

AN ENDURING PARTNERSHIP WITH VEOLIA AT KEY R&D SITE

CASE STUDY | Pharma, UK



| The client's needs

For more than 20 years Veolia has worked in partnership with a multinational pharmaceutical manufacturer at one of its key R&D sites in the UK. This has encompassed new and upgraded water treatment solutions across the site as well as comprehensive servicing and support.

The site is an important research and development facility for the formulation and laboratory testing of new medicines. Over the last two decades Veolia has worked closely with the pharmaceutical manufacturer to design water treatment systems to meet the site's specific needs including for the ultra-pure process water that is incorporated into the products being developed, the water used for equipment cleaning, lab water, and utility water for boilers.

| The solution

Veolia is also responsible for the servicing and maintenance of the water treatment equipment that is central to the site's operation. This has included reactive maintenance where an issue has occurred with an element of the system. On these occasions Veolia engineers have worked quickly to diagnose the problem and find a solution to minimise downtime.

One of the Veolia solutions that has been central to the reliable delivery of purified water over the years is the multi-technology Orion™, which has been designed specifically to meet the needs pharmaceutical, healthcare and biotechnology clients. The skid-mounted water treatment unit includes softening, reverse osmosis (RO) and continuous electrodeionisation (CEDI) as its core technologies with a range of additional pre- and post-treatment steps such as UV and ultrafiltration. It meets the quality standards outlined in the European Pharmacopoeia (Ph Eur), US Pharmacopoeia (USP) and Japanese Pharmacopoeia (JP), and is fully compliant with FDA, cGMP and GAMP requirements.



UK

A leading multinational pharmaceutical company operates a critical research and development facility in the UK. With stringent requirements for ultra-pure water quality across multiple applications, the site demanded a reliable, long-term water treatment partner. As the facility expanded over two decades and sustainability goals evolved, the company sought advanced solutions to deliver consistent pharmaceutical-grade water quality and improve energy efficiency, reduce water consumption, and minimise operational disruption during system upgrades and maintenance.

Key Benefits

Over 20 years

of trusted collaboration ensuring consistent water quality and operational continuity

Minimal operational disruption

Enhanced sustainability



| Results

Throughout the relationship, Veolia has helped the client to meet its evolving requirements including expansion of its facilities and upgrades to its water treatment systems. As a result, the manufacturer has invested in every generation of Veolia's Orion™ units for this site. A recent upgrade also included the installation of Veolia's Sirion™ Advanced, a high-performance RO solution that offers enhanced automation to reduce the operational demands for the on-site team. Veolia has worked closely with the team on site throughout every phase of expansion and upgrade to ensure minimal disruption to operations.

Among the key factors in the long partnership has been the client's drive for improved sustainability on the site, both in terms of energy and water usage. This is an area where both Veolia's expertise and technologies have been valuable. Many of the Veolia solutions installed at the site, including Orion™ and Sirion™ units, feature energy efficiency measures, such as variable frequency drive (VFD) pumps, to reduce energy consumption, as well as wastewater recovery to minimise the water to drain. A particular focus has been minimising the wastewater from utility applications. Veolia is currently working with the client on ways to further reduce the water consumption of the site through enhanced wastewater recovery.

Sally Griffiths-Parry, Commercial Manager at Veolia said: "We have partnered with this company across multiple sites worldwide, proving the value of long-term relationships and the advantage of working with a supplier who can support the entire water system lifecycle, from initial design through to long-term service. As a supplier with a deep understanding of the challenges facing the pharmaceutical industry and the evolving expectations of traditional service, we are investing in digital tools such as augmented reality and remote monitoring to deliver lean, responsive support while maintaining our commitment to ecological transformation."

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