



Leading the way in recycling and waste management

Complete Care Programme



Taking complete care of your recycling & waste needs



As one of the UK's leading champions of recycling and best waste management practice, ACM can help take your business down a greener path towards a better environment for all.

Our one-stop-shop service will ensure that your waste management operation is as green as possible, minimising waste to landfill and maximising recycling opportunities. An audit from one of our expert consultants will allow us to produce a bespoke long term sustainable waste management strategy for your organisation which ensures your compliance with the very latest legislation, minimises waste disposal costs, and maximises your businesses new environmental credentials.

As the UK's most environmentally focussed waste management company, ACM has helped many leading organisations, including Morrison's, Marriot International Hotels, and the Brakes Group to improve their environmental performance.



Huge cost savings

Good waste management practices are not only good for the planet – they are also very good for your business. The implementation of a complete waste management and recycling solution can help to significantly reduce your costs.

By working with ACM you can ensure that your business maximises its recycling potential resulting in huge savings on waste disposal as well as the creation of income streams from your recycled materials.

After all recyclables have been removed from the general waste stream the use of ACM's range of state-of-the-art high-density compaction equipment can reduce your waste disposal costs even further – by up to a staggering 10%.

There is also no need for significant capital outlay. ACM is the only company that offers a guaranteed outcome and cost saving as well as providing all the necessary equipment for a fixed quarterly fee.



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Complete Care Programme implementation

The implementation of a complete waste management and recycling solution can help to significantly reduce your costs.

1 Initial audit and full assessment

The first stage of our Complete Care Programme utilises our experienced waste management consultants to provide an in-depth audit of your sites and facilities.

We will:

- Identify the various waste streams
- Realise the value of your waste to you through rebates via recycling initiatives
- Reduce waste to landfill
- Assess and report on your present arrangements for the handling, management and recycling of waste
- Review your current costs, identifying any possible cost anomaly
- Offer additional support and expertise through our membership of organisations such as the ESA and CIWM
- Ensure you are always compliant and operating within the law
- Identify any risk to your business through non-compliance of Environmental, Health and Safety legislation
- Safeguard all customers obligated by the Producer Responsibility Obligations (Packaging Waste) Regulations 1997

2 Complete Care Programme implementation

We provide a comprehensive range of state-of-the-art equipment from a number of the world's leading manufacturers.

ACM provide collections of all waste streams and recyclable materials, through our unique network of approved sub-contractors - each carefully selected and vetted - ensuring excellent service, value for money and maximum rebates.

To minimise costs and emissions into the environment, it is ACM's policy to ensure that, wherever possible, waste and recycling streams go to the nearest appropriate disposal or recycling outlet.

Provision of National Recycling Services

ACM provide direct collections of recyclables within London and the Home Counties, with the Midlands and other major conurbations covered under the auspices of ACM by our associate recyclers.

3 After Sales Service

As your waste management partner, ACM is here to help you every step of the way. As well as being able to provide dedicated account managers, ACM's WOSP reporting programme allows customers to be continually updated with their waste and recycling performance levels.

WOSP

(Waste Operations Service & Plant)

Core benefits:

- Timely and accurate contract management
- Responsive breakdown processing along with managed routine maintenance of equipment
- Accurate and proactive waste collection management
- Detailed environmental reporting including recycling and landfill rates
- Exchange of information through our online customer zone

The other benefits of our After Sales Service includes:

- A highly impressive 'first time fix' rate from our specialist engineers on all equipment whether apparatus is existing or supplied by ACM
- On-going reports enable ACM to continually review your waste management programme to ensure optimum performance and full compliance with all legislation
- A dedicated 'customer contact point' provides assistance 24 hours a day, 7 days a week

ACM Customer Service Charter

ACM strives to offer the best possible service at all times, in an open and accountable manner, and our comprehensive Customer Service Charter sets out the high standards you can expect. The Charter covers every aspect of service including:

- Promptness of answering telephone calls and responding to correspondence and communication
- Payment of accounts and reaction to comments and suggestions 24 hours a day, 7 days a week

Waste types

Whatever your waste and recyclables, our Complete Care Programme will take care of it.

■ General

Firstly, we will ensure that all recyclables have been removed from your general waste stream. Then, where viable, we compact your waste as densely as possible to reduce associated haulage costs to landfill/recycling outlets. This will reduce both your haulage costs and emissions into the atmosphere. We ensure use of the most economical waste and recycling haulier and closest landfill or incinerator.

■ Cardboard and Paper Recycling

Removing cardboard and paper from your general waste stream reduces the tonnage going to landfill. Baling this, using ACM's high performance balers, will provide you with a rebate subject to volume/bale size.

■ Plastic Recycling

ACM will organise the best way to ensure your plastics waste is stored, or baled ready for removal to an approved recycler and, depending on quality and quantity, will secure the best possible rebates for your company.

■ Pallets and Wood Recycling

With the recent introduction of the Landfill Directive, wood recycling is expanding dramatically. Therefore ACM's partnership with UK wood recyclers guarantees the best options within your locality.

■ Vending Cups

Most beverage vending machines use hard-wall plastic cups, and by recycling used cups in special collecting bins, you will reduce your landfill tax payment costs whilst also helping the environment.

■ Bulbs, Tubes and Lamp Recycling

Due to Special Waste Regulations, the WEEE Directive, RoHS and Landfill Directives – there have been major changes to the ways in which lamps can be disposed. Those containing mercury, along with all gas discharge lamps, are now controlled waste and, therefore, recycling is the only option. Depending on the type, quantity and storage space available, ACM will investigate the most suitable and cost-effective method of legal disposal, via a network of lamp recyclers that includes award-winning service providers.

■ Confidential Waste Disposal

Because of changes in, and a tightening of, the Data Protection Act, more waste than ever is now considered confidential. ACM will arrange the certified shredding and removal of waste, ensuring privacy and confidentiality, and that you operate in compliance with the act.

■ Clinical Waste (Sanitary)

A complete service for the safe disposal of all clinical and sanitary waste in total compliance with all relevant legislation.

■ Electrical and IT (Computers, Inkjet and Toner Cartridges)

Continuous changes in legislation and now the introduction of the WEEE Directive, means that, to dispose of redundant, obsolete and unwanted electrical equipment, your company must comply with more rules and regulations than ever. ACM will provide a complete, environmentally friendly compliant solution.

■ Cooking Oils

Serving the needs of an industry recently 'cleaned up' by tough new legislation, ACM are able to supply a cost-effective service for the collection of waste cooking oil. In addition to meeting required standards, we guarantee a clean, efficient and customer friendly service.

■ Bulk Liquids and Effluent

Many services fall under this category, including tanker collections of liquid waste, sludge, heavy sludge, the treatment and disposal of special waste, sewage removal, gully emptying, tank cleaning and interceptors. Supplying all these services via a network of fully qualified and experienced operators, ACM ensures that you are compliant with Special Waste Regulations 1996.

■ Metals

Our metal recycling service includes the 'closed loop' recycling of every aluminium can collected.

■ Battery Removal or Recycling

Waste batteries are hazardous and must be handled, stored, transported and recovered in accordance with stringent regulations. Our comprehensive recycling service, which includes all types of lead acid batteries, including motor vehicle, industrial traction and telecommunications batteries, is supplied through our many partnerships with experts within this field.

■ Liquid Refining and Difficult Waste

This service includes the treatment of difficult waste streams, the treatment of aqueous waste streams; solidification of fixed waste, solvent recovery, oil reconditioning, recovery by distillation and laboratory small volume collection.

■ Special and Hazardous Waste

ACM works closely with the ESA and CIWM to ensure that hazardous waste is dealt with responsibly and compliant with government legislation.

■ Brokering and Purchasing of P.E.R.N.'s

For all our customers who are obligated by the "Producer Responsibility Obligations (Packaging Waste) Regulations" ACM are able to offer a packaging waste compliance scheme. We ensure you operate fully within the law and eliminate the risk of prosecution for non-compliance providing a cost effective service that tracks market activity offering some of the most competitive P.E.R.N. and R.O.C. rates in the UK.

■ Green Waste and Composting

ACM are able to handle all of your green waste, including residual waste from tree surgery, tree felling and landscaping. With increasing landfill taxes, landfill and haulage costs and more stringent packaging waste regulations, the recycling of materials, including wood, assume an increasing importance.

If you have another waste type that is not featured above, please contact ACM on 0844 884 4190 for more information.



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