



Summary of Education Events 2021

A Word of Introduction



Dear customers,

You are opening our latest Catalogue of Training Events. And you have surely noticed an essential change: Taking the example of its long-standing English version, the Catalogue is now more concise. Apart from the general information and the relatively detailed offer of e-learning courses, it no longer contains the individual detailed catalogue sheets of training events; rather, it only contains their list in the relevant chapter as well as contact details allowing to reach the responsible project manager. In case of interest, the project manager is ready to immediately send you the current detailed catalogue sheet and provide you with other relevant information.

In 2021 the Institute of Environmental Services ("the IES") commemorates the 19th anniversary of its foundation. Since the creation of the IES, its training events have been attended by hundreds of thousands of students both online and on-site. An important novelty in its offer is that the on-site courses may, where necessary and according to circumstances, be replaced with fully-fledged webinars.

Thanks to its digital tool, the eCampus e-learning portal, in the time of the Covid 19 pandemic, the IES immediately transferred its training activities online providing new e-learning courses and fully-fledged webinars. The eCampus is not only a highly useful and sophisticated tool of self-study using e-learning and webinars, but its libraries also include a number of useful model documents and texts for study. Detailed reports on the use of the eCampus, which are provided to human resource managers or, as the case may be, its automatic connection with clients' HR systems also form an integral part of the service.

We also organize almost complete corporate training for some of our customers, such as the Central Slovakia water supply

company Stredoslovenská vodárenská prevádzková spoločnosť, a. s., and Veolia Energia Slovakia. 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 work linked with the training and with the relating staff issues. These customers include e.g. Veolia Energie Czech Republic. The IES is also authorised to verify and recognize the results of further education granted by the Ministry of Agriculture, the Ministry of Industry and Trade, and the Ministry of the Environment, for 29 professional qualifications in total.

The IES' training products and services can be provided not only in its own education and training centres featuring state-of-the-art equipment, but also on its customers' premises, which may be located anywhere in the Czech Republic and Slovakia, or even using the eCampus, which is available to its customers throughout the Central and Eastern Europe zone.

Please do not hesitate to contact our 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 training 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. We look forward to meeting you and your staff at one of our many training courses.

PhDr. Libor Machan, CSc., MSc, MBA

General Director of the 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 business lines of Veolia 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 179,000 employees on the 5 continents 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 management (EnMS).

Our training options:

- The current IES catalogue, which covers the IES' full range of products, lists a selection of hundreds of 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 16,000 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 offering in the area of the National Qualifications Framework (NQF)

- The Ministry of Agriculture of the Czech Republic, the Ministry of the Environment of the Czech Republic and the Ministry of Industry and Trade of the Czech Republic granted to the Institute of Environmental Services within the National Qualifications Framework (NQF) **the authorisation to verification and recognition of the results of the subsequent education for these 29 pro-**



Professional qualifications: Chlorinator operator, Water ways maintenance worker, Sewer cleaning vehicle Operator, Water pumping station operator, Sewage treatment plant operator, Drinking water treatment plant operator, Diagnostician of the sewerage network, Diagnostician of the water distribution system, Sewage waters sampler, Drinking water sampler, Telemetry and automation technician for water, Wastewater treatment technician, Water treatment technician, Drinking water technologist, Water meter installer, Water meter reader, Sewer network diagnostic technician, Water network technician, Sewer technician, Water management technician dispatcher, Waste management technician, Technician of equipment for air protection, Technician of equipment for water protection, Waste management officer, Air pollution prevention specialist, Water pollution prevention specialist, Well digger - dug wells, Well driller - drilled wells, Well-digger.

Our experience:

- Over 173,000 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, 14001, 45001 and 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.

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 water companies outside the Veolia Group, SOVAK 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 of 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

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. In order for teaching and operation at IES not to be interrupted, telephone booths and areas designed for making phone calls shall be solely used for this purpose.
- 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 email, fax or by means of selected applications.
- 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.

Supplements to the Commercial Terms and Conditions

- In the case that the attendants come from different companies, the prices for face-to-face training courses stated in the catalogue apply to the individual applications. If the attendants come from the same company, the price per group applies. Unless agreed otherwise or unless the course involves increased costs, the price for the majority of group courses is CZK 31,000 per group of up to 10 students a day. This price does not include the cost of renting training facilities off the IES' classrooms.
- The total price is CZK 31,000 excluding VAT (approximately 6 - 8 hours) for an all-day webinar and CZK 17,500 excluding VAT for a half-day webinar (approximately 3 - 4 hours). The price per person equals the total price for the webinar divided by the number of the enrolled participants (technically, there may be up to 1,000 participants). Based on practical experience from previous webinars and the need for participants' mutual interaction, the maximum number of participants may not exceed 25 students (depending on the webinar subject) or 10 students regarding computer science courses. At least 10 persons are needed for a webinar to take place (if needed, it may be agreed otherwise). Therefore, the higher the number of the participants, the lower the price per person. Transparent information on the number of people signed up for each webinar is available on Google Disc in the form of a shared collective application (shared with customers' representatives, HR departments). Should the price for a teacher and thus the total price for a webinar be higher, the total higher price for the specific webinar will be consulted with customers / HR staff members. Recordings of webinars can only be made in extraordinary cases and based on prior agreement. Recordings of webinars are not made as a standard.

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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A Word of Introduction...

...and a Few Words about Us

Services for Corporate Clients

Commercial Terms and Conditions

Used Abbreviations

Contents

eCampus

Occupational Safety and Health – Selected Chapters

OSH and Manager (Water)

OSH and manager (Energy)

Always Safe

Minimum Hygienic Requirements

Training on Professional Qualification in Electrical

Engineering – Section 3

Work at Height

Hazardous Substances

Pressure Water - Water Blast Cleaning

Enclosed Spaces

Securing Equipment

Lifting Equipment

Ground Works and Excavation

Safe Work with Electrical Systems

Transportation Safety

Risk of Fire and Explosion

Induction Training

Ethical Code

The Manager's Code of Conduct

Anti-Corruption Code of Conduct

What to Do When Facing Corruption:

Anti-Corruption Management (ISO 37001)

Compliance

GDPR – Personal Data Protection

Appraisal Interviews

General English

English in Business

Language Tests

Training for Drivers – Transport Officers

Introduction to Cyber Crime

Cyber-Security in Veolia Group

SCADA Control Systems Security

Google

Sustainable Development

Sorting and Recycling in a Nutshell

Conflict Resolution

SMART – How to Achieve Your Goals

Change Management 1

Change Management 2

Time Management

Leadership

Feedback

Changes in Practice

Chairing Meetings

Working from Home and Leading a Team Remotely - Practical

Tips for Managers

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

Balanced Diet

COVID-19

Veolia Health Care by MEDDI

Small Water

Virtual Tour of a Sewage Treatment Plant

Helios Green – CNV Module

Financial Literacy

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

Veolia in Motion

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

Mental Hygiene

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
Working Hours

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
Legislation in the field of receivables

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
Time management with Google Apps
G-SUITE (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 Handling
 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

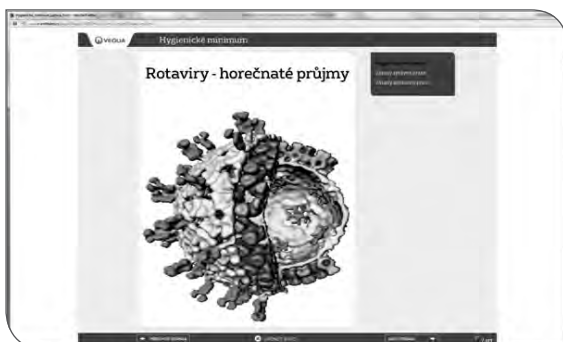
Other Training

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

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.

OSH and Manager (Water)

The course entitled "OHS and Executive Employee" is intended for all executives from the Water Business Line. Course content: • Introduction • Work environment • Medical fitness • Personal protective equipment of workers • OHS instructions • Accident at work • Work-related risks • Occupational Health and Safety Professional Capability. The course covers all the necessary legislation just like quotations from standards, decrees and laws. Once the student goes through all the course chapters, each student obtains his or her own test version (the program randomly generates test questions from a question pool). Each chapter includes interactive quizzes and film sequences allowing the students to prepare for the final test as they go through the course.

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 – Section 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..

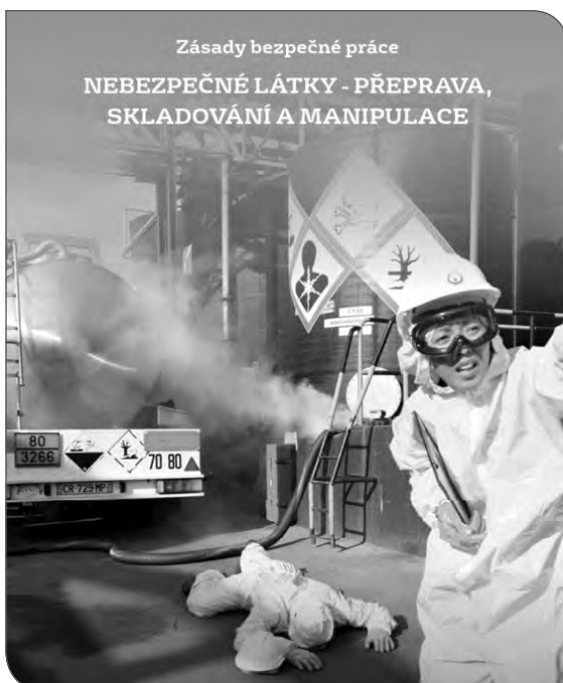
Work at Height

Another one from the “Veolia Safe Work Principles” course package, “Work at Height” deals with all sorts of the risk involving falls on hazardous work sites, such as work on roofs, trucks, fragile surfaces, water towers, power transmission poles etc. The course primarily focuses on the management of the risk of falling and on the requirements regarding individual work sites and their prevention.



Hazardous Substances

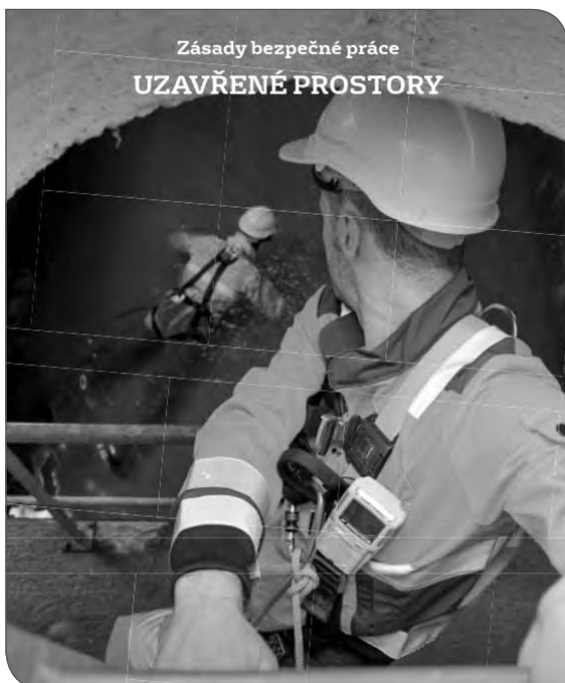
Several accidents which occurred in recent years on Veolia premises and on the locations where the Group operates have revealed the importance of dealing with the risks associated with works involving a fire and explosion hazard. The general industry statistics reveal that work involving a fire or explosion hazard is at the cause of one in three fires. Part of the “Veolia Safe Work Principles” course package, the goal of this standard is to achieve the adoption of all measures needed for the prevention and management of the risks related to the said hazard.





Pressure Water - Water Blast Cleaning

Part of a course package entitled "Veolia Safe Work Principles", "Pressure Water - Water Blast Cleaning" is a course aiming at the implementation of all measures needed for the prevention and management of risks incurred by staff members facing the identified danger associated with using the force of water from a pressurized source to remove materials, paint, filth and layers of dirt from the surface of worked products or bottom materials. This course applies to all Veolia activities and work sites.



Enclosed Spaces

The Enclosed Spaces course is also part of the "Veolia Safe Work Principles" course package. It contains and focuses on the description of all measures adopted to prevent and manage risks arising from the identified hazard. Enclosed spaces usually provide only few or limited entrance and exit options and are not designed for permanent work. As they are enclosed, there is a higher risk of accident, injury or harm, which necessitates the adoption of emergency measures.

Zásady bezpečné práce
ZAJIŠŤOVÁNÍ ZAŘÍZENÍ



Securing Equipment

The goal of this course on securing equipment, which is part of the course package entitled “Veolia Safe Work Principles”, is to prevent injuries in the event of unexpected activation or detachment of any energy source during maintenance works on machines or equipment. The principles set the minimum requirements for the use of energy insulation systems and their testing (“the “locking and labelling” system) in order to ensure staff safety in all locations with an identified hazardous energy source.

Zásady bezpečné práce
ZDVIHACÍ ZAŘÍZENÍ



Lifting Equipment

As one of the courses from the “Veolia Safe Work Principles” course package, the Lifting Equipment course deals with the safety rules for lifting equipment operation. The rules also apply to inspections, use and maintenance of fixed and mobile overhead cranes and rope and pulley systems used to lift materials on the worksites of the Group and its customers. Load handling is an inherent part of the operations performed by Veolia Group. These operations may be performed manually or using lifting equipment. Both manual and mechanical lifting may expose the operators to a risk of injury or bodily harm resulting in subsequent incapacity to work or work disability. However, if used the right way, the lifting equipment facilitates work and makes it safer.

Zásady bezpečné práce
ZEMNÍ A VÝKOPOVÉ PRÁCE



Ground Works and Excavation

In general, ground works and excavation represent all types of works involving earth or rock moving on the construction site. Studies show that ground works and excavation are among the most dangerous operations on construction sites. Accidents which occur during excavations are usually very serious and frequently result in death. This course, which is part of the “Veolia Safe Work Principles” course package, aims at the implementation of all measures needed for the prevention and control of the risks associated with the identified hazards.

Zásady bezpečné práce
**BEZPEČNOST PŘI PRÁCI
NA ELEKTRICKÝCH ZAŘÍZENÍCH**



Safe Work with Electrical Systems

Safe Work with Electrical Systems is a course which is part of a course package entitled “Veolia Safe Work Principles”. Considering the fact that electrical risks represent the main cause of death and serious injuries on Veolia worksites, the course focuses in particular on electrical risks management in order to define procedures preventing these risks. Compliance with the rules and principles stated in the course content and in the attached documents is vitally important for all the staff working in the field.



Transportation Safety

Transportation and means of transportation on the premises of the Group and on public roads can involve many dangerous situations. Activities on public roads involving the contact with other road users and encounters with different types of vehicles and pedestrians increase the risk levels incurred by Veolia staff members and third parties. This course is part of the course package entitled "Veolia Safe Work Principles" aiming at the implementation of all measures needed for the prevention and control of these risks.



Risk of Fire and Explosion

This course, which is also part of the "Veolia Safe Work Principles" course package, shows the need to adopt all measures needed for the prevention and management of the risks related to the said hazard. The industry statistics reveal that work involving a fire or explosion hazard is at the cause of one in three fires. Several accidents which occurred in recent years on Veolia premises and on the locations where the Group operates have revealed the importance of dealing with the risks associated with works involving a fire and explosion hazard.



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 Environment 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.



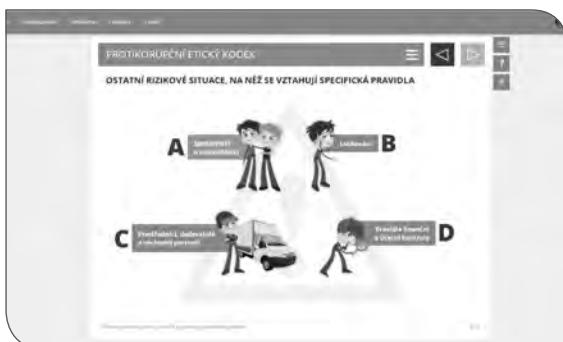
Ethical Code

"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."



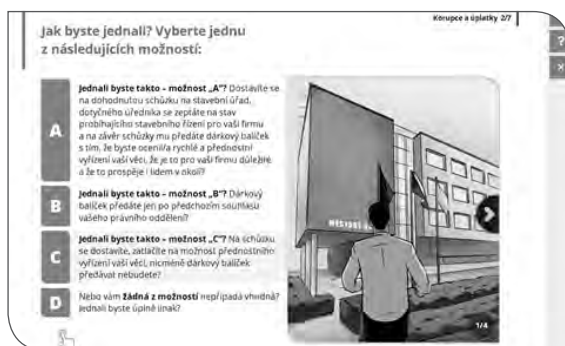
The Manager's Code of Conduct

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.



Anti-Corruption Code of Conduct

The Anti-Corruption Code of Conduct is an internal Veolia document intended especially for managers and, generally, also for all those who are authorized to represent or bind the Group. The topic is divided into several parts: Prevention and prohibition of active corruption and unfair conduct, prevention and prohibition of passive corruption and conflicts of interest within the Group, and other risk situations, such as sponsoring and patronage, lobbying, suppliers and business partners etc. The course is interactive and complemented with a qualification test at the end. The eCampus currently provides the Czech, Slovak, Hungarian, Polish and Lithuanian version.



What to Do When Facing Corruption: Anti-Corruption Management (ISO 37001)

“What to Do When Facing Corruption?” is a course which was created and included in the training system in connection with the introduction of anti-corruption management in Veolia Group companies and their subsequent certification. It works with selected situations which involve corruption and which occur in practice most often, such as corruption and bribing, indirect bribing, accepting gifts and whistle-blowing. The situations are presented in the form of cartoons, and complemented with the rules and principles applied by the given company in practice.



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_2018, the Guide to the management and prevention of criminal liability, the company's internal directives and, in particular, the summary of 21 key procedures. The summary of 21 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.



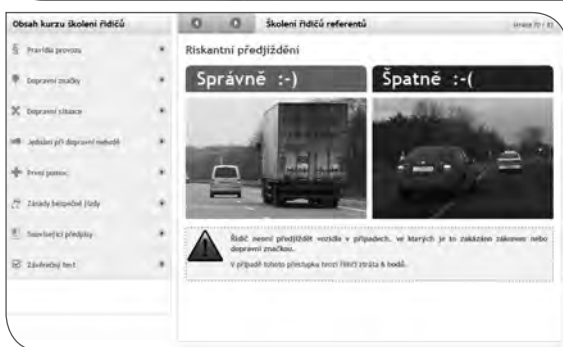
GDPR – Personal Data Protection

The goal of this e-learning course on the GDPR is to present the basic principles of the General Data Protection Regulation which took force in May 2018. The course content is divided into the following chapters: What is the GDPR and what does it bring? – Basics of personal data protection - GDPR Principles – How to comply with the Regulation? The e-learning course has two language versions – Czech and Slovak. A summary of the GDPR rules and principles can also be found on eCampus in the form of a PPT presentation.



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 LANGMas ter 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 – C2 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.

English in Business

"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.

Language Tests

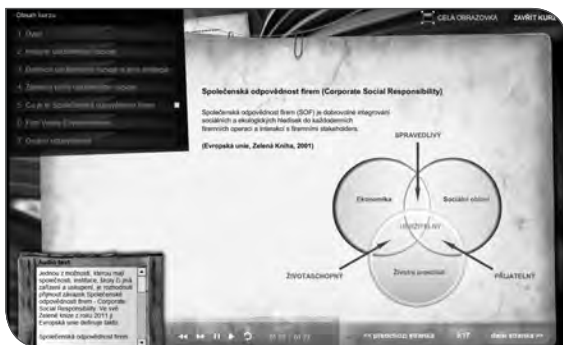
The "Language Tests" are an independent part of the IES training portal intended for the employees of the Dalkia and Veolia Water divisions. Once or twice a year, they can check their language skills using the i-Tester system. The tests are suited to all levels of advancement based on the European framework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

Training for Drivers – Transport Officers

"This online training for drivers – transport officers is a userfriendly 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."

Introduction to Cyber Crime

This illustrative e-learning course, "Introduction to Cyber Crime", presents the most common types of groups and interests of cyber criminals. The course basically covers the following groups: Informants, Thieves (e.g. Phishing), Hacktivists (hacking websites, abusing of the brand and logo of a company) and Spies (spying for research and development information, financial data, strategic and customer data). Made in the form of a video/film, the e-learning course works with specific cases and illustrations referring to potential damage which may be caused to VEOLIA and its brand image. In the end, the course authors emphasize the need for a great prudence and caution when working with suspicious e-mails, messages, social networks and the like.



Cyber-Security in Veolia Group

This Cyber-Security course describes the basic principles of safe work with information technologies. It shows the most common mistakes or lacks of knowledge when working with computer technologies. The course is intended for the staff members who, as a part of their job, use modern technologies connected to the internet network (computers, mobile telephones, laptops etc.) and who regularly work or process business data and their transfer.

SCADA Control Systems Security

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.

Google

The Google Workspace course package contains the used web Google applications such as Google Disk, Google Calendar, Google Documents, Google Meet and Google Sheets. The work with these tools is explained in the form of short illustrative video sequences.

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.

Sorting and Recycling in a Nutshell

Course focusing on the right waste management, its primary sorting and the subsequent options of its processing.



Leadership

The e-learning course of Leadership provides the executives as well as project team leaders with useful information from the area of basic management skills, team leadership and work with individual team members. In the course you will also find a number of practical advices processed in a form of charts, illustrative symbols, tables etc. In the course, considerable attention is paid also to the follow-up topics such as feedback and assertiveness.



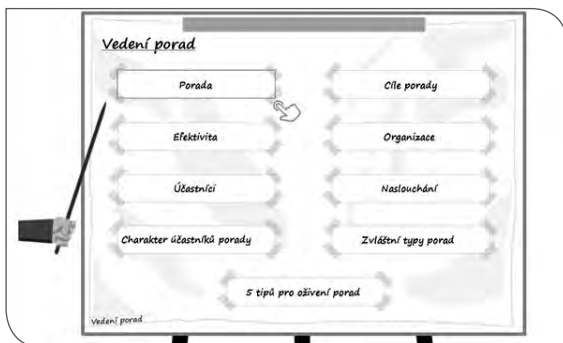
Feedback

This e-learning course on feedback is a follow-up to the course on leadership. Feedback as a tool of development is presented in the form of clarification of the basic theoretical principles and rules and, in the second part, in the form of practical videos which are summed up and recapped at the end of the course. The videos are shot as a story from the environment of a well-functioning customer-service team. The student learns the necessary information about the individual team members as he or she goes through the course. Feedback is an important tool for the development and management of the performance of each of the team members.



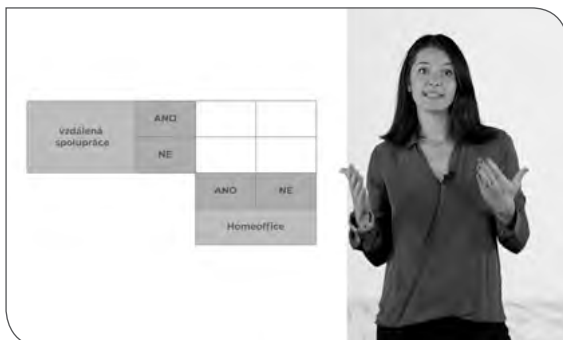
Changes in Practice

"Changes in Practice" is an e-learning course complementing the topics covered by the courses on Leadership and Feedback. The course focuses on better coping with changes from a manager's perspective, which involves three steps – the psychological and sociological aspect, the way the change is communicated and change management. The explanation of the principles is again complemented with illustrative videos of a well-functioning customer-service team.



Chairing Meetings

The aim of this course on how to chair meetings is teaching the basic principles of task delegation as a management tool and effective ways to chair meetings. Talking about delegation, the course also touches on the art of accepting delegation as part of managers' work, the art of being able to decide what to delegate and to whom, eliminating the risks arising from delegation and mastering the principles needed to chair meetings effectively and applying them in practice.



Working from Home and Leading a Team Remotely - Practical Tips for Managers

This course, entitled Working from Home and Leading a Team Remotely, provides a summary of practical tips for managers as to how to find their way around when nearly 20% of all staff members already work from home, and especially, when due to the sudden Covid 19 outbreak, all staff members whose job allows so, start to work from home too. The course is made up of short illustrative videos complemented with clear graphs and statistics. It focuses on effective team cooperation setup regardless of the location of its members. The course is complemented with a qualification test at the end.



Management Stories - The Boll Weevil

Using the story of a beetle which infested the American South at the beginning of the 20th 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 boll 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 away 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.

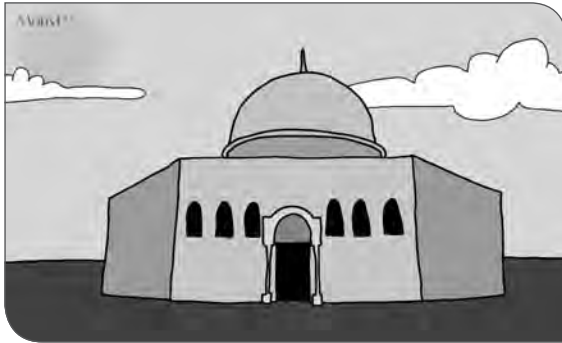
The key idea of change management is that you cannot change the whole world at once. Any real change is internal; it stems from our mind and from our inner attitudes.



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.

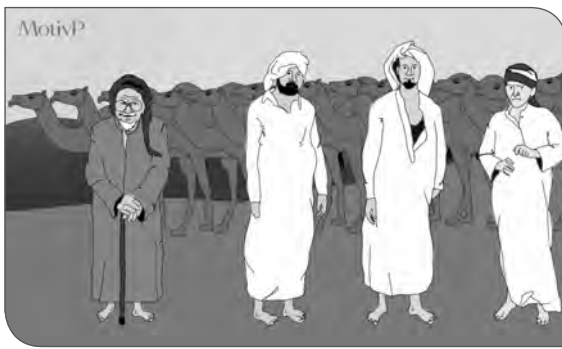
Management Stories_ About Good and Bad Wine

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.

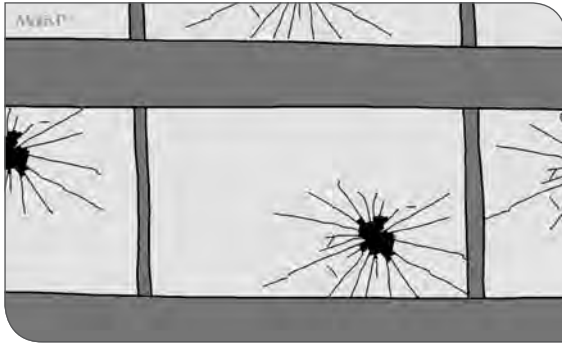
The Jew cleverly remunerated the youth for their performance and asked them to come and chant outside his store again the following day. The boys eventually chilled out. They were no longer in control of the situation and their internal motivation quickly turned into external motivation.



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

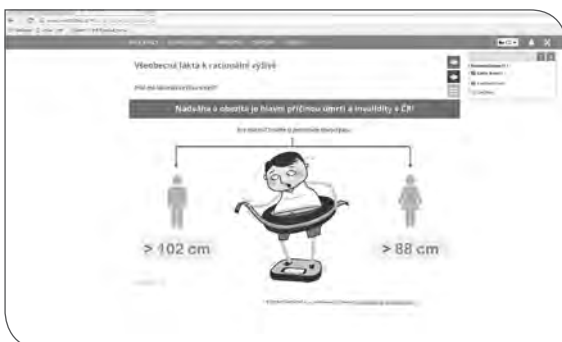
The story called "The Prisoner's Dilemma" describes the factors determining the decision-making of two prisoners suspect of a robbery but without enough evidence to bring the case to court.

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.



Balanced Diet

The "Balanced 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.



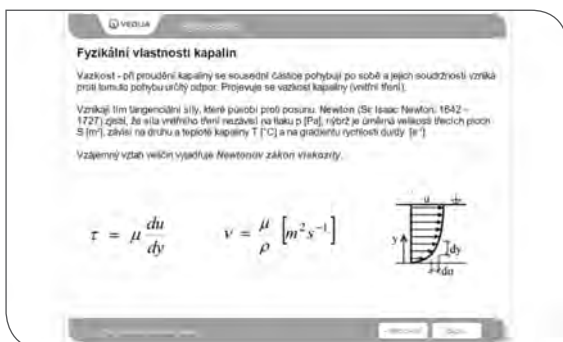
COVID-19

The COVID-19 e-course reacts to the situation when the society and the media worldwide deal with the “COVID-19 disease” (Coronavirus Disease 2019). Easy to follow, the course tries to help find one’s way in the information chaos caused by the spread of the disease. In addition to general information such as an overview of the preventive measures, the course contains basic medicinal information, practical advice on how to use a mask and a respirator, how to behave in home quarantine and how to take care of a close one who is ill.



Veolia Health Care by MEDDI

The e-learning version of the Veolia Health Care project presents the tele-medicine solution designed specifically for the Veolia Group employees in the Czech Republic. The Veolia Health Care application brings together nearly 3,000 doctors, specialists in all medical fields from all over the Czech Republic, giving the beneficiaries the opportunity to have health care available 24 hours a day, 7 days a week on their mobile telephone, computer or tablet. At the end of the course, there is an information booklet stating all the important information and steps to sign up either as a student or as a family member.



Small Water

The e-learning courses jointly referred to as “Technical Courses – WATER” include a part of study materials in the form of e-learning relating to the long-term training program known as Water Distribution and Wastewater Collection System Operator. The two basic chapters deal with the topic of “small water” (Water Supply Systems, Water Resources, Water Collection, Water Pumping, Water Accumulation, Water Quality and Treatment, Sewerage Systems, Wastewater Purification) and hydraulics and hydrology (Hydrostatics, Piping, Spillways, Discharge, Basic Equations, Open Channel Flow, Stilling Basin and Hydraulic Jump, Hydrology).



Virtual Tour of a Sewage Treatment Plant

The “Virtual Tour of a Sewage Treatment Plant” is a course offering a presentation of the whole sewage treatment process explained by a real tour guide. The material was shot at the Hradec Králové sewage treatment plant and is inserted in the course in the form of 360° videos. The course / virtual tour covers all water treatment stages. It is divided into two chapters: Water Line and Sludge Management. The Water Line chapter also includes a specific part dealing with central management. The course contains schematic drawings of individual purification stages and knowledge tests.



Helios Green – CNV Module

The Helios Green – CNV Module is a course designed as an illustrative and practical guide through the CNV web application bound to the internal Helios system.

Stavební spoření

3/10

Příklady

Příklad 1:

Měsíční spořicí částka : 500 Kč
Naspořeno celkem (za 6 let) : 36.000 Kč

Trvání smlouvy : 6 let

Úrok : 1.024 Kč

Státní podpora : 3.600 Kč

Celkem naspořeno : 40.624 Kč

Příklad 2:

Nejvýhodnější varianta spoření s ohledem na maximální příspěvek státní podpory (10 % z vkladu, max. 2.000 Kč)

Měsíční spořicí částka : 1.700 Kč
Naspořeno celkem (za 6 let) : 122.400 Kč

Trvání smlouvy : 6 let

Úrok : 3.477 Kč

Státní podpora : 12.000 Kč

Celkem naspořeno : 137.877 Kč

Tip:

Pokud chci měsíčně ukládat 3.000 Kč, neplánuji v budoucnu čerpat stavební úvěr a nabídka úroků u termínovaných vkladů nebo spořicích účtů je vyšší než nabídka úroků na stavebním spoření, rozdělím měsíčně ukládanou částku takto:

Stavební spoření : 1.700 Kč (1 % úrok plus státní podpora)

Termínovaný vklad nebo spořicí účet : 1.300 Kč (např. 1,5 % úrok)

Financial Literacy

Entitled “Financial Literacy”, the course gives a complex and comprehensive overview of all rules and issues which may be faced by any one of us in the world of finance. You will learn, for example, how to make a family budget, how to best save money, how to make effective investments and how to assess them, how to find your way in the wide offer of loan products, or how to benefit from modern payment methods. The course is aimed at both employees and their family members. It offers explanations, illustrations, options and specific model examples of financing.



- **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 178,700 employees all over the world).**
 - Almost 173,000 satisfied customers
 - Certified Integrated Management System in compliance with the ISO 9001, 14001, 45001 and 50001 standards
 - Current offer of nearly 415 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 16,000 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 Banská Bystrica
 - Organisation and delivery of training courses anywhere in the Czech Republic and Slovakia
- **Human resource services (Assessment / Development Centres, employee appraisal and incentive systems, staff audits)**
- **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)**

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