



8 Factors to consider when choosing your new commercial waste collector



1. Reliability is Key

Waste should never be an issue for your organisation. If your commercial waste collector provides you with all that you need to collect waste from your premises and picks it up with such regularity that storage is never an issue, you are on the right track.

As soon as collections are not made, waste becomes an issue. Storage issues, smell, and even fines can occur. Just when you have loads of other urgent things to sort out - waste could become another one.

Choose a supplier who can demonstrate not only a history of reliability, but a real understanding of the issues that can arise if storage and collections go wrong.





2. Reduce air pollution and vehicle movements cause by waste collections

Any provider of commercial waste services will be able to give you some figures on the tonnage they collect, number and range of vehicles, hours of operation and contingency arrangements.

Due to the ever changing nature of waste collection, providers need to be able to deliver regular scheduled collections. This could even be three times per day in busy areas. They must be within the official times which are set for rubbish to be presented on the street.

You need to choose a supplier that has sufficient capacity and more importantly, can demonstrate their ability to stick to schedules.

It is also important to check your collector's air quality and waste consolidation practices. Private commercial waste collections worsen traffic congestion and air pollution by duplicating journeys already covered by Westminster City Council Commercial Waste Services.

Some collectors may use outdated vehicles that emit high levels of air pollutants or inefficient vehicles with limited carrying capacity. This leads to excessive round trips for waste collection. However, by doing your research, you can help prevent this.

3. Recycling should be standard not an add-on

Recycling has multiple benefits for both the environment and waste costs. We hope your organisation values its green credentials, driven by corporate social responsibility policies or customer demands (or both!)."

Recycling comes in many different forms, so it is important to see how your new commercial waste provider categorises and deals with waste.

You should expect to see: glass, paper, cardboard, cans, tetra-packs and food waste collected for recycling.

In addition to these, you should ask your providers whether they also help dispose of electrical and bulky items, confidential waste, and hazardous or clinical waste.

Recycling is only going to get more important. Find a provider who looks to be ahead of the game and who can future proof your business against law and policy changes.

Your commercial waste collector must also adhere to Resources and Waste Strategy (RWS) guidelines, which have been created to help the UK better manage its waste and become more resource-efficient. The four RWS aims to improve collection consistency, reform packaging use, create a UK-wide plastic packaging tax and introduce a Deposit Return Scheme (DRS).



4. Costs should demonstrate value and flexibility

Value is about getting quality without overpaying. So, if you're searching for a new commercial waste supplier, it's a good principle to keep in mind.

You want a reliable, flexible, easy to use service – but you also need to show the organisation that you work for that are not paying more for the service than you should.

The internet has made researching services and likely pricing much easier so it is a good place to start. If possible, ring some potential suppliers and get them to send pricing details so you can read the small print as well as the headline “deals”. You may get ‘standard’ waste collected for one price, but any additional collections or special recycling may come at a premium price.

Finally, not all waste operators have to charge VAT. So make sure if you decide to pay VAT, you are getting extra for it!

Choose a supplier that offers good prices but not at the cost of receiving a reduced service. You may find that it will cost you more in extra charges and management time in the long run.

[Request a quote](#)

5. Find your ideal service package and not theirs

We've all seen adverts that promote "the ideal package" for you. Or maybe you've visited a website which has three services. So you choose the one in the middle of course.

Your organisation has its own set of requirements when it comes to waste collection. Make sure you agree a package to match those needs.

You should be looking for a waste provider who, in addition to packages created for similar businesses like yours, also creates tailor-made service packages.

Find a provider who will start by discovering what kind and what volume of waste you generate and then proposes a service package that fits well.

We want to help you reduce your waste rather than just selling you more services. By reducing waste, you can save costs on waste and recycling collections



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6. Don't sign up to a 20 year fixed contract!

Commercial waste collectors make a significant investment in your organisation when they begin collecting and processing your waste. However, this doesn't mean you have to commit your business to long-term contracts.

Similar to the options mentioned in section 5 regarding 'ideal service packages,' there should be various ways to secure these services. These options should include both multi-year agreements and contract-free arrangements.

Look for a supplier who prioritises keeping you as a customer by providing excellent service at a reasonable price.

7. Additional Collections

Most of the waste that you will generate as an organisation will fit in the bags or bins provided and can be collected by the waste vehicles that regularly come to your door.

From time to time, you may have items that cannot fit in the bags or bins, such as old furniture or an unused photocopier.

It is important to ensure that when you contact your commercial waste collector for an additional collection, they do not respond with a "that's not covered" and that you do not have to wait for a month for the collection to take place.

Before choosing a waste collector, ensure they have a clearly defined process and price list for handling additional items.

Find out about bulky waste collections 

8. There should be support when needed

Every organisation has experienced that special treatment from a prospective supplier. Then, once the contract is signed, you can't get hold of anyone.

Make sure you understand who you will be dealing with for each aspect of a commercial waste collection service. For example, will you have a named account manager assigned to look after you? Also, inquire about the opening times of help lines in case you need assistance outside of 'normal working hours'.

Additionally, find out what would happen if your location experiences a situation where waste collection becomes vital. Ask about the process in such an event.

Obtain all the necessary contact information for your new provider. Check that, if a waste problem suddenly arose, the collector would provide a quick response service.





Consider waste as a valuable future resource

The current rate at which we consume the Earth's natural resources is unsustainable.

As the Waste and Resources Action Plan (WRAP) rightly notes, "improving waste management is essential if society's environmental impacts are to be reduced."

The mining and production of raw resources harm the environment and impact the livelihoods and well-being of local communities. To alleviate environmental pressure, we must become more efficient in using natural resources and materials.

Unlike other commercial waste collectors, Westminster City Council Commercial Waste Services views waste as a valuable future resource and therefore we do not send anything to landfill; it either gets recycled, or is used to generate heat and electricity for up to 50,000 London homes each year.

[Request a quote today](#)

Did you know? Duty of Care

The Environmental Protection Act 1990 places a Duty of Care on all businesses to ensure that all business waste is produced, stored, transported and disposed of without harming the environment.

How we can help you comply with the law?

We can give you the advice and support you need to help your business stay within the law.

The law says you must

- Ensure your waste is transported by a licensed waste carrier. e.g. Westminster City Council.
- Pre-treat all waste to reduce its quantity and/or its environmental impact. This requires you to separate recyclable from non-recyclable waste. If your waste is collected by Westminster City Council we ensure you automatically comply with this legal requirement.
- Complete an annual Waste Transfer Note(WTN) to show you have given your waste to an authorised collector. For regular collections we can issue you an annual WTN. By law you must keep a copy of your WTN for two years.
- Have adequate waste storage space which can accommodate three days' worth of rubbish if you are a new building or are refurbishing. You can find storage planning advice online or contact us with your questions.

Contact Us

Call: 020 7641 6180

Visit: [Westminster.gov.uk/commercialwaste](https://www.westminster.gov.uk/commercialwaste)

For more bags or extra collections, visit

[Westminster.gov.uk/commercialwaste](https://www.westminster.gov.uk/commercialwaste) or call 020 7641 6180

[Contact us](#)