



## Capability Statement

Encore Environment – Environmental and Waste Management Consultancy

# Our Offer

**Encore Environment is an ethical and legally compliant environmental and waste management consultancy, providing total waste management, strategic support, invaluable data and customised solutions to help you achieve your sustainability goals and KPIs and to drive up margins.**

We provide a single point of easy contact to oversee all your waste management needs – from bins, skips, cages and compactors to hazardous and WEEE waste disposal for major construction projects across multiple sites. Our nationwide chain of stringently vetted suppliers is fully aligned with the industry waste hierarchy and compliant with Environment Agency standards.

## **BREEAM**

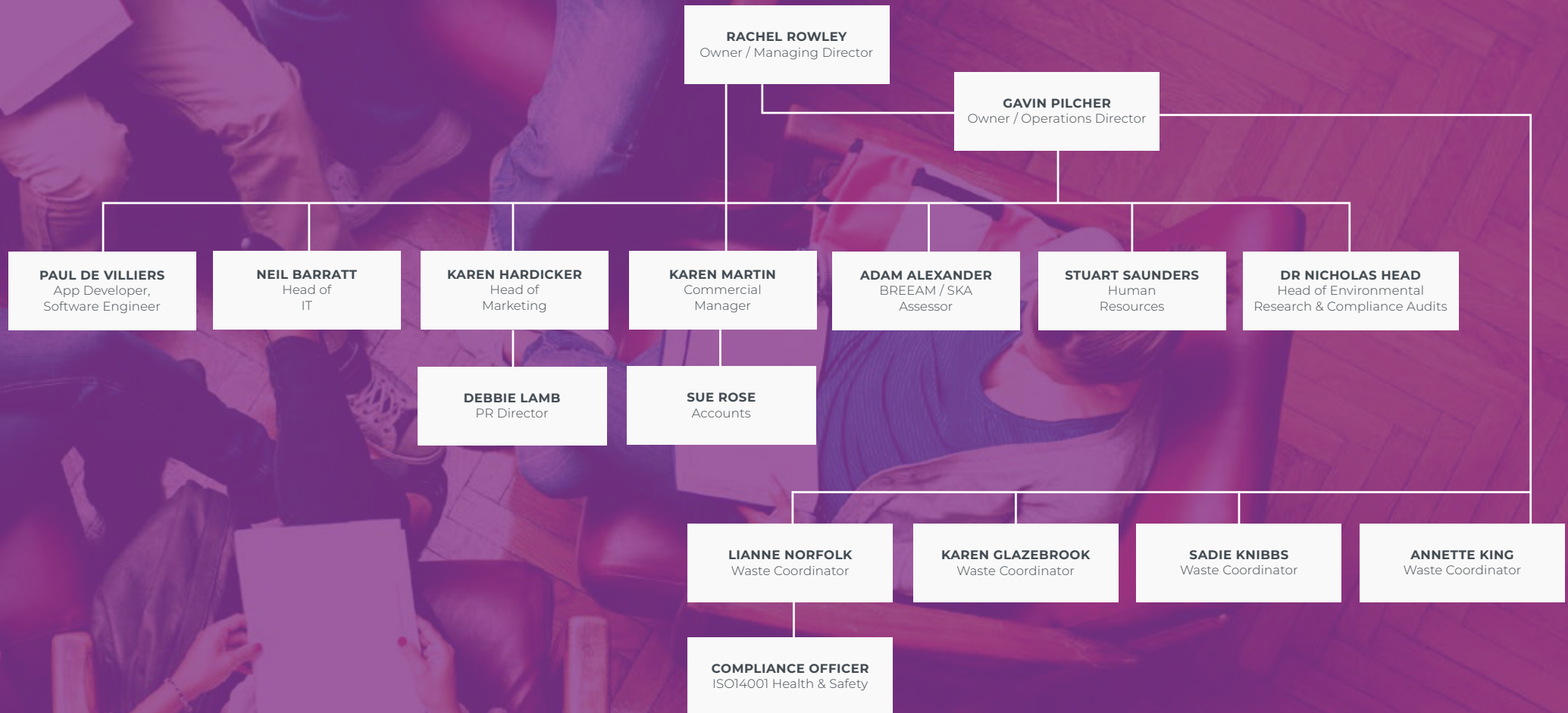
Our in-house BREEAM assessors offer a unique service and expertise.

Encore can also be nominated as client assessor. We have experience across all standards and ratings (e.g. residential, new construction, education, refurbishment and fit-out, offices, retail, etc).





# Our Team





# Waste Management

**We provide waste management services nationwide for construction sites and businesses of all sizes and complexity.**

Our nationwide chain of vetted suppliers enables us to offer everything from skips, bins and cages to compactors, WEEE, hazardous waste disposal and other specialist needs. Whatever the service, we can arrange and coordinate them all.

We also collaborate and support logistics companies in strip-out and demolition projects to improve deconstruction and help with diversion of waste from landfill.

Our goals include reducing waste and costs, reusing waste on and off site, promoting zero to landfill, increased use of the circular economy, reducing carbon and providing plastics and site set-up solutions and their reporting, as standard.



# Value in the Rates

Our services include many in-built benefits



## MEETINGS & AUDITS

Encore engages early in a project to carry out material and product audits and to meet the team to ascertain specific project requirements. This early intervention enables us to reduce our clients' costs and carbon, and achieve better social outcomes, without hindering project deadlines later down the project lifecycle. Our approach to reducing carbon and increasing savings through logistic solutions has led to a 25% reduction on client waste and costs.



## WASTE FORECASTING

Our bespoke IT system produces forecasts of potentially recyclable and reusable items, a waste management strategy for improved waste removal and waste targets, and disposal options for recycling, reuse and charitable donations. This valuable forecasting can be done at tender, pre-construction or on site as required, with a final summary at completion.



## REPORTING

We collect all waste data throughout a project, including information from a client's supply chain of subcontractors. The data is collated by Encore's customised IT system to give all the waste information, documentation and accreditations you need in a single, easily accessible place.

Our system automatically creates a suite of monthly documents for each project to help you make informed decisions. These include site and stakeholder reports (with key statistics about waste disposal, landfill diversion and recycle rates by waste streams), Site Waste Management Plans, BREEAM-compliant Resource Efficiency Management Plans and a full summary of a stakeholder's multiple sites with cumulative data.

We provide project-specific completion reports as standard for the site team and sustainability manager, which include everything from weighbridge tickets to compliance details.



## TENDER & PQQ STAGE SUPPORT

Having one waste management resource company provides consistent information across all sites, which adds value to our reports and data that clients use in tender and RFI submissions.

We can provide documentation that's specific to a project bid, as well as attending pre-tender interviews as our client's expert in the waste and environmental arena.

Any case studies arising from our carbon-saving ProjectDIVERT initiative that have identified closed loop opportunities for materials or products are reported monthly for marketing departments or bid teams to support potential projects.

# Value in the Rates

Our services include many in-built benefits



## BREEAM EXPERTISE

We provide BREEAM-compliant reporting as standard, whether or not it's a BREEAM site.

For any BREEAM project, our in-house experts and qualified BREEAM assessors identify the recycling possibilities of a project from the very start, liaise with the contractor and the client's BREEAM assessor, identify opportunities to reduce carbon and, at no extra cost, produce reports to help achieve maximum credits.

We can also act as a client's BREEAM assessor and have a BREEAM Accredited Professional (AP), who has extra specialist skills in sustainability and environmental design.



## DUTY OF CARE

At no extra cost, our suppliers are audited to ensure they are legally compliant, all KPIs and accreditations are in place, and they uphold our standards and duty of care.

We check all waste documentation from the outset through to destination, ensuring that Environmental Agency standards and waste disposal regulations are being met. Our transparent supply chain lets you know the exact end destination of your waste.

The Environmental Services Association has estimated that waste crime costs the English economy more than £600 million a year in losses to the waste industry and the taxpayer. Those contractors found guilty can face prison and damaging company fines.

We mitigate the risk of non-compliance, fines and reputational damage.



## TRAINING

- Tool box talks
- Engaging with site teams
- Impart knowledge on segregation and avoidance of contamination
- Remove noise, make their life easier and leave them to do the job - deliver projects.

# What you can expect



## PERSONAL & SWIFT SERVICE

One Encore Waste Coordinator becomes your single point of contact for all sites and waste disposal streams to ensure continuity of service.

We can also visit a client's offices at agreed times to present a report to a client's senior team on relevant matters, including waste/recycling targets, compliance feedback and Environment Agency updates.

We aim, wherever possible, to ensure next-day delivery (where orders are placed by noon the preceding day). Last year, 25% of our services were carried out on the same day without any extra charges.

We will undertake a daily delivery/ collection and ETA check with messaging via email, phone call or SMS 30 minutes prior to arrival.



## BEST PROCUREMENT & FLEXIBILITY

For each site, we procure three to five suppliers (more depending on the area postcode) from a nationwide supply chain. Unlike some waste companies, we have a wide range of suppliers – from major names to family-run SMEs – to ensure the best price and most suitable service for each project.

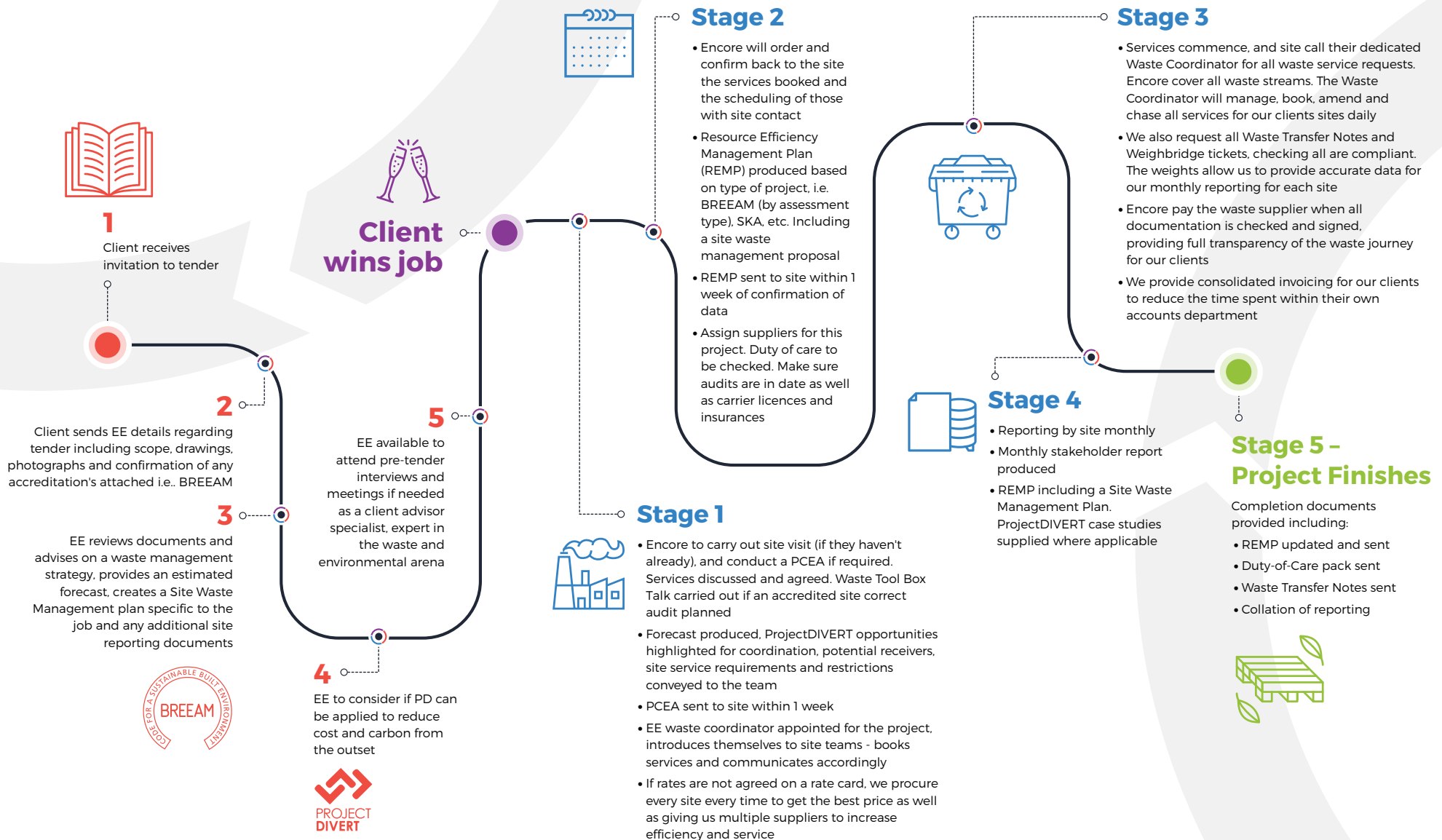
We also supply our own bins for most sites, so we can choose which supplier is best to empty them.



## ADMIN COST SAVINGS

Encore pays all the waste companies when we're satisfied that their services and all relevant documents has been completed correctly. We also produce one list of services for each site per month, including all waste transfer information (weighbridge tickets, deliveries, exchanges, etc.), to sign-off for invoicing. This consolidated invoicing saves our clients valuable time and administration costs.

# Client Process Flow







# BREEAM Consultancy

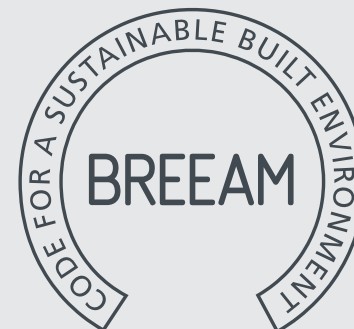
## **Our in-house BREEAM assessors offer a unique service and expertise.**

Encore can also be nominated as client assessor. We have experience across all standards and ratings (e.g. residential, new construction, education, refurbishment and fit-out, offices, retail, etc).

Encore Environment not only manages the waste management element, but also has a wealth of experience working across all aspects of BREEAM projects. We can take many of the demands of such multi-team constructions off your shoulders so you can focus on delivering your project.

Our vastly experienced BREEAM assessors have not only worked on all areas of large construction projects for major contractors, but also helped blue-chip clients to maximise their credits.

Our BREEAM services in the construction industry include liaising with the contractor and the client's BREEAM assessor. We speak the assessor's language, while understanding the site impacts and obligations on our client and the contractor.





# Project Delivery

## **Efficiency and Service Capability**

Encore are industry leading in service performance and are regularly capable of providing same day service request fulfilment at no extra cost.

Nearly 25% of its services in 2018 / 19 were delivered to this service level. This is partly due to Encore's own in-house efficiency, but also as a product of the positive working relationships enjoyed with our supply chain.

As a matter of routine, our suppliers advise us where scheduled service slots have become available due to other client cancellations which Encore gratefully attempt to utilise.

## **Specialist Logistics**

We oversee projects on particularly challenging sites such as schools and city projects with restricted access, strict wait and load rules and demanding on-site segregation requirements, as well as out-of-hours support, same day and weekend services.

When requested, a visit is carried out to physically view the more complex sites to ensure smooth service and delivery. We also provide our bins to each site to ensure we are not restricted to using one supplier for emptying them.

## **Providing Solutions**

We can turn our hand to any project we are asked to help with; we always aim to fulfil and provide solutions to our clients. This could include projects such as road sweeping, removing clinical waste, hazardous waste and also asbestos.



# Leading in Technology



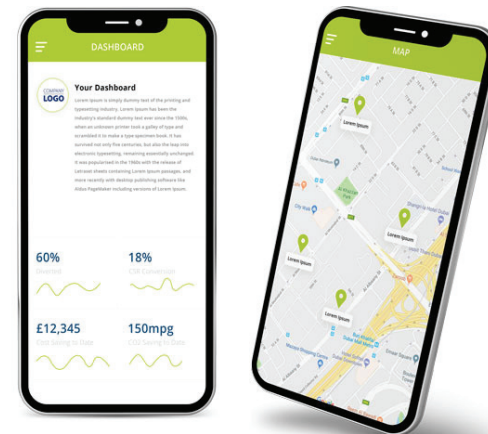
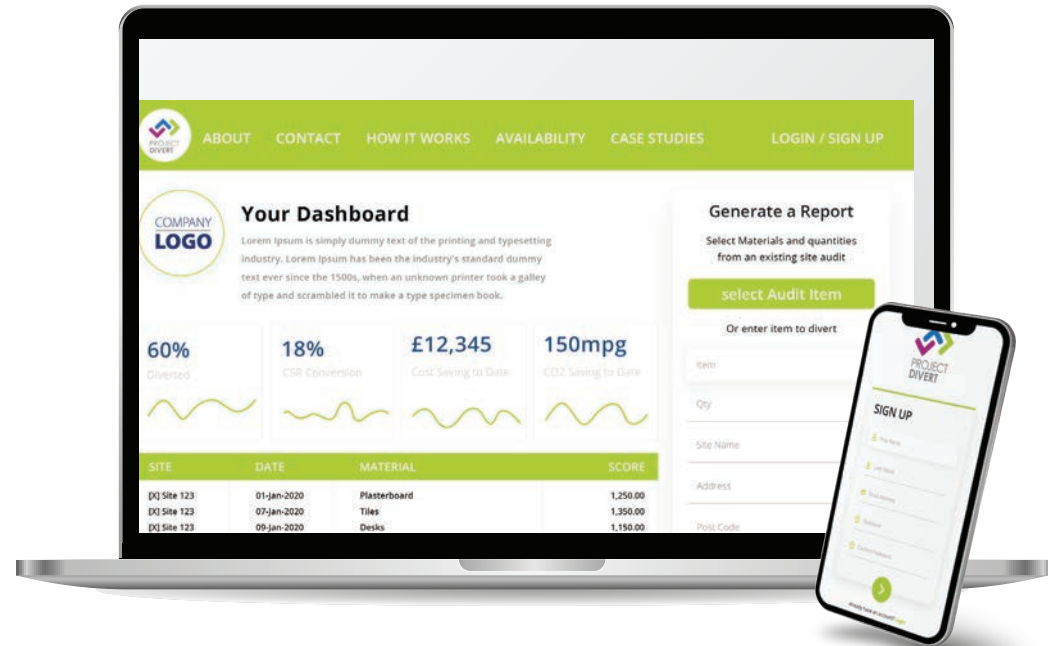
**Our innovative environmental services include the ProjectDIVER app.**

ProjectDIVER, unique to Encore, is aligned with the waste hierarchy and helps to improve costs, carbon savings and the Corporate Social Responsibility (CSR) for our clients.

The web-based tool minimises weight which would ordinarily be sent to a conventional Material Recycling Facilities at a cost. It enables construction sites to identify on-site materials, waste and items that can be innovatively reprocessed, reused on and offsite, or recycled back into the supply chain or benefit local communities as charitable donations.

ProjectDIVER conducts life-cycle analysis of materials and calculates the cost and carbon savings of potential waste disposal routes to help its users make informed decisions and align them with their social value messaging. It also enables transparency and complete traceability in the construction waste industry.

Our unique circular economy database of receivers is growing all the time.







# Social Value

**There is an ever-growing need for companies to reduce costs, carbon footprint and enhance their social value statements. Reduce, reuse and recycle has never been more important.**

## **Increasing Pressure**

Some 59% of the total waste generated in the UK and 15% of the total UK carbon emissions come from the construction industry, while companies in general require environmental strategies and initiatives to satisfy current and potential customers.

With government targets stipulating that 65% of municipal waste and 75% of packaging waste must be recycled by 2030, a solution is surely needed.

## **New solutions and benefits**

The goals of ProjectDIVERT are the same as those of our clients – reduce costs, decrease carbon and support social value. Our innovative methodology and approach, which supports the industry waste hierarchy and accreditations such as BREEAM, LEED and SKA, provides significant benefits for individuals and the construction industry as a whole.

By challenging the traditional routes of waste removal, we enable clients to fulfil their environmental waste management strategies and improve social and economic targets for waste recycling in the community.

# Enhancing Social Value

'The New Generation'



## We are proud to launch our Waste Wise Kids School's Program.

We are working with schools across the UK to teach children about the impact of waste on our environment. Waste Wise Kids is aimed at school children aged from four to 12 years old. We start with teaching children about the different waste types, what happens to waste after it is disposed of, and to think about reducing, reusing, repurposing and recycling waste.

The educational program includes an on-site presentation, tasks and experiments, competitions and recycled handouts. We actively encourage the children to think about the waste created at home and at school, and ways they can reduce, reuse, repurpose or recycle. If it can't be reused, then we show them how it can be repurposed. Importantly, we encourage children to start asking questions about unnecessary waste.

It is so important for us to teach our children from a young age about recycling and sustainability, and the huge role that plays on our future. We are engaging with influencers within the industry and academics to guide us through the Waste Wise Kids national roll out. In the future, we would like to see the topic of being 'waste wise' integrated more in the school curriculum, rather than being an add on to other subjects.

## Reduce, Reuse, Recycle, Repurpose

The program teaches children the fundamental waste hierarchy approach, that the more items end up in landfill the worse it is for our planet. We ask the children to think about re-using items first at home, among family and friends, charities, hospitals, local nurseries, clothing and book banks.

## Donating items to good causes

The children learn how we have facilitated the contribution of 60 appliances to a charity for the homeless, provided starter packs of cutlery, towels and bedding to women's refuge and the homeless, and reused unwanted carpet in the play area of a local nursery where budgets were low.



# Case Study: Paragon & Luton Family Court

Recycled carpet benefits community



## THE CLIENT

Interserve Paragon is an interior-fit out and refurbishment contractor committed to sustainability. It was working on a project for Luton Family Court, situated in the centre of the Bedfordshire town.



## THE CHALLENGE

The client wanted the project to meet its key sustainability objectives, including the minimised use of landfill and Materials Recycling Facilities (MRFs), reduction of its carbon footprint, and contributing to the local economy and communities. Following its early intervention in the project, and using Encore's automated Preconstruction Environmental Audit, Encore Environment identified 4,000 carpet tiles that were brand new and hadn't been stuck down to the floor, as well as the most efficient removal of the tiles for re-use.

## THE SOLUTION

Working with Paragon, Encore arranged the logistics for the collection, transportation and donation of the tiles to suitable recipients. Using the unique database on its ProjectDIVERT app, which diverts waste material from skips and therefore landfill, Encore found more than 18 organisations in need in the surrounding area, including charities, schools, churches and scout troops. One of the schools had recently had a flood which damaged all of their carpet tiles. With our donation, they were able to re-carpet at least one of the classrooms..

## THE RESULTS

Encore Environment achieved a **24% cost saving** for its client by **reusing 6.2 tonnes of carpet tiles** rather than sending them to landfill or Materials Recovery Facilities, where they are burnt. Encore's early intervention meant there was no delay to the project while the client not only saved money, but also benefitted the local community. This reduced carbon as well as cost by not just adopting the easy route of conventional methods of disposal.

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# Case Study: Paragon & Petty France

A sustainable refit



## THE CLIENT

Interserve Interserve Paragon, an interior fit-out and refurbishment contractor, was working with 102 Petty France, an office space based in central London, on refitting several of its offices. Sustainability was a crucial concern of the project. Senior Project Manager, Dariusz Kubies, contacted Encore to request an audit to identify items within the building that could be put to good use elsewhere.



## THE CHALLENGE

Details of the refit included relocation of power and data to suit a new furniture layout, removal of existing and installation of new floor finishes. Strip out of meeting rooms and construction of high-level services to suit new meeting rooms. Retain existing ceiling decoration, basement server room new condenser and air con units, new data racks, fire suppression system, and a fire alarm modification.

The client wanted to ensure that the refit reduced carbon footprint, minimised the use of landfill and contributed to the local community. The initial audit by Encore Environment identified a substantial number of carpet tiles in excellent and reusable condition.

## THE SOLUTION

Using Encore Environment's ProjectDIVERT app, which uses its unique database to find local charities, businesses and recyclers that would benefit from reusable waste, the carpet tiles avoided being landfill. Encore arranged for them to be collected and distributed amongst suitable recipients.

## THE RESULTS

Interserve Construction, working with Encore Environment, achieved carbon savings by avoiding the tiles going to landfill or being burned at Material Recycling Facilities. The saved tiles were distributed to Thames Reach in London, NAASH in Northampton and Accommodation Concern in Kettering (all helping the vulnerable and homeless), the Headway community centre for those with brain injuries and their carers, Sywell C of E Primary School and St Mary's Far Cotton Scouts (all in Northampton).

Working with Encore Environment, achieved carbon savings by avoiding the tiles going to landfill or being burned at Material Recycling Facilities. The saved tiles were distributed to Thames Reach in London,

“

“The carpet tiles have made a great difference for three homeless people living in our training house. They now have warm carpeted bedrooms rather than cold lino, which is really appreciated.”

**JO MOORE, CHARITY MANAGER, ACCOMMODATION CONCERN**

“We really appreciate this donation of carpet tiles for our scout hut, which would have been a large sum of money coming out of our fundraising pot”

**JAMES AND TRACEY HODGKISS, ST MARY'S FAR COTTON SCOUTS**



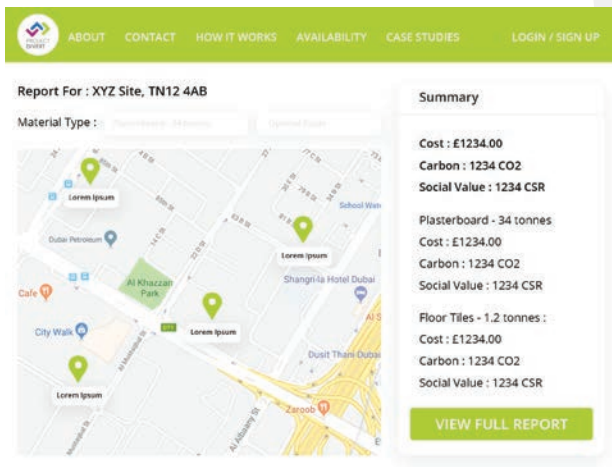
# Case Study: Interserve Paragon Division

## Award Winning Waste Management



### THE CLIENT

Interserve Paragon is an interior fit-out and refurbishment contractor that not only strives to deliver solutions to its clients that are bespoke and add value, but also places sustainability at the heart of each project.



### THE CHALLENGE

The client wants to approach each project in the most environmentally responsible way possible. It appointed Encore Environment as its sole supplier of waste management services nationally to reduce fit-out and construction waste, reuse viable waste material, minimise landfill, reduce carbon footprint and cost, and procure services more effectively.

### THE SOLUTION

Encore Environment uses a nationwide chain of trusted suppliers to find the best services for the job. Early intervention means our audits and accurate waste forecasting tools identify re-use opportunities and disposal options without delaying a project while our recycling initiatives cover paper, plastics and cans on site. All the client's waste stream needs are covered along with compliance checks throughout the supply chain.

### THE RESULTS

The client enjoys a single point of contact for all its waste requirements with the required waste information, documentation and accreditations collated by a customised IT system for easy access. Encore Environment's unique ProjectDIVERT app has successfully diverted a significant proportion of materials off-site to charities, community projects and recyclers. Working with us, our client has made considerable carbon savings, reduced disposal costs and earned a BREEAM "Outstanding" Award. .



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# Case Study: OD Interiors

## Innovative Waste Solutions



### THE CLIENT

Od Interiors, a corporate fit-out and refurbishment specialist, is part of the Od Group, whose clients include Rolls-Royce, Saatchi & Saatchi and the Royal Albert Hall. The Group is committed to conserving and enhancing resources for future generations.



### THE CHALLENGE

The client wants its projects to enhance the environment and sustainability to be a crucial part of its work. It appointed Encore Environment as its sole supplier of waste management services nationally to draw on its experience and network of trusted suppliers to reduce fit-out and construction waste, reuse viable waste material, minimise landfill, and reduce carbon footprint and cost.

### THE SOLUTION

Encore Environment chooses the most appropriate supplier for the job from its nationwide chain of service providers. Early intervention means our audits and accurate waste forecasting tools identify re-use opportunities and disposal options without delaying a project. All the client's waste stream needs are covered along with compliance checks throughout the supply chain.

### THE RESULTS

The client enjoys a single point of contact for all its waste requirements with the required waste information, documentation and accreditations collated by a customised IT system for easy access. Carbon savings are being made by Encore Environment's on-site recycling initiatives covering paper, plastics and cans, and its ProjectDIVERT app, which finds suitable recipients for reusable waste materials, so avoiding landfill and the use of Materials Recovery Facilities.



Working with our client has made considerable carbon savings, reduced disposal costs and earned a BREEAM "Outstanding" Award.





# Case Study: Area & Great Ormond Street Hospital

Tiles recycled, landfill avoided



## THE CLIENT

Area is a London workplace design and fit-out specialist, known for its ability to unlock the full potential of workspaces. It was working in partnership with Great Ormond Street Hospital (GOSH), the renowned London hospital for seriously ill children, on a fit-out project.



## THE CHALLENGE

Area wanted to ensure that the project met its KPIs regarding reduced carbon, minimised landfill and maximised charitable work. As part of its waste management services for Area, Encore Environment provided monthly reporting and site waste management plans, as well as identifying materials from the GOSH project that could benefit others. These included carpet tiles in good condition.

## THE SOLUTION

Encore are Area's waste services provider across multiple sites, providing monthly reports and site waste management plans as standard.

Using the database on Environment Encore's unique ProjectDIVERT app, several local charities were identified that would benefit from the carpet tiles. Encore arranged for tiles to be collected from GOSH under Area's supervision and transported to HomeStart Camden, a charity assisting young families, to help to furnish its offices. Tiles were also delivered to a community centre in Holborn to help someone in need and The Children's S.C.R.A.P. Project, based in Hackney, which collects, stores and distributes clean, safe industrial waste to a variety of groups and charities in the community.

## THE RESULTS

With Encore Environment's help, Area was able to divert waste from conventional methods of disposal (e.g. skips, cages, compactors and landfill). Some 1.75 tonnes of tiles were removed from the site and delivered within a four-mile

# 1.75 tonnes



of tiles were removed from the site and delivered within a four-mile radius to benefit the local community and reduce carbon.



"As a small charity, all our funding is focused on delivering a much-needed support service to local families and volunteers. The donation of carpet tiles means we are able to have a much-needed refresh of our office's training room."

### HOMESTART CAMDEN

"The wonderful donation of carpet tiles means they will be reused by our member groups, which consist of nurseries, youth clubs, children centres, adventure playgrounds, faith groups, colleges, schools, care homes and a wide range of community groups."

### THE CHILDREN'S S.C.R.A.P PROJECT



# Case Study: Landsec

## BREEAM – Outstanding Award



### THE CLIENT

Landsec, formerly known as Land Securities, is the UK's largest commercial property development and investment company in the UK. When relocating its head office in London, it wanted to enhance its commitment to sustainability by renovating an existing building as part of the regeneration of London's Victoria.



### THE CHALLENGE

Landsec wanted the refurbishment to manage and reduce refurbishment and fit-out waste by re-using and directly re-cycling materials to a minimum level of 75% and to earn a BREEAM assessment of "Outstanding". Encore Environment conducted a pre-refurbishment audit in line with this BREEAM standard.

Encore were given a watching brief on behalf of Landsec; reporting on the strip-out, demo works and fit-out, ensuring the entire supply chain was compliant and on-board with the client's goals.

### THE SOLUTION

Encore Environment provided a BREEAM-compliant Resource Efficiency Plan and ensured not only the effective re-use and recycling of on-site materials, but also the diversion of resources from landfill, including donatable items that could benefit the local community.

### THE RESULTS

We not only achieved our goals but exceeded them. The project achieved its "Outstanding" Award with a fit-out score of 92.3%, the highest ever awarded by BREEAM (as of 6 July 2017). On-site materials were reused and recycled to a level of 76.47%. Using our unique ProjectDIVERT app, we successfully diverted a significant proportion of materials off-site to local community projects, benefitting seven charities and local businesses. Chickenshed, an inclusive theatre company in North London, also received £10,000 for specialist lighting.



The project achieved  
its "Outstanding"  
Award with a  
fit-out score of

# 92.3%

The highest ever awarded  
by BREEAM (as of 6 July  
2017).



# Case Study: HAPIMAG

Charity donations minimise landfill



## THE CLIENT

Interserve Paragon is an interior fit-out and refurbishment contractor committed to sustainability. It was working in collaboration with Hapimag, one of Europe's most successful time-share providers, in the refurbishment of a high-end apartment-hotel in West London.



## THE CHALLENGE

The client wanted this project to meet all its sustainability objectives, including a reduced carbon footprint, minimal landfill and contributing to local economies and communities. Encore Environment's pre-construction audit quickly identified a large amount of white goods, linen, crockery and cutlery in excellent condition.

## THE SOLUTION

Encore has worked with Hapimag for 5 years as their sole provider of waste management services and their BREEAM experts, supporting them in fulfilling their obligations to cut carbon emissions.

Using Encore Environment's national charity database on its unique ProjectDIVERT app, two local charities were identified, and Encore and Interserve Paragon arranged for the goods to be delivered.

They were used by homeless charity DENS in its emergency and short-term accommodation and in the specialist refuge of Dacorum Women's Aid to help women and children escaping domestic violence.

## THE RESULTS

A win-win situation for all. Two local charities, numerous individuals in need and the wider local community benefitted greatly from the diverted goods. In addition, carbon and costs were greatly reduced, as well as minimised waste sent to landfill and Material Recycling Facilities.



Two local charities & numerous individuals in need benefitted from diverted goods



"We have never received so much in one donation."

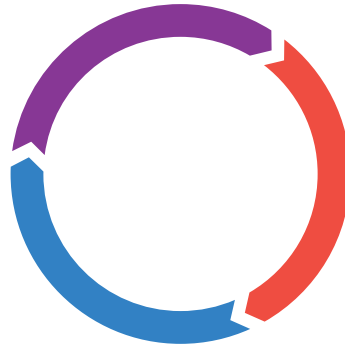
**WENDY LEWINGTON, DENS CHIEF EXECUTIVE**

"When all the goods arrived, it was like all our Christmases had come at once."

**LINDA KIRKLAND, DENS RELATIONSHIP MANAGER**







# Encore Environment

[www.encore-environment.com](http://www.encore-environment.com)

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