

VEOLIA ES SHROPSHIRE LTD
APRIL 2010 – MARCH 2011
SHROPSHIRE PFI WASTE CONTRACT
CORPORATE RESPONSIBILITY REPORT

VEOLIA ES SHROPSHIRE LTD

SHROPSHIRE PFI WASTE CONTRACT APRIL 2010 – MARCH 2011 CORPORATE RESPONSIBILITY REPORT

May 2011
Veolia ES Shropshire Limited

Report for
Shropshire Council
Shirehall
Abbey Foregate
Shrewsbury
Shropshire
SY2 6ND

Issued by

Approved by

.....
Phil Lucas

.....
Donald Macphail

Copies to
Shropshire Council (digital & paper)
Veolia ES Shropshire Ltd File (digital)

File Location

Skp on 'Uklonfap01\Reports\Annual Reports\yr 10-11 SWP Annual Report\2010-11
Corporate Responsibility Report

Veolia ES Shropshire Limited
Bolingbroke House
Vanguard Way
Battlefield Enterprise Park
Shrewsbury
Shropshire
SY1 3TG

Table of Contents

MANAGING DIRECTOR'S STATEMENT	IV
1 CUSTOMER SERVICE	1
2 ENVIRONMENT AND SUSTAINABILITY	2
3 COMMUNITY ENGAGEMENT	3
4 THE FUTURE OF OUR WASTE	4

APPENDICES

A 080328 GHG Monitoring Protocol Shropshire

Managing Director's Statement

Veolia ES Shropshire Ltd (Veolia) has completed its third full contract year of collection and management of waste in the Shropshire Council area between April 2010 and March 2011.

This is the fourth Corporate Responsibility Report (CRR), which covers the period above. As part of the UK's leading waste management organisation, Veolia Environmental Services UK (Plc), we have a commitment to delivering an environmentally sustainable solution to Shropshire Council and to engaging with stakeholders and the local community.

The key activities we have undertaken over the past contract year include:

- Achieving a contract recycling and composting rate of 51.69%, an increase of over 2.5% on the previous contract year
- Completing the construction and opening the new Craven Arms Integrated Waste Management Facility (IWMF)
- Maintaining a productive working partnership with Shropshire Council
- Further developing links with the community and voluntary sector including support for the development of Shropshire Furniture Scheme's Shrewsbury retail outlet
- Reducing Greenhouse Gas Emissions by 15 carbon dioxide equivalent tonnes for 2010 in comparison to 2009 emissions
- Raising awareness of the integrated waste management service across the Shropshire Council area through communication exercises
- Introduction of a kerbside plastic bottle collection service to the former districts of North Shropshire, South Shropshire and Shrewsbury and Atcham. Bridgnorth District will receive the service in the next contract year
- Submission of a planning application to develop an In-vessel Composting facility on the boundary between Telford and Wrekin and the former District of Bridgnorth
- Submission of a planning application to develop an IWMF at Faraday Drive, Bridgnorth. The planning submission was granted on 5th April
- Preparation before Shropshire Council Strategic Planning Committee consideration of the Battlefield Energy from Waste Facility planning application and subsequent appeal against the Committee decision
- Maintaining internationally recognised environmental and health and safety accreditation for all sites. This formally recognises Veolia's commitment to both the environment and a safe working culture for its operatives and general public

Looking forward, we aim to deliver increased recycling along with significant increases in landfill diversion, whilst continuing to provide an efficient collection, treatment and disposal service. We will monitor and aim to reduce the carbon footprint associated with delivery of the services whilst also taking a prominent role in raising awareness of waste management issues within the local communities we serve.



Donald Macphail
Managing Director
Veolia ES Shropshire Limited

1 CUSTOMER SERVICE

Veolia have been operating the Shropshire Council waste contract for over three and a half years with collection services provided across the entire Shropshire Council area. Veolia also manage six Household Recycling Centres (HRCs), of which four sites are located at modern Integrated Waste Management Facilities. These services are being delivered on a daily basis by more than 200 employees with over 10 million kerbside collections completed every year. Over the last year we have developed new services as well as improving existing ones

Improvements and achievements over the last 12 months have included:

- Commissioning the Craven Arms IWMF, transferring the Transport Depot from Coder Road, Ludlow
- Following extensive trials, introduction of a new kerbside plastic bottle collection service to the former districts of North Shropshire, South Shropshire and Shrewsbury and Atcham
- In partnership with Shropshire Council, awarded the Clean Britain Gold Towns Category Award for Cleobury Mortimer
- Introduction of new Bring Site signage across the Shropshire Council area
- Minimisation of disruption to residents collection service associated with bad weather experienced during December 2010
- Overall reduction in the number of missed bins recorded compared to previous contract year
- Provision of free compost bins to participating schools as part of a waste education support programme
- Continued provision of staff training to maintain high levels of customer service
- Introduction of volunteering scheme open to all staff, which allows paid ½ day volunteering at an organization of their choice
- Working in partnership with Shropshire Council to provide a web based customer collection day finder service

In the next year we will

- Complete the provision of a kerbside plastic bottle collection by introducing the service to the former District of Bridgnorth
- Open the Bridgnorth IWMF, relocating the depot at Stanley Lane and HRC at Barnsley Lane to the same site
- Subject to planning permission begin development of an In Vessel Composting facility on the border between Telford and Wrekin and the former District of Bridgnorth. This will enable residents in the former Districts of Oswestry, Shrewsbury and Bridgnorth to include food waste in their garden waste bin in line with the service already enjoyed in the former Districts of North and South Shropshire.

2 ENVIRONMENT AND SUSTAINABILITY

Veolia intend to deliver waste management services across the Shropshire Council area in an environmentally sustainable way, whilst also supporting environmental projects both locally and through the Veolia Environmental Trust. Initiatives include:

- Reducing Greenhouse Gas Emissions. Veolia has reduced Greenhouse Gas Emissions by 15 carbon dioxide equivalent tonnes for 2010 in comparison to 2011 emissions. A copy of the carbon footprint monitoring methodology developed by Veolia to measure Greenhouse Gas Emissions is included in Appendix A.
- Continuing to upgrade to a new fleet of 'greener' waste and recycling vehicles. Vehicles powered by the most efficient Euro 5 engines have been purchased this year. Veolia will continue to closely monitor developments in engine and fuel technology in particular with regard to alternative fuels and hybrid vehicles.
- Supporting environmental projects through the Veolia Environmental Trust. The Trust's 2010 Annual Report will be included on Veolia's website once published.
- Constructing Project Facilities in a sustainable manner, which shall achieve a Building Research Establishment Environmental Assessment Method (BREEAM) good standard or equivalent as a minimum.

3 COMMUNITY ENGAGEMENT

Veolia is committed to engaging with and supporting local communities in tackling their own waste problems at a local level.

Engaging communities and creating partnerships with local organisations and groups has great benefit in developing a strong foundation for any local waste reduction, reuse and recycling activity.

Veolia and Shropshire Council will work in partnership to reduce household waste arisings and improve reuse and recycling with communities across the Contract Area by implementing various initiatives. Initiatives commenced include:

- Providing free composting units to schools
- Supporting Master Composters to increase their number, particularly in areas with poor provision. Developing Master Composters to become environmental champions
- Development of Master Composters as a forum for discussion of how to develop customer facing services.
- Sub contracting the bulky household collection to SHOFUR furniture schemes in order to encourage greater reuse
- Support for the development of Shropshire Furniture Scheme's Shrewsbury retail outlet
- Providing financial and logistical support for waste education and awareness raising initiatives and events within the community
- Encouraging waste minimisation initiatives such as publicising the Mail Preference Service to reduce junk mail
- Supporting local initiatives through funding and publicity to reduce household waste and improve recycling
- Inviting members of the community to visit our facility at Oswestry to provide a better insight into the operation of such facilities

4 THE FUTURE OF OUR WASTE

Veolia are committed to a range of key developments to improve the waste management infrastructure of Shropshire as part of the 27 year Integrated Waste Management Contract. Future projects include:

- Introducing the kerbside collection of plastic bottles to the former District of Bridgnorth in the next contract year
- Opening a new IWMF in Bridgnorth
- Increasing the recycling and landfill diversion performance of Shropshire Council area
- Developing a modern, safe Energy from Waste Facility at Battlefield, Shrewsbury providing electricity for around 10,000 homes
- Expanding the existing HRC at Battlefield and providing a dedicated education and visitor centre as part of the development of the Energy from Waste Facility
- Developing a new in-vessel composting facility to handle biodegradable waste including food waste
- Continuing to introduce new 'greener' waste and recycling collection vehicles

Figure 1 on the next page summarises the waste management facilities and services currently operating in Shropshire along with the future developments outlined above.

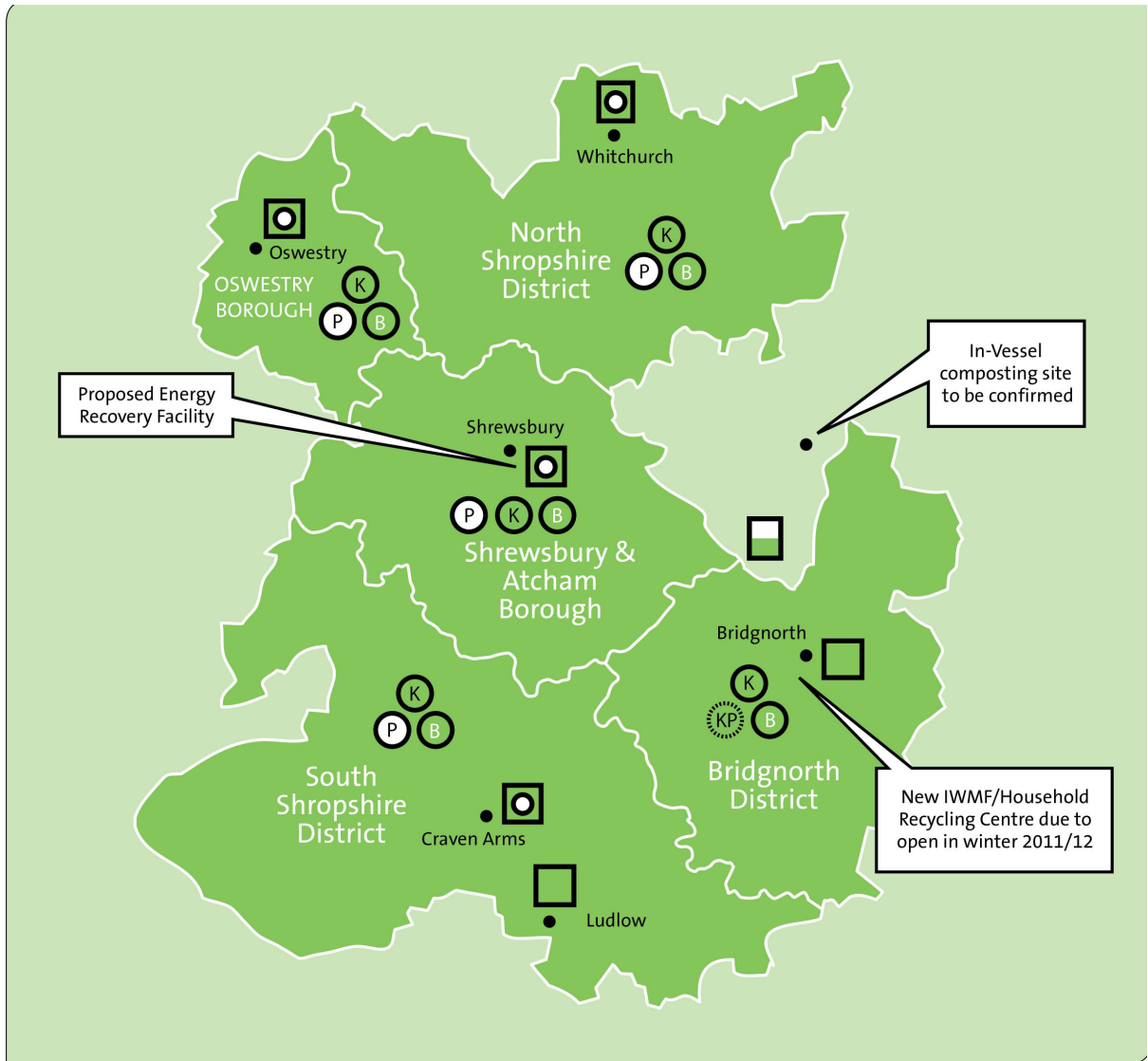


Figure 1 Shropshire Waste Management Facilities