



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 18/2023

Customer satisfaction



J&G Environmental has reminded customers that they will need to re-apply for their annual Waste Disposal Compliance Certificate, in order to illustrate they are meeting the necessary standards for the disposal of waste responsibly.

Approved by the Environment Agency, the certificate outlines how a company is managing its waste; from collection to treatment and disposal. The full process must be in accordance with the current UK legislation.

Customers will receive their new certificate, which is valid for the next year, by completing the form included in the newsletter and returning it to J&G via fax or email.

J&G also encourages all customers to complete the enclosed customer satisfaction survey to offer any feedback and suggestions on the services J&G delivers.

"We are always happy to hear from our customers about how we can improve and offer an even better service,"

J&G general manager John Haines said. "We look forward to receiving the feedback from clients and looking at ways that we can assist them further."

If you require any assistance with either of these forms, please get in touch.



Building for a greener and successful future

Following a tough couple of years dealing with the pandemic, J&G Environmental enjoyed a successful 2022 with new investment, new equipment, and new members of staff, all with the aim of building for the future.

One major change customers will notice is a brand-new invoicing system, where, as of January 2023, the driver will only need to complete the weights on transfer note, with the invoices to be done from the J&G office and then sent to customer.

Looking back over the past 12 months and among the many highlights J&G enjoyed were the addition of a new shredder, with another to be installed in the coming months to further support the specialist service delivered to customers.

J&G also welcomed a number of new employees and plans to expand the workforce further in 2023 as part of wider growth plans across the business, while the purchase of new lorries for J&G's growing fleet of vehicles will ensure the company can meet a rising demand for its services

from customers and partners across the UK and beyond.

"Given all that we have achieved this year and the fact that we were finally able to return to normal operations following the disruption of the pandemic, we will look back on 2022 with very fond memories," said John Haines, general manager of J&G.

"We're delighted to have been able to invest heavily in the whole business and with more purchases and development plans lined up for 2023, we can look forward to an incredibly exciting future for the business and our customers."

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Revamp your business with recycling

J&G Environmental has made a fresh appeal to the industry to understand the importance of recycling in print, setting out how it can help print service providers achieve their green goals without breaking the bank.

Whether it is simply getting employees to put plastic bottles into the right bins or making sure pressroom consumables are being taken away and recycled properly, all of this will have a huge impact and allow you to showcase to customers that you are green-minded.

End customers are now requiring their printed work to be more planet-friendly than ever before. Having an effective recycling strategy in place will go a long way to ensuring printers get these clients on board and retain them as long-term customers.

The majority of printing companies have some sort of recycling process in place; if you do not, in the eyes of the customer, you will be a much

less attractive proposition as you do not have the same level of commitment to the environment.

There is also the fact that it is the duty of businesses of all kinds, not just those in print, to ensure they are doing as much as they can to protect the planet around us. Recycling offers an extremely easy way of doing this and J&G is in the ideal position to help.

We can collect and recycle printing waste and pressroom consumables, as well as non-print specific waste such as electronic waste, fluorescent lamps and corporate clothing. We can also recycle most packaging, shrink wrapping, cardboard and so much more.

Contact us

What do you think about our service?

Do you have any queries about your waste management?

We're always very keen to hear from you, so why not log on to our website www.jg-environmental.com where there's a customer comment section? You'll find it under 'Contact/Provide Feedback' so please feel free to contact us at any time.

Charity champions!

J&G Environmental is a long-term supporter of several charities and was last year able to raise funds for a number of organisations.



The stand-out achievement in 2022 was collecting £1,234 for Macmillan Cancer Support, far surpassing the initial target of £500.

Funds were raised during the annual Macmillan Coffee Morning, where local residents, business owners and relatives of staff were invited to the company's base in Blandford Forum for a morning of coffee, cake and conversation, while a host of fantastic prizes were also in offer in the raffle.

Macmillan Cancer Support is a

cause that is close to the hearts of everyone at J&G, with many members of the team having been impacted by cancer in one way or another, so this made the fundraising effort even more special for the entire team.

Alongside this, J&G was delighted to continue its support of other charity partners including the Lennox Children's Cancer Fund, The Foresters' Fund for Children and Shine – Spina Bifida, helping to raise both funds and awareness of these incredible organisations.

Follow us!

You can now follow us on Facebook, Twitter and YouTube.

Just click the links at the bottom of the www.jg-environmental.com homepage to read all the latest news and views from J&G Environmental.



Increasing firepower with new shredder

J&G Environmental purchased a new Ulster U150 Twin Shaft Shredder in the spring of 2022 as part of a wider plan to further strengthen its recycling offering.

The machine is designed to process a range of materials that can easily be recycled by the team at J&G such as barrels, plastic drums, plastic buckets and plastic crates.

The Ulster U150 is double the power of J&G's existing shredder, significantly increasing its recycling capabilities, and allows the company to work with more customers across a host of markets to support them with their varied recycling requirements.

The machine pre-shreds material before it moves into J&G Environmental's dedicated wash plant, leaving a remarkably clean granule that can be extruded into whatever the customer wants, with re-use options including pipework, railway sleepers, plastic sheeting and car parts.

"As one of the leading waste management businesses in the entire UK, J&G is committed to delivering a quality service to customers across all markets, as



the pressure continues to increase on companies to become more sustainable," John Haines, general manager of J&G, said.

"Investment in the new Ulster U150 Twin Shaft Shredder not only means we can satisfy the demand from current customers, but also help new clients with their

recycling needs and support their long-term environmental goals."

While J&G has strong links with the print industry, such as the wide-ranging capabilities of the business that it can take all sorts of recyclable materials from companies in a number of industries.

Landmark anniversaries

J&G Environmental will next year celebrate major anniversaries for four loyal members of staff.

Tanya Miles, who works in the accounts department, will reach her 20-year anniversary in April, while **Joe Grinter** from the sales and customer care team, will also celebrate 20 years with the company in June.

There is also a significant milestone in the warehouse as **Zdzislaw Biel**, who works the night shift to ensure our service continues to run during out-of-office hours, will hit a landmark 10 years with the business in June.

In addition, **Ian Paulley**, who works in sales and customer care, will mark 30 years at J&G.



"Many congratulations to Tanya, Joe, Zdzislaw and Ian, all of whom are much-valued members of the J&G team," said John Haines, general manager of J&G.

JAG expands into export market

JAG, the print consumables specialist business of J&G Environmental, made significant steps in 2022 by moving into the export market for the first time.

In the first months of this expansion effort, JAG sent its first full container of consumables to a customer in Africa, while JAG has also been working with J&G to secure customers in Ireland.

Cup Print in Ireland placed a first order of plates and took several deliveries of consumables, while inks and blankets have also been purchased by a number of other customers across the country.

Elsewhere, JAG's water-based coatings continue to make strides



in the market by gaining key accounts, while the JAG blanket department has seen an upturn through the stencilling service it provides with its full range of stripping/coating blankets.

JAG also experienced growth with ink mixing and chemical manufacturing in what was a busy year for the business.

Keeping it in the family



Starting out as a driver and working his way up to transport planning manager, Richard Sandell shares the story of his time at J&G Environmental and how his family's links with the business look set to continue for many years to come.

Can you tell us about your time with J&G Environmental?

I joined the business back in 2000 as a driver and spent 20 years on the roads serving our loyal customers all over the UK. In 2021, I wanted a new adventure and decided to make the move into the office and took on my current role of transport planning manager.

Having been working in the new position for over a year now, I can honestly say that I very much enjoy the challenge and being able to share my knowledge and experience with other members of the team here at J&G.

After 20 years out on the road, there are some real benefits to working in the office, with the main one being that I get to go home to my family every night, whereas when on the road, I would be away a lot.

Also, having spent so long driving for J&G, I was able to build up significant knowledge on both the geography of the UK and our many customers. This means I can manage efficient scheduling for our drivers and ensure we are delivering the best possible service to clients.

Tell us more about your role; what sort of responsibilities do you have?

So, my main responsibility is to schedule our fleet of vehicles and ensure we are getting the most efficient routes, while also making sure our customers are dealt with in a timely and professional manner.

Since taking on the role, we have six fewer drivers than we did 12 months ago when I first became transport planning manager. However, working with the rest of the team, we have been able to hire more staff for the department to ensure we are delivering our normal standard of service.

We are also continually training new drivers and seeking more staff to join our workforce to support rising demand for services.

What are some of your fondest memories with J&G?

It was a great honour to be part of the J&G team when we were awarded the Queen's Award for Enterprise back in 2003. This has always been a tremendous achievement for me and I will always be proud of the Award.

Aside from this, I have met and worked with so many great people over the years, a lot of whom have become great friends.

In addition, it gives me great pride to see my son Jack working at J&G as a driver. He is not only following in my own footsteps by becoming a driver, but also those of my wife Hayley, who worked at J&G in the transport administration department and aluminium recycling for four years in the early 2000s.

What are some of the biggest changes you have seen during your time with J&G?

For me, I think the biggest change has been the size of the business. Back when I first joined at the turn of the millennium, we only had five lorries, a handful of other vehicles and our main offices were run out of portacabins. Fast-forward to the modern day and J&G is now such a big operation with a fleet of 21 vehicles, a dedicated office building with a huge yard, and hundreds of customers across the UK!

What has been your biggest achievement at J&G?

I would say the fact that I have worked at the same place for more than 20 years – albeit with a small gap in the middle – which is something not many people can say.

What do you like to do outside of work?

Aside from spending time with my wife Hayley and son Jack, I have a massive love of cars and also own a boat. We like to get away in the caravan and take our two dogs down to Devon for some rest and relaxation.

I am a bit of a fitness freak and really enjoy walking, which comes in handy with two dogs to keep entertained! I like to visit car shows and motorsport events, and I am hoping to visit Dubai for the Formula 1 in the not-too-distant future!

Finally, why should businesses continue to work with J&G in 2023?

We're doing everything we can to try and turn collections around as quick as we can; the new paperwork will help the drivers, which in turn will help our customers. We are always looking at ways to improve our service to you.

J&G offer years of experience and knowledge with staff who have celebrated 10, 20 and even 30-year anniversaries. We are a close-knit team and are dedicated to deliver a high quality service to clients.



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