



ENVIRONMENTAL

wastereview

a regular update on waste issues and how they affect you from the UK's No.1 provider of waste management services to the printing industry a division of  issue 11/2016

Your certificate is waiting!



Now's the time to send for your annual Waste Disposal Compliance Certificate, which is issued by J&G to customers wanting to show that their waste has been collected, treated and properly disposed of in accordance with current legislation.

The certificate is approved by the Environment Agency and acts as valuable documentary evidence that your company has an excellent waste management programme in place.

To receive your latest certificate, just complete the form enclosed with this newsletter and fax or email it back to us. We'll action it on your behalf.

Also enclosed (where appropriate) are full details of the hazardous waste we have collected from you over the last quarter. These documents should be kept on file for a minimum of five years.

Remember, all this information will be particularly valuable to you if you are drawing up an environmental management programme or responding to customers seeking to check the environmental performance of their suppliers.

First year success for JAG Products



JAG Products, the specialist print room consumables arm of J&G Environmental, is reporting booming sales and high levels of customer satisfaction just a year after its launch.

The JAG product catalogue now offers hundreds of printing essentials to meet the needs of printers of all types, backed by a flexible supply service and technical back-up.

It is the first time that waste managers J&G Environmental have sold products direct to print customers.

At the time of its launch, JAG said that its eventual aim was to create an environmental 'circular service' in which the company first supplied consumables and then collected waste containers and

packaging in readiness for sustainable disposal.

This has been quickly achieved, and JAG sales manager Brian Smith said that customers were enthusiastically taking up the company's dual offer of next day consumables delivery backed by the guaranteed collection of empties for recycling.

The company also promised that it would back its products with a first class technical advice service, including on-site support and back-up.

Mr Smith said many customers were taking advantage of the opportunity to meet face to face with JAG's technical team in order to get the best out of the products they were using.

"We recognise that the printing process is a sophisticated business and printers have to get it right every time if they're to meet their customers' need for the perfect printed product. We want our products to perform at the highest level so we're very happy to work alongside our customers in this way."

Meanwhile, JAG continues to expand its range and have recently announced dealership arrangements with ink suppliers hubergroup UK and blanket manufacturers Acoma.



To find out what our customers are saying about JAG products, see page 2.

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hubergroup and Acoma join with JAG



An official supplier deal with international inks manufacturer hubergroup UK has been announced by JAG Products.

hubergroup's products are the latest range to be added to JAG's fast growing portfolio.



JAG are now stocking hubergroup's standard range of Pantone colours as well as providing special mixes to order.

hubergroup UK is part of the 250-year-old international hubergroup organisation manufacturing inks, varnishes, coatings, dampening solutions and additives.

The company is already linked with JAG's parent company, J&G Environmental, who manage waste for hubergroup at its Nottingham manufacturing site.

JAG Products has also clinched an official supplier deal with Italian blanket manufacturer Acoma.

Acoma international sales manager Mark Wilkins said JAG was offering a new approach to UK consumables supplies.

"We were impressed with their planning, preparation and vision and we are extremely pleased to announce this partnership," he said.



JAG Products' sales manager Brian Smith said: "We're delighted to have secured an Acoma agency arrangement for the UK.

"Our parent company J&G Environmental has an established reputation for sustainability, so we're particularly pleased to be supplying Acoma blankets which are produced using zero solvent technology and have gained approval from the independent testing institute ISEGA. That makes them a perfect fit for our market."

The customers' verdict



JAG's place in the UK consumables market has quickly been established, and its package of top class products, rapid delivery and technical back-up has been applauded by its customers -

Simon Russell, who runs general printer Richline Graphics in Charlton, London, said:

"We've been using JAG Products for some months now and have been very satisfied, both with the products and the service we receive.

"We rarely have a problem, but if there is one the JAG people will come straight in to sort it out. The sales staff will put themselves out to be helpful and do everything they can to get supplies to us on the same day we need them.

"We've used J&G Environmental's waste management service for around 10 years and got used to

the company's helpful and friendly approach, and we're now enjoying the same thing from JAG Products."

Nick Hughes of Purely Print, a general printer based at Blandford in Dorset, said:

"We have particularly valued the advice service offered by JAG and I can't overstate how important it is to us. We have knowledge, but getting advice on specific products when we need it is invaluable. The JAG representatives are very knowledgeable and happy to come in to troubleshoot and point us in the right direction.

"The quality of their products and their ability to deliver them quickly are also excellent aspects about the JAG service."

Nigel Coates of commercial printer Harrogate Printing said:

"We have been purchasing all our pressroom consumables from JAG for a period of nine months. The level of service we have found to be exceptional and, added to branded products and a waste collection service, we feel all our needs are met with one phone call."



Medica agree waste package with J&G

J&G Environmental have secured a full service waste management contract with one of the UK's leading specialist packaging printers.

Medica Packaging, the Crewe-based pharmaceutical and healthcare packaging provider, has tasked J&G with handling all of its post-production waste including aluminium plates, ink containers, waste ink and chemicals. Medica are a major supplier of high quality printed cartons and leaflets in the pharmaceutical, healthcare and other closely related sectors. J&G will collect waste from Medica's facility on a weekly basis, and provide an on-call service at times of particularly high waste production. The company will also provide Medica with a range of

collection facilities such as cages and drums to enable essential waste separation. Medica's health, Safety and Environmental manager Paul Wassall said: "The pharmaceutical and healthcare sectors in which we operate are highly regulated and waste management is a key part of our ISO 14001 environmental compliance. "The J&G team are very reliable and by working with them over the last few years, we have been able to improve our efficiency to ensure we exceed all our environmental targets."

We're 30 and growing greener by the decade

J&G has been celebrating its 30th anniversary.

Beginning life as a small metals reclamation company called Armstrong Enterprises, it later became known as J&G Metals and, finally, J&G Environmental when the company was incorporated in 1998.

During those three decades, the company has grown to become the UK's leading provider of waste management services to the printing industry and played a major role in the transformation of the industry from one renowned for waste creation to a sector which has increasingly embraced the 'green' agenda.

Waste is still one of the industry's top three environmental impacts, but long before the introduction of the Government's current 'waste hierarchy' J&G was consistently championing the cause of

sustainable waste management and the need to reuse and recycle valuable by-products rather than sending them to landfill.

J&G realised that vast amounts of printing waste is rich in reusable raw materials which could be harvested for use in a wide range of industrial processes and the making of new products. The company set out to identify as many recyclable waste streams as it could and invested in new technologies to release their reuse potential.

At first the company handled only a small number of waste streams – usually the more obvious ones such as aluminium plates and plastic packaging. But by 2003, when J&G first began recording the volumes it collected, the number had grown to around 100. Now it's more than 275.

With the growth of these numbers

came a steady rise in the amount of waste diverted from landfill. J&G can now boast that 95 per cent of the waste it collects is recycled – and the aim is to push that figure even higher.

The company's contribution to sustainability has been recognised by the winning of many awards, including a Queen's Award for Sustainable Development and, most recently, by being handed a gold category Green Apple Environment Award.

Now J&G is part of the Cleansing Service Group of companies but retains its own distinctive close links with the industry it serves. It manages the waste collection and disposal needs of over 2000 print houses and newspaper groups and, as it goes into its fourth decade, remains dedicated to increasing the printing industry's recycling rates and environmental performance.

Anton appoint J&G

The Anton Group, one of Europe's largest print and direct marketing service providers, has appointed J&G Environmental to handle all the company's waste management operations.

J&G have been handed an initial one-year contract to collect and recycle all waste from Anton's Essex headquarters site. Progress is being monitored via a series of update meetings and reviewed after nine months.

J&G have managed selected Anton waste streams such as Kodak NexPress components for 10 years but will now be responsible for the entire operation.

Anton finance director Chris Stockley said the two companies had enjoyed an excellent relationship. "This contract is an opportunity to extend the link between us," he added.

"We see ourselves as an industry leader in our compliance with environmental standards, and the way in which we manage our waste is a key part of our ISO 14001 and ISO 9001 environmental and quality programmes.

"We have seen good innovation and service from J&G and get good value back. They are diligent in their approach to helping us with our waste management responsibilities and we are hoping this initial contract will become long term."

Customers have their say on J&G service

Any company can claim that it's customer-friendly, well managed and cares for the environment. But how can you be sure?

In the business world there are ways of checking if the boast is a reality because companies can invite in objective third party examiners to assess their performance and seek accreditation to quality standards established by the International Organisation for Standardization (ISO).

J&G encourages this outside assessment and is accredited to, for instance, the ISO 14001 (environmental management) and OHSAS 18001 (health and safety) standards.

But the company also regularly seeks the opinions of the most important audience of all – its customers – via its annual Customer Satisfaction Survey which

asks customers to rate J&G's performance by all its departments, from sales to transport, on a scale of 1 (Excellent) to 4 (Poor).

The latest survey attracted ratings from 715 customers - a 66% response. Of these, 708 customers voted J&G's service as either 'excellent' or 'satisfactory' giving the company an average overall level of service satisfaction of 1.26.

Customers in the survey were also invited to comment on their J&G experience which one described as "brilliant service and company."

Another praised the quality of J&G drivers who were "exceptionally helpful" and J&G were also praised for "always wanting to go the extra mile."

"But we don't always get it right," said J&G general manager John Haines. "We'd like all customers who have suggested ways in which we can improve our service to know that we take their comments very seriously and always try to address them.

"When we receive a criticism or suggestion it is automatically logged and forwarded to the relevant department which is expected to address the concern and feedback to senior management and the customer himself what has been done about it.

"We are proud of the customer service we have built up over the years and are delighted by the response to our latest customer survey, but we're not complacent and will always act to put things right if they do go wrong."

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You can now follow us on facebook, twitter and YouTube. Just click the links at the bottom of our website www.jg-environmental.com Home page to read all the latest news and views from J&G Environmental.



Communis is contract win

Communis has awarded J&G Environmental a three-year hazardous waste management contract.

J&G are collecting and processing waste for Communis sites at Crewe, Liverpool, Halifax, Leeds and Newcastle where the communications giant operates traditional litho print and digital print facilities.

Some 60 different waste streams, the majority of it headed for J&G's recycling facilities, include ink

containers, toner, plastic packaging, filters, mineral oil and cartridges.

Communis is one of Europe's leading customer communications services providers. It has a commitment to prevent pollution to the environment and aims to reduce waste and improve waste segregation. As part of their service, Blandford-based J&G are supplying a range of pre-collection waste storage consumables, including metal plate stillages and lidded drums.

Communis group health, safety and environment manager Mark Hoile said: "We've been working with J&G for a number of years and have been very satisfied with their performance. This contract formalises what is already a good relationship whilst giving both parties improved control and awareness of waste management costs.

"Efficient waste management across all our sites is an integral part of the company's environmental policy. J&G's commitment to sustainability in the industry, and its recycling record, fits perfectly with our needs."

Welcoming the contract, J&G general manager John Haines said: "We're proud to be working closely with such a prestigious company as Communis."

Saxon quality success

Saxon Recycling, which is J&G's sister print waste management company, has achieved accreditation to two key quality standards under the J&G banner.

The Cambridge-based firm was acquired by J&G's parent company, Cleansing Service Group, in 2013.

It has gained both the ISO 14001 and OHSAS 18001 standards which demonstrate the quality of its environmental and management operations.

Backing for IPIA's big event

J&G Environmental renewed their sponsorship support for the latest Independent Print Industries Association (IPIA) flagship dinner and awards event.

The annual event followed the association's appearance at the 2015 Print Show, together with its 'Meet the Trade Buyer event' at Birmingham's NEC, where printers and other businesses can meet key trade buyers from print management companies, office supplies firms and creative agencies.

The dinner and awards evening, held at the Vox Centre, is a key event in the IPIA calendar and brings together print managers, print distributors, trade manufacturers, material suppliers and service providers.

Guest speaker at the J&G sponsored dinner, which attracted 150 guests, was entrepreneur Gerald Ratner who presented

awards recognising IPIA members' innovation and excellence.



J&G general manager John Haines said: "We are a long-standing and enthusiastic member of the IPIA and have sponsored association events for the past four years. We're particularly pleased to do so in 2015 which marks the IPIA's 25th anniversary."

The association's CEO, Marian Stefani, said: "J&G are one of our most supportive partners and their sponsorship demonstrates their real commitment to the development of our industry."

Safety seminar

J&G hosted a health and safety seminar for printers at its Blandford, Dorset, headquarters.

It was organised by the British Printing Industries Federation (BPIF) and attended by representatives from a dozen print companies as well as the BPIF health, safety and environment adviser Mandy Robson who co-ordinated the event.

They heard a presentation from Joe Grinter, a member of the J&G sales and customer care team, and were given a guided tour of J&G's site.



Seminar attendees tour the J&G site

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