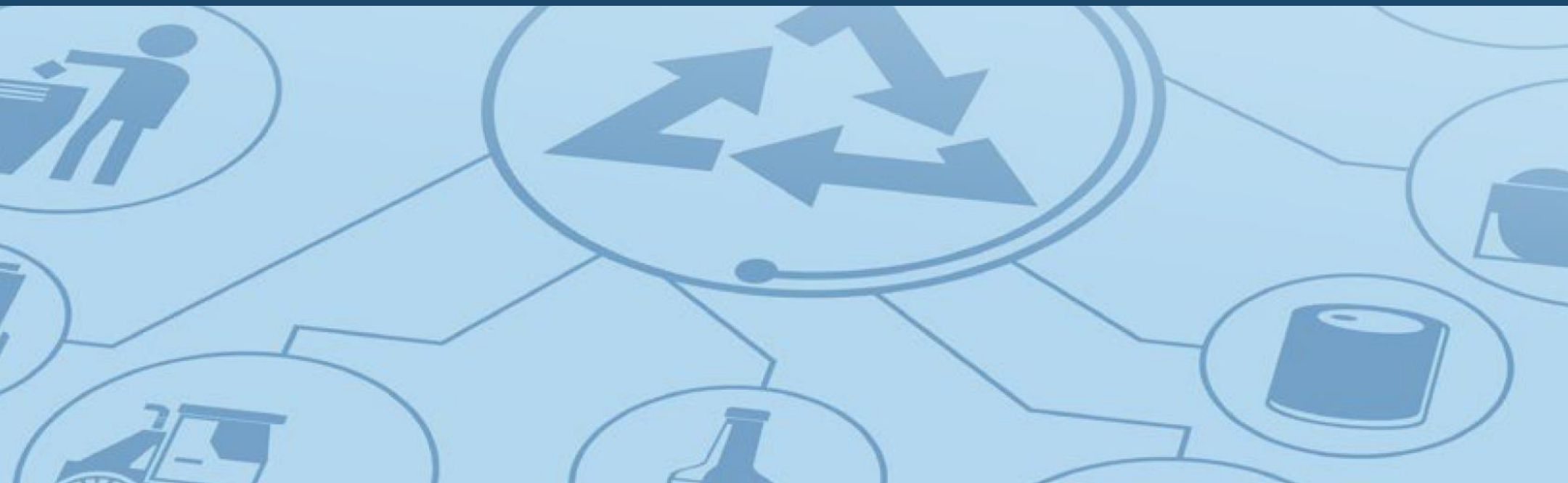


IMPROVING UK WASTE MANAGEMENT PRACTICES

16TH NOVEMBER 2017



Agenda for the morning

- 08:30 Welcome
Andries Van der Walt, Head of Sustainability, JLL
- 08:40 Managing Agents Partnership: an introduction
Sarah Ratcliffe, Programme Director, Better Buildings Partnership
- 09:00 *Improving UK Waste Management Practices: guidance launch*
Chris Botten, Programme Manager, Better Buildings Partnership
- 09:20 Panel Discussion and Q&A
Andries van der Walt, Head of Sustainability, JLL
Abigail Dean, Head of Sustainability, TH Real Estate
Carl Brooks, Head of Sustainability, M J Mapp
Bill Swan, Managing Director, BRP

MANAGING AGENTS PARTNERSHIP: AN INTRODUCTION

The Managing Agents Partnership is

a collaboration of the UK's leading property managers with the aim of improving the sustainable management of commercial property.

Our aim is to

improve the sustainable management of commercial property by developing practical tools & guidance to support the wider industry.

Managing Agents Partnership

 **BROADGATE
ESTATES**

CAPITA

CBRE

 **CUSHMAN &
WAKEFIELD**

11
MEMBERS

GVA
An **APLEONA** company

 **JLL®**

 **Knight
Frank**

**Lambert
Smith
Hampton**

+29,000
PROPERTIES







~100 MILLION
M²

What we do...

SHARE KNOWLEDGE

DEVELOP INDUSTRY
STANDARDS

PROMOTE BEST
PRACTICE

INFLUENCE THE
SECTOR

SUPPORT
COLLABORATION

BBP | MANAGING AGENTS PARTNERSHIP






OUR RESOURCES | OUR MEMBERS | OUR PRIORITIES | ABOUT US

THE MANAGING AGENTS PARTNERSHIP IS A COLLABORATION OF THE UK'S LEADING PROPERTY MANAGERS WHO ARE COMMITTED TO IMPROVING THE SUSTAINABLE MANAGEMENT OF COMMERCIAL PROPERTY ASSETS.

MORE INFO >

Our Members

ALL MEMBERS >


    

Latest Information

Integrating Sustainability into Property Management - Core Sustainability Provisions Launch

Join us for the launch of the BBP Managing Agents Partnership's first publication and hear how it will be...


[Event](#) | [Property Management](#)



Capita Puts Sustainable Property Management Guide into Practice

Capita Real Estate has launched the second edition of its Sustainable Property Management Guide. This...


[Case Study](#) | [Capita](#) | [Property Management](#)



BREEAM Outstanding for Broadgate Estates' New Office

When Broadgate Estates relocated to its new office, known as The Hub, the focus was on creating the right...


[Case Study](#) | [Broadgate Estates](#) | [Retrofit & Refurbishment](#)



Managing Agents Sustainability Toolkit

An interactive reference guide which sets out a full range of sustainability services which an owner should...

[Toolkit](#) | [Property Management](#)



The potential is vast...

100,000,000m²

29,000
PROPERTIES

11
AGENTS

Sets out the key activities which should be undertaken by any managing agent as part of their standard property management offering to clients.

Provides practical guidance on the implementation of these activities

Used as a starting point when drafting Property Management Agreements.



IMPROVING UK WASTE MANAGEMENT PRACTICES: GUIDANCE LAUNCH

THE AGE OF BIG DATA

Commercial waste in the UK

+15 million

tonnes of waste generated by
commercial sector per year

*“Commercial waste generation
is extremely difficult to
estimate owing to data
limitations and data gaps. As a
result, estimates have a much
higher level of uncertainty than
Waste from Households.”*

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/593040/UK_statonwaste_statnotice_Dec2016_FINALv2_2.pdf


GRESB
UK 2016
Snapshot

**1,552,003
tonnes**

28% Average
Portfolio Coverage

**929,836
tonnes
diverted**

60% Diverted from
landfill

BBP | MANAGING
AGENTS
PARTNERSHIP



Carbon Reduction Commitment

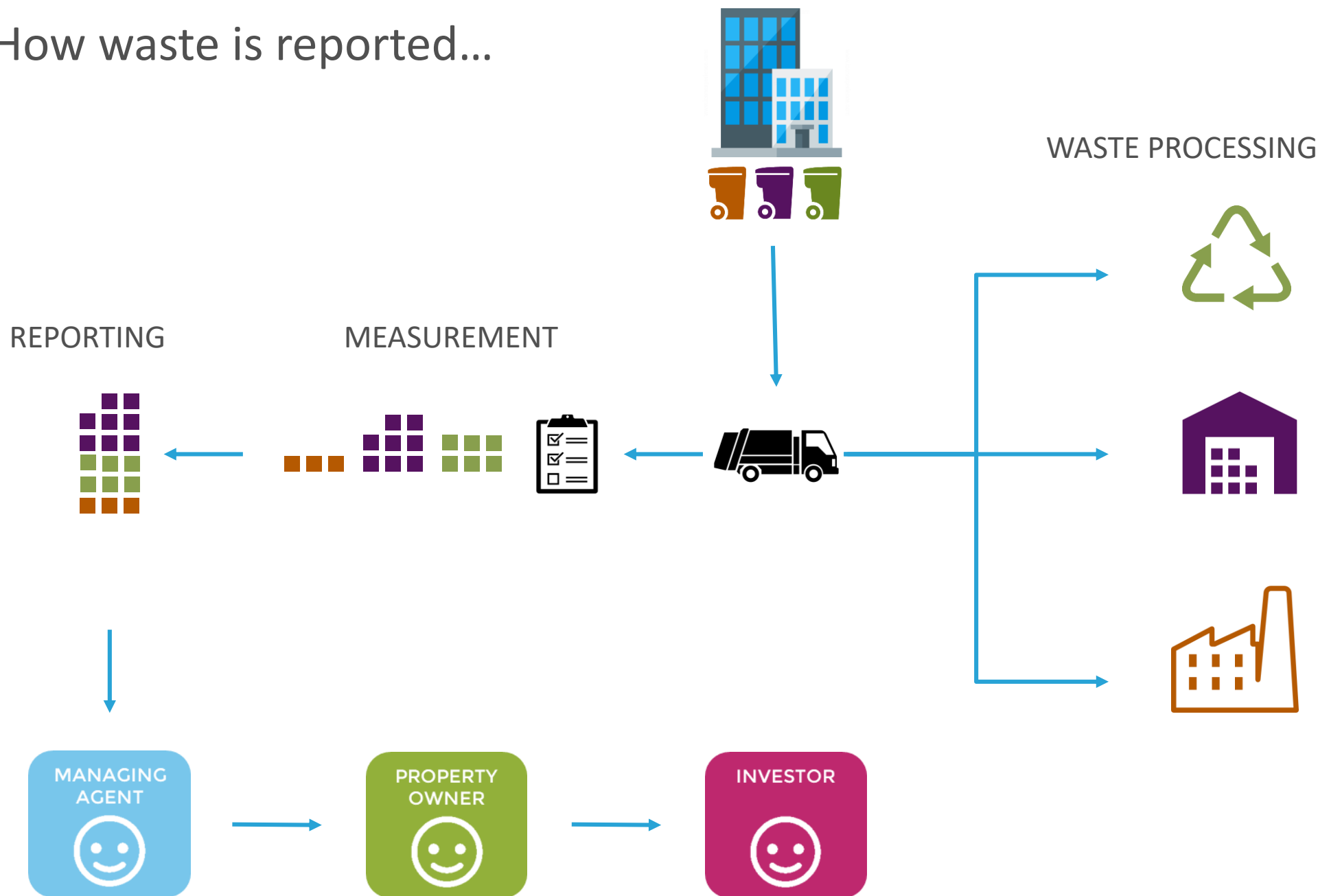


The challenges...

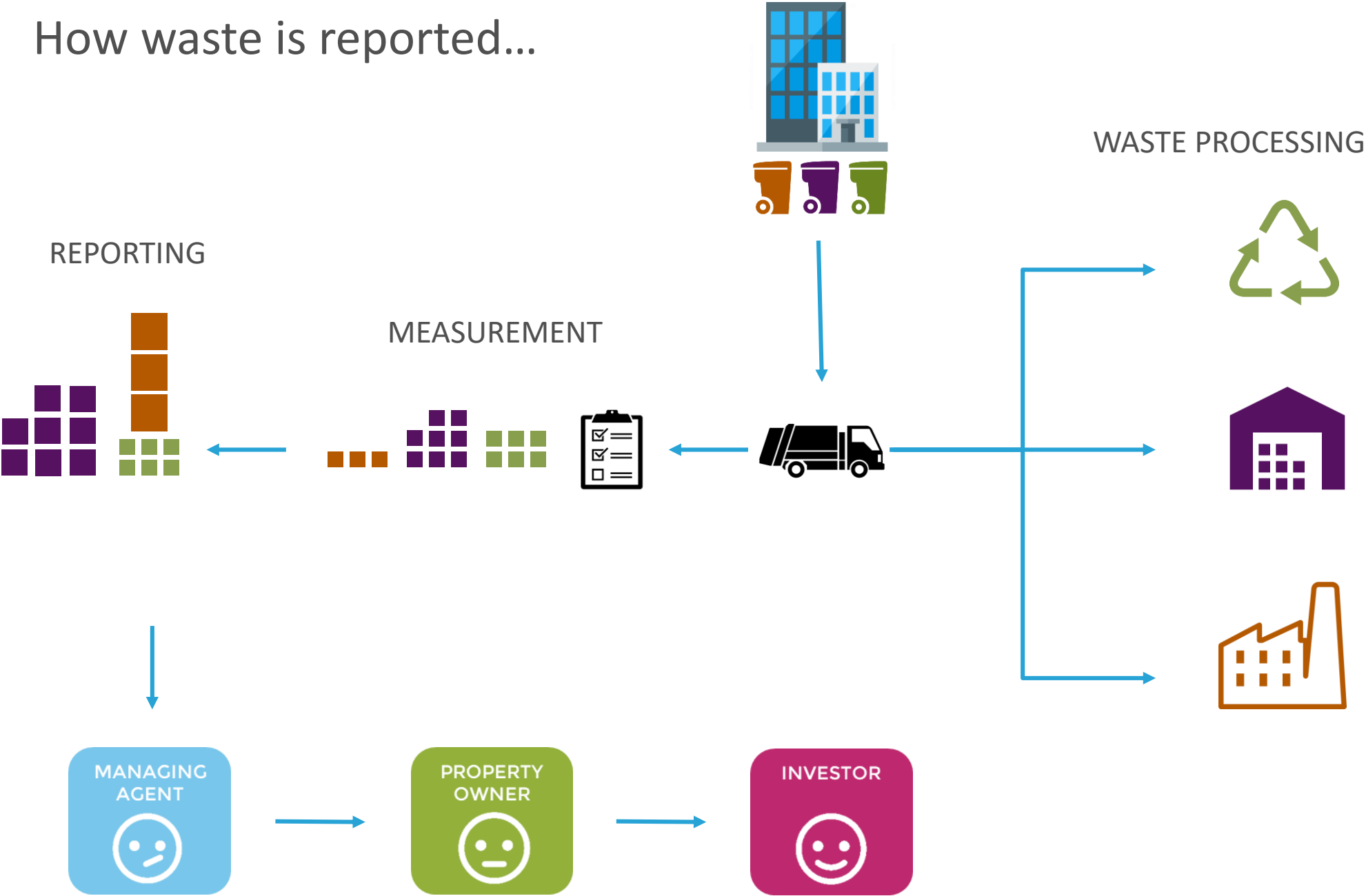
- ❑ Lack of standardised reporting & benchmarking frameworks
- ❑ Inconsistent factors converting volume to weight leading to data quality issues
- ❑ Lack of clarity in contracts to prescribe desired requirements and incentivise improved performance



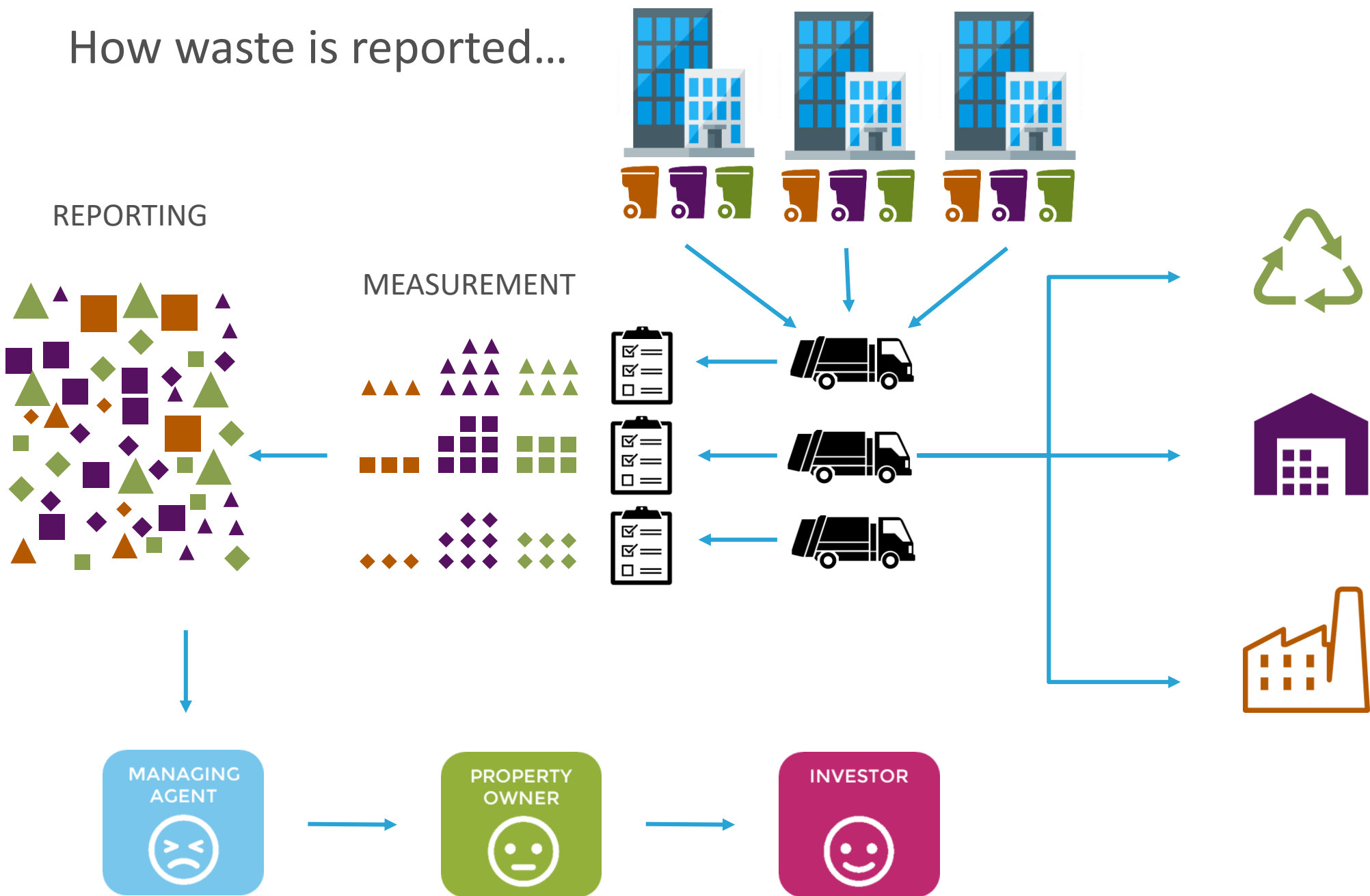
How waste is reported...



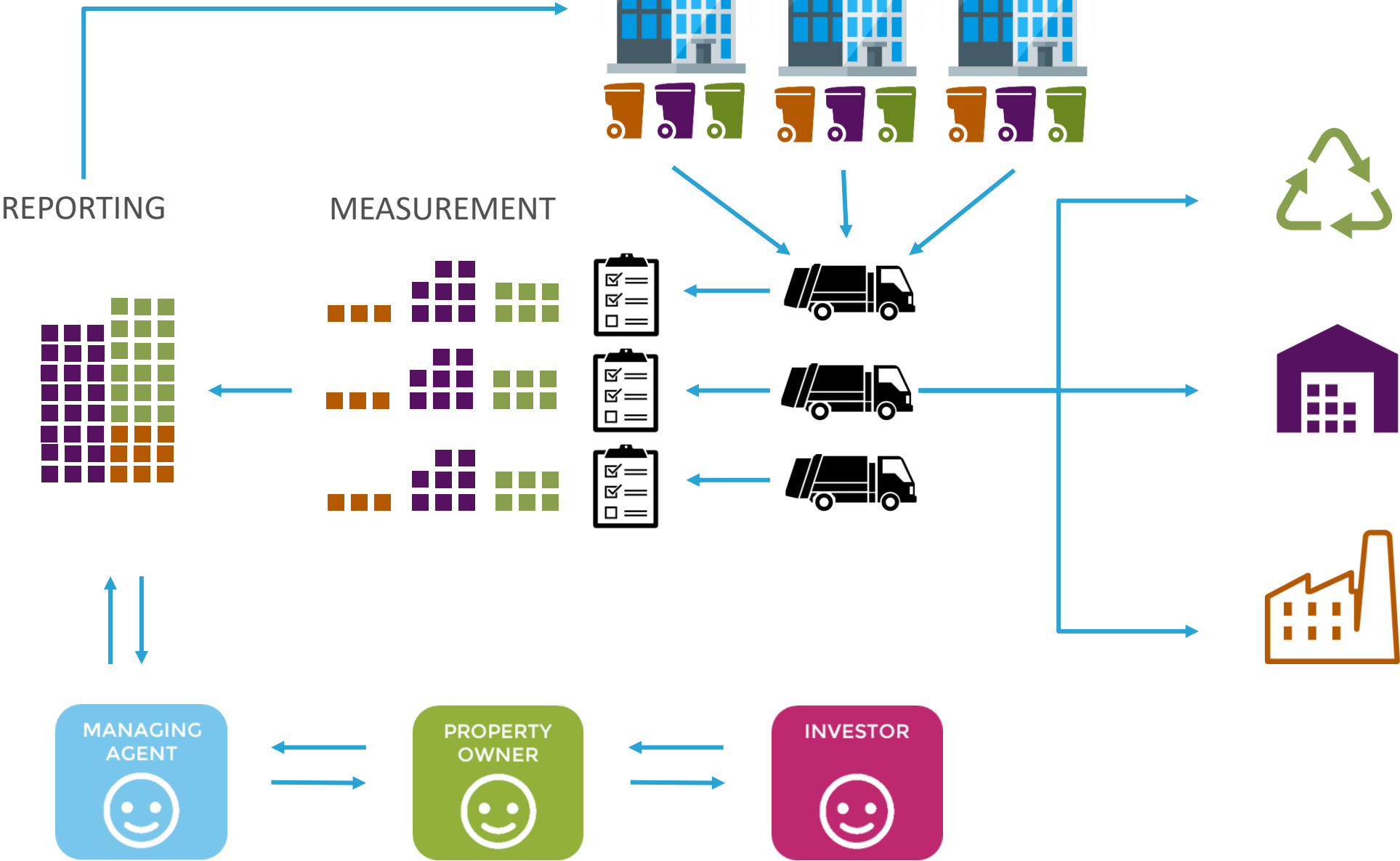
How waste is reported...



How waste is reported...



How waste is reported...



The opportunities...

1

Engaging the waste management sector on the desired services and reporting requirements

2

Developing standard clauses for waste management service agreements

3

Developing standard reporting templates, KPIs and assumption methodologies

Focus Group





IMPROVING UK WASTE MANAGEMENT PRACTICES

Standardised reporting framework

NOVEMBER 2017



IMPROVING UK WASTE MANAGEMENT PRACTICES

Procurement specifications

NOVEMBER 2017

Reporting Framework

Reporting Template

The following template should be used when requesting reporting requirements of waste management service providers. It has been designed to capture the individual data points required per lift / visit, which can then be aggregated to produce detailed monthly or quarterly waste performance reporting. It should also be noted, that whilst the template allows for the use of estimated weights, strong preference should be given to the provision of actual measured weights, whether this is via on-site or on-board weighing equipment.

Category	KPI	Example response	Rationale
Property Details	Property Name / Reference	Property A	Allows for analysis by individual property or reference number.
	Property Address	123 Example Road	
	Property Type	Office Shopping Centre Retail / Leisure Park Industrial Park	Allows for analysis by individual property type within a portfolio.
Service Provider and Route	Property Owner	Property Owner Ltd.	Allows for end client reporting.
	Waste Broker Name	Waste Broker Ltd.	Allows for analysis by individual broker.
	Waste Carrier Name	Waste Carrier Ltd.	Allows for analysis by individual carrier.
	Waste Transfer Note Number		Allows for easy monitoring of legal compliance.
	First Line Destination Site (Primary Sorting Facility)	MRF Ltd.	Allows for analysis by primary sorting facility.
	First Line Destination Permit Number	AA1234AA/A001	Allows easy monitoring of legal compliance.
	End Destination Site	Paper Mill Ltd.	Allows for analysis by individual end destination site.
Waste Description	End Destination Permit Number	AA1234AA/A001	Allows easy monitoring of legal compliance.
	Waste data start date (i.e. the date that the data being provided starts at)	Day/Month/Year	This would ideally relate to a single lift / site visit, however, may also relate to a month or quarter.
	Waste data end date (i.e. the date that the data provided ends at)	Day/Month/Year	This would ideally relate to a single lift / site visit, however, may also relate to a month or quarter.
	Waste Stream	General waste DMR Recycling: Glass Recycling: Cardboard Recycling: Paper Recycling: Cans & Plastics Recycling: Electrical Recycling: Metals Oil Textiles Green waste Food waste Hazardous waste (solid) Hazardous waste (liquid) Other: please specify	Allows for analysis by individual waste stream across a portfolio.

Volume to weight conversions

	Cardboard		Glass		Paper		Food		DMR		Residual Waste	
Volumes	Office	Shopping Centre & Retail Park	Office	Shopping Centre & Retail Park	Office	Shopping Centre & Retail Park	Office	Shopping Centre & Retail Park	Office	Shopping Centre & Retail Park	Office	Shopping Centre & Retail Park
Receptacle Size												
Weights												
1,100 litre bins	40kg		NA ²		110kg (+40) ²		NA ²		45kg (±5)		65kg (±5)	70kg
660 litre bins	25kg		180kg		100kg	75kg	-		30kg	35kg	40kg	45kg
240 litres wheelie bins	NA ¹		80kg (±10) 100kg (crushed glass)		40kg (±10)	30kg (±10)	100kg (±20)	90kg (±10)	12kg (±3)	15kg (±10)	18kg	25kg (±10)
120 litres wheelie bins	NA ¹		40kg (±10)		18kg (±7)	13kg (±3)	55kg (±15)	48kg (±2)	8kg (±2) ⁴		9kg (±1)	
Waste bag	4kg (±1)		NA ²		7kg (±3)	9kg (±1)	9kg (±1) ³		4kg (±1)		5kg	
Portable Compactors ⁵												
Weights												
14 yards	2 tonnes		-		-		5 tonnes ⁶		2.5 tonnes		4.5 tonnes	
35 yards	4.5 tonnes		-		-		12 tonnes ⁶		5 tonnes		11 tonnes	
Balers												
Weights												
Small	20kg											
Medium	120kg											
Large	350kg											

Please Note:
1 Not considered efficient as cardboard boxes are larger than the aperture of the bin.
2 Receptacle size not recommended due to health & safety risks and exceeding Safe Working Load.
3 Commonly used within the industry; however, susceptible to breakage and leakage.
4 Receptacle size not considered cost-effective for DMR due to the small capacity and therefore not recommended.
5 Weights provided are for portable compactors. Static compactors may result in an approximate 10% increase in weights due to their greater power output.
6 Portable compactors are recommended over static machines for food waste due to the later having increased risk of liquid leakage.

6 | Improving UK Waste Management Practices: Standardised reporting template and weight conversions

Procurement Specifications: What does it cover?



STRATEGIC
OBJECTIVES



SITES WASTE
MANAGEMENT
PLANS



WASTE AUDITS



REPORTING



DOCUMENTATION



SKILLS AND
COMPETENCE



PROCUREMENT

How will it be used?



Next steps

- To develop a system that rates the waste management service provision and performance at a property level.
- The rationale is that it will:
 - Provide the ability to benchmark and compare performance.
 - Provide Managing Agents with the ability to build a business case for improvements in which to propose to property owners.
 - Provide service providers clarity on the needs and desires of the property industry.
 - Incentivise improvements waste management services over time.

PANEL DISCUSSION / Q&A

Panel discussion



Chris Botten
Programme Manager
**Better Buildings
Partnership**



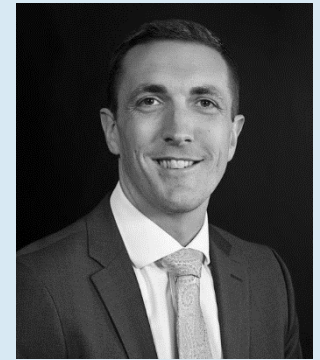
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TH Real Estate



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Managing Director
BPR Group



Andries van der Walt
Head of Sustainability
JLL



Carl Brooks
Head of Sustainability
M J Mapp

Best practice principles – what to take away

1. How joined up is the services delivery?
 - On-site facilities and desired aspirations
 - Occupier and on-site staff understanding
2. Are there opportunities to improve on-site segregation?
 - Food waste
 - Closed-loop systems
3. How confident are you with data quality?
 - Actual weight vs volume conversions
 - Contamination levels / audit frequencies
 - MRF performance data
4. What action can be taken now and on contract renewal?

