happened when the monarch deceased?

The people lost their guide and the time-giving impulse. The kingdom became poorer and poorer. From a manager's perspective, the monarch forgot to build self-confidence and internal values in his people. Imitating external models does not lead to long-term achievements.



Management Stories_Who will Find the Horse?

"Who will find the horse?" is one of the tales about empathy which is, in this case, impersonated by a cook. He is able to find the king's favourite horse in a few hours despite the fact that all councillors and noblemen failed to do so after long debates and quests.

The noblemen and councillors judged the situation from their own perspective, whereas a cook has to think about the taste of the others. The author associates empathy with the ability to listen to others, which helps managers avoid useless mistakes.



Management Stories_ About Good and Bad Wine

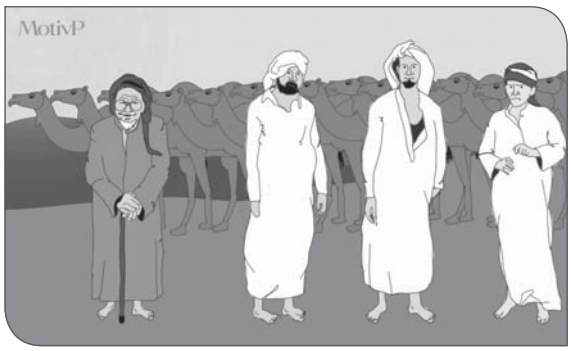
The message of the story about wine consists in the acceptance of both success and failure, which is both the responsibility of a manager. Taking responsibility for something bad does not mean looking for someone to blame; it means looking for a solution. The responsibility for good things, on the other hand, must be accepted with humbleness and thanks for the job done; it is always possible to say aloud that "our wine has turned out well".



Management Stories_ A Jewish Dealer and Motivation

The story of the fanatical Hitler youth chanting outside the store of a clever Jew is a story showing that even those who are helpless can manage those who are powerful as long as they manage to take over control and have moral superiority.

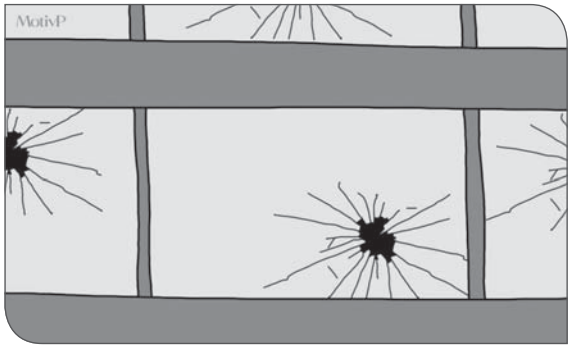
The Jew cleverly remunerated the youth for their performance and asked them to come and chant outside his store again the following day. The boys eventually chilled out. They were no longer in control of the situation and their internal motivation quickly turned into external motivation.



Management Stories_ The Bedouin's Legacy

How can you divide 17 camels and obey the wish of an old father if he left one half of the camels to his oldest son, one third of the camels to his middle son and one ninth of the camels to the youngest son?

There is a solution to every situation and every problem. If the proposed solutions repeatedly fail, it is necessary to come up with a new idea exceeding the original framework. "There is always an eighteenth camel."



Management Stories_The Broken Windows

The famous story of "the broken windows" set in New York in the 1980s shows the ideal ability of managers to deal with minor and petty offences to prevent more complicated unsolvable situations.

A manager is the one who sees a broken window as one of the first ones and deals with the situation in time.



Management Stories_The Prisoner's Dilemma

The story called "The Prisoner's Dilemma" describes the factors determining the decision-making of two prisoners suspect of a robbery but without enough evidence to bring the case to court.

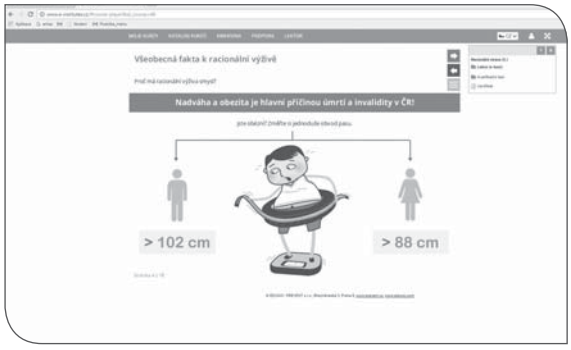
From a corporate and manager's perspective, it is in particular a story of trust, which is not only a social and psychological, but also an economic category.



Veolia Santé_Cancer Prevention

The course "Cancer Prevention" was created as a first course from the Veolia Group project focusing on active health prevention of employees and their relatives. In the initial chapters the course deals with more general aspects of primary and secondary prevention, afterwards it focuses on prevention of the most frequent types of cancer – colon cancer, breast cancer, cervical and prostate cancer.

The content is complemented by various types of recommendations and advices in a form of charts, tables, statistical data and everything is processed in a fun and interactive way.



Veolia Santé_Rational Diet

The "Rational Diet" course, with subtitle "A Journey to Healthy Lifestyle – with Joy and Peace", was created as a second educational product within the Veolia Santé project of the Veolia Group. The content of the course, which is finished by a certificate, aims to inspire and motivate us to tiny changes in our lifestyle, especially with regard to diet. Small and gradual changes can contribute to improvement of our lives' quality in general.

The course is equipped with graphics of high quality, a student is guided to open also additional content windows and overviews, and the course in general has very interactive feel.

campus VEOLIA



- **The centre for education and training of the French-based global corporation Veolia Environnement (a world leader in the field of environmental services with more than 179,000 employees all over the world).**
  - Almost 124,200 satisfied customers
  - Certified Integrated Management System in compliance with the ISO 9001, ISO 14001, OHSAS 18001 and ISO 50001 standards
  - Current offer of nearly 410 study programmes, courses, training and seminars, university and secondary school study programs and vocational training, accreditation by the Department of Education, Youth and Sports of the Czech Republic
  - eCampus (the IES' e-learning education portal) with more than 12,000 users offering a variety of attractive, whole flash and audio e-learning courses in several language versions and hundreds of course hours
  - 200 excellent teachers, and modern training centres featuring state-of-the-art equipment with a number of classrooms
  - Training centres in Prague, Ostrava and Bánská Bystrica, with a representative in Teplice and Bratislava
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- **Technical assistance in and consulting on the implementation of the quality management system (QMS), environmental management system (EMS) and occupational health and safety management system (OHSAS)**
- **Publishing and editing**
- **EU grants consulting**

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