

## **Encore – Value in the rates**

### **Supply chain and compliance**

Encore ensure waste is only transported by persons who are registered and all such persons should be able to demonstrate their legislation through the production of a Certificate of Registration under the Control of Pollution (Amendment) Act 1989 (Carriers Licence). The destination of the transferred waste information must be Permitted/Licensed, or hold a registration exemption from Permitting/Licensing to receive it.

**Duty of Care Compliance** – Encore ensure our supply chain fully comply with all Duty of Care legislation and the Code of Practice under section 34 of the Environmental Protection Act 1990 and all subsequent legislation and guidance.

**Supplier audits** – Any preferred providers are physically audited and proven to comply with all current legislative requirements. All Duty of Care compliance documentation to this effect including but not limited to, Waste Carriers licences and Waste Management licences or Environmental permits are provided to each site on a project by project basis at the outset automatically and updated monthly as required.

**Waste transfer notes and hazardous waste consignment notes** – Copies are fully checked, collected and collated by Encore. These are kept for a period of not less than 3 years or as required under statutory obligations. The company where necessary acquire photo evidence of bins and their contents.

Encore ensure the correct paperwork is provided ensuring documentation is correct and in order from the producer of the waste to end destination to Environment Agency compliance, including weighbridge certification.

All services where possible are weighed to certified standards and weighbridge tickets provided and checked.

**Liaison with manufacturers** – Where requested, Encore liaise with and accumulate knowledge of all manufacturer take back and Closed loop schemes.

## **Services**

**Response levels** – Next day delivery as standard however sites can require rapid response times as short as two hours and often out of hours services, Encore endeavour wherever possible to ensure next day KPI is standard operating procedure where orders are placed by noon the preceding day.

**Communication** – Dedicated Client email address, phone call or SMS messaging to site 30 minutes prior to arrival re: movements. Site waste information boards on request. Encore will undertake a daily deliver / collection and ETA check.

**Professional advice** – Encore will advise the Company and its sites on how different types of materials should be removed from site by site visit undertaken to survey and identify the waste stream.  
– in particular hazardous materials and liquid waste – and advise on / organise methods of removal where the Customer's sites need assistance, such costs being subject to site or surveyor approval.

**Pre-construction audits** – Where requested Encore will carry out pre-construction waste audits for the Company's site teams, including an agenda and minutes. This is compulsory for BREEAM projects to meet category Wst01 requirements.

**Initial site meeting** – Where requested, each project Encore hold an initial site meeting which will include: -

- A starter pack and discussion detailing the services offered under the agreement.
- Provision of compliance and third-party supplier documentation as above.
- Inspect site, discuss access, timings, container sizes, waste streams and programme.
- Identify any waste reduction opportunities.
- Discussion of project requirements under BREEAM, SKA etc.
- Highlight diversion/reuse opportunities to good causes.

**Waste forecasting** – Encore will produce a forecast the waste materials, quantities and their best suppliers/routes for the Company's sites and provide ongoing reports against this forecast. This will include improving measures and methodologies to reduce waste outputs, improve waste removal and incorporate by agreement waste targets for sites to achieve.

This forecasting to be done at either tender, pre-con or site stage as required, utilising completion of Client's own documentation where required in conjunction with business management (or agreed BREEAM compliant equivalent document to suit the needs of the client business), this includes waste benchmarks and be monitored throughout the project with a final summary version at completion.

**Tender and PQQ stage** – Encore are able to represent client where required to be their environmental and sustainability expert on tenders and PQQs – providing collateral and support and attend interviews as Waste/BREEAM partners. Where necessary this support can include Encore in assessing costs and best practice including, where necessary, pre-strip out/construction site visits.

**BREEAM, SKA, LEED etc** – Encore are able to provide all required information in readily usable format in order to achieve the maximum points available under BREEAM Wst 01 category or similar scheme. For Refurbishment and fit-out this may include a pre-refurbishment and/or pre-demolition audit.

**Training** – Where required Encore can carry out Toolbox talks on site as required to Client staff and their subcontractors. Encore are also able to attend and provide input to internal Waste Reduction workshops and external Designing out Waste workshops with the design teams.

**Waste reduction** – Since it is of prime importance that the Company and its sites proactively seek demonstrable waste reduction savings Encore will support the Company and show and prove this work. This would initially be measured by £spend and tonnage per annum against £m company turnover.

**Long term proactive relationship** – It is envisaged and hoped that a long term sustainable relationship between the companies will develop to constantly demonstrate mutual benefits through ongoing proactive cost reduction. To promote this Encore will work with Client's internal stakeholders to develop innovative measures can be measurably demonstrated to have reduced site level costs.

**Consolidated invoicing** – Encore pay all waste suppliers directly, removing the need for the Client to do so. This has benefits in terms of service continuity but also a considerable reduction in invoices processed by the Company. Encore present consolidated project invoices for all projects and retain and scrutinize all supplier invoice details for compliance. Individual site breakdown is always available to ensure it is clear who placed an order, what was ordered, the waste stream and clear reference to the correct Waste transfer note. The advantage to this approach is that sites are never placed on stop due to slow or missed payment.

**Reporting - Data gathering** – Encore will liaise with the Customer's supply chain sub-contractors to request, verify and collate all necessary information, including waste data. We proose that Client inform their supply chain it is a requirement to provide Encore with all necessary waste data when contacted.

**Site specific Reporting – (Construction)** – Monthly data will be provided to each site by the first week of the following month. This will include details of containers and services and include a breakdown by tonnage of EWC waste streams and details by tonnage of waste by destination i.e. Recycled, landfill, Re-used, collection and carrier details etc.

**End of project report** – Encore produce project specific completion reports as standard – these are provided to the site team and Sustainability Manager and includes all waste records relating to the project for completeness. This will include (but not be limited to) monthly reports, WTN's, weighbridge tickets, strip-out/demo reporting, supplier DOC and compliance details.

**Management reporting** – Monthly information is collated and totalled and includes full details of percentage recycled, reused, EFW, landfilled, detailed waste stream data, etc. Also, any successful waste reduction measures whether in the form of diversion of waste or waste avoidance, using the criteria of the waste hierarchy, also any positive CSR outcomes and filtered by end client will be communicated at this stage if required. This reporting will include details of which sites Encore have visited during the tender stage/site set-up stage for a pre-construction waste audit and pre-site scope meeting.

**Office liaison** – Encore is able to visit the Client's offices to attend quarterly (or other period as agreed) meetings to present a report to the Customer's senior team(s) on waste / recycling targets, key performance indicators, Compliance feedback, engagement with the supply chain, Environment Agency updates and other legislative or similar matters.