



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 8/2013

## 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 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. Please keep these important documents safe.

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.

### Important reminder!

This year's certificate request form includes a section asking you to include your Standard Industry Classification code which identifies the branch of the industry in which you operate. It's important that you send us this information when returning your completed form.

If you're unsure of your classification code, it can be found on the Environment Agency website [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

# New facility will cut the carbon

**A new waste transfer facility at Aylesford in Kent is now in operation and will reduce the carbon footprint of both J&G and many of the company's customers in southern England.**

The facility, built to highest industry standards to ensure protection of the environment, is taking in mostly waste from printing companies. It meets the need for a specialist waste transfer and treatment station in the region, where there was no appropriate laboratory and storage facility available.

Until now, waste collected by J&G in the region has been transported to Dorset and Manchester for treatment. But providing transfer facilities at a more local level means waste can be stored, assessed, bulked up locally and then transported on larger vehicles to its final destination.

This reduces the number of lorries on the road network and the miles



they travel, and thus cuts carbon emissions.

A treatment plant at the site will enable some wastes to be treated locally, while other recovery and disposal outlets in the area will be used to further reduce the number of vehicles travelling on the roads.

J&G general manager John Haines said: "Our aim is for this new facility to cater for the local requirements of our customers and will offer them a wide range of

experienced technical, environmental, research and development expertise.

"It is helping us to achieve our objective to bring facilities to where the waste is actually produced, as opposed to transporting it for long distances for treatment and disposal at sites well outside of the area.

"This is a more environmentally sustainable way of handling the waste."

## CPI link renewed

**The UK arm of the CPI Group has renewed its waste management contract with J&G Environmental for a further two years.**

The CPI Group is the number one book printer in Europe, with its UK operation manufacturing 160 million books annually.

J&G has worked with CPI since 2007 and will continue to collect, recycle and dispose of all general print waste from CPI's various print sites in the UK.

CPI UK's group commercial manager Alan Cray works closely with J&G and believes the long term strategic alliance has enabled CPI to manage its waste

more efficiently and cost effectively and ensure that all necessary environmental legislation is met.

He said: "We have a firm and long term commitment to reduce our environmental impact without compromising quality and service. By continually monitoring our waste generation jointly with J&G we have been able to minimise CPI UK's ecological footprint and keep disposal costs down."

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## Award finalist

**A competition to find the county's most outstanding businesses saw J&G Environmental named in the top three for this year's Dorset Company of the Year award.**

The fiercely-contested annual Dorset Business Awards, which celebrate the achievements of Dorset's most vibrant companies,

came to a climax at a gala evening in Poole attended by over 500 of the county's business representatives.

J&G, a previous winner of the Dorset Environmental Award, impressed the judges with its record of successful growth, investment in customer service and waste recycling programme.

*Picture shows J&G staff celebrating their success*

## Backing for IPIA

**J&G Environmental renewed its backing for the work of the Independent Print Industries Association (IPIA) by again sponsoring the association's 2012 annual conference in Leeds.**

The event, which incorporated the association's annual meeting and awards dinner when members' innovation and excellence were recognised, is a key date in the IPIA's annual programme.

It brings together print managers, print distributors, trade manufacturers, material suppliers and service providers

J&G are IPIA members and first sponsored the conference in 2011.

Welcoming the collaboration, IPIA chief executive Andrew Pearce said: "J&G's work as an expert supplier is well known, but their valuable support for our conference demonstrates their commitment to the wider corporate development of our industry.

"J&G are an ideal partner for us. They have pioneered sustainable waste management and the wholesale recycling of print by-products, and their company goals echo the association's own enthusiasm for a greener printing industry."

## Follow us!

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



# Major contract win

**A contract to collect print waste from the UK production facilities of Chesapeake, a leading supplier of cartons, labels, leaflets and specialist plastic packaging to many of the world's major brands, has been won by J&G.**

The two year contract, awarded by facilities management company Primm, means J&G will collect, recycle and dispose of all general print waste including litho plates and chemicals from 14 Chesapeake sites, including three in Scotland.

To service Chesapeake's Scottish sites, J&G will be using its recently opened waste transfer station based on the Springkerse Industrial Estate in Stirling where by-products from printing works

throughout Scotland are being prepared for recycling and reuse.

The company has also been awarded a major new contract by the Benson Group, one of the UK's leading privately owned printed carton suppliers.

The two year contract means J&G will collect all general print waste including chemicals, inks, plastic drums and packaging from Benson's four UK production sites in Leicester, Newcastle, Gateshead and Crewe.

The award winning Benson Group, which has been making packaging products for over 90 years, is a leader in the production of sustainable cartons and has an on-going commitment to reduce its environmental impact.

J&G's Ian Paulley said: "Benson aims to keep the generation of all wastes to a minimum and we will be helping by ensuring the maximum possible amount of print waste we collect is recycled".

## Customer care team boost

**J&G is fielding an even stronger sales and customer care team following the appointment of two new key staff members.**

Kelly Smith has been appointed to head up a sales and customer service drive in the North of England. She will be based in her home town of Grantham, Lincolnshire.

Kelly has been involved in the print industry for over 10 years and brings first-hand experience of the industry's growing commitment to deal with its waste responsibly.

Also joining the team is Ray Payne who has been appointed to help maintain the company's emphasis on providing a high level of after-care to its existing customers, as well as seeking new customers throughout the UK.

Ray has over 20 years experience of the print industry and joins J&G from Kodak where he was involved in customer waste initiatives including the company's Sustainable Printer Program (SPP) for which J&G are Kodak's preferred partner.



*Kelly Smith, Sales and Customer Service for the North of England*



*Ray Payne, maintaining after-care to existing customers*

# Service tops customers' wish list

*And it's even more important than price and recycling rates!*

**A survey of leading waste producers has revealed that good, old-fashioned customer service is their key consideration when deciding who to appoint as their waste management provider.**

It far outstripped attributes such as recycling rates and investment in technology, which are increasingly used as positive 'green' marketing messages by waste management companies. It was even well ahead of price.

The on-line survey, commissioned by J&G's parent company Cleansing Service Group, asked over 100 companies to rank 15 issues in order of importance when choosing a provider.

They ranged from communication to technical knowledge, and quality to emergency response skills.

Customer service topped the poll, with 97 respondents saying it was 'very important' to them. Communication, compliance and reliability took the next three places. The importance of the price quoted for waste management services ranked at No.6 on the list, beaten also by a demand for quality.

Only 41 respondents thought a waste management company's recycling rates were very important, placing it at 12th in the rankings, while investment in waste recovery technology and an open site policy came in at 14th and 15th.

J&G general manager John Haines said: "The survey shows there is a wide range of factors of importance when a customer comes to purchase, but surprisingly perhaps, price does not top the list and service stands out as the most important consideration. It's something to which we've always given the highest priority.

## **The final customer wish list**

Respondents were asked: "How important are the following issues to you when deciding on a waste management provider?"

### **Their order of priority was -**

1. **Service**
2. **Communication**
3. **Compliance**
4. **Reliability**
5. **Quality**
6. **Price**
7. **Product knowledge**
8. **Availability**
9. **Technical knowledge**
10. **Flexibility**
11. **Quote/order turnaround time**
12. **Facility recycling rates**
13. **Response in Emergency**
14. **Investment in waste recovery technology**
15. **Open site policy**

## Efficiency on show

**J&G's print waste management expertise was on show at the Print Efficiently exhibition held at the Intelligent Finishing Systems showroom in Perivale.**

The exhibition provided an opportunity for selected major manufacturers and suppliers to the UK printing industry to present live demonstrations of cutting-edge solutions - from file to finish - across all key areas of print.

J&G was demonstrating its ability to supply every print customer with a tailor-made waste management service that maximises recycling opportunities, minimises environmental impact and ensures waste disposal costs are as low as possible.

# Waste tax rise in the pipeline

**UK printers could face a further hefty hike in waste disposal costs in April when Landfill Taxes are due to rise again.**

The standard rate of tax, currently standing at £56 per ton, is set to go up by a further £8 later this year which means it will cost printers £64 to send a ton of waste to landfill. This could potentially add thousands of pounds to a company's annual waste disposal fees.

And it won't end there because the rate will continue to rise by the same amount in each year until at least 2014 when it will have reached £80 per ton. From that year, says the Government, the rate is unlikely to fall below £80 until at least 2020.

J&G says there are ways for printers to reduce their soaring waste costs - especially by giving more priority to recycling as much as possible.

The company has advised print customers to think more creatively about their waste management rather than throwing what could be reusable by-products into the skip and then forgetting about it.

That advice comes in the wake of new regulations designed to get businesses to "think differently" about whether waste needs to be produced in the first place and which are the best ways of managing it.

Waste disposal costs, say J&G, can be significantly slashed by minimising waste in the first place, sorting waste that is created, and identifying what can be recycled which can sometimes actually generate additional income.

J&G general manager John Haines said: "It's a fact that many printers still don't appreciate the true cost of sending waste to landfill and regard it as a cost over which they have no control."

He urged companies to take advantage of J&G's free waste audit service which advises on waste minimisation, reuse, storage and the potential for recycling.

## Stirling work in Scotland!

**Recycling rates among printers North of the Border have been boosted with the opening of J&G's Scottish waste handling facility which is now fully operational.**

The new waste transfer station at Stirling is fully licensed by the Scottish Environmental Protection Agency and is now receiving a wide variety of printers' waste collected by specialist J&G vehicles from across the country.

The waste is segregated and repacked in preparation for reuse. Valuable raw materials are

recovered and recycled locally wherever possible for use in a wide range of other manufacturing industries.

This also minimises the use of long distance haulage to other treatment plants and thus reduces carbon emissions.

Scotland's printers are also being offered J&G's free waste audit which examines the waste being created by a company and advises on the best way of managing it economically and with the environment in mind.

For further information about J&G in Scotland, contact Joe Grinter on **01786 358 313** or **07970 991850** (mobile). Email: [stirling@jg-environmental.com](mailto:stirling@jg-environmental.com)

# Every can counts!

J&G will be putting its waste collection expertise to good use when it supports a new community recycling effort as part of AFC Bournemouth's award-winning Green Goals Project - a unique partnership linking football, education and business with the aim of improving the local environment, raising awareness and benefiting the community.

J&G, together with Bournemouth Borough Council and a number of other local businesses, is working with the club to sponsor a programme of activities designed to improve the local quality of life and "keep Bournemouth a cleaner, safer, greener place to live in and visit."

Events so far have included clean-up programmes involving local schools, and education initiatives focusing on environmental problems and raising standards of literacy and numeracy.

Now the Project has launched its Every Can Counts competition in partnership with J&G, Castlepoint Shopping Park and Alupro.

Bournemouth schools are being encouraged to take part by collecting as many recyclable steel and aluminium cans as they can in order to win cash prizes.

J&G will be collecting the stockpiles of cans each month and has agreed to pay each school £400 for each tonne of cans collected.

# Green excellence rewarded



*Pictured left to right: Bobby Davro, Agnes Toth-Kovacs - Park Communications, Alison Branch - Park Communications, Richard Spreadbury - J&G Environmental.*

**J&G's commitment to help boost the UK print industry's environmental record was underscored at this year's British Printing Industries Federation (BPIF) annual awards for excellence.**

The company sponsored two key awards which recognised environmental best practice in the workplace. The awards were presented at an awards evening in London and went to companies who had demonstrated outstanding green achievements over the past year.

The winning companies were

Park Communications in the category for companies with an annual turnover of over £5million, who received their award from J&G customer services representative Richard Spreadbury, and Park Lane Press (up to £5million).



# Cutting your cloth!

**Corporate clothing carrying a company's logo or name is a potential security risk if it falls into the wrong hands so the effective disposal of redundant or damaged items such as jackets, shirts and blouses is essential.**

A new corporate clothing disposal service launched by J&G eliminates any risk of security breaches as well as cutting the amount of unwanted clothing going to landfill.

For the ultimate in security, J&G can arrange for clothing to be incinerated. But if customers would prefer to have their corporate clothing recycled then it can be shredded into fibres.

This raw material can then be used in the manufacture of carpet underlay, stuffing for cushions or even reused in new clothing.

Whichever method of disposal you choose J&G will provide a certificate of destruction.

For more information about this new service email: [sales@jg-environmental.com](mailto:sales@jg-environmental.com)

# Fund raiser

**Hundreds of pounds have been raised by J&G this year for the charity Breast Cancer Care which helps people affected by this disease.**

The company's contribution, which now totals over £700, is being made via a scheme in which bags of toner ink cartridges and mobile phones have been collected from

customers free of charge and sent to Greensource Solutions for recycling.

Greensource has been involved in reducing waste and supporting charitable causes since 1993, resulting in millions of printer cartridges and mobile phones being kept out of landfill.

## 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](http://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.