

Waste Less, save more

a GUIDE FOR NORTH LONDON BUSINESSES



Waste can cost businesses up to 4% of their annual turnover and can be reduced to only 1% of turnover with little or no investment.

nlwa
north london waste authority

**Wise up
to waste**



This guide has been developed by North London Waste Authority to help businesses in north London manage their waste effectively. It aims to provide businesses with:

- A background on the benefits of managing waste efficiently.
- Ideas to reduce waste and how to measure your success.
- Information on organisations that can provide collection services and free advice.
- Inspirational case studies.

Legal disclaimer

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SECTION ONE:

WHY REDUCE YOUR BUSINESS WASTE?



It reduces costs

Every business generates waste and disposing of it can be expensive. The cost of commercial waste collections is rising so by reducing waste in the first place your business can save money.

Waste sent to landfill is subject to tax; landfill tax is £80 per tonne in 2014 which is 12 times more expensive than in 1996.

It's not just the bill you receive to empty the bin. Other indirect costs and considerations which can make managing your waste very expensive include:

- Cost of raw materials
- Handling, storage and transportation costs
- Staff time and effort
- Reputation

Producing less rubbish in the first place is the best economic option for any business.





To meet your legal requirements

All businesses create waste and all businesses have a legal duty of care to dispose of their waste responsibly. Your business should:

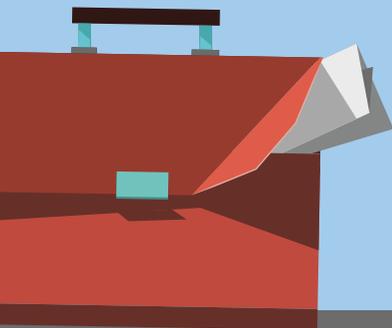
- Put waste in a container.
- Transfer waste only to an authorised person.
- Complete a transfer note when your waste is removed.
- Prevent or clear up street litter caused by your business.

If you don't comply with the legislation you could be held responsible and have to pay a fine. Call the Environment Agency on **03708 506 506** or email **enquiries@environment-agency.gov.uk** to find out more, or contact the trade waste service at your local council (see section 6).

It stimulates the UK economy

Choosing to buy re-used, refurbished or recycled products is a great way to create a sustainable workplace and helps to stimulate markets for the materials we recycle.

Visit the London Re-use Network web page to see what products are available near your business at **www.londonreuse.com**.



It helps the environment

Waste in landfill contributes to climate change:

- Waste sent to landfill sites eventually decays, creating the potent greenhouse gas methane (which has 28 times more impact than carbon dioxide) and produces a liquid called leachate, which can lead to serious environmental damage.
- Transporting waste to disposal sites produces greenhouse gas emissions from using fuel in trucks and other equipment.

By reducing our waste, less will be disposed, which in turn reduces the amount of climate-changing emissions that cause damage to the planet.

You could gain a competitive advantage

As awareness of environmental issues grows, more and more consumers are choosing to 'buy green'. By putting in place measures to reduce waste, north London businesses (regardless of size) can highlight their environmental performance.

- Display a certificate or window sticker to show your customers what you're doing to reduce your environmental impact.
- Use social media or talk to your customers about steps you are taking to reduce waste.
- Take part in local community events to encourage publicity for your business.

DID YOU KNOW?

London produces around seven million tonnes of commercial and industrial waste every year, which is nearly double the amount that households produce



Producing less rubbish:

- can save you money
- helps the environment
- gives you a market advantage
- can enhance your reputation

Making one simple change can be a great start to saving money and doing your bit for the environment.

How to get started

If you are just getting started:

- Start off small – pick just a couple of ideas from this guide.
- Involve all your employees in the planning and implementation stages.

If you have already started, think about how you can improve. For example, are there items which you could reuse instead of buying new ones?



SECTION TWO:

TOP TIPS FOR MANAGING WASTE





IN YOUR OFFICE:

UK BUSINESSES COULD SAVE UP TO £23 BILLION EVERY YEAR BY IMPROVING THE WAY THEY USE RESOURCES.

Reduce

- Print only when necessary.
- Set defaults on printers to print in black and white and double-sided to save up to 50% of paper costs.
- Encourage people to view documents online.
- Contact the senders of unwanted mail and ask to be removed from their mailing lists.
- Sign up to the Facsimile Preference Service to stop receiving unsolicited faxes – visit www.fpsonline.org.uk to register for free.



Reuse

- Reuse envelopes - either use for internal circulation, or buy sticky labels to cover old addresses and reuse envelopes externally.
- Reuse incoming packaging and boxes for outgoing deliveries.
- Convert scrap paper into handy notes and notepads.
- Provide staff with reusable glasses and mugs rather than disposable cups.
- Repair furniture or donate it to community organisations.

Recycle

If you have items that cannot be dealt with by either of the above:

- Talk to your waste contractor or your council about recycling and food waste collections.
- If food waste goes into the bin and you have outside space, why not install a wormery? Visit www.rhs.org.uk for a user-friendly guide to wormeries.
- Place a paper-recycling bin next to the photocopier.
- Recycle light bulbs, batteries, mobile phones, toner and printer cartridges through specialist companies and charities.



menu

Be a champion!

Have you thought of becoming or appointing a waste prevention champion to coordinate your waste prevention activities? The champion can start making real changes to prevent waste, save money, raise awareness and motivate other members of staff.

IN YOUR RESTAURANT, CAFÉ OR TAKEAWAY:

53% OF CONSUMERS THINK THAT FOOD WASTE IS THE MOST IMPORTANT ISSUE FOR RESTAURANTS TO FOCUS ON.

Reduce

- Ensure food with shorter use-by dates is used/sold first. If possible, prepare food to order rather than in advance.
- Offer a choice of portion sizes.
- Promote 'doggie bags'.
- Request reusable, recyclable or recycled packaging from your supplier.
- Do not over-package take-away items.
- Bulk buy non-perishable produce to reduce unnecessary packaging.
- Ask before giving customers carrier bags and disposable cutlery.



Reuse

- Serve sauces and vinegar in refillable containers.
- Use washable fabric table cloths, rather than paper.
- Refill glass bottles or jugs for water instead of selling bottled water.
- Use concentrated cleaning products in refillable containers.

Recycle

If you have items that cannot be dealt with by either of the above:

- Talk to your waste contractor or your council about recycling and food waste collections.
- Consider composting uncooked vegetable peelings in a compost bin.
- Have your used cooking oil collected and turned into an eco-friendly biofuel.





IN YOUR SHOP:

8.3bn single-use carrier bags were issued in the UK in 2013. That's around 57,000 tonnes of plastic! From October 2015, all large retailers will be charging 5p per single-use plastic carrier bag.

Reduce

- Ask your supplier to take back packaging for re-use.
- Ask before giving customers carrier bags - if you use less it costs you less.
- Stock loose fruit and vegetables - help your customers reduce their packaging waste.

Reuse

- Encourage customers to bring their carrier bags in for re-use.
- Reuse incoming packaging and boxes for outgoing deliveries.
- Shred low-quality paper or cardboard and use as protective packaging.
- Use concentrated cleaning products in refillable containers.

Recycle

If you have items that cannot be dealt with by either of the above:

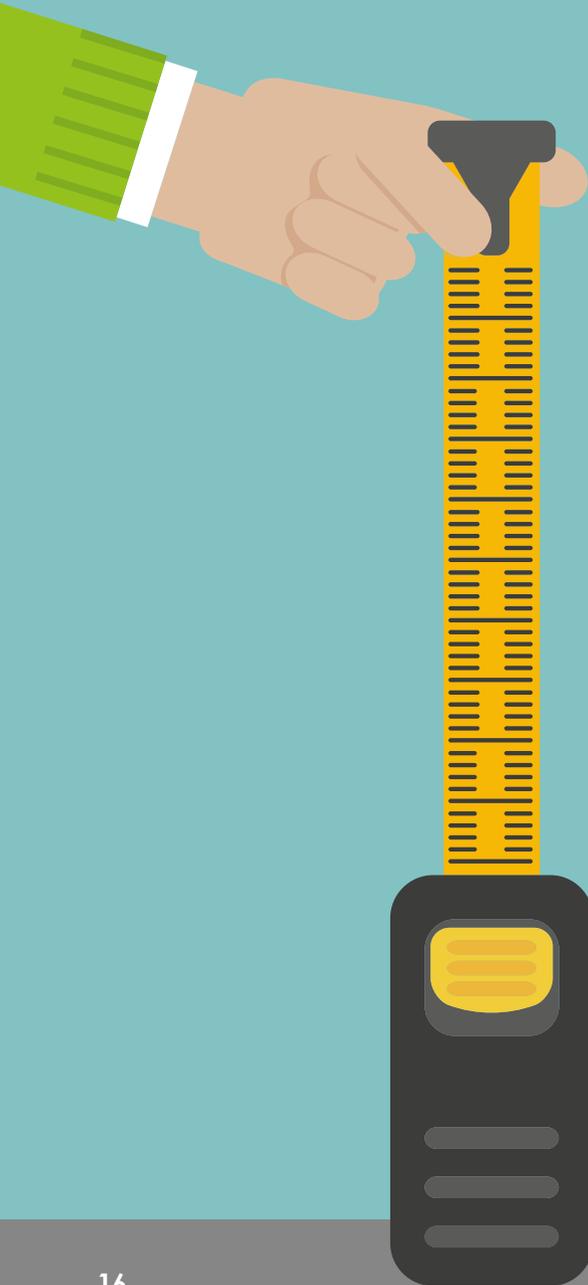
- Talk to your waste contractor or your council about recycling services and food waste collections.
- Arrange a joint recycling collection with other local businesses; a waste contractor is more likely to set up a collection for a greater quantity of materials and this can often cost less.



TALK TO YOUR CUSTOMERS

Have you thought about informing your customers about the importance of waste prevention at the checkout? Not only can you ask them if they need a plastic bag but also if they would be interested in using any reusable products such as refillable bottles.

SECTION THREE: MEASURING SUCCESS



If you want to check whether your waste prevention efforts are successful, from both a financial and environmental standpoint, you need to evaluate your progress.



Here are some suggestions:



Implement an improvement plan using suggestions in this guide.



Record the amount of waste produced by your business and associated costs.



Review and evaluate your performance (spending less or producing less waste)



Publicise and promote any improvements that are made.



SECTION FOUR:

WHERE TO FIND HELP

FREE ADVICE

Environment Agency

The Environment Agency can provide information on permitting and regulations.
www.environment-agency.gov.uk/

Gov.uk

The gov.uk site provides information on environment and efficiency for small and medium-sized businesses.
www.gov.uk/browse/business

Green Light North London

Green Light North London programme is now closed but provides useful information for businesses to improve their environmental performance.
www.glnl.org.uk

London Sustainability Exchange

London Sustainability Exchange provides advice to businesses to improve environmental and social performance.
www.lsx.org.uk

National Industrial Symbiosis Programme

The National Industrial Symbiosis Programme offers workshops to maximise networking opportunities with other companies from a range of all businesses.
www.nispnetwork.com

Waste & Resources Action Programme

The Waste and Resources Action Programme can provide practical advice to help businesses become more resource efficient.
www.wrap.org.uk/category/role/sme

FREE RE-USE AND RECYCLING SERVICES

Computer Aid International

Computer Aid International is a charity that reduces poverty by reusing donated computers in developing countries.

www.computeraid.org

Freecycle

Freecycle is a free online resource which matches people who have unwanted items with people who can use them.

www.freecycle.org/group/UK/London

Freegle

Freegle is an email list hosted on Yahoo! Groups for exchanging unwanted but reusable items.

www.ilovefreegle.org

Giving World Online

Giving World Online is an organisation linking businesses with unwanted goods to charities and the people they help.

www.givingworldonline.com

Living Fuels

Living Fuels collect large quantities of used cooking oil for free.

www.livingfuels.co.uk

London Re-use

London Re-use collects redundant office furniture and equipment to pass on to those who need it.

www.londonreuse.org/for-business

London Waste Oil

London Waste Oil collect used cooking oil for free.

www.londonwasteoil.co.uk

Street Bank

Streetbank website that lets you find and share things in your neighbourhood.

www.streetbank.com

SECTION FIVE:

FREE WEEE COLLECTION SERVICE

Recycle your waste electrical and electronic equipment (WEEE)

One of the fastest growing sources of waste from north London businesses is WEEE, which creates unnecessary and sometimes harmful waste due to heavy metals, non-biodegradable plastics, battery acids and other hazardous elements. It can also pose a security risk if any sensitive information is left on unprotected hard disks or storage media.

Recycle electrical items

There is a convenient and safe way to recycle business electrical items. DHL Envirosolutions, SWEEEP and Recycle for London offer organisations collections for old electrical items. They collect directly from your premises and securely recycle items back into raw materials at their approved treatment facility

What businesses are saying

“1,2,3 Recycling for free is really that with no hidden cost to the company. This scheme has saved the company hundreds of pounds”

—Optyma Security Systems Limited

“I have cleared my shop and home of computers and other electrical items I had lying around for years.”

—Falconwood Bookshop

To book your collection

Call: 0800 085 1050

Visit: www.123recycleforfree.com



SECTION SIX:

LOCAL COUNCIL CONTACTS

For more information and advice on recycling collections, contact your local council:

Barnet

020 8359 4600
first.contact@barnet.gov.uk

Camden

020 7974 4444
commercialwaste@camden.gov.uk

Enfield

commercial.waste@enfield.gov.uk
www.enfield.gov.uk/
commercialwasteandrecycling

Hackney

020 8356 6683
commercialwaste@hackney.gov.uk

Haringey

020 8489 0000
frontline@haringey.gov.uk

Islington

0207 527 4900
commercialwaste@islington.gov.uk

Waltham Forest

020 8496 3000
wfdirect@walthamforest.gov.uk



SECTION SEVEN: CASE STUDIES



ARCOLA THEATRE Hackney

Arcola is an award-winning Off-West End theatre with a strong sustainability focus. In 2007, the organisation set out to be the world's first carbon neutral theatre and has been working ever since to reduce its environmental footprint and engage people about how they can make sustainable changes in their lives.

Arcola has taken a number of steps to reduce waste in all its areas – the office, the café-bar, the theatres and rehearsal spaces. These include:

- developing a set of 'sustainable production' guidelines for theatre companies with suggestions of how they can reduce waste in creating their productions, for example:
 - Sourcing props and sets through the set-exchange website, which is similar to networks like freecycle, where people post items for others to reuse.
 - Borrowing or hiring props and costumes rather than buying new each time
 - Using clean, untreated timber to build sets. Arcola's heating system is run by a wood-fired boiler so any timber that can't be reused in sets will be used to keep the building warm
- In the office, setting double-sided printing as standard – even for scripts – has had a huge impact on the amount of paper used.
- In 2011, Arcola switched to digital marketing – no longer posting out thousands of theatre brochures, many of which were returned through the post. This also increased their social media presence
- The bar team has reusable bags on hand for daily purchases, such as milk and bread

Feimatta Conteh, Arcola's sustainability manager said:
"It's important for organisations to consider all aspects of their operations when cutting waste – think about where you can borrow instead of buying, what you can re-purpose and reuse and make sure you tell your customers and suppliers what you're aiming to do."



Haelan Centre

Crouch End, Haringey

For more than 40 years the Haelan Centre has been a pioneer in organic food and natural remedies. Their unique stores in Crouch End and the bottom of Muswell Hill offer a range of natural and organic produce and products whilst being friendly, down to earth and affordable.

This is what they did to reduce their waste:

- Receipts are only printed if the customer requires one.
- Customers are encouraged to return empty bottles to the store. Suppliers offer 5p for every bottle returned to their factories for reuse or recycling.
- Regular customers are encouraged to re use their carrier bags by providing them with a durable solution first time round. As a result they hardly ever re order carrier bags into store, saving money and resources.
- The store provides refill stations for a range of cleaning products. Customers are encouraged to reuse the original packaging by offering discount prices on the refills.

David Krahn of The Haelan Centre said:
“We try to encourage our customers to share our ethos of, Why throw something away, when it can be reused?”

need more inspiration?

Watch video case studies at www.wiseuptowaste.org.uk/businesses

TOP 10 TIPS FOR SAVING MONEY

- ✓ Talk to your waste contractor or your council about recycling collections
- ✓ Set up separate used cooking oil collections, food waste collections, or look into composting
- ✓ Recycle your old electricals for free via the 123 Recycle For Free service
- ✓ Ask before giving customers bags, disposable cutlery, or paper serviettes
- ✓ Stock loose items where possible and avoid over-packaged products
- ✓ Ensure staff have reusable mugs and glasses, not disposable cups
- ✓ Reuse incoming packaging and boxes for outgoing deliveries
- ✓ Use rechargeable batteries and refillable printer cartridges
- ✓ Provide 'doggie bags' for customers to take their uneaten food home
- ✓ Always print double-sided

For more tips and advice, visit
www.wisuptowaste.org.uk/businesses

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