



Brentford Recycling Action Group **WORKPLACE TOOLKIT**

Introduction

- If you agree that the amount of waste your office is creating is a problem start using the **brag** Workplace Toolkit today
- The **brag** Workplace Toolkit provides guidance on:
 - First steps in greening your office
 - Frequently Asked Questions
 - Case study: Greening the office at Hounslow Borough Council
 - Troubleshooting
 - List of companies that collect recyclable materials
- Your input and feedback on the practical application of this toolkit would be really useful. If you think there is something we have missed out, have some general comments or queries please email **brag** at braginfo@yahoo.co.uk

First steps in greening your office

If you want to get started today, consider:

1) Audit

- *A good place to start is to have an audit from the Environmental Best Practice Programme. FREE to small companies.*
- *Or join the Waste Watch Business Network.*

2) Develop an Environmental policy for your business

3) Communicate your environmental improvement

- *Publicise your policy*
- *Promote cost savings achieved*

Example Environment Policy

- Although Jim & Son Ltd is not part of an industry which directly impacts on the environment it is committed, where possible, to take responsibility to reduce harmful effects by:
 - Meeting or exceeding any EEC/government regulations applicable to Jim & Son Ltd's situation
 - Establishing standards of it's own where regulations do not exist
 - Continuously reviewing purchase practices and internal operations
 - Ensuring, where practical, that goods and services provided by suppliers are of reduced environmental impact
 - Taking all reasonable care to ensure the health and safety of employees and visitors to our organisation



Jim & Son Ltd will ensure that all employees and other relevant/organisations understand and are accountable to these policy considerations and put in place systems to implement and review the policy

Frequently Asked Questions

1) How do we get individuals to take responsibility for their actions and reduce their effects on the environment?

Promote simple measures they can each take, without compromising organisational requirements or job performance. Use the principle of: Reduce, Reuse, Repair, Recycle, Rubbish Responsibly. These simple measures will bring the greatest returns which will be good for morale. What's more the benefits can be quantified.

2) How do we avoid resistance to change if people's habits are challenged and when they feel they haven't had enough involvement in the decision?

Email a questionnaire 'what are your concerns?' Any communication needs to be very solid and clear to avoid cynicism.

No-one knows the steps your company has already taken and the existing policies haven't been communicated properly

People are willing to avoid contributing to environmental damage if they know what to do. You need to repeat, repeat and repeat without appearing to nag. Ideas sink in deeply only after repetition.

Peoples perception of the company's policies are effected by the small things such as polystyrene and plastic being handed out in the kitchen/canteen

If the company's green policies are judged by the things people can see, then this is a good place to start the campaign of change. The obvious answer is to replace disposables with reusables. If it is necessary to have plastic and polystyrene, people should understand why. There should be a form of communication that makes individuals stop and think before using disposables.

3) What about when new recruits join?

Perhaps communicate your green policies in a new recruits induction pack and incorporate a talk at new staff training days.

4) How do we champion change across the company?

Consider being 'green' means to your company

What are your company's motives? Why do you feel the need for a 'green' policy and how far do you want to take it? E-mail a questionnaire to senior management.

Identify a senior member of staff who's willing to champion the cause



Senior management can effect change. You need to maintain momentum to spread the environmental message. It is important that the project is backed by senior staff so that people take it seriously, and so that they do not have the option as to whether or not they participate

Think about setting up a green board

Who do you need to help make your company 'green'? As mentioned before you can enlist the help of external people who are completely up-to-date on green issues. Internally you need people who know how your organisation really works, and colleagues with hobbies or private specialities can unleash potential and ideas

5) How do you motivate support staff?

A breakfast meeting (or regular informal meetings) could be set up for people who physically deal with the waste in your building. The meeting would focus on the whys and hows of recycling so there are not as many contamination problems. This would need to be repeated on a regular basis so that turnover of staff is considered.

The key to a greener company will be to combine the backing of senior management with the knowledge of house managers and support staff, and to filter that through to a network of assigned individuals.

6) How can other staff can get involved?

Recycling reps could be volunteered by senior management. The reps would be the point of contact for any problems. Staff surveys could also be carried out to see what improvements could be made. A volunteer department could trial any new ideas.

Untested generalisations quickly become fact – like 'the small things don't really make much difference, if everyone else reduces their impact then I don't need to, we tried that before and it didn't work, it'll cost more'.

Everyone understands the need to be green. You just need to communicate the facts and make it fun!

7) In the past we have been unsuccessful in making even the simplest systems (e.g recycling paper) work efficiently. What can we do differently this time?

Make use of the communication systems open to you. Display posters in lifts, kitchens, loos, canteens, by email. Use Janet and John simplicity to get across how to use a paper recycling point using posters and email.

You can have a 'green email update' – reminding people to be more environmentally friendly, tell them results, have a discussion forum and perhaps a swap shop for unwanted stationary. You can also promote 'green days' such as Car-Free day (June 17th).



Case study: Greening the office at Hounslow Borough Council

- Took everyone's normal bins away and introduced 'dual desk bin system':
 - Small black bins for rubbish
 - Small green tub for recyclables: white and coloured paper, envelopes, newspapers, magazines, cans and foil
- Staff then had to start emptying their own bins at centralised collection points once a day
 - If they didn't do it, waste simply piled up!!
- Recycling champions in each area to inform others
- Scheme includes bins for toner cartridges – want to expand in future
- Positive impact:
 - Encourage people to sort rubbish
 - Take responsibility for own rubbish and minimise
 - LBH have had to change paper collection from once to twice a week

Troubleshooting guidance

PROBLEM	SOLUTION
Glass	<ul style="list-style-type: none"> • Introduce Glass recycling <p>Contact: Greener World - Tel. 0208 571 0100</p>
Paper and card	<ul style="list-style-type: none"> • Introduce a recycling scheme for paper • Promote the results of the paper recycling scheme and encourage greater take up of the scheme <p>Contact: London Recycling 0207 511 8000 or Pulp Faction 0208 374 0184 for cardboard recycling</p>
Photocopying	<ul style="list-style-type: none"> • Use recycled copier paper • Use remanufactured toner cartridges for in house use and recycle the used ones
Subscription to trade mags	<ul style="list-style-type: none"> • Collect obsolete publications for recycling
Unwanted junk mail	<ul style="list-style-type: none"> • Control the quality of Junk Mail you receive. <p>Contact: Mail Preference Service (MPS) Web: http://www.mpsonline.org.uk</p>
Vending machines	<ul style="list-style-type: none"> • Encourage staff to use their own mugs in the vending machines • Introduce a vending cup recycling scheme



	<p>Contact: Save-a-cup Tel. 014494 510167</p> <ul style="list-style-type: none"> • Introduce drink can recycling <p>Contact: Alcan Tel. 01923 219650</p>
Waste minimisation at source	<ul style="list-style-type: none"> • Adopt smarter purchasing practices • Improve control of number of copies printed of marketing material and publications • Introduce recycled paper for marketing materials
Miscellaneous problems	<p>Contact: Envirowise, Wastewatch or Global Action Plan</p> <p>For recycling containers...</p> <p>Contact: Straight recycling Tel. 01132 452244</p>

Companies that collect recyclable materials

- Aluminium cans
- General information
- Paper and card
- Recyclables – mixed
- Textiles

ALUMINIUM CANS

Alcan

Tel. 01923 219650

Cans only. They pay 45p/Kilo.

GENERAL INFORMATION

Global Action Plan

Tel. 020 7405 5633

Web: <http://www.globalactionplan.org.uk>

Contact: Suzy Jespersen

Email: suzy.jespersen@globalactionplan.org.uk

“Cutting waste and energy consumption is even more central to new UK and European legislation. Yet many companies find it hard to motivate staff to take effective action in the work place. Environment Champions focuses on involving employees, enthusing staff and increasing awareness. With expert guidance and support from our team at Global Action Plan, the programme has achieved remarkable successes for our clients.”

Brentford Recycling Action Group
WORKPLACE TOOLKIT



Waste Watch Business Network

Tel. 020 8745 4118

Contact: Victoria Howse

Email: victoria@wastewatch.co.uk

Join this consultancy service to save money on your disposal bills. They will assess your waste production, energy and water consumption and provide suggestions on improvements you can make. Also offer discounts for recycling collections and an online resourceXchange.

PAPER AND CARD

Biffa

Tel. 01494 521221

Cardboard.

Capital Security Shredding

Tel. 020 8532 7990

Will shred confidential waste (paper).

Linden Delta Castle

Tel. 020 8422-8977

Paper collection.

London Recycling

Tel. 020 7511-8000

Need a min of 10 bags of paper to collect, free recycling sacks. Free collection of white paper. Charge for mixed paper collection. Mixed paper up to 10 bags (envelopes, coloured and newspapers), £20 + VAT per collection. Over 10 bags, £2 /bag. A fortnightly collection of 50 bags of mixed, £25 + VAT. Provide white woven plastic sacks, free of charge.

Newleaf

Tel. 020 8944-6866

Contact: Michael Gibbs

Take office paper, white and coloured, single sheet leaflets £10.75/mth excluding VAT. Newspapers, magazines, small quantity of cardboard, £20 per collection excluding VAT. Min 10 sacks white or 20 sacks coloured. For envelopes £55/tonne, or £1.50/sack. Provide white plastic woven sacks.

Paper Round

Tel. 020 7620-3131

Contact: Linda Padgham

Free collection of white paper and toner cartridges but have to pay a small annual joining fee. Coloured paper, brochures, magazines and envelopes, cardboard, drinks cans, glass and plastic bottles also collected, call for charges. A sack is 100 x 70 cm.

Sevenside

Tel. 01628 540-389

Contact: Ted McDyre

Brentford Recycling Action Group
WORKPLACE TOOLKIT



Will collect white, coloured, glossies and white envelopes for £6.00 per 1100 litre bin per week and they also collect cardboard and brown envelope recycling.

TDS

Tel. 020 8211-9800

Coloured paper + glossies £15/tonne, min charge of £15 per collection. Newspapers and envelopes £25/tonne, min of £25. If collecting together min. charge is still £15. White office paper no charge.

RECYCLABLES - MIXED

ECT Recycling

Tel. 020 8813-3181

Will collect mixed paper, glass, and cans.

Greener World

Tel. 020 8571-0100

Collect glass bottles, drinks cans, all mixed paper, cardboard, toner cartridges and fluorescent tubes. Around £12 per collection, max of 5 bags of recyclables exc. of VAT, extra £2.40 for additional bags, max of 8.

Grundons

Tel. 01753 686-777

Contact: Tom Forster

Collects all paper, cardboard, cans, plastic bottles in one bin once a week. £6 per 1100 litre bin plus 10p/day rental charge, 660-litre bin at £4.80 plus 10p rental charge.

S.C.A

Tel. 020 8858-5022/ 8858-8800

Recycling. £85 per quarter, for a weekly collection, min collection of 25 sacks/collection 020 8858-1324.

TEXTILES

Retro Grade Ltd.

Tel. 07860 911711

Fax. 01708 866 885

7a Trade world, Oliver Road, West Thurock, IR2 0ED
£0.30-1.20 per bag. Must be dry and bagged.

Ronda Textiles

Tel. 0800 956 7162

Mobile: 07956 294 602

Fax. 01708 630036

£1.00-£1.20/per bag of textiles. Must be dry and bagged.