

# What waste?

Changing the conversation to resource-not-waste



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A new approach to waste starts right here.





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# Are you wasting opportunities with waste?

Let's change the conversation and make a mindset shift to resourceful, not wasteful.

**Find out how this will transform your organisation.**





# Changing the conversation to resource not waste



Michael Taylor  
Managing Director, Mitie Waste  
and Environmental Services

Waste has the power to cause serious environmental problems, as well as health and safety hazards – but you may not know that it also presents a huge opportunity to drive positive change.

The key is to rethink our current approach. With ever-tightening budgets, we know that most organisations are looking for the maximum removal of waste for the lowest price. It's understandable, but it needs to change.

At Mitie, we strongly believe that it's time for the first two stages of the waste hierarchy – 'reduce' and 'reuse' – to be prioritised before getting to the 'recycle' stage. And all of that is before we even consider 'remove'.

In other words, if we reduce waste in the first place, we will also reduce the cost, time and effort required to take it away. Any waste that's left over should then be viewed as a resource – helping to feed the circular economy.

With this change of mindset, waste, cost and carbon benefits can be surprisingly simple and fast to achieve, and with the use of some problem-solving skills, will only require minimal investment.

Yes, there are challenges to face. But by working with the right partner, you can overcome them with ease – and we'd like to show you how.

# Minimising waste for maximum impact

Why pay for waste disposal when you can stop it being produced in the first place?



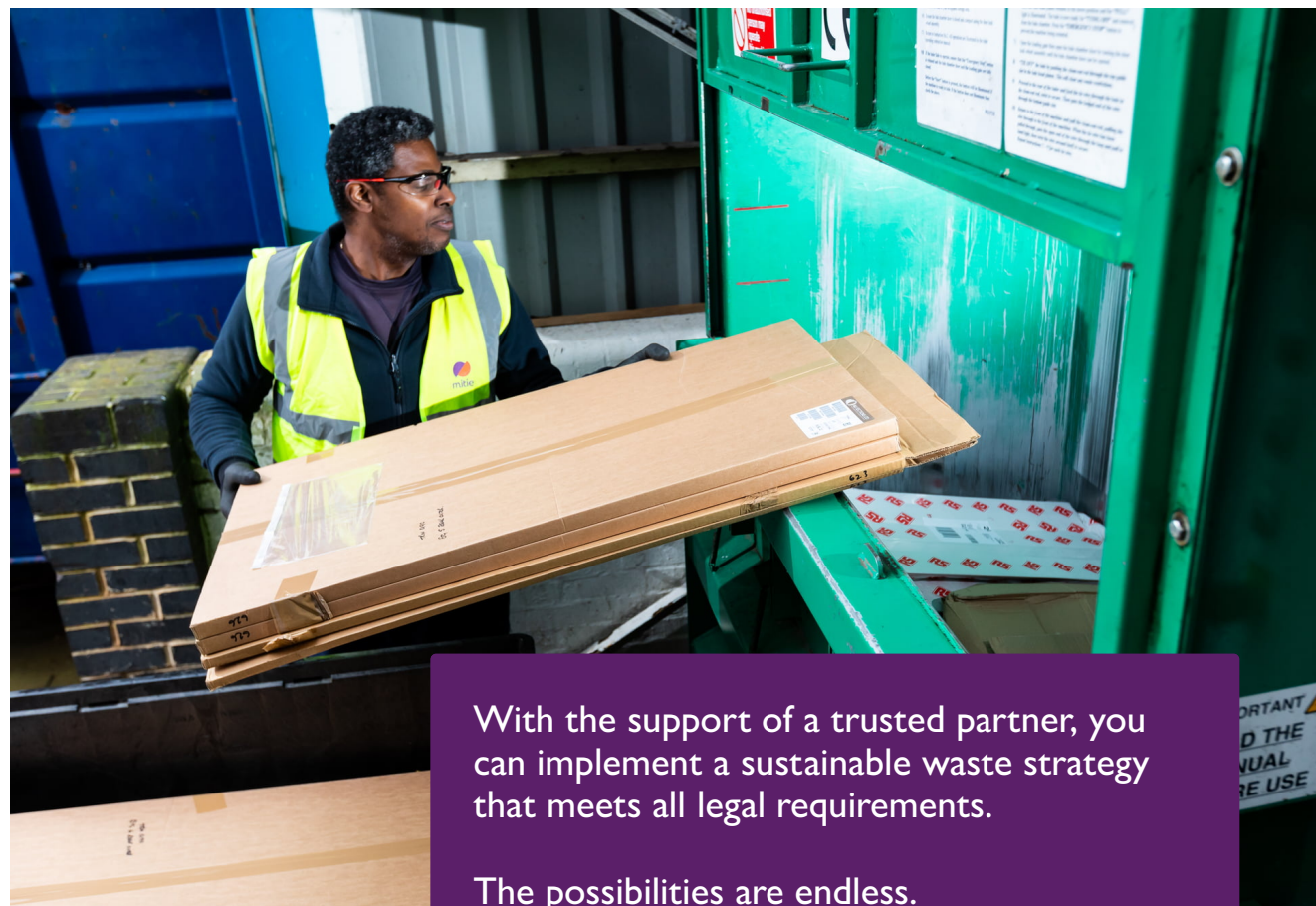


# | Minimising waste for maximum impact

At Mitie, we're doing everything we can to change the conversation around waste. From wasteful to resourceful. From throwaway culture to circular economy. We're encouraging organisations to stop focusing on how much they're paying to dispose of waste, and instead think about why they're disposing of it to begin with.

Any waste that is left over should be seen as a resource – something to reuse or, as a final measure, recycle. And if there's anything that definitely can't be put to use, then and only then, should we look to remove it safely and efficiently.

This approach is essential for us to become a more sustainable society. And while things like managing waste in line with the government's waste hierarchy, working towards the UN's Sustainable Development Goals, and even meeting your organisation's own sustainability policies can all seem daunting – they don't need to be.



With the support of a trusted partner, you can implement a sustainable waste strategy that meets all legal requirements.

The possibilities are endless.

# UK waste in numbers



**68.8 million**

tonnes of landfill waste was generated by the UK



**222.9 million**

tonnes of waste was generated by the UK



**46%**

of total waste recycled



**31%**

of total waste sent to landfill



**21%**

of total waste incinerated



**50%**

of municipal waste in landfill in 2020 was biodegradable



**63%**

of UK packaging waste was recycled



**70%**

of annual plastic waste is packaging



**44.9%**

recycling rate for households



**48.5%**

recycling rate for businesses

Source: UK Department for Environment, Food and Rural Affairs (Defra), 2021



# Little rubbish stories

Find out how we binned our customers' waste challenges and got them on the right track.





# A supermarket goes bananas about waste...



Regular deliveries of ten tonnes of bananas were arriving at a supermarket distribution centre in crates. Transferring the produce to the supermarket, and then sending the empty trays back to the warehouse, was creating a lot of waste from transit packaging.

The supermarket was fed up with this waste, so asked for our help. We produced a returnable box for the bananas to travel in. This could be placed straight on the shelf in-store, and then returned for cleaning and re-use. Thanks to our solution, transit packaging was eliminated.



# A doctor seeks a cure for problem packaging...

When a doctor treats a patient, their top priority is safety and hygiene. That means the yellow bins you see at hospitals fill up fast – with every single-use plastic imaginable from PPE to packaging and from food to flowers. Of course, some items must be incinerated, but for cash-strapped hospitals this costs 10x more than dealing with general waste.

That's why we're helping the NHS see waste as an opportunity to save money with measures like segregating waste on-site. This helps meet sustainability targets and means recyclables and general waste aren't ending up in a yellow bin or incinerator. Problem sorted.





A man with short brown hair, wearing a light blue button-down shirt and dark blue jeans, is smiling and leaning his right arm on the top of a miniature model of a modern glass skyscraper. The model is white with blue-tinted glass windows and balconies. The background is a plain, light grey wall.

## Building the foundations for success...

During the pandemic, we collaborated with a leading real estate company to provide efficient services despite fluctuating occupancy. For example, preventing unnecessary vehicle journeys to empty bins that weren't full, but also timing it right so that bins were never overflowing.

Through our work together, single-use plastic bin liners were removed from the offices and replaced with our trademarked 'Bin the Bag' solution. This eliminates the need for bin bags and the associated cost, while also removing a significant amount of plastic waste from landfill.

In total, we tracked 378 service changes on the client's portfolio between April 2020 and January 2022. Getting waste and environmental services in sync with building use and occupancy saved over £350,000 across the portfolio.

# A council that's good at talking rubbish...

To bin or not to bin? That is the question. So, when the waste industry innovates, it's vital that local councils make it crystal clear what can be recycled and reused. Because getting households to sort waste correctly has a huge impact down the line – and in the ground.

Take your everyday milk carton. While millions end up in recycling, many are missing their lids as people are in the habit of throwing them into general waste. We're helping local authorities educate and communicate what goes in green bins – and working with over 350 suppliers nationally to help councils accept even more types of recyclables.





A man in a dark blue pinstripe suit and tie is sitting on the side of a large white commercial airplane. He is smiling and has his arms crossed. The airplane is shown from a low angle, flying over a grey, textured ground. The background is a solid light grey.

## An airport aims to eliminate landfill departures on-site...

One of the UK's largest airports decided that there was too much waste going to ground. With over 18 million passengers each year, it's little surprise that waste levels were soaring. We committed to help the airport achieve optimal waste practices on-site, including the introduction of a comprehensive recycling process, with an aim to achieving zero waste to landfill.

We analysed the waste data from site and suggested improvements. We sourced local service suppliers to reduce vehicle movements – and therefore carbon emissions. And we bulked most recyclable materials to achieve maximum revenues.



# Food that won't fill up landfill...

Our manufacturing client blends dry mixed spices, which are used as flavourings both commercially, and by home cooks. Traditionally, any food waste material was collected and placed into the general waste stream, which was sent to landfill. However, our client adopted a zero landfill policy and subscribes to the UN Sustainable Development Goals.

Our solution included placing Dolav boxes next to the general waste bins to segregate food material at source for it to be processed separately. Then, we secured an anaerobic digestion route, in which bacteria breaks down food waste without oxygen, to divert 100% of the waste away from landfill.

Over the first year, we have diverted 481 tonnes of food away from landfill, saving 3,292 tonnes of CO<sub>2</sub> with a cost reduction to the client of over £19,000.





# Healthy returns after getting to the point...



We were tasked with maximising the number of resources that could be extracted from a medical organisation's waste streams, ensuring zero waste to landfill.

We helped them reduce their carbon impact, mainly by cutting the amount of waste destined for landfill, which was then converted into energy (fuel, heat and power). We developed a long-term strategy to extract reusable materials from waste streams and use them for new products.

With our help, the organisation has now achieved 'Zero Waste to Landfill' accreditation. Their on-site recycling rate now averages 41%. And total contract recycling is 85% through the utilisation of waste going through materials recycling facilities.





A theme park wants to reduce ride time for its clean team...

We're helping the busy cleaning team at a large visitor attraction to empty bins across the entire site with far greater efficiency. Before, their daily rounds were hit and miss – bins were either empty (a wasted journey) or overflowing (a bad visitor experience).

With sensors on the bins, the team now knows precisely when they're full. Connected bins also collect data on the hotspots in high footfall areas. Also, the team is processing more waste on-site, so there are fewer lorries and lower emissions in and around the theme park.

# Reduce, reuse, recycle, remove

Here's why you need to understand waste better.







## Asking the right questions

We understand that many decisions about disposal are focused on maximum waste removal at the lowest cost. But that's not our approach.

We follow the waste hierarchy and don't skip the steps of preventing and reducing waste. Because understanding *why* you're generating waste to begin with makes it easier to see what you can do about it. That could include reducing or eliminating usage altogether. It could also be addressing the toxicity and pollution caused by products throughout their lifecycle.

Everything we do is in step with the waste hierarchy of reduce, reuse, recycle and (only then) remove.

### Get your waste strategy on track

If you need help understanding the waste you are generating and why, get in touch with one of our helpful experts.

We can help you start on your journey to reduce, reuse, recycle and remove. Click here to request a chat.

[Click here to request a chat.](#)

## From landfill to circular economy: the waste hierarchy



### Reduce

If we're unable to prevent the creation of waste, we'll look at how you can reduce – or cut completely – the use of virgin materials. It might also involve minimising materials during the design, manufacturing, and packaging of products, as well as opting for less hazardous waste materials whenever possible. Energy efficiencies throughout a product lifecycle are also central to the reduce stage.



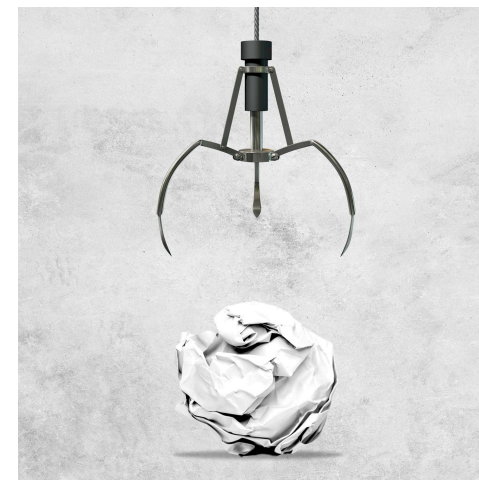
### Reuse

We'll explore ways of turning waste into a resource – reusing materials internally or across your sites. This might include eliminating the need for disposable packaging by introducing a reusable packaging system. We also have a resource platform, Waste Match, which allows us to find cost effective, ethical and environmental disposal routes for your surplus assets.



### Recycle

If we're unable to prevent, reduce or reuse the waste then we provide the most effective recycling service. Recycled products are generally more energy-efficient, less polluting and more cost effective to produce – and avoid the consumption of virgin materials. We recycle everything through a best practice process that complies fully with current legislation.



### Remove

As a final measure, we can remove any waste that is left over, if necessary. We work with a number of trusted partners to remove waste swiftly and safely – with minimum disruption to your operations. From sourcing the ideal waste experts for specific and unique requirements, to working with our large network of existing suppliers, we'll ensure the process is seamless from end to end.



# Think resource, not waste

Revealing the top reasons for choosing Mitie as your waste partner.





# Think resource, not waste

We start with the end in mind. With our resource-not-waste philosophy, we're not driven to empty more bins or dispose of more waste. We want to eliminate it before it's even created. And we want to help you to reduce the creation of waste and your costs of disposal.

As the largest facilities management organisation in the UK, we have the expertise and experience to deliver on your waste targets. From hospitals, to manufacturing plants, shopping centres to offices, and everything in between, our broad range of sector expertise means we truly understand your market challenges.

That means we deliver the latest innovations and ideas to reduce your waste. And by understanding multiple sectors, we can introduce best practice from other industries to keep you at the forefront of waste management.

So why choose Mitie?

Our mission is to help you cut costs, reduce carbon emissions and make the most of your waste.

Through our unique Science of Service® approach, your waste management is powered by technology, driven by data and made exceptional by people. With our know-how and experience, together we can drive change and deliver exceptional results.



# Delivering the exceptional, every day

Whether it's placing sensors in bins that tell you when they're full to reduce the number of times they need to be emptied, installing mini recycling facilities that sort waste on-site, or developing innovative ways to reuse all kinds of materials, we use technology to approach waste in a smarter way.

From general rubbish in offices, to clinical waste in hospitals, to hazardous waste from manufacturing processes.

We deliver the innovations and develop the best practice businesses need to minimise waste and maximise impact.



# Together, we are Mitie



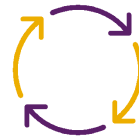
12,791

UK homes provided with electricity through anaerobic digestion of food waste per annum



55,000

tonnes of CO<sub>2</sub> saved in 2022 through better waste management for Mitie and others



1 million

trees' worth of paper recycled



100%

waste diverted from landfill in circular economy project for tomato-based sauce firm



43,000

tonnes of material recycled



4,400

tonnes of food waste diverted from landfill to anaerobic digestion feedstock



10%

average reduction on your waste management costs



13

annual social value targets met or exceeded



2021

IWFM Positive Climate Action Winner



200+

employees dedicated to Waste and Environmental Services



# No more wasted opportunities

Let's transform your approach to waste.



# No more wasted opportunities



By changing how we all think about waste, we have the power to do so much good.

The journey starts with you and your organisation's needs. We take the time to get to know how you work, understand your strategic goals and analyse your day-to-day operations.

These are the foundation for understanding your challenges around waste and identifying opportunities for positive change. It's also the basis for guiding you toward real results – from quick wins with minimal investment to long-term projects with far-reaching impacts.

Take the first step to delivering decarbonisation with a no-obligation Mitie Waste & Environmental Services discovery session.

To book and gain expert guidance on next steps, fill in the form on the following page and we'll be in touch.





# Meet Mitie

We're here to help accelerate and activate your waste and environmental goals. To find out more, visit our website.

Discover more