

Case Study
Water Utilities

Taking Responsibility For Future Generations



Highlights

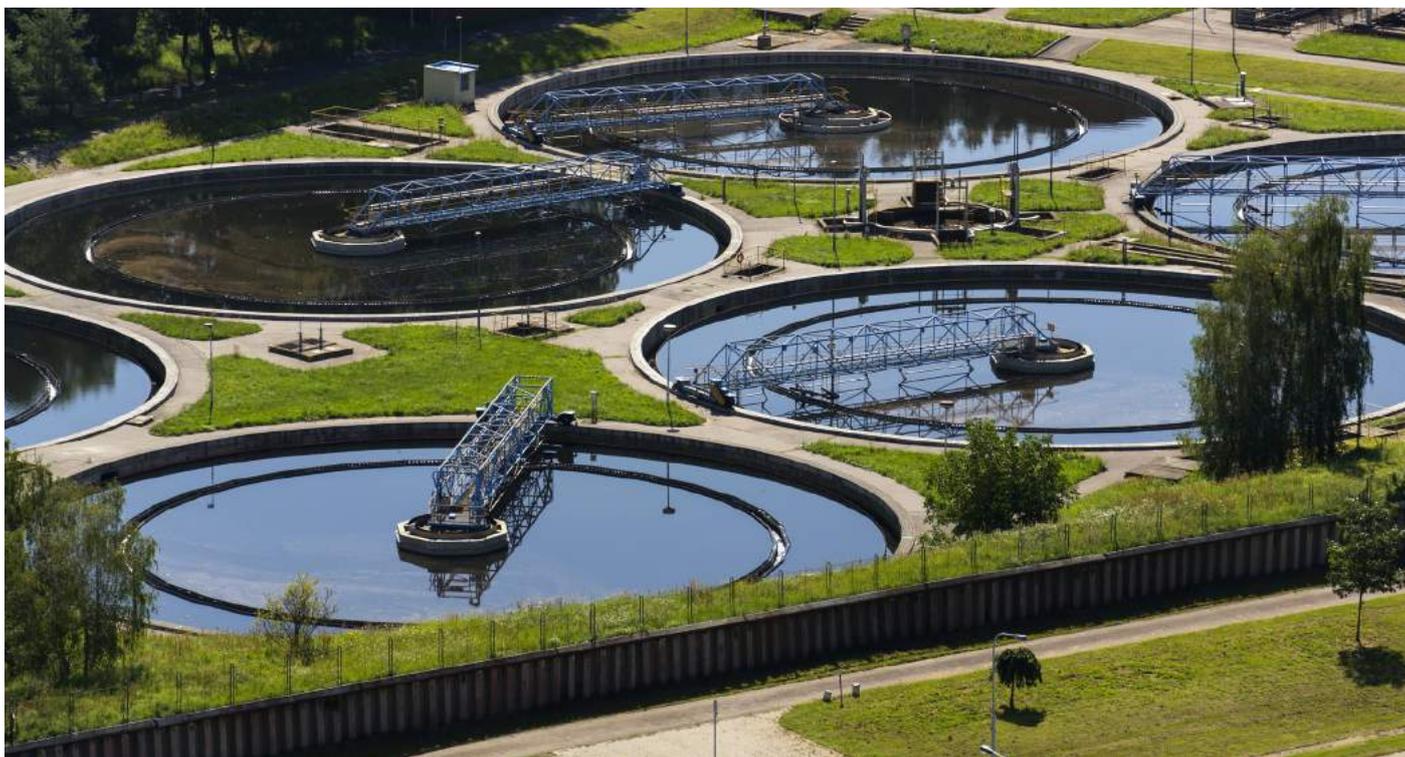
- Working in **partnership since Autumn 2012**
- Servicing more than **600 sites**
- UKWSL plays a prominent role in the management of **hazardous, clinical, scrap metal and wood** collections. We also handle the transportation and disposal of the sewage grit and screenings
- **Bespoke “man & van” solution** to collect filter sacks for environmentally friendly disposal

Business Synopsis

UKWSL has been working with one of the UK's leading waste water treatment companies. We have provided collection services across more than 600 waste water treatment and water treatment facilities. The drive for sustainability underpins every aspect of our customers long-term environmental, social and economic strategy. This is demonstrated through improving drinking and bath water quality, reducing leakage and lowering carbon emissions and forging ahead with industry leading environmental initiatives.

Related to this and to show willingness to be transparent, accessible and accountable, our customer has introduced information services that aim to inform the general population to any issues regarding coastal areas and water quality.

A core belief for the utility provider is that “by investing in the future of the region, we are not only improving the quality of life for today's residents and visitors but are also taking responsibility for future generations”.



The UKWSL Partnership approach

The utility provider has an annual waste budget of circa £600,000 per annum. UKWSL were contracted to carry out the general waste and recycling collection services whilst playing an increasingly prominent role in the management of hazardous, clinical, scrap metal and wood recycling materials. We have also handled the transportation and disposal of the sewage grit and screenings. UKWSL has worked with a local composting facility to assist the utility provider to utilise the grit and screening waste in a composting process. This solution radically diverts waste that would traditionally be sent directly to landfill.

In the summer of 2013, UKWSL began to trial the servicing of a traditionally difficult waste stream, this being screenings contained in hessian sacks. The solution UKWSL has provided shows our **ingenuity and flexibility** as a waste management provider. Our “man and van” solution to collect sacks and dispose of them in an environmentally friendly way supports the utility company’s ISO accreditation.

In order to deliver continuous improvements, UKWSL visited all area managers in order to develop relationships and to provide a **best practice framework**, best way forward approach to waste management.

In doing this, we identified all of the many, varying waste streams produced. We were then able to provide solutions that **maximise source segregation and optimise opportunities to divert waste from landfill**. At all times UKWSL remained focused on delivering solutions that support the reduction in the customer’s waste budget. Our account management team regularly reviewed the financial performance of our services and took all necessary actions to ensure we met the goals set.

By introducing this process of identification and segregation of waste materials as well as utilising the best local service partners who deliver **zero waste to landfill** solutions, UKWSL dramatically **increased recycling rates** whilst reducing the amount of waste that has historically been sent to landfill.



Customer Solution April 2016

- 18% Landfill
- 10% Recovery
- 72% Recycling

Customer Solution April 2018

- 2% Landfill
- 17% Recovery
- 81% Recycling

UKWSL have been responsible for the transportation of the grit and screening waste that is a bi-product of the waste water treatment process. UKWSL successfully trialled the composting of this material with the ultimate goal of utilising the material at land reclamation sites. This was supported by a local composting facility who managed the composting process on behalf of the utility provider. All sites have taken advantage of this solution and are now able to dispose of the material via a bulking station in the region. By bulking the material we were able to **reduce the associated carbon emissions** that would have been incurred from multiple collections.

As a business within which the environment is so closely correlated with its core activities, the utility provider is acutely **aware of its environmental impact and obligations**. They recognise that the extraction, treatment and delivery of drinking water and the removal and safe disposal of waste water all have implications for river and sea water quality. They acknowledge that the energy used to carry out these processes has further implications for carbon levels and pollution, and they understand that the scale of their operations brings with it a scale of responsibility in how they manage their workforce and operational activities.

Environmental sustainability spans not only the practice of meeting environmental standards but also the drive to find new and innovative ways of working that deliver better environmental outcomes. An environmental strategy that targets innovation, continuous improvement and improved efficiency is vital in this regard, especially given advancing challenges such as climate change, population growth and increased environmental legislation.