

# greener path programme

Towards a Zero Waste Outcome



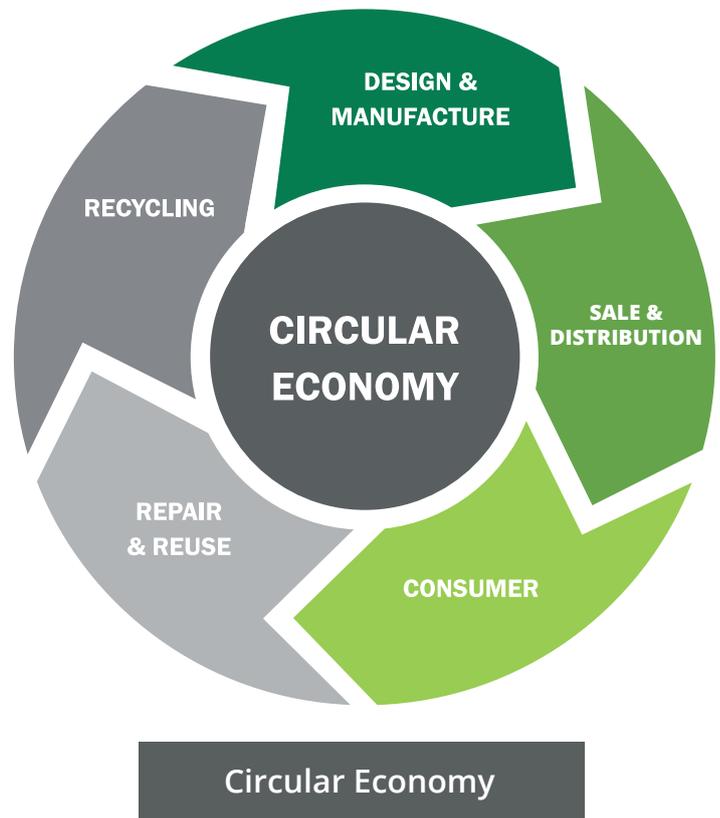
# ACM and Zero Waste

ACM is a full-service waste and recycling company focused on sustainability and zero landfill. It works with commercial clients to find inefficiencies and cost-savings within their waste streams and to develop new and innovative ways to reduce, re-use and recycle.

Zero Waste is a goal that entails continually working towards eliminating all wastes. It involves drastically improving the way materials flow through a business, resulting in **no waste**.

ACM's holistic Greener Path Programme is a step by step journey towards 'zero waste' using effective rationalisation, expert logistics and leading-edge processing technologies. Our Zero Waste strategies focus on restructuring production and distribution systems, saving up to 40% of waste management costs.

ACM is a member and strong supporter of the Zero Waste Alliance (ZWA) and our Greener Path Programme aims to ensure that no waste stream resource is wasted. This is achieved by correctly managing the hierarchy of waste by prevention, reduction, reuse and recycling.





## Three routes to zero waste

Greener Path objectives are achieved through three ACM initiatives:

### **WasteClear™:**

WasteClear™ aims for 100% diversion from landfill by identifying the ideal destinations for waste materials to be reprocessed and recycled. It will use the most efficient, cost effective and environmentally sound methods of enabling you to maximise resource recovery.

### **WasteTrack™:**

WasteTrack™ is a revolutionary app-driven platform and client portal empowering waste producers to monitor and manage their waste streams.

- The Mobile App offers users 'on demand' waste collections (to ensure waste containers are emptied only when full)
- The Desktop Portal (ESP) provides accessibility to ACM's in-depth waste management operational and recycling data

### **WasteSmart™:**

The WasteSmart™ package provides professional guidance and on-site support from our expert teams. Learning & Development, Waste Minimisation and all Compliance matters are comprehensively addressed.

The Greener Path Programme is an essential aid to meeting the ISO14001 environmental waste management standard and other environmental quality assurance accreditations.

Your Greener Path journey will be supported by your ACM account manager and by our 24/7 customer service centre.

# WasteClear™

Collection • Treatment • Recycling



**ACM Environmental's WasteClear™ Programme has 100% diversion from landfill and incineration as its primary goal. It is an integrated solution designed to deliver cost savings, maximise recycling levels and optimise energy efficiency.**

**The WasteClear™ service is a 3-stage process.**

## **1. SOURCING THE END DESTINATION**

We start with the end firmly in mind, which means choosing the optimal destination point for each waste material a client produces. We have an integrated nationwide network of recycling and reprocessing facilities from which to select and our choice will be based on proximity to each client site, environmental outcome and cost.

## **2. EQUIPPING THE CLIENT'S WASTE DISPOSAL AREA(S)**

To deliver waste materials to the chosen facility in their most valuable forms, we specify the most appropriate waste / recycling equipment to be positioned on site. A choice of container types and sizes are available, along with balers and compactors or bespoke solutions wherever necessary.

## **3. DELIVERING THE LOGISTICS**

We select the most suitable haulage services with the foremost vehicle technology to collect the wastes and recyclables from each client's site. In the event of any service shortfalls, a contingency back-up collection service will immediately be deployed.

**WasteClear's efficient and environmentally friendly processing methods will maximise the rebate value for your recyclable materials, handling waste at every stage in ways that meet and exceed regulatory compliance standards.**



## Comprehensive on-site resources

The route to zero waste begins at the waste producer's site and ACM supplies and services a wide range of equipment and offers a variety of consumables.

### ACM equipment includes:

- Waste compactors
- Balers (vertical and horizontal)
- Rollpackers
- Glass crushers
- Wheeled bins - 120 - 1100 litres
- FELs/REs (Front/Rear End Loaders) 6-14 cubic metres
- Bins, caddies, silos, tankers and containers (internal and external)
- Bespoke variants of all the above
- Signage to WRAP guidelines
- Baling wire, twine, all types of bags

### Rigorous equipment maintenance

ACM offers a range of maintenance, repair and support services tailored to meet individual client requirements and we can ensure that your waste recycling equipment and site operations function to the highest standards of safety and efficiency.

Our experienced field workshop engineers and technicians are resourced with the latest technology and diagnostic tools to confirm that your equipment fully complies with manufacturer recommendations and delivers top performance and reliability.

## Recycling, recovery and zero landfill

It is a legal requirement for businesses to handle waste responsibly and comply with current regulations. ACM provides a comprehensive range of commercial waste management services, from commercial waste disposal and recycling collections to supplying waste and recycling equipment for use on site.

Our Customer Services team will arrange collection and transportation of all our clients' recyclable waste to the nearest, most cost-efficient recycling facility where it can be processed for reuse or turned into other valuable resources.

## Leading-edge logistics and transport

**ACM Environmental uses advanced transport and logistics, cutting costs and reducing environmental impact.**

- Electric and hydrogen hybrid vehicles are being increasingly used in our supply chain, delivering fuel savings of up to 33% and supporting the UK's greener transport objective.
- ACM is at the forefront of innovation in logistics and the new vehicle tracking technology currently being rolled out provides accurate information on ETA scheduling. This allows for collections to be timed with precision and for clients to be updated on the status of vehicles whenever required.
- By operating "Approved" bin weighing equipment throughout most of its refuse supply chain, ACM can report accurately on all waste tonnages. As well as offering clients a more precise overview of their waste levels, this provides us with the data to help control waste as part of both WasteTrack™ and WasteSmart™ which are both featured over the following pages of this brochure.



## Advanced materials processing

The recycling methods that ACM facilitates are highly successful at extracting waste resources.

### Materials that ACM will take for recycling include but are not limited to:

- Dry mixed recycling
- Cardboard
- Paper
- Plastics
- Glass
- Food – ABP (Animal By-Product) and non-ABP
- WEEE
- Effluent/bulk liquids
- Office recycling
- Oils
- Metals
- Confidential shredding (on and off site)
- Green waste
- Textiles
- Animal feeds
- Special & unusual wastes

• If your recyclables aren't listed, we can arrange a site visit to devise an innovative bespoke solution.

• ACM will also provide safe, environmentally sound and legally compliant handling of materials such as hazardous and clinical waste.

**WasteClear™ provides ACM clients with high quality, competitive services suited to their geographic locations, the types of waste they produce and their individual business requirements.**

# WasteTrack™

App • Analytics • Client Portal



ACM's WasteTrack™ offers an entirely new way for waste producers to monitor, evaluate, record and control their progress towards zero waste operations. This unique app-based analytics platform is channelled through two leading-edge solutions:

## • The Mobile App:

Available via both iOS and Android systems, this ground-breaking app is remarkably easy to use, allowing you to:

- Book 'on demand' collections and track their progress.
- Change your preferred collection times to suit your business needs.

The ability to control your waste operations is literally at your fingertips!

## • The Desktop Portal (ESP):

Using continuously updated information and ACM's extensive resources, the online Portal will help you to:

- Operate with the highest standards of efficiency, environmental sustainability and industry best practice.
- Produce accurate and sophisticated reporting of all your waste activities

**WasteTrack™ will map and document waste trails and individual waste categories and provide worldwide access to a powerful range of analytics data and app-driven functionality at any time of the day or night!**



# WasteTrack's two unique components



## The Mobile App

Using the Mobile App you can instantly:

- Get up to-the-minute notifications on your waste collections and timings.
- Book an urgent collection on demand.
- Request a quote – if you require a skip for a one-off waste clearance, the App will give you a price so that you can instantly book it.
- Be kept up to date on your waste processing operation while you get on with running your business!
- Check ad hoc billings, invoices and collection schedules.
- View accurate analysis of how every element in your waste stream is processed.

Note: Full functionality of the Mobile App is being introduced throughout 2017/18

WasteTrack™ is yet another market-leading innovation from ACM, helping you to confirm that no single valuable resource from your waste output is wasted.

## The Desktop Portal (ESP)

Discover a wealth of information and resources via ACM's Desktop Portal:

- Monitor single and multi-site operations nationally and worldwide, benchmarking successful operations in line with DEFRA's waste hierarchy.
- Use detailed analytics to produce regular bespoke reports illustrated with pie charts, bar charts and other graphic options.
- Update details on contacts, contracts, waste streams and schedules.
- Examine end-of-use data on how your waste is being recycled and reused.
- Produce multiple copies of compliance documents, including waste carrier's licences, consignment notes, waste transfer notes and insurance details.
- See who in your business has been logged in to the portal and for how long.
- Inspect the service history of ACM equipment supplied to your business.
- Print waste specific posters for all of your internal and external bins.
- Review updates on relevant government regulations and other industry news.
- Carbon Calculator measures your carbon footprint in tonnes of CO<sub>2</sub> and presents carbon savings achieved over time.

# WasteSmart™

Learn+ • Assure • Avert



**The WasteSmart™ comprehensive consultancy package offers three excellent ways to travel along our Greener Path towards the Zero Waste objective.**

## **Learn+™**

Education is at the core of our service offering at ACM.

Our modular, highly interactive and motivating e-learning programme is designed to educate staff and key stakeholders in all aspects of waste resource management and compliance.

The Learn+™ programme features three core products that have been accredited or endorsed by the Chartered Institute of Waste Management (CIWM) for CPD and SLD.

With information and training materials on a wide range of waste and resource management related disciplines, our Learn+™ programme is the perfect educational tool.

## **Assure™**

ACM's rigorous regulatory compliance audit is vital if you wish to ensure that you are meeting all of the stringent waste management duty of care regulations. Assure™ offers a certain route to safeguarding businesses from any contravention of often complex regulatory obligations.

## **Avert™**

The Avert™ expert operational guidance service is designed to achieve the most ambitious objectives of a zero waste policy: prevention, reduction and reuse.

**Please note:** Provision of this unique WasteSmart® package could be subject to separate charge(s). Please refer to your individual ACM proposal.





## Learn+™

Accredited and continually updated by the CIWM, ACM's 3-module Learn+™ programme is logically structured, easy to use and motivational. The flexible e-learning format offers accredited learning towards achieving certified CPD goals at times to suit the needs of your business.

### Introduction to Waste

Interactive module on handling of both business and domestic waste, dealing with:

- Promoting efficient and responsible handling of waste resources
- Making savings on business costs
- Enhancing environmentally friendly practices.
- Introduction to Waste will inspire engagement and commitment at all levels of an organisation (CPD qualifying).

### Journey of Waste

Takes the user along interactive journeys some of the most common waste streams:

- Packaging
- WEEE
- Hazardous waste
- Food wastes
- Journey of Waste will help secure staff buy-in and improve not only their but their teams performance in segregating materials for reuse and recycling.

### Advanced Waste Management

Covers all aspects of waste, resource management and the principles of the circular economy, including:

- Legislation and obligations for complete duty of care compliance
- Key principles of waste control
- Insights into costs
- The content of Advanced Waste Management is continually reviewed by the CIWM to ensure every aspect is completely up to date (CPD).

**Learn+™ provides excellent guidance for waste decision makers, senior management and the workforce at large on effective duty of care. Our online helpdesk is also accessible to handle any specific queries on waste management activities.**



## Assure™

**Assure™ is a comprehensive auditing process to ensure compliance with the increasingly complex duty of care legislation for waste handling and management.**

- It helps to protect companies with both national and multinational operations to meet all environmental regulations in force
- It supports companies in meeting environmental sustainability and corporate social responsibility (CSER) objectives

Assure™ has three review stages, leading to a final report and recommendations.

### Operational Performance

This review will include evaluation of the following:

- Is waste being stored, segregated and handled correctly?
- Are adequate failsafe procedures in place?
- Are contractors and sub-contractors employed operating in a compliant way on site?

### Document Management

This review will ensure the organisation has the necessary documentation to demonstrate legal compliance, including:

- Waste transfer notes.
- Consignment notes for hazardous waste.
- Environmental Permits, Licences or Exemptions.
- Hazardous waste registration documents.
- Waste carrier/broker/dealer registration documents.
- Packaging waste/producer responsibility registration.

### Law Review

This final stage focuses on an organisation's understanding of the law, including:

- A review of the legal register (if in place for operating an Environmental Management System).
- Assessing staff understanding of their waste management legal responsibilities.





## Avert<sup>™</sup>

ACM Environmental's Avert<sup>™</sup> expert consultation service is designed to achieve the most ambitious objectives of a Zero Waste policy. It focuses on minimising and eliminating waste at the point where it is created and on achieving the three most favourable options for dealing with waste:

- Prevention
- Reduction
- Reuse

Avert<sup>™</sup> has proved successful for a wide range of ACM's clients as well as in minimising waste in our own company operations. Working closely with your management and workforce, the Avert<sup>™</sup> consultancy team assigned to your business will focus on:

- Eliminating material before it becomes waste
- Saving on raw material buying costs
- Saving on waste disposal and recycling costs
- Saving on energy and water usage and costs
- Fully aligning your business with DEFRA's waste hierarchy principles
- Achieving zero waste by diverting all materials through Avert<sup>™</sup> channels

## Getting started

When a client instructs us to deliver our Greener Path Programme, if WasteSmart<sup>™</sup> is included, Learn+<sup>™</sup> will be accessible online immediately. The Assure<sup>™</sup> and Avert<sup>™</sup> audits will be conducted shortly after three months from the implementation of WasteClear<sup>™</sup>, ACM's advanced waste and recycling solution. Over this period, we will capture all meaningful waste management data in order to enhance the accuracy of our on-site audits.

Following comprehensive Assure<sup>™</sup> and Avert<sup>™</sup> audits, a detailed report will be produced with our findings and clear recommendations from which a comprehensive Action Plan can be produced and implemented.

**WasteSmart<sup>™</sup>, with its Learn+<sup>™</sup>, Assure<sup>™</sup> and Avert<sup>™</sup> components, can provide the educational resources and expert support to help businesses achieve the highest performance standards across all of their waste streams.**

# greener path programme

Delivering a Zero Waste Outcome



## Dedicated account management

A key aspect of ACM's services is the allocation of a professional Account Manager for every client travelling on our Greener Path. They will champion the most efficient and sustainable handling of waste resources by:

- Coaching and mentoring the workforce
- Regularly appraising and reviewing processing and recycling operations
- Making recommendations for improvements
- Suggesting innovative technological and operational solutions

The Account Manager can be a genuine partner for your business, helping you to:

- Measure, manage, control and eliminate waste

- Keep you abreast of business, legislative and market changes
- Create bespoke plans and solutions
- Review service levels and implement necessary changes

## 24/7 customer service

Our Customer Service team can be contacted at any time of the day or night and every day of the week. A phone call or email will provide you with:

- Up to the minute information to help you run the most efficient and environmentally friendly waste operation
- Arrange additional collections
- Order from our wide range of consumables

## Operating across industry sectors

ACM's Greener Path Programme can meet the needs of a wide range of waste producers such as:

- Hotels, restaurants and leisure facilities
- Shopping centres and retail outlets
- Food producers and processors
- Manufacturing and industrial operations
- Distribution and logistics hubs
- Hospitals and healthcare establishments
- Charities and not-for-profit organisations
- A wide range of medium and large businesses
- Educational establishments

Businesses need to deal with their waste legally and responsibly and to do this requires a comprehensive and sustainable waste management plan. The Greener Path Programme optimises the operational and financial benefits of responsible waste resource management while keeping our clients fully compliant with the law.

The ISO14001 standard for environmental waste management is designed to encourage productivity in business while protecting the waste management environment from that success. The Greener Path Programme is a vital aid to meeting and exceeding the requirements of ISO14001 and works within the framework of the standard to help clients grow their business while conforming to this and other guidelines for environmental best practice.

ACM's Greener Path Programme offers businesses operational and financial gains through the efficient and responsible treatment of waste resources while ensuring full compliance with legal and regulatory requirements.

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