



CASE STUDY - CONSTRUCTION

CLIMBING THE WASTE HIERARCHY

HIGHLIGHTS

- ▶ Servicing **88 depots** across the UK
- ▶ Handling more than **1,800 tonnes** of material each year
- ▶ **Total waste management** solution
- ▶ **99% 'on-time'** service success rate
- ▶ **"Zero Landfill"** solution delivered
- ▶ **73%** of material is **recycled**

We've worked with one of the UK's largest independent engineering and services business. They're a provider of technical engineering and maintenance services which range from recurring maintenance activities, to the end-to-end delivery of replacement and new build capital projects. Their uncompromising approach to service delivery is based on the foundation of operating safe, disciplined and quality-focused client solutions. This approach mirrors our values and is one of the key reasons why they've partnered with us for several years.

OVERVIEW

Outsourced Sustainable Business Model

We operate an outsourced business model as opposed to the traditional self-delivery model. Not owning bins, trucks and facilities provides us with the flexibility to source the highest quality and best-fit service providers that work in the local communities in which our clients operate.

We're conscious that a lot of innovation in the resource management and waste sector happens in the smaller regional businesses. We're focused on bringing the best of this to our clients. **99% of the services** we manage are delivered via local providers. By managing both collection and material processing in a localised manner, we can support the principle of a '**localised circular economy**.'

The additional benefit of supporting local circular economies is that **we look to work with the right partners**. By applying a proximity principle, we will ensure our service partners are locally based in relation to the client depots. This means that vehicles regularly travel through a smaller service area thereby maximising the quality and timeliness of collection services.

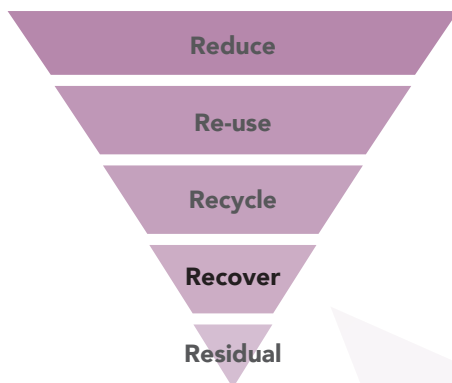
The additional benefit is that the associated carbon footprint is reduced by avoiding the unnecessary travelling miles. Our success in applying these principles is pivotal in delivering **99% on-time service success rates**. Some of our competitors in the industry report service success by including missed collections recovered within an agreed number of days. For us, service success is about always being 'on-time.'

OVERVIEW

Focusing On The Waste Hierarchy

Prior to commencing a partnership with us, our client recycled just 19% of materials being disposed of. In the years that have followed, we have been committed to delivering year on year improvements in recycling and in diverting waste from landfill. Our client's credentials have significantly improved with the results speaking for themselves. By 2021 **73% of all materials were Recycled with the remainder being sent for Recovery** leaving less than 1% going to waste in landfill sites.

We support all of our clients to **educate and engage** staff about climate change, the impact we all have on the environment, and what steps we can take to reduce our carbon footprint. Engagement and awareness are fundamental in **delivering successful change and creating a new culture** where we consider how **our behaviour affects the environment around us**.



Project Management

Our Sustainability Management team are committed to delivering a programme of continuous improvements for our clients. By using long-term **strategic sustainability plans and project road-maps**, we're able to deliver projects that have a lasting impact on our clients environmental credentials.

Our MORE model focuses on:

- ▶ **Minimise** the cost per cubic meter by ensuring the most suitable containers are used
- ▶ **Optimise** container solutions to ensure all recyclable material is placed into the right containers
- ▶ **Rationalise** services ensuring half full bins are not being emptied
- ▶ **Energise** staff through our engagement programme

The feedback from sites and the desire to embrace change has meant that solutions being recommended are both welcomed and fully implemented. The impact that both the technical and cultural change has delivered can be seen in both financial and environmental terms.

Alongside the routine delivery of projects, we have also managed several complex waste streams that have arisen unexpectedly. Our **Total Waste Management** solutions mean we have been able to support our client with **full site clearances, removal of fly tipped waste** as well as the reactive management of other **complex, specialist waste streams**. Our client operates with its own Waste Carriers Licence, but does not have a network of disposal facilities that it can use across the UK. We work with a number of waste carriers and commercial disposal facilities across the country. As a result, we have been able to offer direct tipping to our client via our network of suppliers.



Innovation Through Technology

We've won an **Innovation Award** for our bespoke-designed web portal "The Hub". Our portal presents **honest, accurate and real-time data**, giving our clients complete confidence in the services that we provide. The Hub shows clearly presented data and uses **secure log-in's** to keep our client's **information safe**. As the system is live and web-based, **information is accessible anywhere and anytime** our client requires it. Depots have a quick and transparent way of track requests and source information.

Our client's finance team can view invoices, statements and backings data which means they no longer need to retain physical paperwork. Not only does this reduce the need for storage and archiving, but **reduces waste being generated in the first place**. This is key added value for us as it emphasises the **top tier of the waste hierarchy**.

In support of our clients **corporate social responsibilities**, our web portal can also be used to show tonnage generated by material type as well as it's treatment process within the waste hierarchy. **Details captured also include the GHG factors for Scope 3 'waste disposal' giving our clients a greater view of their carbon footprint**. Compliance documentation including electronic copies of waste carrier licences, waste transfer notes, disposal site permits, hazardous waste consignment notes and more, are all held on the portal. This gives our **clients confidence** that they can access data required for ISO audits, Environment Agency visits and regulatory inspections.