

ASSESSING THE EFFECTIVENESS OF A WASTE MANAGEMENT SUPPLIER

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Selecting the best waste management provider to handle your construction waste is not as simple and easy task as many might think. Your responsibility doesn't just end when you hand your waste over to a properly licensed provider. You're still responsible to check how that business deals with your waste and to ensure it is disposed of legally at an appropriate facility.

Given the seriousness of the responsibility resting on your shoulders, it's important to take great care when selecting a waste management provider. Before appointing a new provider, you should aim to satisfy yourself that they will:



comply with the relevant legislation and help you do the same



help you streamline your waste management



minimise the volume of your waste that goes to landfill



support your efforts to reduce your waste management costs.

To help you, we've put together a selection of key questions to answer about any provider you're considering, so you can compare them like for like.

WASTE MANAGEMENT PROVIDER SELECTION CHECKLIST

Here are a few points to bear in mind when assessing the merits of each possible supplier. Using them as the basis for a checklist will help you weigh up your options and make an informed decision.

LOCATION

For many construction companies, location will be a top consideration when selecting a waste management provider. However, if you control sites across a wide geographical area, it makes sense to use a provider with coverage to match. Using a single provider rather than several local ones offers enormous benefits in terms of convenience and efficiency.



Are they committed to offering a consistent service and meeting agreed key performance indicators (KPIs), regardless of where each site is located?



Do they have facilities handily located for all the areas where you work?

COMPLIANCE WITH CONSTRUCTION WASTE MANAGEMENT LEGISLATION

The regulations surrounding construction waste management are highly complex and change frequently, often influenced by European Union guidance and targets relating to environmental protection and health and safety.

To fulfil your duty of care adequately you need to be confident that any company you contract to handle waste is appropriately licensed and that they will carry out their duty of care conscientiously.



Do they hold a valid and appropriate waste carrier licence?



Are any transfer stations, sorting facilities or landfill sites they operate covered by a valid environmental permit?



Are you confident of their ability to help you comply with the ever-changing regulations that apply to managing construction waste?



ENVIRONMENTAL PERFORMANCE

Before entrusting your waste to a provider, you should assess their ability to help you minimise the impact of the waste produced on each of your sites. Improved environmental performance will help you cut costs and put a big tick in the sustainability box for prospective clients.

A good indicator is to see whether the company is open about the total percentage of waste it diverts from landfill on behalf of clients and how they validate this information. It's also good to know whether they offer structured support to help with improving site sustainability.



Do they provide credible information on their record of maximising recycling and minimising the amount of waste sent to landfill (or landfill diversion)?



What is their current landfill diversion rate?



Will they offer advice to help you reduce the amount of waste produced on each site you manage and maximise your reuse and recycling rates?



Do they support full on-site segregation?



Are they ISO14001 certified?



Can they help you meet [BREEAM standards for sustainable management of construction waste?](#)



Do they demonstrate their commitment to sustainability in other ways, such as with a [sustainability](#) report, setting targets for future sustainability improvements.

MANAGEMENT REPORTING & ANALYTICS

To do your job effectively you need to have a clear idea of how the waste management operations are working on each of the sites you control. A good waste management provider should be able to help with this by giving you easy access to compliance paperwork and statics such as the percentage of waste diverted from landfill. This will enable you to spot and target areas where improvement is needed.



Will they keep you abreast of the legally compliant disposal of your company's waste and the relevant costs, so you can easily monitor the activity related to each of the sites you manage?



Will they measure the waste produced on each site and provide you with easy access to the information online, so you can focus your attention on minimising the waste produced?



Will they provide 24/7 access to all the relevant information, including aggregated waste data and reporting, so you can keep a close eye on overall performance?

EXPERT SUPPORT ON CONSTRUCTION WASTE ISSUES

An established waste management company with proven experience in the construction industry will be able to offer you the benefit of expert support. This is reassuring in case you come up against unexpected and challenging problems. They may also offer site visits to provide practical, hands-on support and advice.



Do they have a dedicated construction waste team, with the experience to help you tackle any challenges you might face?



Will they visit each of your sites and provide tailored advice and guidance to help you identify the right waste management solutions and maximise their effectiveness?

TRUE VALUE, NOT JUST LOW PRICES

The best waste management providers won't just try to win your business by offering low prices but will take a total cost management approach. This means they will actively work with you to help you optimise your waste management, reducing the total you pay. They will also provide added value services that enable you to work as efficiently as possible.

- Is their pricing competitive and consistent across locations throughout the UK?
- Will they help you optimise your waste management, with services like advice on reusing materials and practical on-site guidance and problem-solving?
- Will they provide services to help you work more efficiently, such as help with creating site waste management plans?

USING THE CHECKLIST

Ideally you will be able to answer many of the questions with relation to each potential provider after browsing their website. If any of the information you need isn't there, try contacting them for more details. The way they handle your enquiry may give you a good insight into their approach to customer service.

In addition to ensuring a potential provider ticks as many of the boxes as possible, it's important to use your intuition and common sense. Having carried out thorough research, you should select the provider you feel is most competent and will offer the highest overall level of service and value.

ASSESSING A NEW PROVIDER IN ACTION

The reality is that it's only once you've committed to working with a waste management provider that you will be able to get a true picture of their effectiveness. To be confident that you made the right decision, it's a good idea to monitor the performance of your new supply chain partner over the first few months. Consider whether they are:

- offering good value overall, compared to previous suppliers
- living up to the promises they made up front (including meeting KPIs)
- demonstrating a proactive approach to landfill diversion
- helping you streamline your waste management on site
- providing competent expert support when you need it
- easing the administrative burden for you
- giving you better control over your waste operations.

If you're concerned about any aspect of the provider's performance, it's worth raising the issue with them as soon as possible. A good supplier will appreciate the opportunity to improve their service and this should enable you to nip problems in the bud before they have a negative impact on your business.

TAKEAWAYS



Before you sign a contract with a new construction waste management provider, it's important to be confident that they will carry out their duty of care diligently.



You should satisfy yourself that they are committed to legally compliant and environmentally responsible waste management.



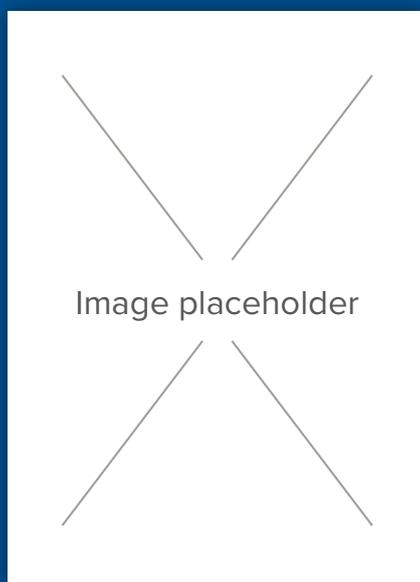
If you manage several sites at any one time that are geographically dispersed, look for a provider with a wide area of coverage that can provide you with full transparency on the activity related to each site.



Look for a provider with expertise in the construction industry that promises to provide true value, not just competitive pricing.



Use our checklist to compare the potential of various suppliers to help you make an informed decision.



Realise the benefits of outsourcing
your waste management:

**DISCOVER HOW OUTSOURCED
WASTE MANAGEMENT WILL HELP
YOU TO OBTAIN A BETTER DEAL**

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