



Client

The ISS Group was founded in Copenhagen in 1901 and has grown to become one of the world's leading Facility Services companies. ISS offers a wide range of services such as: Cleaning, Catering, Security, Technical, and Support Services as well as Facility Management.

Background & Requirements

This case study relates to ISS's customer, a global financial services corporation based in London. ISS oversee the management of their internal waste alongside other facility needs, while Simply have been employed to remove the external waste.

A recent on site visit and review carried out with the ISS Account Manager helped to establish that the customer would clearly benefit from a total revamp of the loading bay. Old bins had been left on site from previous contracts and had suffered from wear and tear over time. Furthermore, there was obvious room for improvement in terms of signage, organisation of containers, and the colour coding of bins for ease of waste-type identification.

Through a complete refresh of this area, we aim to improve operational and environmental performance for ISS and their customer. Simply Waste have worked closely with ISS to make this transition as smooth and easy as possible.

The Simply Solution

In order to demonstrate our commitment to driving positive change, we dedicated a driver and vehicle solely for the completion of the overhaul of the waste area. New bins were delivered and old ones removed; glass bottle bins and food waste bins were replaced and labelled correctly. We ensured all the purple general waste bins and mixed recycling bins had lugs on the side to ease the tipping of contents into the on site compactor.

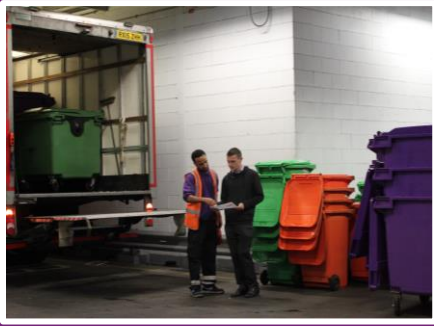
The clear signage on each bin now makes them easily distinguishable to avoid contamination. Once there is no contamination in the Dry Mixed Recycling (DMR) bins, the compactor can be used to make disposal more efficient and in turn raise recycling figures further.

This is a collaborative approach to waste management and recycling – ISS asked for these changes, we implemented them, and their customer will benefit from them.

What They Say

“ It’s great to see Simply Waste Solutions performing brilliantly with this client and working hard to deliver alongside our commitment to excellence. Simply Waste is an important partner for ISS, and some very promising changes have been implemented on site through collaboration focussed on improving operational and environmental performance. ”

- Ian Baxter, ISS UK Waste Services Director



Results

These changes will make life a lot more straightforward for the ISS Waste Team on site. We expect the results to be less contamination from incorrect waste types in the bins, and a far improved recycling percentage. We aim to maintain a professional service and continue encouraging the correct segregation of waste, whilst facilitating improvements wherever possible on site. We look forward to our ongoing work with ISS and hope to continue building on our relationship.

