

COMPLETE UPDATE

The latest news from ACM Waste Management PLC

Issue 5 Summer 2004



ACM's Golden Team Focus

ACM employees witnessed another performance worthy of a champion when 1990 European Championships gold medal winner Kriss Akabusi took to the lectern for the main speech of the day at the annual ACM Waste Management conference.

Kriss, who is a founder member of the Professional Speakers Association, spoke around the acronym FIT (Focus, Innovation, Teamwork). Kriss has been public speaking for over 10-years and his goal is to be an awe-inspiring catalyst for positive change.

Lezlee Burke, Sales and Marketing Manager, said: "Kriss' FIT4Business™ speech really helped us to focus on teamwork and how to keep pace with change in today's fast moving economic climate."

Lezlee added: "Kriss is just as lively on the stage as he is on the track, he drew on all his experience as a champion sprinter, in what was a truly inspirational speech."

Kriss' services were given without charge with ACM contributing a considerable amount to Kriss' charity REACH (Rural Enterprise and Community Health). A charity aiming to improve health care and health education primarily in Eastern Nigeria where Kriss has his roots.



Complete Waste Management

ACM's Golden Team Focus (Continued)

The audience, which also included suppliers and customers as well as ACM staff, heard how Kriss' athletic potential was first spotted while serving in the army. An observant sergeant was so impressed with Kriss' sprinting he rewarded him with a new pair of running shoes.

Since then Kriss hasn't looked back. The highlight of his career, for many, was when he helped beat the Americans to clinch a gold in the 4x400m relay at the 1991 World Championships in Tokyo.

Stuart Burgess, Waste Management Consultant added: "Kriss talked about setting goals and working together as a team to achieve these goals, ultimately benefiting the customer. You couldn't help but feel very motivated by what he was saying."

The conference was held at the Grove Hotel in Rickmansworth. Kriss was one of two guest speakers, the other being Barry Dennis, Deputy Chief Executive of the Environmental Services Association. Barry spoke on how waste management companies can prepare UK companies for some of the many challenges that face the industry today.

Lezlee said: "Barry touched on how it is up to enterprises such as ACM to lead the way on issues such as recycling, compacting and reducing transport emissions. We are already doing this, and as well as doing our bit for the environment, we are also offering significant reductions in cost for our clients."



Chairman of ACM, Barry Bolton, spoke about future plans for ACM and the challenges that lie ahead, while Mike Rosser, Sales and Marketing Director at ACM, spoke about the issues facing all personnel with regard to customer service and the difference they could all make.

Stuart said: "Barry's speech contained two key points. The importance of team working and the need to build on our already excellent standard of customer service."

As part of Mike's presentation on customer service delegates were shown a short film detailing how a popular fish market in USA has built a reputation for surpassing customer service expectations.

Stuart also added: "The film was about how to turn your customers into, 'raving fans.' Every single employee at the market was committed to going the extra mile for their customers. As such, business is going through the roof."

Apart from the presentations, the fun packed day also saw a round of prize giving for employees, one of the highlights being when Sharron Booth, Finance Controller, was awarded a bouquet of flowers for her commitment to teamwork.

Delegates heard how when Sharron's colleagues worked together to ensure she met her bonus targets while off work recovering from an operation. Sharron was so grateful, she decided to share the bonus evenly between all those who helped.

Prizes also went to Amanda Robertson who clinched the award for excellence/going the extra mile and was awarded a bouquet of flowers. Gordon Smith and Barrington Appiah received a bottle of scotch and brandy respectively for their contributions to the telemarketing challenge involving the company's advertising and marketing agency Colbear.

Lezlee said: "The teambuilding continued into the next day when Kriss joined Barry Bolton and some of the team for a quick 18-holes on The Grove golf course." Rumour has it that running isn't the only sport Kriss is good at, although the actual result still remains a mystery.

ACM - ON AT PILK

ACM can't put a foot wrong at Pilkington according to Pilkington Warehouse M... working with Pilkington for around th... time it has successfully reduced waste...



Safeway in Safe Hands

Supermarket chain Safeway has reduced the volume of waste it produces with a helping hand from ACM. ACM is supplying waste compaction services at 22 of Safeway's flagship stores, a distribution centre and the company's head office in Middlesex.

The initial contract was introduced to supply Safeway with both Rolonol and Skip type compactors as well as some custom made equipment. However, the contract has now been extended to include collections and disposal at various sites.

Safeway's head office in Middlesex uses a custom designed shredder and has one portable compactor. The Bristol distribution centre uses two portable compactors and two static dock loaded lifts with a custom made shredder.

Martyn Kentish, Technical Services Manager at ACM said: "A variety of different models of compactor are used throughout the Safeway operation including the SPB 20 SW model, the SPB 8 ANS model and the SPB 24 SEN model depending on the needs of the specific location."



The custom designed shredder, used at Bristol, is used to dispose of plastic drinks bottles and milk cartons and it features a special liquid draining system. This works by chipping the bottles (which tend to be out of date stock) to release the contents that are then drained off leaving the bottle or carton chippings in the compactor. These are then taken away to be disposed of or recycled.

Steve Potts, Hygiene and Safety Manager at Safeway is very impressed with the service. He said: "ACM won the contract based on a combination of high quality machines, service provision and cost effectiveness. The fact that it can provide customised equipment is a real bonus."

Barry Bolton, Chairman of ACM, said: "We were delighted to win the initial contract with Safeway and even more so when the services were expanded to encompass collection and disposal."

ON A ROLL KINGTON

Pilkington Automotive Glass, in Redditch, has employed the services of Waste Management Consultant, Phil Weager. ACM has been involved for three and a half years now and in that time waste management costs year on year.



Phil said: "Since being involved with ACM, our wood waste problems have virtually disappeared, whilst our cost savings remain significant. Based on my experiences I believe it would be in the interests of any company with a waste management issue to give ACM the opportunity to discuss the benefits their approach can offer."

ACM initially installed a Mammoth Roll Packer (later upgraded to a twin headed unit) as part of an holistic waste timber management system to help Pilkington deal with the growing amount of waste wood on site and cut down on collections.

The sheer volume of wood being generated meant that Pilkington was arranging collections on a daily basis, which was highly labour intensive. However, with ACM's support this has now been reduced to a single collection every four days.

Barry New, Waste Management Consultant at ACM said: "ACM has also implemented an environmentally friendly waste recycling policy whereby all the waste wood from crates is now recycled into chipboard instead of being sent to landfill."

ACM's holistic approach includes the initial waste management analysis, the installation of the double headed Roll Packer, a waste collection service, machine servicing, emergency call-out, periodic waste haulage/tonnage reporting and the overall management of the operation.



A Welcome Tax Rise

The latest increase in landfill tax announced in the government's spring budget, has been welcomed by ACM.

The tax encourages efforts to minimise the amount of waste generated and to develop more sustainable waste management strategies.

A five-year escalator was announced by the government in 1999 and on the 1st April this year the standard rate of landfill tax increased from £1 per tonne to £15 to be followed by annual rises.

The tax has already proved effective with the amount of waste received by registered sites dropping by 16 per cent in the period from 1997/8 to 2002/3.

Travis Way, Finance Director at ACM, said: "We are delighted with these continuing measures to reduce the amount of waste destined for landfill and look forward to seeing the resulting impact from the tax rises.

"We need to work together to promote alternative methods of effective waste management such as recycling and compacting in order to protect the environment for future generations," he added.

The Budget brought more good news for the environment in the shape of a freeze on the aggregate levy. This seeks to encourage the use of alternative materials from construction and demolition that would otherwise be destined for landfill.

Travis said that as better use was made of waste compaction and recycling schemes, there would be less waste being delivered to landfill.

"Recycling rose from 7.5 per cent of total waste in 1996/7 to 14.9 per cent in 2002/3 which shows the message is getting through," he added.

Update

WEEE Directive

This coming August the Waste Electrical and Electronic Equipment (WEEE) Directive will be implemented in all European member states. WEEE is the law that governs the collection, recovery, and recycling of all types of electrical waste products.

The next deadline will hit in September 2005. By this time collection, treatment and financing systems for WEEE must be in place. Following on from this, in December 2006, the first collection and treatment targets will be attained.

The WEEE Directive will impact on those selling, manufacturing, distributing, recycling or treating electronic and electrical equipment. The types of equipment covered includes, household appliances, IT and telecommunications equipment, audiovisual equipment,

lighting equipment, electrical and electronic tools, toys, leisure and sports equipment, medical devices and automatic dispensers.

Under the WEEE Directive there will be a compulsory household collection target of 4 kg, by the end of 2006. Producers will also be responsible for financing the management of consumer electronic and electrical waste.

For help and advice on the WEEE Directive please contact ACM on 08700 777555.



Congratulations

Two new key appointments have taken place in the ACM Sales and Marketing department since last quarter's newsletter. Mike Rosser has joined the company as Sales & Marketing Director and Lezlee Burke has been promoted to Sales and Marketing Manager.

The Sales and Marketing team is made up of 14 people, with some based at ACM headquarters in Enfield and others based out in the field. The number of staff is expected to increase over the coming years in line with planned company growth.

Mike said: "I want to ensure that ACM's sales and marketing operation continues to grow and perform at the highest possible level."

Mike added: "ACM has come a long way over the last few years. We now have the complete customer care programme, and I am looking forward to playing my own part in taking ACM to the next step."



There's a lot to learn from ACM

Sussex-based Palmer and Harvey has taken advantage of the staff training available and has been learning from the company's ethos of increasing recycling, compacting waste more efficiently and generally reducing the volume of waste to landfill.

Barry Bolton, Chairman of ACM, said: "In a series of talks and presentations, ACM has shared its knowledge and expertise in such areas as waste management legislation, the role of the Environment Agency, landfill and recycling."

One of the topics covered in the free presentation is the landfill tax. Based on 1998 tax and exchange rates the UK compares favourably with the rest of Europe for tax. UK businesses are charged just £16 per tonne for landfill. Austria pays the most, a whopping £73 per tonne and the Netherlands is second highest at £64 per tonne. This has obvious implications for the environment.

Barry says that there are alternatives to tax that need to be explored, including waste prevention and minimisation schemes, and waste re-use and re-cycling schemes. He cites examples from the EC in the presentation.

He said: "Denmark has a general tax on disposable items such as batteries, tyres and pesticides and Italy and Ireland both have a tax on carrier bags. Sweden operates a deposit refund scheme for glass, plastic bottles and aluminium cans. Germany operates similar schemes for a variety of products and has reported return levels as high as 90 percent."

Barry also says "that landfill bans on certain types of waste are a possible alternative as well as general recycling schemes for cardboard, plastic, wood, vending cups, aluminium cans, oils and fluorescent tubes."

The presentation also covers the European Union Directive and regulations, and the penalties companies will face if they fail to comply with this legislation.

Ten Top Tips For Better Cardboard Bales

Today's balers are more efficient and versatile than ever before and provide an invaluable link in the waste management chain, but they need to be handled properly in order to achieve optimum results. Martyn Kentish, Technical Services Manager at ACM, gives some key pointers in the art of creating the perfect cardboard bale:



1. Always use fully trained operators to use balers. It is common sense that to be safe and efficient an operator should have been competently trained.
2. When beginning a bale lay a piece of cardboard into the bottom of the baler, making sure that it is approximately the same size as the bottom of the baler. Then place additional material onto this. When complete it will help to keep the integrity of the bale and prevent smaller pieces falling out.
3. When baling, spread the cardboard about evenly. This will create a more compact and, therefore, denser bale. A more compact bale will reduce the overall volume required for storage.
4. When baling cardboard boxes, break them open rather than putting them in whole. This allows them to be laid flat and will create a more compact bale.
5. When completing a bale reverse the process in point 2 by putting a large sheet of cardboard on top to complete the "sandwich" effect and producing a well constructed and tidy bale.
6. When tying off the twine for smaller bales and wire for mill size bales, tie them off as tightly as possible. This will prevent the bales expanding when the pressure of the baler is released and the bale ejected. This will make storage and transportation easier.
7. Make sure that the waste has as little contamination from plastics or polythene as this will reduce the value of mill size bales and make recycling and disposal more difficult for smaller size bales.
8. Always keep bales dry. Transport is governed by weight restrictions and you do not want to use your transport to move water. If you are receiving revenue from mill size bales, the mill may reject a bale if the water content is deemed to be too great. The maximum a mill will accept is 12% water content.
9. Never place any combustibles or pressurised vessels into a baler, if you are in doubt about the effect of placing something into a baler, leave it out and seek advice.
10. Maximise the cost effectiveness of your waste streams by ensuring that all cardboard is removed from the general waste and baled together.

Your view counts

If you have a story or idea that you would like considered for entry in future editions of **Complete Update**, then please contact Lezlee Burke on 020 8344 3071 or email: lburke@acmplc.com



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