



City of Westminster

Sustainability Guide Commercial Waste



What is sustainability
and why is it important?



Waste Management
and Sustainability



Actions and
Resources



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A guide to sustainability

Sustainability is a word that we increasingly come across in all aspects of life. We probably all have an overall understanding that it is about the avoidance of the depletion of natural resources in order to maintain an ecological balance. In business we may see it more specifically as the idea that goods and services should be produced in ways that do not use resources that cannot be replaced and that do not damage the environment. Sustainability is a broad subject and can be broken down into many different sections that all affect our lives on a day to day basis. We can positively contribute to each of these areas to help sustain the world for future generations. Also, by positively contributing, your businesses will be seen more favourably by customers as they can see you are showing care and commitment towards the environment.

Westminster City Council's Commercial Waste Services has created this Sustainability Guide as an overview of the topic with suggestions as to what your organisation can do to deliver your services and products in a more sustainable way.

In this first section you will find a quick breakdown of what each of the areas are and some background information on them.

In the second section we look specifically at waste management within sustainability and examples of the improvements that can be made.

In the third and final section we equip you with actions and resources that could help take your organisation's sustainability efforts to the next level.



City of Westminster



Section 1:

What is sustainability and why is it important?

1. What is included in sustainability?

There are six key areas identified within the sustainability agenda. All of these need to be considered when creating a sustainability plan for your organisation.

1.1 Climate Change and Energy

Climate change is perhaps one of the most debated topics of this generation. There is a sense that it is not a 'long-term' problem that can be deferred for the next generation to deal with. There are plenty of news items suggesting climate change impacts are already being observed, and the threat to global populations and ecosystems is both real and immediate.

On occasional days more than 50% of our UK energy needs now come from renewable sources. Carbon-based fossil fuels, however, still meet most of our overall annual energy requirements. Power stations across the country are fuelled by coal and gas to produce the electricity we use to heat our buildings. The use of these fossil fuels contributes to global warming through producing carbon dioxide (CO₂) emissions. Carbon dioxide emissions are the single biggest contributor to climate change.

The UK government has set itself a target of achieving a 26% fall in CO₂ emissions by 2012 and an 80% fall by 2050. Legislation to encourage a fall in energy use has been introduced, but it is still hard to see the goal achieved without interventions in both supply and demand.

One area of energy focus is the use of Low or Zero Carbon technologies (LZC). These are technologies which produce significantly lower carbon emissions than traditional energy generation practices. Connecting planning permission for new building projects to provide a percentage (usually 10%) of their energy supply from an LZC source is one approach being explored. London is a good example of where new developments must be connected to heat networks¹. Adopting an approach defined as the 'Energy Hierarchy'² during design is also being encouraged. This energy hierarchy centres on reducing energy demand through good building design, through built form, orientation, levels of insulation, airtightness and efficient technologies, before finally considering low and zero carbon forms of energy generation and green energy.

The combination of reducing overall energy demand and producing energy from LZC sources will help contribute to the Government's overall carbon reduction target, supporting a global reduction in climate change.

¹See information at <https://www.london.gov.uk/what-we-do/planning/london-plan/current-london-plan/london-plan-chapter-five-londons-response/poli-0>

²See information at https://en.wikipedia.org/wiki/Energy_hierarchy

1.2 Water Usage and Reduction



It seems counter-intuitive that despite times of torrential rain and flooding in the UK, water is actually becoming increasingly scarce in some parts of the country. One key reason for this is that we have too many hard surfaces that prevent the water from seeping naturally into the ground. This can result in large amounts of standing water or water collecting within a drainage system with an increased risk of flooding. If predictions for climate change are correct then pressures on water resources everywhere will continue to increase. Additional water supply and drainage infrastructure for both business and residential use is costly and it takes a long-time to build. This makes water conservation and managing surface water run-off a really important topic at this time.

We still have a long way to go. As an example, in the UK, although all of our water supplied is potable, only 2% of it is used for drinking. The rest is used to flush toilets and for cleaning purposes. If we could create more ways to capture rainwater or reuse water (often referred to as 'greywater') we would decrease the demand on already overstretched resources and reduce our overall water costs.

1.3 Material Selection and Purchasing

The business community acquires and consumes vast quantities of materials each year - from paper clips, coffee cups and computers to food, furniture and plants. The community is also responsible for a huge number of construction projects - including new buildings and infrastructure. The environmental impact of these business and construction materials can be significant when we consider the entire process from extraction to manufacturing. What can be done to minimise the environmental impacts when selecting and procuring business materials?

Business assets and consumables:

The choice of any item that comes into the workplace has an impact on the sustainability agenda. Good selection practices will ensure the environmental impact is minimal. If you are responsible for buying supplies for your workplace or for producing tender documents for purchases and contracts could you, for example, include the choice of materials identified to ensure compliance?

Construction:

It is becoming increasingly important, particularly in building development, to minimise environmental impact when selecting building materials. Where you source your materials can also be very important. As an example, if you are purchasing timber as part of a project, if that timber supply is not controlled, that could result in you using timber from unsustainable sources. In a similar way, any building project should be giving preference to materials that come from manufacturers who have sustainability as a priority, with formal systems in place to manage their environmental impacts.

Local sourcing:

We should all consider if we can source any materials required from a local supply chain. This can considerably reduce transport miles (e.g. paper clips don't have to come from the Far East) and will also stimulate the local economy in which your organisation resides. This recognises that simply transporting materials to our businesses, particularly in built-up areas such as cities, has unintended consequences such as increases in energy use, noise, air pollution and traffic congestion.



1.4 Biodiversity

Biodiversity is another word that is commonly used in our news and social media in connection with the sustainability agenda. It essentially covers the variety of plant and animal life in any given geographical area. A focus on biodiversity helps us to sustain and stabilise a given ecosystem, no matter how large or small it is. Increased biodiversity in any of those areas will therefore increase its ecological value.

For any type of organisation, biodiversity ultimately underpins the delivery of a wide range of essential goods and services on which we all depend e.g. food, fibres and medicines. In poorer rural areas of developing countries, the populations tend to be disproportionately dependent on these goods and services to meet their day-to-day survival needs. Without it, they are exposed to many risks – whether health related or related to a poor economy.

Our organisations need to take a closer look at where all the things we buy, procure or consume come from. Is there any impact on biodiversity from the activities or policies of those companies we source from?

1.5 Transport and Connectivity

Daily business-related vehicle journeys form a significant portion of the UK's carbon footprint and therefore contributes to climate change. Larger cities, like London, have been increasingly focusing on a recognised increase in respiratory illness and allergies that have been linked to emissions from vehicles.

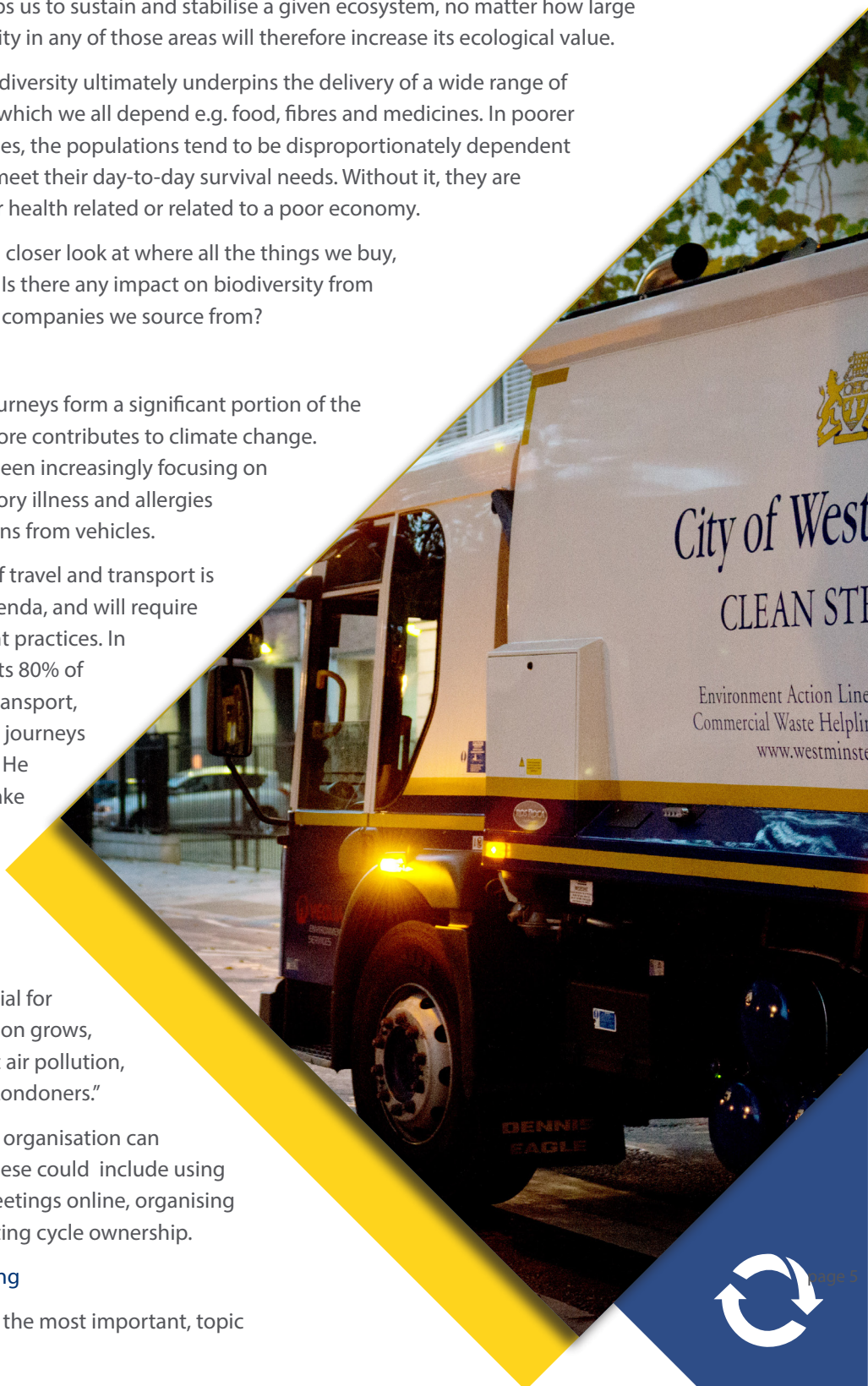
Reducing the carbon footprint of travel and transport is essential to the sustainability agenda, and will require significant changes in our current practices. In London, Mayor Sadiq Khan, wants 80% of journeys to be made by public transport, walking or cycling - reducing car journeys in London by 3 million each day. He recognises what is needed to make residents and workers change.

"We have to make not using your car the affordable, safest and most convenient option for Londoners going about their daily lives. This is not only essential for dealing with congestion as London grows, but crucial for reducing our toxic air pollution, and improving the health of all Londoners."

Consider the ways in which your organisation can reduce unnecessary journeys. These could include using local suppliers, holding some meetings online, organising a ride-share scheme and promoting cycle ownership.

1.6 Waste Management and Recycling

The last, and to our organisation the most important, topic



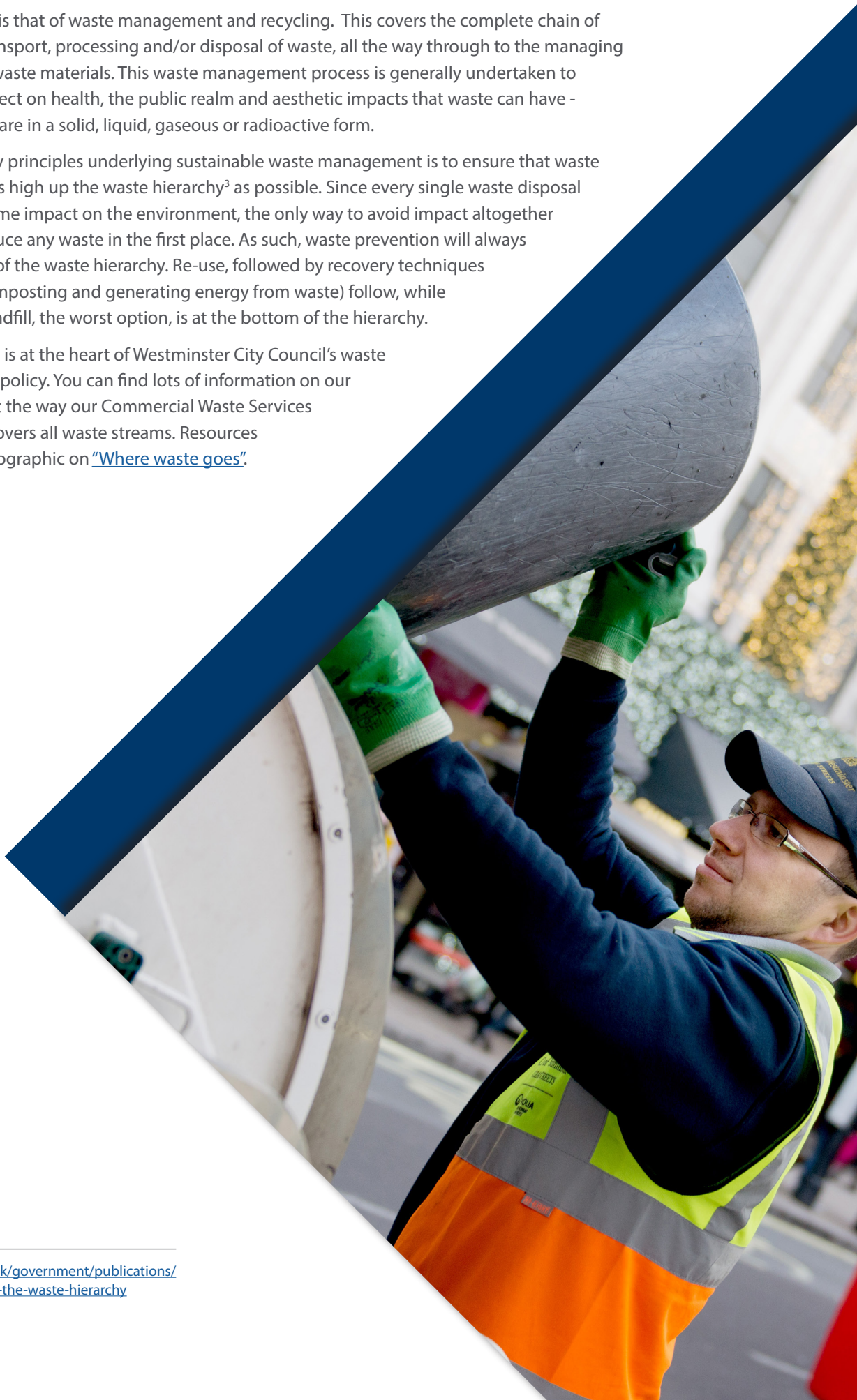
sustainability is that of waste management and recycling. This covers the complete chain of collection, transport, processing and/or disposal of waste, all the way through to the managing and reuse of waste materials. This waste management process is generally undertaken to reduce the effect on health, the public realm and aesthetic impacts that waste can have - whether they are in a solid, liquid, gaseous or radioactive form.


One of the key principles underlying sustainable waste management is to ensure that waste is dealt with as high up the waste hierarchy³ as possible. Since every single waste disposal option has some impact on the environment, the only way to avoid impact altogether is not to produce any waste in the first place. As such, waste prevention will always be at the top of the waste hierarchy. Re-use, followed by recovery techniques (recycling, composting and generating energy from waste) follow, while disposal to landfill, the worst option, is at the bottom of the hierarchy.

This approach is at the heart of Westminster City Council's waste management policy. You can find lots of information on our website about the way our Commercial Waste Services operation recovers all waste streams. Resources include an infographic on "[Where waste goes](#)".



³See <https://www.gov.uk/government/publications/guidance-on-applying-the-waste-hierarchy>





Section 2: Waste management and sustainability

Now that the scope of sustainability has been identified, we will look at why waste management is such an important topic within sustainability. We will also identify why organisations, such as your own, should maintain a constant focus on it and cover some of the current initiatives including those around Westminster and throughout our capital city.

2 Why is waste management within sustainability so important – and why should organisations have a focus on it?

2.1 Why is it important?

While the topics of the environment have been on the agenda of many organisations for some time, the topic of sustainability is perhaps a little more recent. It is, however, becoming more important for all companies regardless of their industry. Customers, owners, shareholders and employees are asking increasingly searching questions about how products and services are delivered sustainably. As such, we now see that 62% of executives consider a sustainability strategy necessary to be competitive today, and another 22% think it will be increasingly important in the near future.

These statistics are encouraging as organisational strategy is essential to creating long-term value for our ecological, social and economic environment. Sustainability is built on the assumption that developing such strategies foster company longevity.



2.2 Case Study: Waste Management within the London Mayor's Environment Strategy

The Mayor of London, Sadiq Khan, published a draft of the London Environment Strategy for consultation on August 11th 2017. This strategy reiterates that change will have to be made to ensure that London remains a liveable city for residents and workers. Within the campaign there is a large focus on sustainable waste management and how London is planning to tackle waste.

Our linear economy (take, make and dispose) is unsustainable. It produces too much waste, with around 7m tonnes coming from London's homes, public buildings and businesses each year. Of this, only 52% is currently recycled and performance has stagnated. The capacity of landfills accepting London's waste is expected to run out by 2026 and London's waste bill is now in excess of £2bn a year and rising.

Partnership is key to the campaign and the London Mayor will invest funds into developing businesses that embrace the circular approach to resource use. Focus will be given to businesses with reuse, repair and remanufacturing projects and those using low carbon technologies. The London Waste and Recycling Board (LWARB) will also invest in a circular economy growth capital fund and accelerator. This will provide support for those companies who will be growing the circular economy in London and delivering the co-benefits of greenhouse gas emission reductions and increased resilience for the city.

The Mayor will work with organisations including the Restart Project, Globechain and Warpit to boost materials repair and help divert unwanted items to useful purposes.

Waste authorities must demonstrate how they will transition their waste fleets to low or zero emission options, prioritising the phasing out of diesel powered waste fleets. They are expected to comply with the Ultra Low Emission Zone (ULEZ) vehicle exhaust emission standards and to work towards the Mayor's overall ambition that:

- All new cars and vans (less than 3.5 tonnes) will be zero emission capable from 2025
- All heavy vehicles (greater than 3.5 tonnes) will be fossil fuel-free from 2030
- Zero emission fleets by 2050. Fossil-fuel free can include the use of 100% renewable fuels derived from sources such as food waste and waste oils.

London's Aim:

London's ambition is ultimately to be a zero waste city. By 2026 no biodegradable or recyclable waste will be sent to landfill and by 2030, 65% of London's municipal waste will be recycled.

Major progress toward zero waste is possible through the use of standard operating procedures, techniques and systems that reduce or eliminate waste, facilitate recycling, and promote the creative use and re-use of products, materials and facilities.

In Westminster, our Commercial Waste Service can help you by carrying out a [waste audit](#) to review the potential opportunities to begin or extend your recycling practices.





2.3 What can organisations do to improve their sustainable waste management performance?

Firstly, and with reference to the waste hierarchy mentioned earlier, organisations can concentrate on significantly cutting waste and encouraging reuse. This will minimise the use of virgin resources to create unnecessary items such as single use products. Efforts can also be focused on reducing food waste and single use packaging as these offer the biggest opportunity for change.

Once waste reduction opportunities have been exhausted, there must be a focus on recycling as many items of waste as possible.

Finally, following the maximisation of material recycling, the final focus is to use the remaining waste to generate low carbon energy. Even the residues from energy recovery can be used as aggregates in road building. Processing waste in this way leaves nothing that could end up in landfill.

2.4 Why is it important that organisations follow a sustainable waste model?

As the expectations on corporate responsibility increase, and as transparency becomes more prevalent, companies are recognising the need to act on sustainability. Professional communications and good intentions are no longer enough.

In acting, many are finding that there is truly a business case for good sustainability, rather than just a PR case. Indeed, the evidence is mounting that companies with a sustainability programme do actually perform better, on average, than those without. This is encouraging more organisations to examine the actual business benefits of shifting to a more sustainable model.

If your business has not begun to act on sustainability, then your starting point is to identify ways to reduce your environmental impact and how to maximise your efforts to provide your business with benefits. This is possible by understanding what you're currently doing through detailed analysis and reporting. Only then can you identify what you can do, and the impact this can have on both your business and the planet.

2.5 Case Study: 5 star Langham Hotel, London – Waste and recycling – cost overhead or sustainability?

A hotel could view waste management as one of those unavoidable overheads that needs to be controlled from both an operational and cost perspective. The Langham Hotel, however, ties this activity to its Corporate and Social Responsibility (CSR) programme – known as “Connect”.

The Langham Hotel's strong CSR-driven agenda is a response to the increasing demands of clients and has led to the receipt of environmental awards such as Gold-Certified EarthCheck and Green Tourism certification. This comes on top of awards for community involvement and support for children's charities such as Great Ormond Street Hospital and KIDS.

Sustainability is another key CSR theme across the entire hospitality sector. A current trial in The Langham Hotel is a project with charity Plan Zheroes to redistribute excess food that has been ordered – largely for events – to charities that can use the food in support of their activities.

3. How can your business support sustainable waste management?

There are lots of ways to improve sustainable waste management but they typically follow the waste hierarchy pattern of the 4 R's of waste – Reduce, Reuse, Recycle and Recover.

3.1 The four R's of sustainability

Reduce

Here are some examples of how you can reduce waste in your organisation:

- Avoid single use plates, cups and cutlery when catering.
- Avoid wasting paper – use only what you really need.
- Share journals and publications or get an online subscription
- Make better use of notice boards, intranets and online forums for shared information
- Avoid sending out hard copy letters when a phone call, email or personal visit might do instead
- Only print or photocopy when really necessary – use the double-sided option whenever possible.

For other ideas, download our full guide on [“How to Reduce Waste”](#) from our website.

Reuse

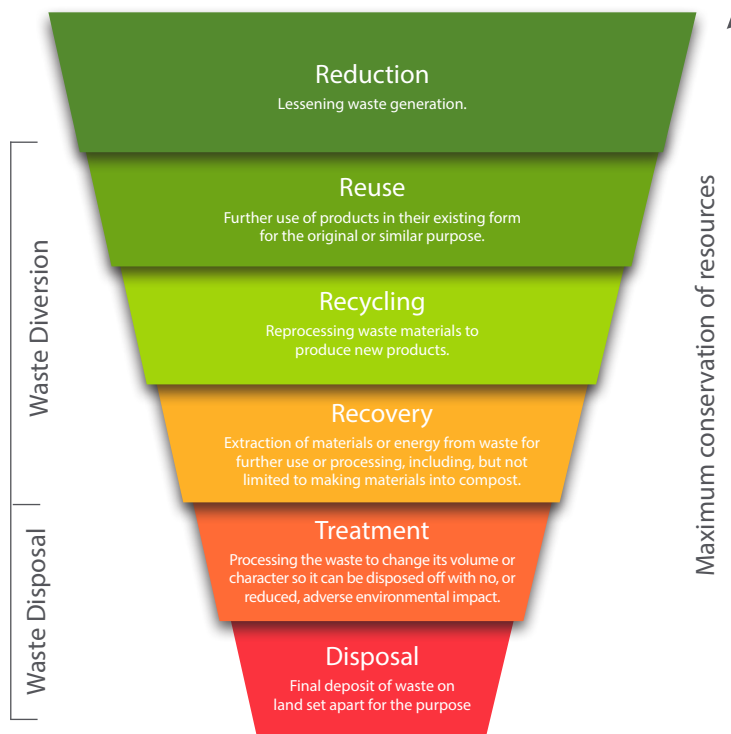
These examples look at items that can too easily be thrown away but can actually be reused:

- Choose refillable items such as printer cartridges, glue, pens etc.
- Reuse folders rather than order new ones
- Reuse packaging materials such as cardboard boxes, bubble wrap etc.
- Use scrap paper to take notes and messages.
- Use internal mail envelopes for hard copy documents which can be reused.
- Don't throw away redundant office furniture but donate it to charity or community groups in your local area <https://www.globechain.com/>

Recycle

There are a number of things businesses can do to ensure that they are recycling optimally. These include:

- Recycling toner cartridges
- Purchase recycled and low waste products. A detailed guide to recycled Products is available. See website: www.recycledproducts.org.uk for more information
- Recycling cans, plastic and glass bottles, paper, cardboard, etc.



Recover

Recovery is the extraction of materials or energy from waste for further use or processing, including, but not limited to making materials into compost.

Westminster City Council, as an example, send food waste to an anaerobic digestion facility, which creates energy and compost.

After the 4 R's, by far the next most important area for improving your sustainability performance is transport.

3.2 Transport

How many of these ideas can you promote in your organisation? Are there any ways you can motivate any of your employees to take these up?

- Cycle or walk to work.⁴
- Car share with co-workers. Think about buying your next car as an electric or hybrid one.
- Encourage staff to use public transport or bike shares for work related visits. Especially in (Central) London, car based transport is often inefficient, slow and unnecessary for work related travel.
- Ensure your waste collector has a policy of minimising vehicle journeys and miles travelled. They should also use a fleet of low emission vehicles.

4. Types of Waste

Licensed waste collectors, such as Westminster City Council Commercial Waste Services, deal with many different types of waste. Here are the 7 most popular waste types that we collect:

4.1 Glass: All kinds of glass including containers and bottles of all shapes and sizes.

Idea: to reduce the amount of glass waste you generate → Reuse

Glass bottles and jars have plenty of practical uses. They make excellent storage containers due to their transparency and infinite life span.

4.2 Plastic: There are many different types of plastic used as containers. The good news is that more and more of them are recyclable. Always check the markings for recycling information⁴.

Idea: to reduce the amount of plastic waste you generate → Resourcing/Recycling

If an item cannot be recycled try to reduce the amount of this type of plastic you acquire through your purchasing. Ask your suppliers for recyclable alternatives. Non-recyclable plastic must be thrown in the red general waste bags / bin.



⁴See <https://www.gov.uk/government/publications/cycle-to-work-scheme-implementation-guidance>

4.3 Paper/card: Paper and cardboard.

Idea: to reduce the amount of paper/card waste you generate → Reduce

In offices, you could use collaborative technologies that avoid printing endless copies of documents. Put a 'no junk' mail sticker on your letterbox to avoid ending up with junk mail.

Sign up to online statements and e-invoicing for your bank accounts and supplier invoices.

4.4 Food: Most food waste can be used to create fertilisers and energy

Idea: to reduce the amount of food waste you generate → Reduce

There are the obvious ways to reduce food waste such as only buying stock and supplies you are actually going to use. Can you properly store any surplus food or does it have to be thrown away? Other than wasting food you also cut into your business' bottom line by avoiding wasteful purchasing. Storing food in the right place is massively overlooked, lots of foods will last longer if they are stored at the correct temperature and in the correct place.

See the [Food Republic infographic](#) to help you pinpoint where your various food items should be stored.

4.5 Electrical equipment: Electronics are all around us – at home and at work – large and small – and generally contain heavy metals, persistent organic pollutants and rare earth metals. They all need to be disposed of separately.

Idea: to reduce the amount of electrical waste you generate → Protect

Simply extend the life of your electronics: buy a protective case, keep the device clean and avoid overcharging the battery. Can you repair an item rather than throwing it away? Even if you won't actually use the item again many community groups jump at the opportunity to repair your broken and unwanted electrical items such as the restart project: <https://therestartproject.org/restart-project/>

4.6 General waste: Essentially everything that doesn't sit in one of the other 6 categories or is a material that cannot be recycled for example for hygiene reasons or because it's soiled with food or liquids.

Idea: to reduce the amount of general waste you generate → Reuse

In many places, disposable carrier bags can't be recycled, meaning that millions are thrown away each day. Start using reusable bags, they are usually much stronger and have more capacity.

The general waste Westminster City Council collect is used as a fuel to generate low carbon electricity and district heating.

4.7 Bulky waste: large items that can't be placed in bins or bags. Common items include furniture, furnishings, chairs and fittings.

Idea: to reduce the amount of bulky waste you generate → Reuse

You can give away a lot of bulky items as long as they are still functioning. Try seeing if there are any local community groups who'd like to receive them. Globechain is an example of reusing unwanted items: <https://www.globechain.com/>



⁵See <https://www.recyclenow.com/recycling-knowledge/packaging-symbols-explained>



4.8 Specialist waste streams: chemicals / hazardous waste / clinical waste / secure destruction. Many organisations work with chemicals and hazardous materials as part of their operation.

Idea: to reduce the amount of specialist waste you generate → Replace

Try to use cleaning products that contain natural ingredients, which will biodegrade. Many of the cleaning products today are harmful to both human health and the health of the environment.

Can you use rechargeable batteries?

Data protection legislation and confidential documents: can you reduce by not having hard copies of everything?

Is there any other waste type or item that you wanted information on?

- If you can't see what you're looking for in the list above then [visit the A to Z waste guide](#) on our website.

5. Good sustainability examples and initiatives

If you are looking to create a sustainability plan for your organisation, then this section includes some examples of sustainability initiatives. These will give you some ideas of how you could go about setting goals and creating a plan to achieve them.

5.1 Creating a carbon management plan

A carbon management plan centres around the reduction of CO₂ created by an organisation. Globally, it is estimated that around 11.2 billion tonnes of solid waste is produced each year. The decay of just the organic parts of this waste contribute around 5% of all global greenhouse gas emissions - mainly through methane in landfill gas. In the UK the waste sector is responsible for 17 million tonnes of greenhouse gas emissions a year. Preventing, reusing or recycling waste rather than depositing it to landfill, reduces these emissions and resource depletion. For example, recycling one tonne of paper saves approximately 17 trees and 50% of the water needed for producing new paper.

Throwing things away is a waste of the energy and resources taken to make the product. Reducing the number of things that need to be thrown away reduces the amount of materials which have to be quarried, mined and grown.





5.2 6 stage sustainability guide from DEFRA

This guide suggests a 6 stage process to improve your sustainability performance.

1. Review current practice

Carry out a review of your current management practices. Evaluate the nature, the quantity and the full costs of dealing with waste. Identify the source and the current disposal route.

Pay greatest attention to the more significant issues. If you need help with this, please [contact us](#).

2. Avoiding waste

See if the waste can be avoided from the outset. Consider alternative materials or the use of alternative techniques.

3. Reduce waste

Where waste cannot be avoided then consider how it may be reduced. Look at all the options.

- Consider technical changes to your waste system or the use of other management techniques.
- Consider staff qualifications and training.

4. Reuse waste

Some materials regarded as waste could be reused. For example, somebody else could use furniture, boxes, electrical appliances that you would usually throw away.

5. Recycle waste

- Many waste materials can be recycled into a new resource or product.
- Check the [recycling services we offer](#) to see how we can help you.

6. Take action

Compile a shortlist of potential improvements and take action in order to make the savings work.

5.3 Waste management in the workplace

If you are looking for ideas to implement in your workplace then here are some examples of how organisations have reduced waste as part of a sustainability plan.

Ways of reducing the amount of waste produced in workplace include:

- Reducing the number of desk side bins available to encourage staff to think twice about how to dispose of their waste responsibly. Have on-floor centralised bins so people have to engage with what they throw away.
- Go paperless for example, on invoicing, reporting, minutes and notes etc. Most hardcopy documents are discarded very shortly after they were printed.
- Use of IT and new technology can also reduce the amount of waste generated by a business. Online collaboration platforms and file sharing can avoid the need for production, distribution and storage of paper based documents and reduce the requirement for meeting/ business travel.
- Phones and printer cartridges. Some charities provide recycling services for mobile phones and toner cartridges. However, it is important to be aware that the waste producer is responsible for the correct disposal of electronic goods and must make sure that any third party waste management organisation has the correct permits in place. Be mindful of the secure destruction of data bearers that contain sensitive or confidential information.

5.4 Sustainable Clothing Guide from WRAP

If you are in the fashion or clothing business in any way, here is an example of a [guide on sustainable clothing](#).

The Sustainable Clothing Guide shares simple steps to best practice on how to design, produce, and sell sustainable clothing that lasts longer, and that can easily be repaired and re-used.

WRAP encourage designers and product technologists within brands and retailers to use this guide as part of their daily work to embed durability at the product design and development stages.

Working together, the clothing industry can pioneer sustainability throughout the lifecycle of clothing. WRAP's research, Valuing Our Clothes, found that the most significant opportunity to reduce CO₂, water, and waste is to increase the active life of clothes.



5.5 Event waste management during the 2012 London Olympics

When the London 2012 Games bid team promised a sustainable event back in 2005, they recognised the opportunity to use the power of the Olympic Games to drive a legacy of positive change. This laid the foundation for sustainable lifestyles. The London Legacy Development Corporation will continue to build on this vision to realise a thriving new district based on three key themes: People, Places and Performance.

[Sustainability in the Olympic Park](#) goes beyond the environment. It is also a story of social equality, employment, economic growth and prosperity. These wider social, economic and environmental purposes make up the London Legacy Development Corporation.

6. Measuring sustainability

For each of the 6 sustainability areas that we outlined at the beginning of this guide, there needs to be some form of measurement put in place to understand the impact on the environment. When the measure is shown to have a direct impact then this can provide the motivation to drive a sustainability plan forwards.

To help with the waste management aspect of sustainability visit the Commercial Waste Services's website and [use the carbon calculator](#).

6.1 Carbon Calculator

We have built a carbon dioxide calculator to show people the true impact of their waste production. It shows the benefits of switching to Westminster City Council Commercial Waste Services compared to other suppliers.

The calculator also highlights the advantages of implementing different kinds of recycling.

The more you recycle, the less environmental damage you cause.



6.2 Energy, water and resource use

Make sure that you take a look at your utility bills each month to see if you are saving on the costs of electricity, water and general resources. This will indicate if you are starting to reduce and reuse. The more savings you can make, the chances are, the more sustainable you're being.

7. Waste management checklist

7.1 Checklist of waste related activities within a sustainability plan

Do you apply the waste hierarchy?..... ☐

– have you a plan for each level of the hierarchy?

Do you segregate recyclable materials?..... ☐

– do you separate all types of recycling?

– does your waste collector collect each type separately?

Do you segregate your food waste?..... ☐

– is food waste collected separately from general waste?

Do you carry out regular monitoring of waste streams?..... ☐

– do you have dates in the calendar for checking the performance of your waste management?

Do you use your data on waste to set realistic reduction targets?..... ☐

– do you have enough data internally and from your waste collector to set goals and measure performance against targets?

Have you put in place training and encouragement for staff, suppliers and guests to reduce waste?..... ☐

– is everyone made aware of the part they can play and are instructions clearly presented?

Do you check the destination of your waste after collection?..... ☐

– does your waste operator provide detailed information on where your waste went and what it was used for?

– is the reporting auditable? It could just be a collection of sums that can never be audited, or properly substantiated.





Section 3: Actions and Resources

8. Next Actions

8.1 Create a sustainability plan for your business

Sustainability plans are created in order to achieve goals that foster environmental, community, and financial sustainability. These plans need to include goals that are particular to the organisation in question. The plan will also establish guidelines for achieving and measuring the impact of these objectives.

Having a plan will signal an organisational level commitment to environmental issues and not just rely on a series of individual commitments right across the workforce. It also highlights to customers and the local community that your business takes corporate social responsibility seriously.

8.2 How can your waste collector help you achieve your goals?

8.2.1 Recycling all waste types

There is little point separating out all different waste and recycling streams in your organisation if your waste collector arrives with one vehicle and throws everything in together. Ask what streams are collected and what container types are available to store waste and recycling ready for collection. Ask for more information about where different waste types are taken and how they are reprocessed. It is also a requirement under the Duty of Care sections of waste legislation. See the Right Waste Right Place website for more information on what you need to do: <http://www.rightwasterightplace.com/what-do-i-need-to-do/#what-is-my-responsibility>

8.2.2 Local waste collector

By choosing a waste collection provider that is local to your business, you will decrease waste mileage and duplication of service provision. This in turn will lead to less air pollution caused by waste collection vehicles. By opting for a local authority waste collector, you will also be supporting the surrounding community through employment. Finally, local authorities are required to operate at higher standards than private operators and have to be fully accountable and transparent around waste.

8.2.3 Local waste treatment

Although your waste collection provider may be local to you, it doesn't mean that the waste they collect is processed locally. Ensure your waste partner is not only nearby, but that they also treat the waste close to the point of production. This will minimise waste mileage.



8.2.4 Support Services

Waste collection providers gather a huge amount of information as they collect waste and all sorts of technologies are being introduced to tie collection information to every single location. Your waste partner should be able to provide the following information on their processes.

- Waste stream audits
- Sustainability and environmental protection policies
- Staff training
- Waste disposal and recycling service plan
- Regular waste and service reviews
- Waste performance reporting

9. Additional Resources

9.1 Sustainability videos

TED Talks on business and sustainability:

[How to make a profit while making a difference:](#)
[Audrey Choi · Sustainable investment expert](#)

[Profit's not always the point:](#) Harish Manwani · COO, Unilever

[The business logic of sustainability:](#)
[Ray Anderson · Sustainable-business pioneer](#)

9.2 Cleanstreets resources

The Commercial Waste Services website has a number of resources available at: [cleanstreets.westminster.gov.uk/reduce-waste-resources](https://www.cleanstreets.westminster.gov.uk/reduce-waste-resources)

These include:

- [Case Studies](#)
- [Waste Reduction Guides](#)
- [Carbon Calculator](#)
- [Posters and Stickers](#)
- [Policies and Regulations](#)





City of Westminster

COMMERCIAL WASTE

020 7641 6180

commercialwaste@westminster.gov.uk

westminster.gov.uk/commercialwaste