

# Reduce Waste Save Money

## A Guide for Businesses

Let us help you save up to  
4.5% of your annual turnover!



**nlwa**  
north london waste authority

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## Legal disclaimer

The contents of this document is provided as an information guide only and does not constitute legal advice. This guide provides information about the law designed to help businesses safely manage their waste responsibly and while every care is taken to make sure our information is accurate, you should consider taking independent legal advice from a solicitor or other qualified adviser for professional assurance that your interpretation is appropriate to your particular situation. No responsibility is accepted by or on behalf of the North London Waste Authority for any errors, omissions or misleading statements within the guide. The North London Waste Authority does not accept liability for any actions which you or anyone else may take on the basis of the information contained in this document.

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### Creating waste costs money



Every business generates waste. Whatever the type and volume of waste your

company generates, it is costing you money. By doing nothing, your costs will continue to rise as the cost of managing waste increases. Businesses of all sizes can benefit from cutting waste and it doesn't cost the earth.

### Waste disposal is expensive and the cost is still rising

In 1996 the UK Government, recognising that landfill sites can have a serious environmental impact, introduced the Landfill Tax and encouraged greater recycling. The Landfill tax imposes a tax on every tonne of waste sent to landfill. The Government has made the commitment that landfill tax will continue to rise until 2014, by which time the tax alone will be £80 per tonne. This will be 13 times the amount it cost to landfill a tonne of waste in 1996.

**Making one simple change can be a great start to saving money and doing your bit for the environment**

**Preventing waste is the best economic option for any business.**

**There are indirect costs**

It's not just the bill you receive to empty the bin. Other considerations which can make managing your waste very expensive include:

- Lost, often expensive raw materials
- Handling and storage costs
- Energy and utility costs
- Staff time
- Effort
- Transportation
- Maintenance
- Staff and customer comfort
- Reputation



**There is an alternative**

**Preventing waste saves money**

Prevention is the best economic option for any business and can be very easy.

**Waste prevention** is the idea of not producing waste in the first place, rather than waiting until there is a pile of waste to deal with. It is the best environmental option of all - much better than recycling and streets ahead of landfill.



Waste prevention:

- saves you money
- saves the environment
- gives you a market advantage
- can enhance your reputation



### But our business recycles already...

Recycling can be the beginning of the changes your business can make to save money and be environmentally responsible. While sending waste for recycling is a better and often cheaper option than sending waste to landfill, it can often seem difficult and bring new costs. With help and advice however most businesses can do more by looking at options for the re-use of materials and save money overall.

### It is a legal requirement

All businesses create waste and all businesses have a legal duty to dispose of their waste responsibly, which means that your business should:

- ✓ Put waste in a container
- ✓ Transfer waste only to an authorised person
- ✓ Complete a transfer note when your waste is removed
- ✓ Prevent or clear up street litter caused by your business

If you don't comply with the legislation you could be held responsible and face tough penalties. Check with the Environment Agency on 08708 506 506, email: [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk) or the trade waste service through your local council to find out more.

### It gives you a competitive advantage

As awareness of environmental issues grows, more and more consumers are choosing to 'buy green'. While it is easy for a big company to advertise their green credentials, how does a small shop or restaurant in north London let people know they are making green choices?



### DID YOU KNOW...

London produces around seven million tonnes of commercial and industrial waste per year, which is nearly double the amount from households.

- Look out for local initiatives run by your council where you may be able to take part and then display a certificate or window sticker to communicate your actions to your customers
- Talk to your customers about steps you are taking to reduce waste and let them know how they can help
- Take part in community events and local 'green schemes' to encourage publicity for your business

### Waste in landfill contributes to climate change

A significant amount of waste disposed of in north London is sent to landfill, whilst the remainder of it is sent for recycling or incineration. This can lead to climate change in two ways:

1. Waste sent to landfill sites eventually decays, creating the potent greenhouse gas methane, and a liquid called leachate, which can lead to serious environmental impacts.
2. In addition, the transportation of waste to disposal sites produces greenhouse gas emissions from the combustion of the fuel used in trucks and other equipment.

By reducing our waste, less will be sent to landfill, which in turn reduces the amount of climate-changing emissions that cause damage to the planet.

### Get started!

If you are just getting started:

- Start off small – pick just a couple of ideas from this guide
- Involve all your employees in the planning and implementation stages

If you have already started, think about how you can improve, e.g. are there items which you could reuse instead of purchasing new materials?

### Choose reused, refurbished or recycled products

Choosing to buy reused, refurbished or recycled products is a great way to create a sustainable workplace and helps to stimulate markets for the materials we recycle. Closed loop recycling is a concept that involves buying recycled products as well as recycling, thereby significantly reducing raw material usage. Take a look at the following links to recycled databases:

- Buy recycled. For information about buying recycled-content products, visit [www.wastebook.org/recprod.htm](http://www.wastebook.org/recprod.htm)
- The sustainable product directory provides a comprehensive database of sustainable products and suppliers with information on nearly 300 products. Visit [www.recycledproduct.info/category/sustainable-products](http://www.recycledproduct.info/category/sustainable-products) to view the international catalogue of recycled products, sustainable products or sustainable suppliers.

## IN YOUR OFFICE:



**Waste fact:** A London-wide switch to double-sided printing could save 17.5 billion sheets of A4 paper every year – enough paper to wrap around the earth four times!

### Reduce

- print double sided (saves up to 50% of paper costs)
- change the settings on your fax machine and printers, so you don't print unwanted header or report sheets
- print only when necessary - send emails rather than printing letters or memos to save paper
- purchase durable equipment
- use energy efficient light bulbs - they last much longer and save money while in use
- switch off all electrical equipment in the evening and at weekends.

### Reuse

- reuse envelopes - either for internal circulation or buy sticky labels to cover old addresses and reuse envelopes externally
- use rechargeable batteries

- use refillable printer cartridges
- reuse single-sided paper for printing out draft documents or internal reports
- reuse incoming packaging and boxes for outgoing deliveries
- convert scrap paper into post-it notes and notepads
- provide staff with reusable glasses and mugs rather than disposable cups
- repair furniture where possible or donate it to charity or organisations such as Green-Works

### Recycle

**If you have items that cannot be dealt with by any of the above:**

- talk to your waste contractor or your council about recycling collections
- place a paper-recycling bin next to the photocopier
- recycle toners and printer cartridges through phone retailers and charities
- if food waste goes into the bin and you have outside space, why not install a wormery?

### BE A CHAMPION!

Have you thought of becoming or appointing a waste prevention champion to coordinate your waste prevention activities? The champion can start making real changes to prevent waste, save money, raise awareness and motivate other members of staff.

## IN YOUR RESTAURANT OR TAKE-AWAY:



**Waste fact:** If an average restaurant reduced its food waste by just 20% it could generate annual savings of more than £2,000 from avoided food purchase costs.

### Reduce

- request reusable, recyclable or recycled packaging from your supplier
- do not over-package take-away items
- bulk buy produce to reduce unnecessary packaging
- ask before giving customers carrier bags and disposable cutlery – if you use less it costs you less
- encourage customers to reuse containers
- if using disposables, only give each customer one disposable napkin – not a handful.

### Reuse

- serve sauces and vinegar in refillable containers
- use washable fabric table cloths, rather than paper
- refill glass bottles or jugs for water instead of selling bottled water- saves you waste disposal costs and keeps the customer happy
- use concentrated cleaning agents in refillable containers.

### Recycle

**If you have items that cannot be dealt with by any of the above:**

- talk to your waste contractor or your council about recycling collections
- arrange for food waste to be collected and composted
- consider composting uncooked vegetable peelings in a 'back door' composter
- have your used cooking oil collected and turned into an eco-friendly biofuel

### Spread the news!

Have you thought of informing customers and suppliers of your commitment to preventing waste? Customers and suppliers have a growing interest in environmental issues and the implementation of waste prevention practices will enhance your reputation as a green company.

## IN YOUR SHOP:



**Waste fact:** Every year in the UK an estimated 17.5 billion plastic bags are given away by supermarkets. This represents over 130,000 tonnes of plastic - enough to cover an area the size of London twice over with a layer of bags!

### Reduce

- ask your supplier to take back bulk packaging for reuse
- ask before giving customers carrier bags, if you use less it costs you less
- stock loose fruit and vegetables - help your customers reduce their packaging waste
- provide reusable glasses and mugs for staff, rather than disposable cups.

### Reuse

- encourage customers to bring their carrier bags in for reuse
- reuse incoming packaging and boxes for outgoing deliveries
- shred low-quality paper or cardboard and use as protective packaging
- use concentrated cleaning agents in refillable containers.

### Recycle

#### If you have items that cannot be dealt with by any of the above

- talk to your waste contractor or your council about recycling collections
- set up regular recycling collections for commonly used materials such as cardboard
- arrange a joint collection of recyclable materials with other local businesses. A waste contractor is more likely to make collection for a greater quantity of materials
- check whether it is possible for your business to recycle packaging waste; the best place to start is to ask your waste contractor

#### Teach your customers!

Have you thought about informing your customers about the importance of waste prevention at the checkout? You can not only ask them if they need a plastic bag but also encourage them to return unwanted reusable items such as metal hangers to dry cleaners.



## GET FREE SUPPORT



**WRAP** works with businesses to prevent waste, increase recycling and develop markets for recycled and sustainable products.

For a step-by-step guide to start recycling at work, including how to find a recycler in your area please visit [www.wrap.org.uk/business/recycle\\_at\\_work](http://www.wrap.org.uk/business/recycle_at_work).

For more information on how your business can save money by improving the way you use your resources, go to [www.wrap.org.uk/resource\\_efficiency](http://www.wrap.org.uk/resource_efficiency) or contact the WRAP helpline on 0808 100 2040.



**Recycle Now** can help you set up a recycling scheme and find a local recycling service provider. To find out more visit [www.recyclenow.com](http://www.recyclenow.com).

## NetRegs

**Netregs** helps businesses understand what they need to do to comply with environmental law and protect the environment. For more information visit [www.netregs.gov.uk](http://www.netregs.gov.uk)



**Centre for Environment and Safety Management for Business (CESMB)** helps businesses and other organisations recognise how environmental management is a key factor in business competitiveness. To find out more, please call CESMB on 020 8411 6303 or visit [www.mdx.ac.uk/ecovate](http://www.mdx.ac.uk/ecovate)



**London Sustainability Exchange (LSx)** provide advice to businesses that want to improve their environmental and social performance. To find out more visit [www.lsx.org.uk](http://www.lsx.org.uk)

## Waste Online

The **Waste Online** website is an online document library where there is a dedicated 'Waste in the workplace' section which provides information on how to improve environmental performance in the workplace. To find out more visit [www.wasteonline.org.uk](http://www.wasteonline.org.uk)

## DONATE UNWANTED GOODS

Business waste can be made up of many items including empty bottles, wood crates, pallets, old computers and electrical items in working order. While businesses must pay to dispose of these items, there might be someone just around the corner who needs them!



**The National Industrial Symbiosis Programme (NISP)** helps match companies, so they can trade waste materials, share assets, logistics and expertise. For more information, visit [www.nisp.org.uk](http://www.nisp.org.uk) or call 0845 094 9525.



**Freecycle** is a free online exchange where people can swap or donate unwanted goods, which may still be useful to others. For links to all north London Freecycle groups, visit: [www.freecycle.org/search](http://www.freecycle.org/search)



**Freegle** is an email list hosted on Yahoo! Groups that allow people to exchange unwanted but reusable items. For links to all north London groups, visit: [www.ilovefreegle.org](http://www.ilovefreegle.org)



Re-use, Re-cycling and Re-arranged furniture store

**Green-Works** is a social enterprise and environmental charity which provides a commercial scale, environmentally responsible disposal route for old office furniture. For more information, visit [www.green-works.co.uk](http://www.green-works.co.uk) or call 0845 230 2231.



Computer Aid International

**Computer Aid International** is a registered charity, which refurbishes donated computers for reuse in education, health and not-for-profit organisations in developing countries. For more information, visit [www.computeraid.org](http://www.computeraid.org) or call 020 8361 5540.



**Giving World Online** is a not for profit organisation dedicated to linking businesses with unwanted surplus to charities and the people they help. If you wish to make a donation, visit [www.givingworldonline.com](http://www.givingworldonline.com) or call 0845 833 3783.



### London Community Resource Network

For details of other community projects offering reuse services in your area contact London Community Resource Network on 020 7324 4690 email: [info@lcrn.org.uk](mailto:info@lcrn.org.uk), or go to [www.lcrn.org.uk](http://www.lcrn.org.uk)

**The cost of your waste is actually determined by the value of the waste you are getting rid of, as opposed to the cost of disposing of waste.**



If you want to determine whether your waste prevention efforts are successful, from both an economic and environmental standpoint, you need to evaluate your progress.

Suggestions for evaluating your waste prevention efforts include:

**Monitor changes in the amount of waste your business produces**

Envirowise provides an online indicator tool which can kick-start your environmental assessment. To download the tool, visit: [www.envirowise.gov.uk/uk/OurServices/Tools/Envirowise-Indicator.249257.html](http://www.envirowise.gov.uk/uk/OurServices/Tools/Envirowise-Indicator.249257.html)

**Calculate savings in handling, treating and disposal costs as well as savings from reduced use of raw materials**

The Envirowise Savings Calculator ([www.envirowise.gov.uk/savingscalculator](http://www.envirowise.gov.uk/savingscalculator)) takes businesses through three simple steps to help

minimise costs and maximise profits. Inputting a few basic details into the calculator can reveal the savings you can make.

**Look at the indirect benefits**

Don't forget the value of less obvious benefits such as improved public image, reaching new markets, improving or expanding production processes, employee morale and safety.

**Re-evaluate your efforts**

As new processes are introduced, waste streams change. Regularly review your business to identify additional waste prevention opportunities. Remember, as long as you continue to generate waste, there are opportunities to reduce it.

For more information and to get advice on recycling collections,  
please contact your local council using the details below:

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**Barnet**

t. 020 8359 7352

e. [recycling@barnet.gov.uk](mailto:recycling@barnet.gov.uk)

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**Camden**

t. 020 7974 6914

e. [street.environment@camden.gov.uk](mailto:street.environment@camden.gov.uk)

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**Enfield**

t. 020 8379 1000

e. [waste.services@enfield.gov.uk](mailto:waste.services@enfield.gov.uk)

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**Hackney**

t. 020 8356 6683

e. [commercialwaste@hackney.gov.uk](mailto:commercialwaste@hackney.gov.uk)

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**Haringey**

t. 020 8489 3528

e. [environmental.resources@haringey.gov.uk](mailto:environmental.resources@haringey.gov.uk)

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**Islington**

t. 020 7527 2000

e. [contact@islington.gov.uk](mailto:contact@islington.gov.uk)

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**Waltham Forest**

t. 020 8496 3000

e. [wfdirect@walthamforest.gov.uk](mailto:wfdirect@walthamforest.gov.uk)

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## THE CASTLE CLIMBING CENTRE, Hackney



### **Better managing our waste is now saving us over £200/month!**

The Castle is an indoor climbing centre in Hackney employing 45 people. In 2009, The Castle implemented an environmental policy and as a result their rubbish collections were reduced from two bins per week to just one, which halved the cost of collection charges.

Some of the changes The Castle implemented include:

- ✓ monitoring the amount of printing in the office and reusing scraps of paper
- ✓ introducing a 'no plastic bag' policy and selling reusable cotton bags instead
- ✓ serving all food and drinks in re-usable crockery, instead of disposable plates and cups
- ✓ selling reusable water bottles instead of bottled water

You can follow The Castle Climbing Centre's journey to a more sustainable future on their 'Sustainability Blog' [www.sustainablecastle.blogspot.com](http://www.sustainablecastle.blogspot.com)

"Reuse is the best way for us to keep our waste to a minimum. Not only do we serve all food and drinks in re-usable crockery, we sell re-useable water bottles instead of bottled water, have our milk and juice delivered in washable glass bottles and find lots of uses for all kinds of 'waste' materials in the garden."

AUDREY SEGUY,  
MANAGING DIRECTOR,  
THE CASTLE CLIMBING CENTRE

## GROVE CAFÉ, Waltham Forest



Grove Café is a small catering firm based in Waltham Forest that provides lunches and evening meals for the general public, as well as hosting social dance events in the evenings.

Grove Café considers the environment in every step of their operations. The many ways in which they have found to run a 'green' business include:

- ✓ reusing plastic bags from suppliers to give out to customers with takeaway food
- ✓ making sure every effort is made to reduce energy use
- ✓ sourcing all fruit and vegetables locally
- ✓ recycling all cardboard, paper, glass, plastic bottles and even waste cooking oil

Being a food business, minimising food waste is top of the agenda at Grove Café as wasting food would reduce their profits. Owner Frank has found that the best way to ensure there is no food waste is to buy fresh food daily.

"I go to Walthamstow market every morning, and only buy what I need for that day. If I have tomatoes left over from the day before, I know I don't need to buy any. For me, this is the best way to minimise food waste and keep control of my budget."

FRANC ESCUDERO,  
GROVE CAFÉ

## Top 10 tips for saving money

- ✓ Talk to your waste contractor or your council about recycling collections
- ✓ Ask before giving customers bags, disposable cutlery, or paper serviettes
- ✓ Stock loose items where possible and avoid over-packaged products
- ✓ Purchase good-quality durable equipment
- ✓ Ensure staff have reusable mugs and glasses, not disposable
- ✓ Use concentrated cleaning products in refillable containers
- ✓ Reuse incoming packaging and boxes for outgoing deliveries
- ✓ Use rechargeable batteries and refillable printer cartridges
- ✓ Reuse envelopes and convert scrap paper into note books
- ✓ Always print double-sided