



# Bulk Waste Collection Services

## OVERVIEW

As a tier one waste carrier we provide bulk waste collection and management services to a wide range of client organisations throughout the UK on a scheduled and reactive basis. Aligned to our own sustainability policies and practices, our primary aim is to minimise the volume of waste sent to landfill and maximise the re-use and recycling of items, supporting the communities in which we live and work wherever possible. Supported by robust management information, available through a dedicated reporting portal, we work with our clients to drive optimal value generation and evidence the success of our approach aligned to critical success factors of flexibility, sustainability and social value.

We utilise a waste hierarchy to ensure all goods and items collected are processed to mitigate the environmental impact of the service, as detailed in the graphic below.



We can manage all types of waste via self-delivery or work with specialist waste organisations to ensure complete and efficient waste management. We have agreements with a range of local and UK wide waste companies to ensure travel times to processing plants are minimised and support the creation of national or local best-fit operational solutions.

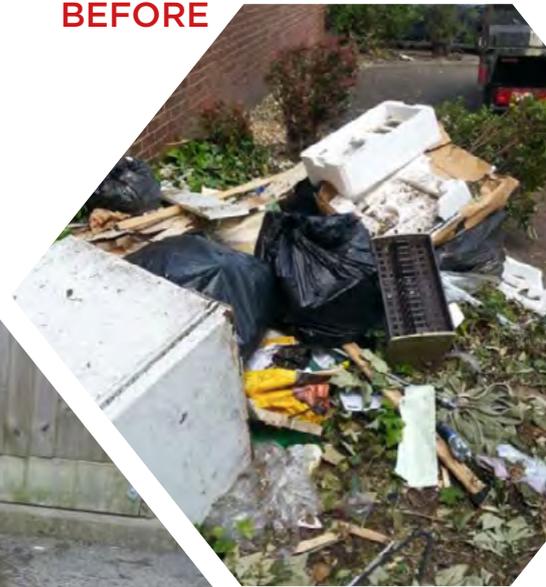
When dealing with Hazardous Waste, it is not always possible to re-use and recycle contaminated waste. Our waste management process guides us to dispose of waste in the most environmentally responsible way possible, whilst ensuring full adherence to all relevant legislation and industry codes of practice.

The transfer and disposal of any hazardous waste we remove from site is carried out in accordance with Regulation 3 of the Controlled Waste Regulations 1991 and documented in accordance with H9 of the Special Waste (Amendment) Regulations 2004. To minimise the harmful effect of incineration, hazardous waste is sprayed and treated where possible to make it environmentally safe, and then sent to landfill. Where this is not possible, it is incinerated along with clinical waste.

## SERVICE DELIVERY

We differentiate ourselves by continually developing our service capabilities, before implementing a wide range of contract specific initiatives to augment the benefits of core service delivery, as illustrated within the examples below.

BEFORE



AFTER





**EXAMPLE 1**

For a particular client we complete weekly collections of bulk waste from residents and tenants. Following a number of complaints in relation to items not being collected we completed an review of the waste volumes and operational procedures to establish the root cause of the issue.

Following this review, and in full agreement with the client, we implemented an increased frequency of collections, collecting twice a week. This approach allowed us to manage smaller collection volumes, ensuring all items were collected and processed during each week, resulting in improved customer satisfaction.



Before



After

**EXAMPLE 2**

The collection of white goods on the same contract resulted in the vast majority of items being collected within a mixed load, leading to in sub-optimal processing and redeployment of goods where feasible. Again, in consultation with the client, we now provide a dedicated white goods collection service on a monthly basis. This has allowed us to drive operational efficiency, complete inspections of items to determine those suitable for re-use/redeployment through charity partners, whilst delivering a cost saving of 7% to our client.



Consolidated white goods

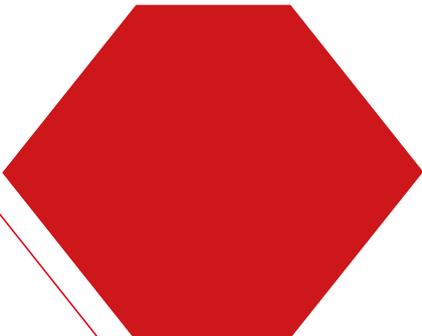
**EXAMPLE 3**

Following the collection of bulk waste we received complaints about the amount of litter that was left behind. We have countered this by introducing monthly community action days where we support local residents with training and employment opportunities to complete litter picking. This approach has driven ownership of the community by local residents, enables the development of work skills and experience and supports the on-going maintenance of clean and safe estates.



Before

After



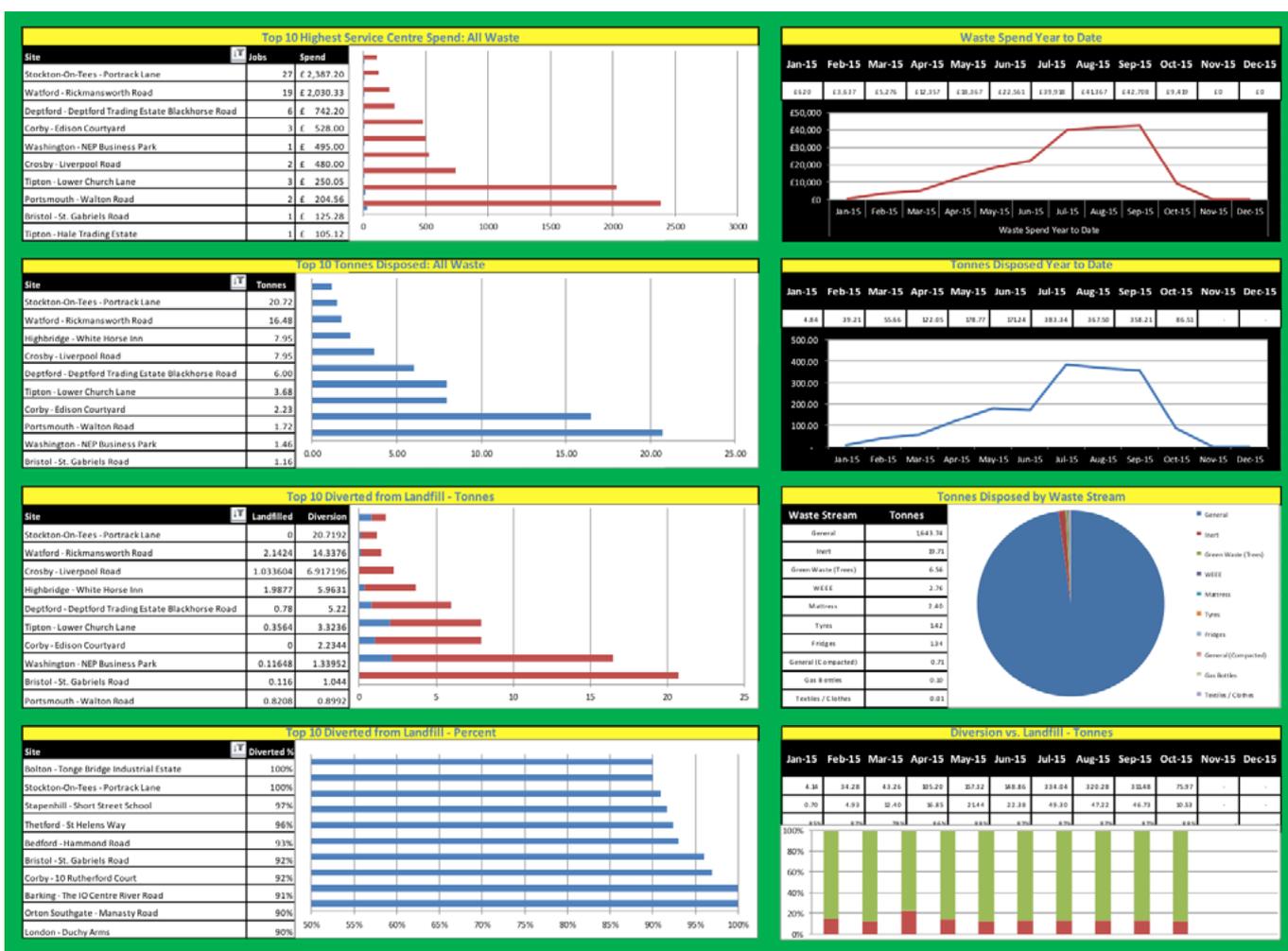


## REPORTING

We work with our clients to deliver a full reporting suite, available through a secure 24/7 web based portal. Each client has access to a wide range of reports and data, providing complete transparency to key stakeholders across all waste processing activities, evidencing the continued delivery of our sustainability agenda.

As a minimum our core reports package includes individual task summaries, weights and types of waste collected, disposal route and waste transfer notices. Information can be filtered by collection site or region, cost centre, date range, or disposal route.

We have provided an example waste dashboard below by way of illustration.



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Free site surveys  
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