

Yorworld

What's happening in Yorworld?

Winter 2010



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“It is no longer acceptable to be a throwaway society”



Introduction

Yorwaste recognises that when it comes to their waste, our customers face both environmental and economic challenges.

Like it or not, we are now in a prolonged period of financial austerity and it is no longer acceptable to be a throwaway society.

This is no more evident than in the waste sector, with consumers recognising the need to make things go further and, as a result, everyone is becoming more aware of their own carbon footprint and the effect it can have on the environment.

With landfill tax increasing by £8 per tonne each year, our customers understand the need to divert waste away from this disposal option, and it is our job to offer them the alternatives that will not only protect the environment but also, just as crucially in these uncertain economic times, save them money.

In other words we need to help our customers move up the waste hierarchy, ensuring that disposal remains very firmly at the bottom and that minimisation and prevention is at the top.

We are already making great strides in this area and as a result of significant investment we are now able to offer our customers a range of different services to meet their particular waste management needs.

Recent examples of this include:

- The acquisition of a company called SJB Recycling, which is allowing us to expand our green waste and wood waste operations in south and west Yorkshire
- As part of a new commercial waste collection service in the Hambleton and Richmondshire area we are offering businesses new recycling options
- The opening of a new waste transfer station in Bradford is allowing us to offer customers in this region more effective ways of recycling
- A new contract with the University of York will give the establishment the incentive of a rebate of £15 for each tonne of waste successfully recycled.

Throughout this newsletter you will see numerous examples of how we are helping to meet the waste needs of our customers and, ultimately, moving them up the waste hierarchy.

Open to the public

Yorwaste, in partnership with Scarborough Borough Council, recently opened its multi-million pound Seamer Carr Resource Recovery Centre in Scarborough to the general public for guided tours.

The centre processes the blue bin recyclables collected in the borough so this was a great opportunity for residents to come along and see for themselves the recycling journey that starts at their kerbside.

Around 300 school pupils also got a chance to look around the facility over the summer months.

Wayne Cox, Yorwaste's Recycling Supervisor at Seamer Carr, said: "This was a fantastic opportunity for local people to see what happens to the material they recycle and hopefully by seeing the technology in action it will now make them even more determined to protect the environment and look at other ways of reducing, recycling and reusing waste.

"By letting the children look around the facility it gives them an insight into the importance of recycling and hopefully this will have a positive effect on them when they become adults and start to recycle in earnest."

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Residents go compost crazy

York residents went compost crazy this spring and summer following a series of free compost giveaways held by Yorwaste and City of York Council.

Hundreds of residents visited Yorwaste's Harewood Whin facility, near York, and took hundreds of tonnes of compost away with them to dig into their gardens.

Steve Worsley, Yorwaste's site manager at Harewood Whin, said: "We are pleased so many residents took advantage of the free giveaways. The compost they took away originated in their gardens in the first place, so this demonstrates the importance of recycling garden waste."

Compost giveaways in York



Commercial waste service

Yorwaste has started collecting thousands of tonnes of waste from businesses across the Hambleton and Richmondshire areas of North Yorkshire.

From the beginning of July this year, we began collecting waste from around 2,000 new commercial customers, after the service was transferred to Yorwaste by Hambleton and Richmondshire District Councils, after a competitive tender process.

As this waste is mixed, e.g. it can contain recyclable and non-recyclable items, it currently has to go to landfill. However, Yorwaste intends to offer its customers a new recycling service that will enable them to sort their waste into separate bins before it is collected.

Tim Reay, Yorwaste's Divisional Director for North Yorkshire, said: "We are absolutely delighted that this service has been transferred over to Yorwaste and that the collection of waste from commercial premises in the Hambleton and Richmondshire areas has begun.

"Whilst there is no intention to change any aspect of the service initially, we will be offering a recycling service to help customers further reduce their waste disposal costs.

"These customers currently have to pay for any waste that goes into landfill but by separating materials that can be recycled, such as glass, newspapers and cans, as well as reducing costs our new customers will also be playing an important part in helping the environment."



We will be offering a recycling service to help customers further reduce their waste disposal costs

"Hambleton and Richmondshire District Councils have transferred the commercial waste collection service to Yorwaste in order to ensure local businesses continue to receive value for money," said Hambleton District Council Cabinet Member, Councillor Brian Phillips.

"Due to costs only applicable to local councils to meet statutory targets for the landfilling of biodegradable waste and the yearly increases with regard to landfill tax, the two authorities would have had to increase service charges by 19% this year. After ruling out adding this to Council Tax bills, they opted to transfer the service to the private sector."

Yorwaste Awarded International Standards

Yorwaste has been awarded an international standard that recognises the company's work to reduce the impact it has on the environment.

The company has been awarded certification to both ISO14001 and ISO9001, the prestigious international standards covering Environmental and Quality Management Systems.

Achieving this independently verified standard gives a clear demonstration of the company's commitment to continual improvement and offering quality services to all of its customers, whilst ensuring the highest standards of environmental control are maintained.

It follows an independent audit of various Yorwaste activities, including waste management, transport, transfer and recycling operations at sites throughout Yorkshire.

The company will now be audited every six months to ensure the required performance standards are being maintained and it is also hoping, in the future, to extend the certification to other parts of the group, such as the household waste recycling centres it operates.

Peter Frankish, Yorwaste's Health, Safety and Environmental Quality Manager, said: "These are extremely hard standards to achieve so we are absolutely delighted to be awarded them for so many parts of the organisation."

Art from waste

Yorwaste answered the call for help from a York art student Kirstie Boutle.

Kirstie required waste materials and a public place to display her work, so we were only too happy 'host' her exhibition at our household waste recycling centre at Hazel Court, York.



West Yorkshire expansion

Yorwaste has further expanded its operations, by opening a new facility in West Yorkshire.

The new waste transfer station in Low Moor, Bradford, will allow Yorwaste to begin new commercial waste and recycling collection services in Bradford and surrounding towns and cities such as Leeds, Wakefield, Huddersfield, Dewsbury and Halifax.

It represents another major milestone in the company's growth as it continues to expand from its traditional areas of North Yorkshire and the City of York. Yorwaste's operations now stretch from Lincolnshire in the east to Bradford in the west, through parts of Teesside in the north.

The transfer station, which began operations in October and has initially created five new jobs for local people, will be able to accept general waste and recycled waste from a range of commercial and industrial premises, including shops, garages and offices.

As part of the new service, Yorwaste will offer its customers more effective ways of recycling as much of their waste as possible, through the introduction of multi-material recycling containers.

These containers will mean people will be able to put materials such as cans, plastics, paper and cardboard into just one container, which will then be taken to

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a Yorwaste facility for sorting and separation, and ultimately the various materials will be sold on the recycling markets.

General waste that cannot be recycled will be taken for disposal at Yorwaste's landfill site at Harewood Whin in York. However, Yorwaste hopes to further reduce the amount of waste that goes to landfill by introducing new services, such as food waste collections, in the near future.

Yorwaste's Divisional Director, Roland Bell, said: "We have been working in an around parts of West Yorkshire for some time, but having a dedicated facility in Bradford will allow us to expand even further and open up new markets for the company.

"The waste transfer facility is close to all the major road links such as the M62, M1 and A1, so it will allow us to provide a cost-effective waste management solution to businesses across West Yorkshire."

Going green

Yorwaste has joined forces with one of its customers to offset carbon emissions produced during the construction of a new affordable housing development.

We are providing waste services to Bramall Construction as it builds new homes on the Barrowcliffe estate in Scarborough.

As part of the project we looked at all aspects of our skip service operation in order to measure the impact it is having on the environment.

We calculated that by planting three trees, matched by Bramall, we would offset our carbon emissions and this will now be reviewed at regular intervals throughout the project.



University waste contract

Students and staff are one of the main focuses of a new recycling drive aimed at diverting all of a university's waste from landfill.

Yorwaste is working in partnership with the University of York to remind students and staff about the importance of recycling as much of their waste as possible.

And to give everybody even more incentive to correctly dispose of their waste, the university is receiving a rebate of £15 for every tonne of material that is successfully recycled.

It is all part of a new five-year, £1 million contract awarded to Yorwaste to collect all the waste generated by the university.

Yorwaste had already been collecting recyclable materials, such as paper, cardboard, plastic, glass and cans, from the university, but it is now also collecting general, non-recyclable, waste that currently goes to landfill. This service was previously been provided by City of York Council.

The university is working with Yorwaste to introduce recycling of different types of waste streams, adding more innovation to how the waste is segregated. This will be done through ensuring waste that can be recycled is put into the correct bins but also, for example, introducing a dedicated food waste collection service.

Tim Ngwena, 22, President of the University's Students' Union, said: "We fully support the work Yorwaste and the University of York is doing to increase recycling across the different campuses.

"57% of all recycling currently carried out at the university is done by students and we hope this will increase even further with the longer term aim being to ensure no waste generated by the university goes to landfill."

Chris Pagan, Yorwaste Account Manager, said: "We have had very positive discussions with the students' union and even in the early stages of the contract we are already exploring new ways of making it easier to recycle with a view to increasing rates.

"In the near future we also hope to offer food waste collections, which will go even further to reducing the amount of waste that goes to landfill."

College contract

Yorwaste has also been awarded a contract to provide waste collection and recycling services on behalf of Calderdale College

We are providing general and co-mingled waste collections to the Halifax-based college, which is the largest further education, higher education and work-based learning provider in the West Yorkshire borough.

The three-year contract will involve the collection of 330 tonnes of waste each year.

The general waste will be taken to our new waste transfer station in Bradford and the co-mingled material will be delivered to Yorwaste's Materials Recycling Facility at Hessay, near York.

Want to find out more? Visit: www.yorwaste.co.uk

New contracts in Bradford

Waste treatment and recycling facility in Newcastle



Yorwaste recently made a successful bid to handle municipal waste on behalf of Bradford Metropolitan District Council.

We have been awarded separate five-year contracts for the disposal and treatment of the council's waste.

Waste that cannot be treated will be taken to Yorwaste's landfill site at Skibeden whilst the rest will be taken to a waste treatment and recycling facility in Newcastle.

The facility, operated by Graphite Resources, will guarantee Bradford that 70% of its mixed household waste will be recycled and diverted from landfill.

Putting the customer first

Yorwaste has begun implementing changes aimed at helping our customers by improving the customer service we provide.

Firstly, all our key customers have been allocated a dedicated account manager. The introduction of these account managers, which include the Managing Director of Yorwaste, will help to further improve the relationship with our customers. The account managers will be responsible for all day-to-day dealings with customers, ensuring that we deal with all customer enquiries as quickly and efficiently as possible.

We have also invested further resources in our Customer Relation Management (CRM) database, allowing many more people across the business to access the system. It has been extended into our accounts and operational functions, giving more people within the business a complete snapshot of our customers' activity.

We certainly see these measures as a valuable service tool providing our customers with a single point of contact and our account managers access to back and front-office customer data for a complete 360 degree view of every customer; making every customer interaction more informative and effective. We feel these improvements will make us an even more customer focused organisation and further enforce our principles that our customers lie at the very heart of everything we do.

Yorwaste has produced its 2009/10 environmental report.

The report measures the company's performance against a series of key indicators, such as how much electricity we generate at our landfill sites and what our recycling rates are like at our household waste recycling centres.

A hard copy of the report is available from our head office or alternatively you can download a copy via the environment section of our website – www.yorwaste.co.uk.



Environmental Report

New vehicles

Yorwaste has acquired new vehicles aimed at further improving the service we provide.

We are now using our first-ever front end loading vehicle to assist with collections in the West Yorkshire area, including the new contract we have won at Calderdale College.

The vehicle, which is valued at around £175,000, is currently on hire but if it proves successful we will be looking to acquire more for the others we serve.

We have also hired trade waste vehicles to assist with the collection of wheelie bins in the York area, including those at the University of York.



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