DOWNTOWN

ASSET MANAGEMENT

Waste Management Strategy for Downtown Asset Management, Rochdale Road

"McGoff Construction Ltd recognises the importance of sustainable waste management both locally and in co-operation with all stakeholders and other districts in Greater Manchester to ensure that all the waste management needs of the conurbation are met"

Contents

Executive Summary 3
Standards You Can Rely Upon 4
A Sustainable, Local Service Offering 5
Bin Specification 6
Contract Management 7
Our Service Level Guarantee 11
Mobilisation 12
A Successful, Sustainable Partnership 13
Innovation & Added Value 16
Industry-Leading Weighing Technology 20
Your Sustainable Disposal Processes 21
Management Information & Reporting 22
People & Quality 25
Health & Safety 26
Sustainability & Carbon Net Zero 27
Combatting Plastic Pollution 30
Corporate Responsibility & Social Value 31
Equality, Diversity & Inclusion 33
Why B&M? 34
Assured Quality & Compliance 34

Executive Summary

McGoff Group have appointed Downtown Asset Management (DAM) to act as managing agent. DAM will take on responsibility of all day-to-day asset & facilities management responsibilities following build completion.

DAM will work with a reliable partner to manage and implement the recycling and waste management strategy which will be compliant with policy EN19 as detailed in the Manchester City Council Core Strategy Development plan 2012 to 2027 (adopted 11th July 2012.)

DAM will take responsibility for the developments waste and will work to the principles of the a waste hierarchy – prevent, reduce, reuse, recycle.

The following document will detail how DAM in partnership with B&M waste management (partner) will:

- Ensure statutory compliance
- Guarantee zero waste to landfill
- Increase recycling rates through the use of sustainable innovation
- Work to achieve national and local environmental targets
- Minimise waste generation through industry-leading account manager audits
- Promote and increase re-use of potential waste products
- Ensure that where waste cannot be avoided it is disposed of correctly and sustainably
- Ensure legislative compliance
- Ensure the principles of confidentially are preserved where appropriate
- Provide PAS402 Environmental Reports to assist in the measurement of environmental impact to support progress towards a future Net Zero aim.
- Provide added value to the local community working in partnership for positive social impact
- Inform & educate stakeholders to ensure that the impact of new initiatives and innovation is maximised

DAM aim to pass on our environmental ethos to all our partners through our hands on, proactive approach to helping our residents improve their recycling efficiency including education and training

to promote best practise – from embedding the principles of waste minimisation to sourcing circular economy solutions.

Our approaches are based on delivering the most environmentally appropriate and cost-effective solution for each waste stream our clients produce..

Our partners B&M waste, are a carbon-neutral total waste management company and are proud to send Zero waste to landfill. We are specialists in recycling and recovering RDF, card, metal, plastic, food, confidential, offensive and demolition, construction, and site clearance waste - as well as providing fully compliant hazardous waste management for clinical and WEEE wastes.

Standards You Can Rely Upon

Our commitment to excellence is reflected in our long list of accreditations including long term memberships of CIWM and BSIA ensuring we remain at the cutting edge of industry changes

Our Vision

We will provide the best recycling-led waste management solutions for businesses across the UK, utilising the latest innovations in technology to reduce our own and our customers' environmental impact.

Our Mission

We are committed to delivering a customer-tailored reliable service, putting quality, compliance, and efficiency at the forefront of all that we do.



Our Values

- ✓ **Recycling Led**
- ✓ **Teamwork Ethic**
- ✓ **Accountability**
- ✓ **Compliant and Safe**

A Sustainable, Local Service Offering

B&M will provide an industry leading local solution, managed from our Trafford Park Recycling Centre, less than 7 miles away from site.

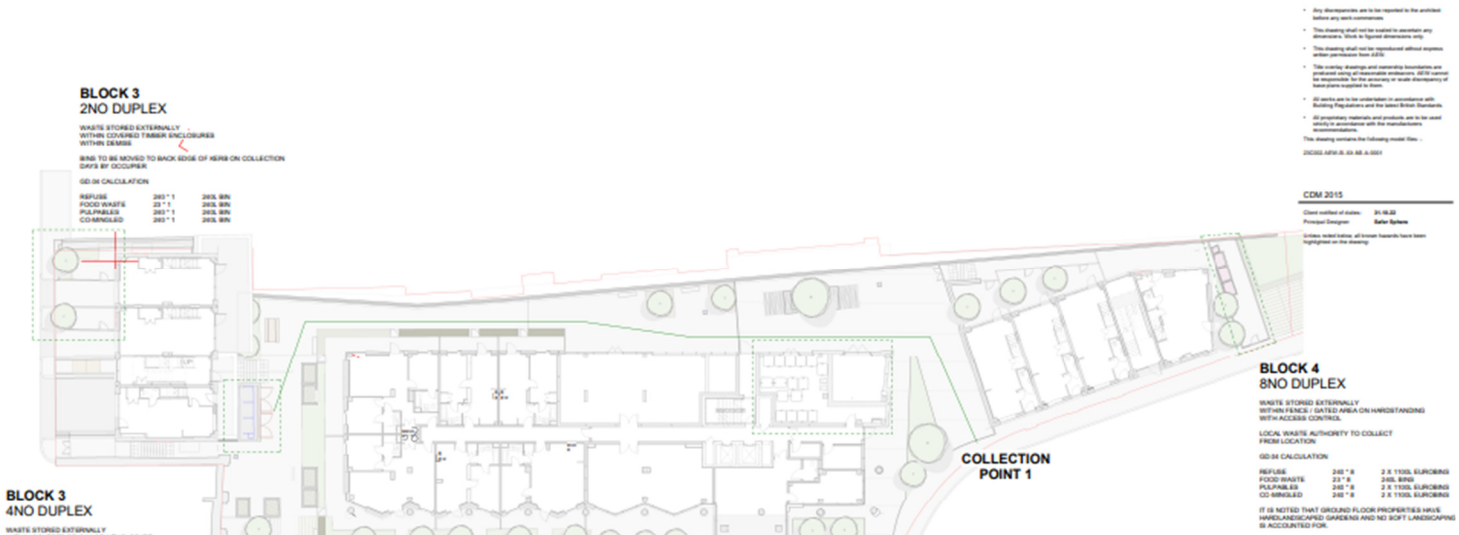
B&M will provide the following services:

Block 1 & 2 – 223 Apartments
15 x 1100ltr General Waste
8 x 1100ltr Paper & Card
8 x 1100ltr Plastic Bottles & Cans
3 x 240ltr Food

Block 3 – 4No Duplex
1 x 1100ltr General Waste
1 x 1100ltr Paper & Card
1 x 1100ltr Plastic Bottles & Cans
1 x 240ltr Food

Block 3 – 2No Duplex
1 x 240ltr General Waste
1 x 240ltr Paper & Card
1 x 240ltr Plastic Bottles & Cans
1 x 240ltr Food

Block 4 – 8No Duplex
2 x 1100ltr General Waste
2 x 1100ltr Paper & Card
2 x 1100ltr Plastic Bottles & Cans
1 x 240ltr Food



Bin Specification

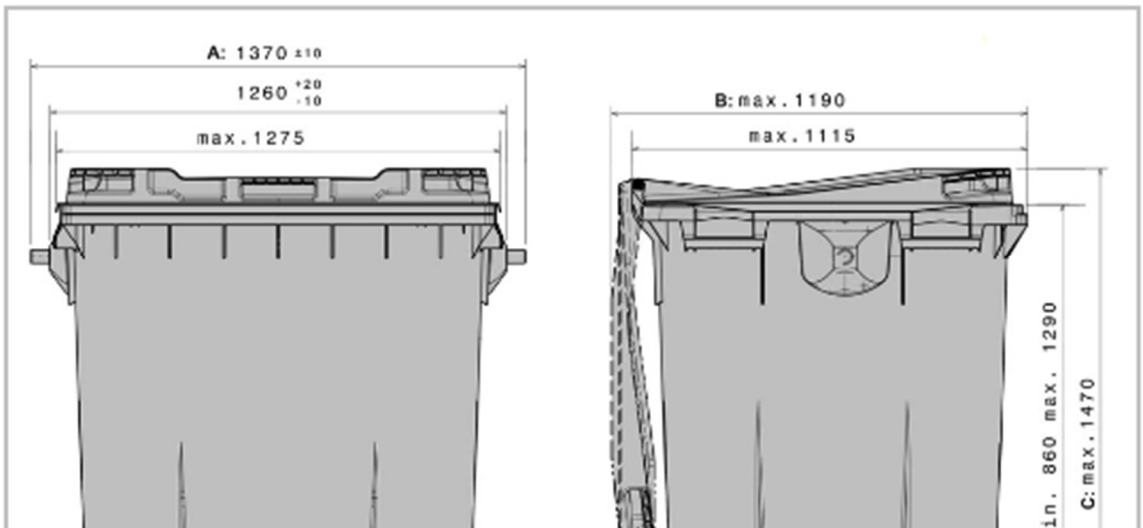
We will provide BS EN 840 compliant 1100ltr, 240ltr & 120ltr bins across site. Any euro bin that we provide is expected to last for the entire length of the contract however, we commit to provide new containers to replace units damaged through usual wear and tear within 24 hours of request. All bins will be visually checked to ensure they are compliant and of a suitable standard.

<u>We confirm all bins will comply with the below specification:</u>

- Fire retardant and manufactured and tested to UN840 & CHEM Specification
- Have lockable lids and braked wheels (except 2 wheeled bins which have no brakes)
- Be of solid construction and not allow access for insects or other vermin
- Preserve the integrity of the waste packaging
- Minimise the potential for damage and any accidental release of waste
- Protect the contents from any adverse weather
- Comply with British standards as applicable
- Have Hazchem signs affixed if required
- Have no rough or inaccessible surfaces which could hinder thorough and regular decontamination, inside and outside, without deterioration in quality
- Be of non-corrosive material and are 100% recyclable at end of life.
- Be maintained to a good visual appearance
- Be fully emptied and be returned in a clean and hygienic state that is fit for purpose; this will include lids and wheels.

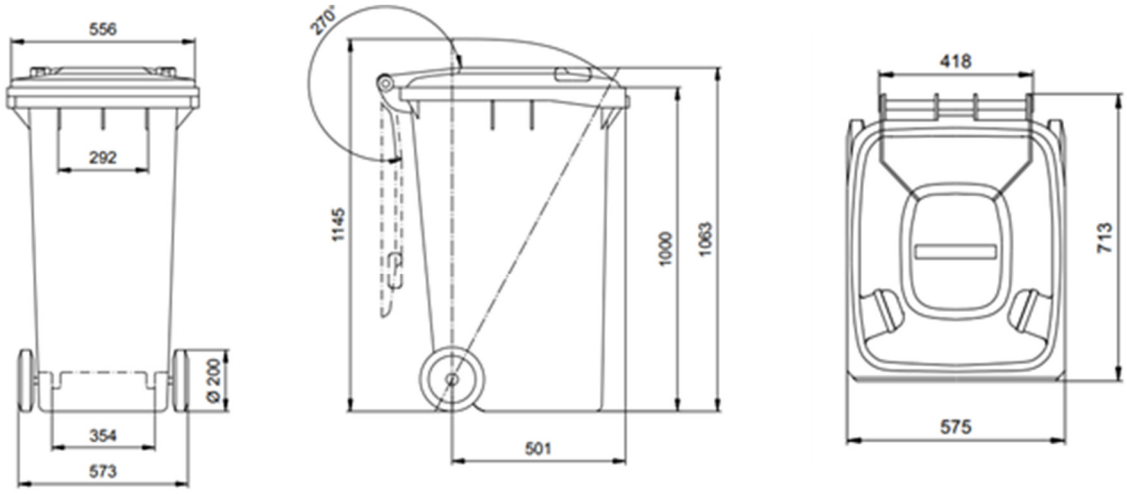
<u>1100Ltr</u>

The B&M 1100ltr bins are ideally suited for industrial applications and any kind of high-volume waste. The 4-wheel container complies with DIN EN 840 and RAL-GZ 951/1 (GGAWB).



240Ltr

The B&M 240ltr & 120 Ltr bins are manufactured by compact injection moulding process in accordance with DIN EN 840 and RAL GZ 951/1.



Contract Management

B&M understand the need for a suitably qualified contract manager to ensure the smooth delivery of services throughout the contract. We have an award-winning, hands-on approach to Account Management that forms a key part of our service delivery model. Wendy, our National Sales Manager would be your designated Account Manager and will be your single point of contact for any issues you may have. Wendy is based between our Bromborough Head Office and our Trafford Depot so will always be on hand to provide assistance and advice when needed.

Wendy reports directly to Graeme Knight our UK Director. We believe that this set-up facilitates rapid access to increasing levels of experience and therefore rapid decision making and decisive action being taken when looking after your account. Wendy can be called upon to provide information about waste management and data collections for properties within the portfolio. They will be available to attend meetings as required to review progress on service and duties being carried out.

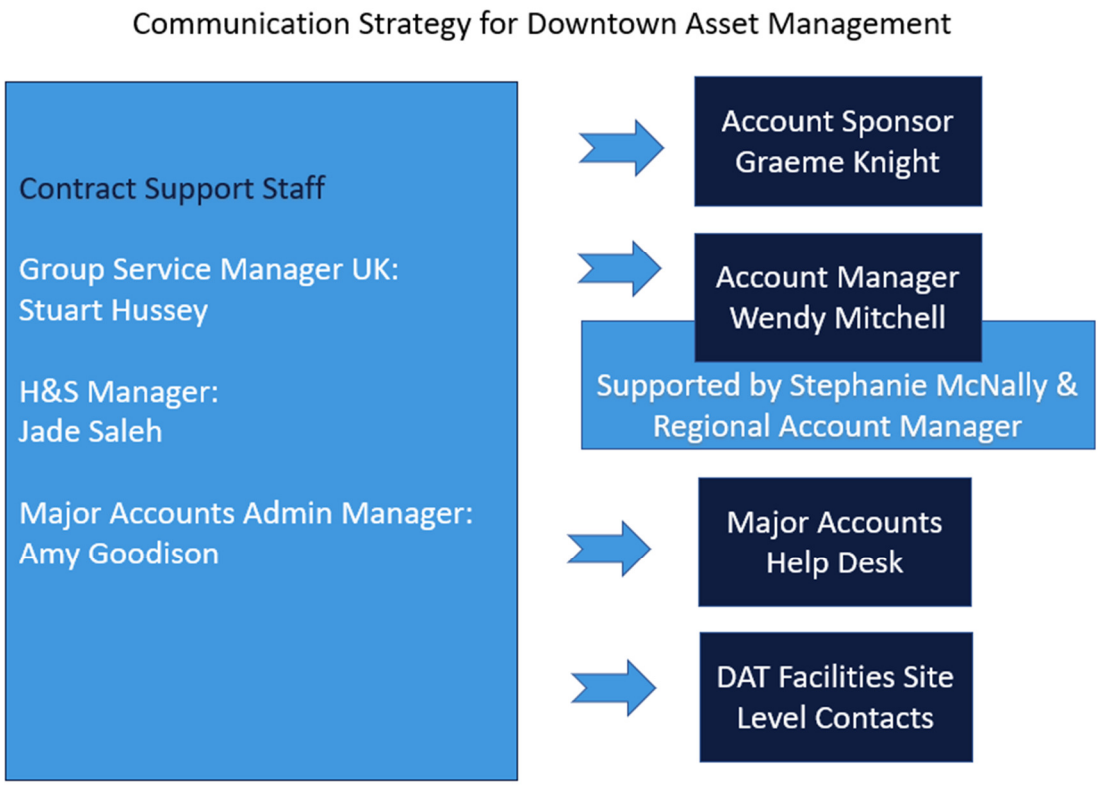
Stephanie McNally, our National Account Manager, and our Regional Account Management team will provide annual leave, sickness, and general cover to ensure a quick response in Wendy's absence. Both Wendy, Steph and our Regional Account Managers are supported by our desk-based Major Accounts Helpdesk and Supply Chain departments who coordinate the response to day-to-day queries will be available by phone or email, including liaising with Supply Chain partners.



Wendy, as your Account Manager will be responsible for:

- ✓ Managing and delivering all services specified.
- ✓ Coordinating internally the service delivery and the ongoing strategy to reduce, reuse and recycle as much as possible.
- ✓ Monitoring the contract performance level, investigating escalated complaints and informally reviews the accounts monthly.
- ✓ 'Hands on' with engagement undertaking strategic reviews, formally auditing, reviewing, and making recommendations for contract improvements
- ✓ All meetings, presentations, review and monitoring the quality of service and reporting back on KPI's including out-of-hours advice and accessibility
- ✓ Delivering gradual improvements throughout the course of the contract and improving the value of materials produced on site.
- ✓ Four Training and education days per year, based around improving segregation and onsite environmental ethos.

We understand that our clients have important sustainability goals and need multiple levels of communication into our organisation to address various issues from day-to-day queries to environmental strategies. To accommodate this, we also provide access to several functional subject matter experts within our organisation, including HS&E, through the Account Management function to provide support as detailed below.



Each month B&M will look to implement the data driven improvement of recycling efficiencies on site. The data collected will be used to provide direction as to where B&M need to focus educational resources and identify any-and-all opportunities to reduce waste, improve segregation and minimise costs within an overall target to lower your carbon emissions where possible.

This will form the basis of the Service Improvement Plan (SIP), a document built in collaboration with the client to prioritise and deliver selected service improvements over the contract term. These service improvements are then monitored over the contract term to evidence successful delivery and identify further insights and improvements as our clients' sites develop over the contract term in a process of data-driven continuous improvement.

Contract Management Team Experience & Skillset

B&M have a vast amount of experience in the roll-out and management of contracts across various sectors. In Q2, 2022 we rolled out British Land, a leading UK property company with who manage 13.3bn of assets, worth >£500K with over 30+ plus shopping centres as well as Unite Students, the leading provider of student accommodation in the UK to over 74,000 students each year also >£500K across 50+ sites for services including bin collections, compaction units, ad hoc skip needs recycling of commodities supported with colour coded waste strategies and on-site training sessions. We have also recently been awarded Boohoo worth >£1 million.

Please see attached Case Studies, showcasing our ability in across numerous sectors, where we excel in introducing on-site efficiencies through the application on innovation and proactive account management:

Appendix 1 Penketh Group Case Study

Appendix 2 Kellogg's Case Study

Appendix 3 Birchwood Case Study

Wendy Mitchell – National Sales Manager,

Wendy joined B&M in 2002. Wendy has successfully managed & mobilised multiple high value contracts, ensuring the highest customer engagement & satisfaction. She has vast experience in the education & public sector having recently mobilised British Land a 500K contract with over 40 nationwide locations and has recently managed cost improvements and Carbon savings at Kellogg's and Boohoo.

Director of Major Accounts – Graeme Knight

Graeme joined B&M Waste in 2016 and has over 20 years experience within the waste recycling industry. He leads the Account Management and Customer Relations teams to provide a seamless experience to all B&M Waste customers. Graeme works with his teams to ensure they're proactively working with organisations to develop total waste management solutions which fit within sustainability, financial and operational objectives of customers, to always deliver the highest levels of customer service.

Stephanie McNally – National Account Manager

Stephanie has worked for B&M for 17 years and is IOSH qualified. Steph has a strong ability to develop trusting relationships to ensure longevity of the accounts which she manages leading to her developing a first-class reputation for customer care. Her waste and recycling expertise has led to improved labour and recycling efficiencies, carbon reductions the introduction of on-site innovation at numerous national accounts.

Head of Operations – Stuart Hussey

With over 20 years experience in the Waste Industry in Sales, Account Management and Operations, Stuart now delivers front line operations for B&M Waste across the UK. Stuart joined B&M in 2012 and has driven forward improvements to service levels and strategic developments within the operational teams.

By combining experience with a customer focused approach Stuart delivers high service standards across the UK. Stuart qualifications include IOSH, Lean 6 Sigma and International CPC holder.

Jade Saleh – Group Head of Health and Safety (UK)

Jade's qualifications include Nebosh, WAMITAB COTC, TechIOSH and MCIWM alongside a MSc in Environmental management. With 15 years Health & Safety focused experience in the waste industry, Jade is the Group Head for Health & Safety in the UK ensuring the highest level of service in a safe and compliant manner nationwide.

Our Service Level Guarantee

B&M Waste Services Ltd are committed to providing exemplary customer service. Our Customer Charter sets the standard in terms of what we expect, and what DAT can expect from B&M in terms of 10 key service delivery KPIs as listed below:

KPI	DESCRIPTION	EXPECTED PERFORMANCE BY B&M
1	Number of complaints due to noise, disturbance or other	Less than 2 per quarter
2	Number of missed collections	Less than 2 per month not rectified within 24 hours of notice
3	All areas left in clean state after collection	No waste left uncollected in the immediate area surrounding waste containers, or rectified within 24 hours of notice
4	Communication response times	Supervisor or deputy available within 30 minutes at all times throughout operational day
5	Monthly reports submitted on time	100% on time or within 12 hours of notice of failure to supply
6	Programme adjustments requested by Contractor	100% notified 48 hours in advance
7	Response times to non-scheduled services	Within 48 hours of receipt of PO number (Monday-Friday)
8	Condition of waste containers	All containers kept in satisfactory and working condition for duration of contract
9	Finance	Invoices to be provided with correct purchase order and contract details at all times
10	Continual Improvement	Report on minimum annual basis to highlight areas of improvement / cost benefits etc

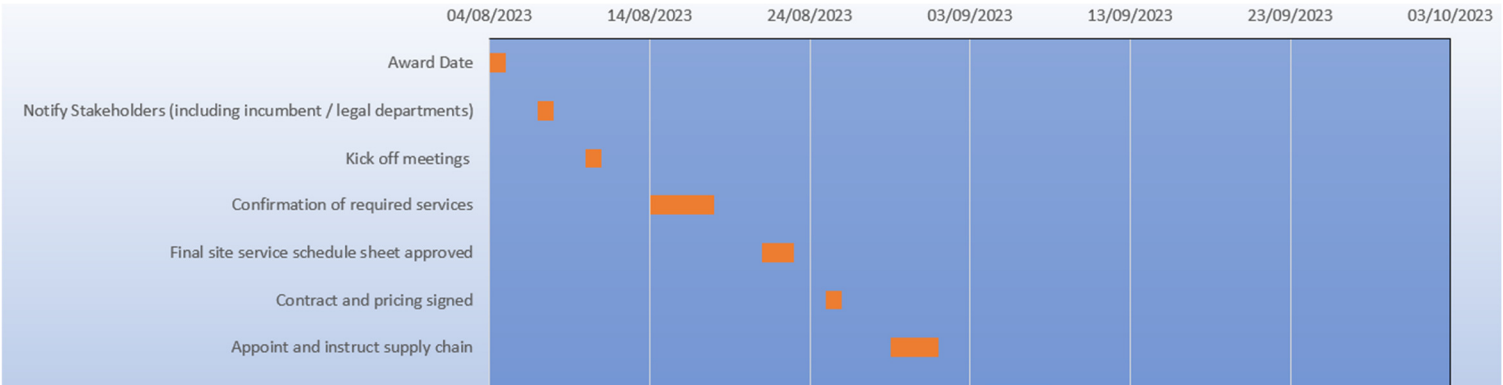
Please see below table outlining our internal response SLA's which we will adhere to throughout the contract for any complaints, service issues or potential disruptions to service, ensuring swift and efficient response for high-level service continuity.

Category	Sub-Category	Amber Working Hours	Red Working Hours
Missed Collection	B&M Missed Collection	4 Hours	8 Hours
Missed Collection	Service Day Change Not Communicated	4 Hours	8 Hours
Missed Collection	Site closed	8 Hours	16 Hours
Missed Collection	Container Not Present	8 Hours	16 Hours
Missed Collection	Contaminated	8 Hours	16 Hours
Missed Collection	No Access	8 Hours	16 Hours
Missed Collection	No Waste Material	8 Hours	16 Hours
Missed Collection	No Access	8 Hours	16 Hours
Service Requests/Issues	New/Replacement Bin Request	40 Hours	80 Hours
Service Requests/Issues	Container Damage	40 Hours	80 Hours
Service	Temporary Downgrade	4 Hours	8 Hours

Mobilisation

Upon contract award we will begin the mobilisation process. We believe that the key to successful implementation is to involve all relevant stakeholders early in the planning phase and get them to buy-in to their obligations. The process is mapped using our Integrated Waste Management system (UKAS accredited ISO9001, ISO14001, ISO45001) and updated reports and Gantt charts are produced and circulated to all concerned. We will follow a rigorous mobilisation process that includes robust contingency measures to ensure continuity of service at all times. See below process and example Gantt Chart.





A Successful, Sustainable Partnership

B&M commit to work in partnership with DAT to deliver an industry-leading sustainable waste management programme.

We believe in a collaborative approach with the overall target of creating a highly efficient waste management programme that is unparalleled in the industry.

We'll accomplish this by driving the engagement of staff on through bespoke waste training academies which will take place at on-site.

The sessions will be focused on waste awareness, segregation and interacting with your new, streamlined waste management procedures. Training will take place after an initial bedding in period. During which, B&M will collect data from each resident to allow us to create a fully bespoke and tailored training programme focused on the areas of identified improvement in each location as we work in partnership towards a goal to continuously reduce the impact of their operations on the environment and ultimately work towards a shared goal of Carbon Net Zero.

B&M will also provide DAT with bespoke tailored E-learning training which can be taken remotely from any computer with internet access, ensuring all members of staff understand the new, sustainable, forward-thinking waste strategy.

Alongside this, we can also provide off-site training at our state-of-the-art Recycling Innovation Centre in Bromborough, Wirral where a member of staff from each site can attend our waste & recycling academy to become a 'Waste Champion' for their site. They would receive a certificate upon completion of the training and would then be responsible for sharing the knowledge and training with their colleagues. This would allow staff to have a visual interpretation of the equipment used on site and further their understanding of the waste disposal process as we share our knowledge in the true spirit of partnership of partnership and collaboration.

To further strengthen and simplify the waste disposal process for all DAT staff, we will provide a colour coded, marketing pack which will be harmonised with the colours of your waste containers to ensure full engagement with your new environmentally focused waste strategy. This includes:

- Creation of a colour coded waste and recycling strategy for circulation and engagement with all sites, see below example.
- Creation and development of a press release defining sustainable objectives.
- Development of a recycling 'card' for all site employees which details which bins to use and why, see below.
- Development of quarterly newsletter for intranet/internal circulation on progress of the objectives.

B&M can also provide the below information through QR codes which will be placed around site to allow cleaners and staff to simply scan the code to access the waste strategy information through their mobile phones.









SCAN ME

WHAT GOES INTO YOUR GENERAL WASTE/MMW BIN?

general waste

Yes please

Use for any non-recyclable items, including...

- Polystyrene
- Floor sweepings
- Empty boxes
- Clingwrap
- Paper
- Bubble wrap
- Wrappers
- Hard plastics

No thanks

Please do not place the following in with your MMW

- Paint cans, motor oil, petrol
- Rubble, bricks, gravel
- Electrical items
- Hazardous waste
- Medical waste
- Glass (if separate collection)
- Food (if separate collection)

What happens to your general waste?

General waste is segregated into specific waste streams at our Materials Recycling Facility (MRF). Recyclates like paper, wood, plastic and metal are made into new products. Any residual waste is sent to an Energy From Waste plant where it is used to create electricity.

B&M Waste Services

www.bandmwaste.com
0330 1234 100

WHAT GOES INTO YOUR FOOD WASTE BIN?

food waste

Yes please

Items that can be recycled, including...

- Raw food
- Cooked food
- Fruit and vegetables
- Tea bags
- Coffee grounds
- Dairy products

No thanks

Please do not place the following in with your food

- Non food waste
- Packaging
- Liquids
- Plastic bags
- Garden waste
- General waste
- Glass

What happens to your food waste?

Food waste is sent to an anaerobic digestion facility where it is used to generate renewable energy and organic fertiliser.

B&M Waste Services

www.bandmwaste.com
0330 1234 100

B&M will also work in partnership with DAM towards attaining environmental awards for your locations such as the prestigious Green Apple Award as It is always a pleasure to be recognised for our commitment to delivering award-winning waste management solutions for our customers, but it is even more rewarding when our clients receive recognition for reducing their impact on the environment.

In previous years, our customers who have received a Green Apple Award are:

- CBRE
- Millgate Shopping Centre
- Gretna Gateway Outlet Village
- Spinning Gate Shopping Centre
- Royal Liver Building
- The Gate Leisure Complex





Innovation & Added Value

B&M provide a comprehensive range of standard, bespoke and turnkey waste handling solutions including equipment and parts across the UK. Our experienced engineers undertake free site surveys and waste audits to ensure we recommend the right equipment for the material, volume, and location it will be operated in, providing you with a clear understanding of the benefits and savings you could achieve.

On-Site technology

We supply equipment on a sale or rental basis with flexible contract terms. Our services include tailored maintenance arrangements, 24 hours call out support and bespoke, project managed installation of new and refurbished equipment.

People and Education

We have a range of after sales training and guidance tools covering equipment performance and operational care to waste awareness. We don't just supply equipment; we help to drive resource efficiency into operational culture.

Increased Rebate Potential

We have a dedicated commodities team with the primary purpose of identifying potential rebate opportunities your on-site commodities and ensuring that the most lucrative price possible is attained in line with the Let's Recycle Index (LRI).

Optimised Transport

Our engineers advise on selection and installation specifications to complement your on-site logistics. This includes guidance on bale production and payloads to minimise your transport costs and support secure material transfer.

Best Practice and Innovation

We keep clients up to date with the latest developments in equipment and material end markets. Sharing best practice, we drive innovation in services by continuously asking - Can we do better?

Post-Installation Care

After sales, preventative maintenance and response support is coordinated by our dedicated customer helpdesk who are able to manage and direct our nationwide network of quality assured, trained engineers as situations arise.



Please see below examples of our forward-thinking innovation, designed to reduce waste, increase recycling, improve on-site labour efficiencies and ultimately improve site environmental status by reducing carbon emissions.

Big Belly Bins



The bins, which are smart and solar powered, work as mini compactors in any location, delivering a capacity up to 10 x that of a normal bin.

The bins are fitted with a smart cloud technology which communicate live with our B&M MRF, notifying the team when they need collecting.

The benefits of this to the XX and the wider community are:

- Reduced collections by 70-80% on average
- Reduced bag usage
- Reduced labour hours
- Reduced milage, fuel and carbon emissions due to less collections
- Reduced overall cost
- Reduced litter complaints
- Reduced vehicle traffic and noise congestion
- Visible public use of renewable energy

The addition of our sustainable compaction bin technology would increase the environmental status of all locations whilst also pushing the DAM waste management solution to the forefront on the newest innovative equipment.

Bin Press



A bin press is ideal for a site that has limited space. The bin press allows for the waste created by site to be condensed into fewer bins. As such, the quantity of general waste and recycling bins can be reduced by up to 66% through the installation of a bin press to compact general by compacting general waste up to 4 x into one bin. This also provides a sustainable solution to waste management on site as it reduces the number of visits to site for multiple bins, reducing carbon output and overall cost.

Virtual Reality Education Headset



As part of the Beauparc Group, B&M are always investing new forms of innovation to educate and spread a message of environmental responsibility. As such, we have developed a fully immersive, virtual reality tour of a material recycling facility. The system is inbuilt with AI functionality and will guides the pupils on either a 'free tour' or 'educational challenge' route. In either case, the system demonstrates the process from waste being tipped through to its onward journey for reprocessing, allowing staff to understand the waste disposal process and engage with the improved waste management strategy.

Whilst VR is commonly utilised in other industries, the sustainability sector, due to the complex nature of its operation has always been challenged to develop something of this nature until now.

Within B&M we've always managed face to face education courses, however, we understand the barriers and have worked hard work around issues that may prevent all businesses taking part and as such, throughout 2021 and into 2022 the Beauparc virtual education experience was born.

B&M can provide a VR sustainable education headset intermittently throughout the contract to increase the engagement of staff with the newly improved waste management strategy.

Reverse Vending

We are dedicated to improving our customers recycling efficiency and follow the principles of the EU Waste Hierarchy to prioritise the minimisation of the production of waste in the first instance wherever possible and Reverse Vending Machines, which divert material from your collected waste to recycling are a great example of this.



The machines can be used for cans, plastic bottles, or coffee cups, all of which are a major waste stream on-site and can provide tokens to incentivise staff, for example money off vouchers to be used at coffee shops on site. They have the capacity for 250 plastic bottles, or preferably 300 aluminium cans due to their higher recycling rate and

Vape Recycling



B&M can offer designate disposal and recycling points for vapes. The used vapes will be collected separately and taken to specialist electrical recycling facilities nationwide to capture 10 the lithium in single use vapes which can be used to power electric vehicles.

Coffee Cup Recycling



B&M are member of The National Coffee Cup scheme and would be delighted to facilitate a partnership with XX for the collection and recycling of their paper cups into the local circular economy.

The rise of the caffeine culture has seen a massive growth in paper cup waste within the general waste stream in addition to the paper cups generated at events.

Whilst the plastic inner liner precludes this material from being collected with other paper wastes, the paper itself is usually very high-quality virgin fibre which can be used to manufacture high end packaging and even re-useable coffee cups. Many paper beer cups are also recyclable through this route.

Unfortunately, the paper cup industry is currently achieving a c. 2% recycling rate and the National Cup Scheme, with founding members such as Costa, McDonalds has been established by Valpak to address this shortfall.

A well-placed, specially adapted point-of-disposal bin, designed to segregate paper cup waste is a highly visible way to support increased recycling against the ‘disposable-culture' that single-use items can encourage.

Simple Swaps Audit

As an industry-leading organisation, we are also extremely proactive in helping our customers improve their own environmental impact and minimise their waste output, which is the first step in the EU Waste Hierarchy.

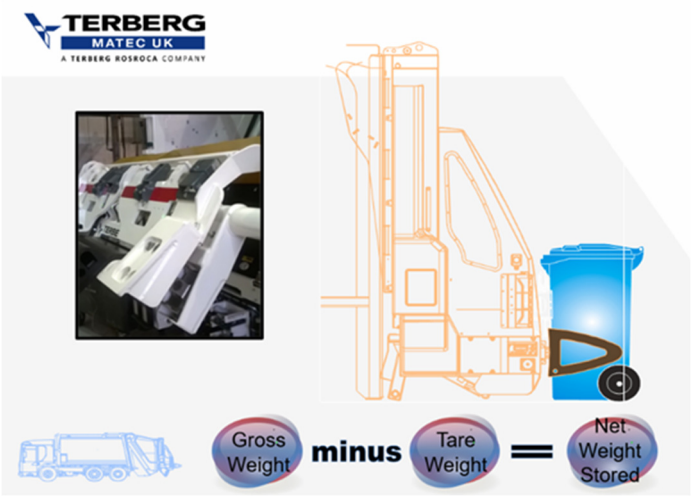
During the first two months of any contract, we will undertake our ‘Simple Swaps Audit’ initiative at across site to help DAM to not only recycle or reuse waste but to make environmentally conscious purchasing choices to minimise waste output, reduce repeat purchasing costs and reducing the need for deliveries to reduce the overall carbon output of the waste disposal process.



Industry-Leading Weighing Technology

B&M vehicles are fitted with Terberg Matec VDH (Vehicle Data Hub) dynamic weighing system which it is considered to be a market leader within the waste industry; Certified to European wide Measurement Instrument Directive, MID 2004/22/EC.

The Certified European wide Measurement Instrument Directive technology allows accurate data (to +/- 2kg accuracy for 4 wheel and +/- 0.2kg for 2 wheel bins) be automatically recorded and electronically transferred to the B&M Waste computer systems, for the most accurate billing possible.



All skips/Roll on Roll off containers will be weighed via our verified weighbridges which are calibrated annually. The vehicle and the container is weighed at the facilities over our Dynamic Axle weighbridge which works by measuring the weight of each axle as the vehicle drives over the weighbridge plate. The axles are calculated to produce a gross weight.

The driver provides the 'ticket number' from the routed job to allow the weight to be matched to our system against your site for the correct container and waste stream. The system will then charge per tonne as per our agreement.

All weight data will be available within your monthly environmental report and can be viewed via on your B&M Connect Portal alongside further in-depth information reporting which will provide a detailed analysis of your performance so far and will be issued automatically to your designated email address on the first of every month.



Your Sustainable Disposal Processes

General Waste

Your General Waste will be taken to our local Material Recovery Facility (MRF) where recycling is prioritised by utilising mechanical and manual sorting to remove as much clean recyclable materials as possible including paper, cardboard, plastics, wood, and metals. The separated streams are then baled (paper, cardboard, plastics) or loaded into bulk containers (wood and metals). Following sortation, they are taken to the relevant recycling facility. All recycle is weighed and the weight is recorded on Environment Agency approved systems prior to leaving the MRF. Once the recyclable material has been removed, the residual waste is then baled and/or transported to an R1 recovery rated Waste to Energy facility normally with Combined Heat and Power generation where energy is harvested to produce electricity and steam via the local district heating systems.

Paper & Cardboard

Cardboard and paper can be recycled approx. 8 times and made into more paper-based products. Loose cardboard (collected from bins, skips or compactors) will be taken to our local MRF at Trafford Park where the cardboard will be baled and bulked ready to be transported to an approved UK paper recycling mill.

B&M partner with several paper and cardboard recycling mills within the UK, the destination will be dependent on quality and facility capacity.

Plastic Bottles & Cans

Your Plastic Bottles & Cans will be taken to a local MRF where recycling is prioritised by utilising mechanical and/or manual sorting to segregate the recyclable materials including paper, cardboard, plastics and aluminium cans. The separated streams are then baled (paper, cardboard, plastics). Following sortation, they are taken to the relevant recycling facility. All recyclable materials are weighed, and the weight is recorded on Environment Agency approved systems prior to leaving the MRF.

Plastic bottles: once these are sorted and cleaned the plastic is typically shredded, melted and moulded into new plastic bottles.

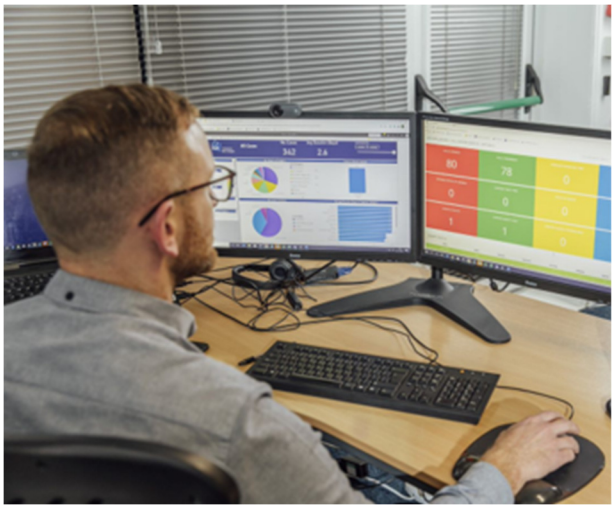
Aluminium cans: these are cleaned, sorted and crushed. They are then typically shredded and melted into new aluminium cans.

Food

Food bins will be collected and then taken to an Anaerobic Digestion (a chemical process in which organic matter is broken down by microorganisms in the absence of oxygen, which results in the generation of carbon dioxide and methane) facility where the food will be converted into compost for use on farmers' fields for fertilisation. The gas produced during the process will be fed into the national grid to be sued as power, emphasising our company ethos of a circular economy.

The benefits from recycling food separately include reduction in general waste weight, less risk of recyclable materials being contaminated which could incur additional costs and it will also highlight your ambition to improve your environmental status.

Management Information & Reporting

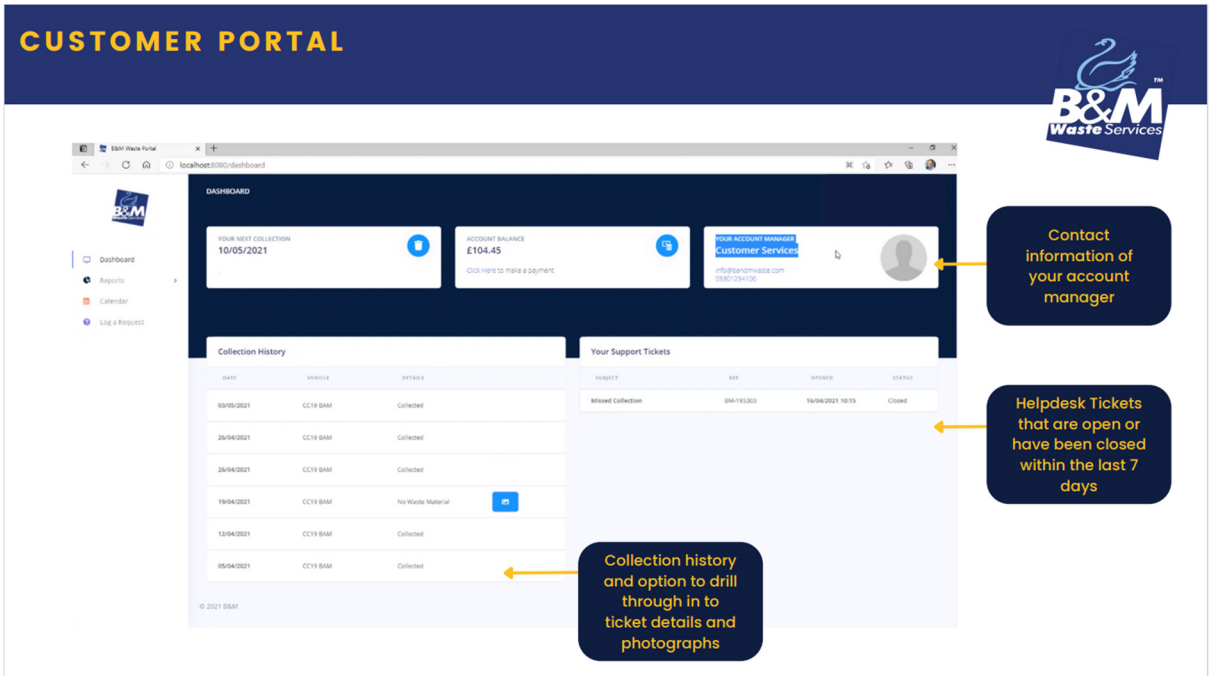


Our approach to service delivery is underpinned by a commitment to provide data driven continuous improvement and reporting transparency. We recognise that the provision of data, evidencing a successful service level of delivery across all your sites is key to your ability to performance manage this contract and monitor trends or improvements over time.

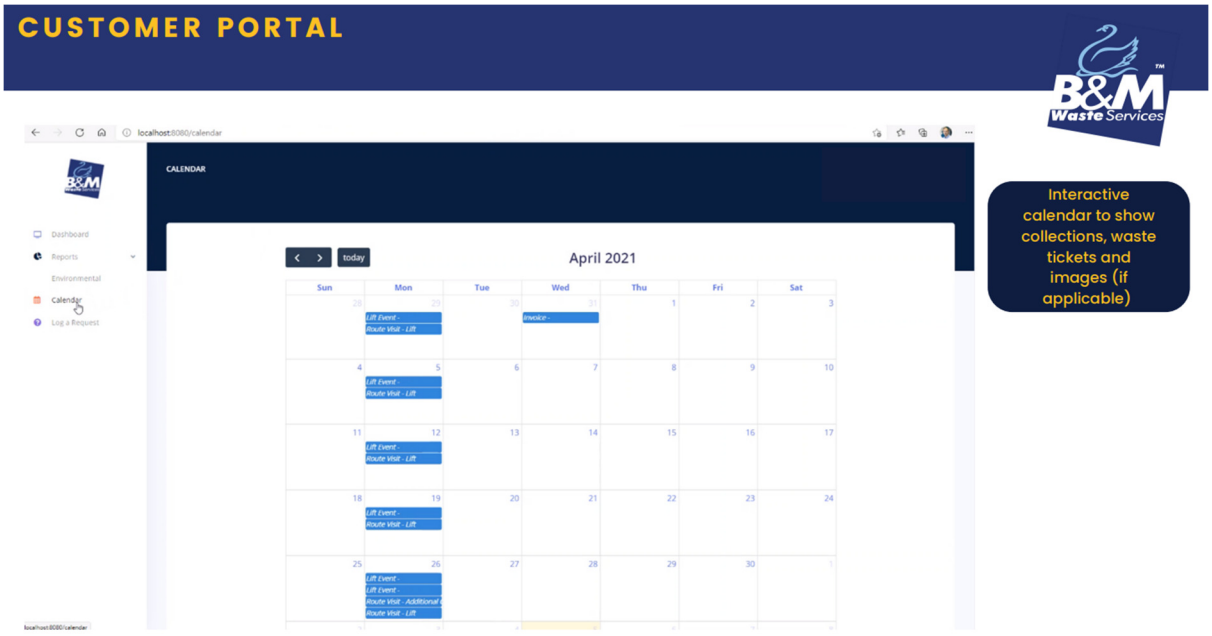
To aid with this, we will be providing the DAM with access to a brand new, state-of-the-art customer portal. We believe that transferring to the cloud-based portal, will allow a deeper level of insight and further transparency in our data and reporting to facilitate further continuous improvement and cost saving.

Initially, you will be allocated a username and password for the portal, which can be easily accessed via the internet from any computer, laptop or mobile phone. The portal will be updated by your Account Manager and our Major Accounts department at least monthly. Where required we can also provide all reports, licences, invoices, and relevant MIE information to your site manager's mailbox.

Please see below portal homepage, demonstrating the view which DAM will have when they log in. Instantly visible will be Account Manager contact information and any Helpdesk tickets that are open or have been closed within 7 days. DAM will also have quick, easy access to all the collection history from the contract, including ticket details and any photographs taken.



With the B&M Connect Portal you are able to log in and see 'live' transactional data, run reports, view and pay invoices, see your scheduled collections across your sites and book ad-hoc jobs via the system through our customer-friendly, interactive calendar demonstrated below.



The interactive calendar allows DAM to drill down into each collection that has taken place and view any waste tickets and images for that specific date as well as providing a visual reminder of collection due to take place in the future.

We will also provide in-depth information reporting which will provide a detailed analysis of our performance so far.

<u>Your management information reporting will contain:</u>

Monthly Transaction Reports

DAM will be supplied with an excel document comprising of an extensive list of services for all locations which we service inclusive of container size, waste type, date, ticket number, weight, cost.

Budget Tracker Report

We believe that financial transparency is imperative in the development of an open and honest relationship, built upon integrity. To emphasise this we will provide a quarterly Budget Tracker Report, allowing DAM to assess their current spend in comparison to their budgeted amount.

MI Performance and KPI Report

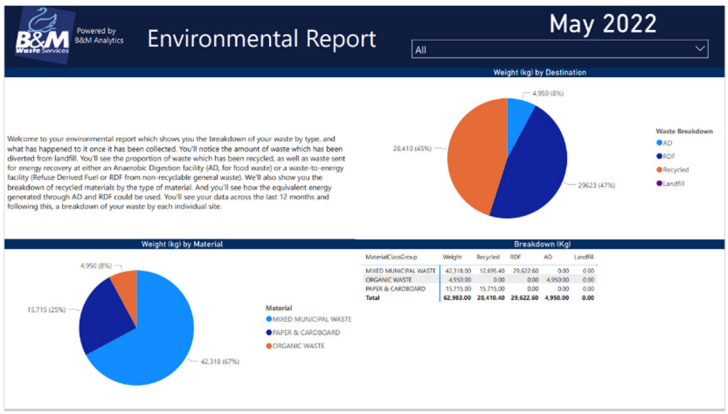
To provide constant supervision of our KPI performance, we will provide a PDF report from Power BI which summarises our performance of the contract for each month, including (but not limited to); target/actual service delivery success and percentage, target/actual of completed collections and percentage, confirmation that the KPI's set out in Appendix E have been met.

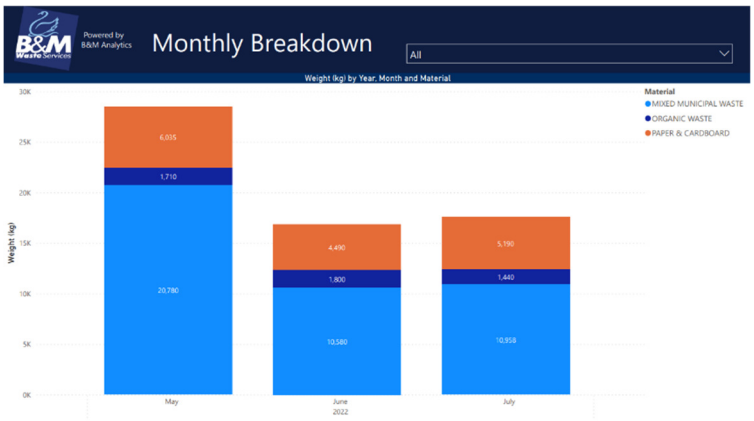
Environmental Reports

To aid DAM in their push for Carbon Net, we will provide in-depth Environmental Reports to provide visibility of the amount of carbon that is offset by diverting waste from landfill using our

environmentally friendly waste management service. All our reporting complies with the PAS 402 standard of performance reporting requirements and includes:

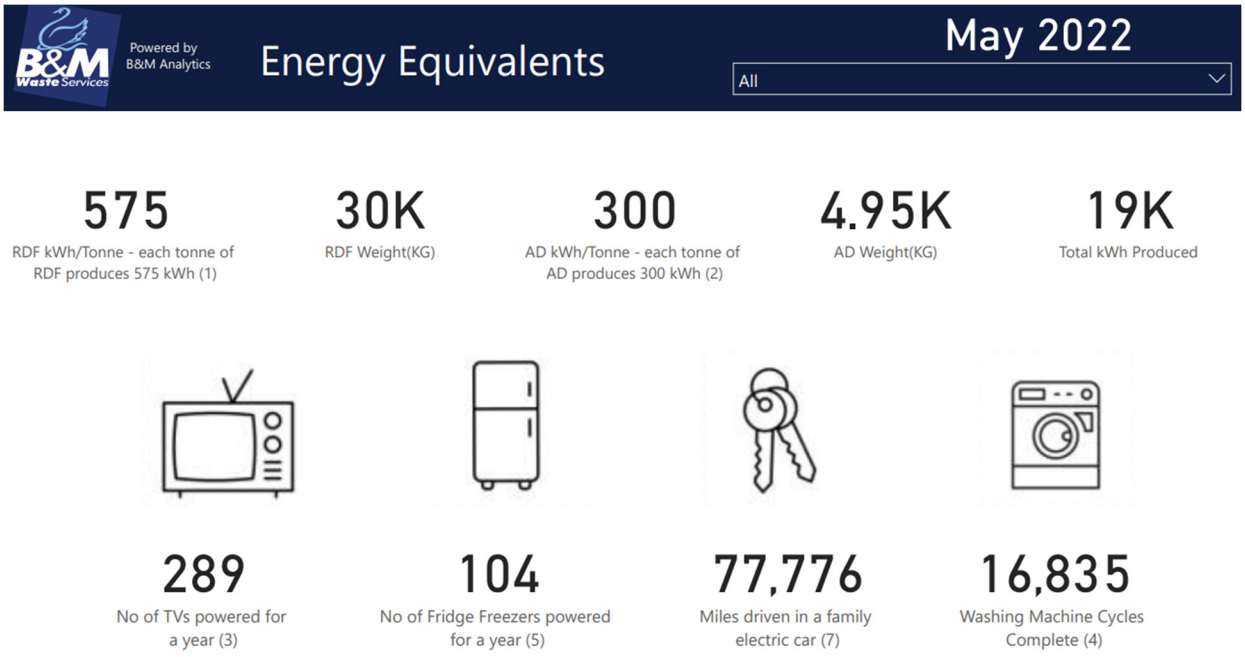
Weight of Each Waste Stream (KG) & Weight and % of Each Treatment Method





Amount of Carbon Saved & Equivalencies

We will also provide the amount of carbon offset and the real-life equivalencies. The number is represented pictorially (as below) and this form of carbon reporting will allow the waste team to prove that they have taken the correct steps to find sustainable waste management solutions.



We believe that offering this open level of transparency in our daily performance will ensure that we emphasise our spirit of openness and collaboration from day one to lead to performance improvements and cost efficiencies moving forward.

People & Quality

As a responsible employer, B&M recognise that we have a legal duty of care towards protecting the Health and Safety of our employees and others who may be affected by our company's activities. To ensure we remain complaint our Health & Safety policy forms part of our Integrated Management System. It details who is responsible and accountable for H&S Management across B&M.

During induction, in addition to job specific training, we provide our new employees with health & safety information, instruction and training covering the below subject areas:

- Principles of H & S Law Duties of Employees
- Accidents including investigation and reporting Emergency arrangements
- Fire First Aid
- Risk Assessments Safe Systems of Work
- Manual Handling including practical assessment Electrical Safety
- Vehicles/Plant/Equipment Personal Protective Equipment
- Display Screen Equipment Basic Hygiene
- Weill's Disease Alcohol and Drugs
- Traffic Management.

We also understand the importance of having drivers of the highest quality who are fully trained and aware of all the relevant laws and safety regulations required. As a driver at B&M you are required to complete 35 hours of training every five years to qualify for a Certificate of Professional Competence (CPC) cards. We also ensure that where required, our drivers have taken and passed ADR training, relating to the carriage of dangerous goods by road.

All drivers receive a full induction ensuring that they understand safe and compliant procedures for the handling and transport of waste, amongst other health and safety procedures inclusive of our IMSP36 Workplace Transport Procedure. Each driver is also issued with a Drivers Handbook which details the procedures to follow and covers the below:

- Walk Around Checks
- Safe Driving
- Customer Service
- Drivers Hours
- Weights and Dimensions
- Emergency Procedures
- General Safety
- Front End Loaders
- Rear End Loaders
- Hooklift
- Delivery Vehicles
- Curtain Sider
- Shredding
- Hazardous Waste Collections

At least monthly, our managers issue Toolbox talks to their employees which includes H&S and preventative actions. Before any task is undertaken in the business, we must have the corresponding

Risk Assessment and SSOW, these are completed by either the H&S Manager or an IOSH qualified Manager.

Periodically, Line Managers run employee Performance Appraisals and review all employees training records to identify any gaps in competence and any additional training requirements, including refresher training.

Health & Safety

While servicing site, we will ensure we follow the Duty of Care for the H&S of anyone who could be in the area. Safety is paramount and to ensure safety on-site, our drivers are fully trained and up to date on the relevant health and safety information.

Prior to any services offered to DAM, Risk Assessments (RA) are carried out by your IOSH qualified Account Manager. These are site specific RA which detail all hazards to the tasks at hand and related activities. Risk will be classified on a force ranking basis, based on probability of the hazard becoming real risk

The risk assessments will consider the following points:

- Pedestrians*
- Height, weight and width restrictions
- Access availability from public highway
- Reversing
- Other vehicles
- Time constraints
- Road/path surface conditions
- Manual handling issues
- Lighting
- Security



**Consideration for members of the public in the area while carrying out our collections is the main priority. Therefore, each vehicle is manned by two drivers, with one operative acting as a banksman.*

The result of the risk assessment will be made known to the contracting authority who in turn will be encouraged to contribute to improvements in working practices, all of which will be reviewed for feasibility by EQHSC Manager. All RA must be agreed and signed off by the client before we undertake any work.

B&M not only review our RA internally at least every year, as part of our ISO45001, we are externally audited to ensure that our systems are robust and accurate. We are both SafeContractor and SSIP accredited and have also been awarded the prestigious RoSPA Gold Award for the past six years, demonstrating a well-developed occupational health and safety management system and culture, outstanding control of risk and very low levels of error, harm, and loss.

Risk Assessments are accompanied by Safe Systems of Work (SSOW) which explain how to carry out a task safely. Relevant RA and SSOW are the focus of training during an employee's induction and are retrained via toolbox talks and one to ones. Company-wide health and safety meetings which include managers, employees and 'Safety Champions' also take place bi-monthly. Please see below sample SSOW, relevant for the contract.

Sustainability & Carbon Net Zero



We recognise our role as "a waste leadership organisation" and make a clear commitment to "understanding and managing the environmental and social impacts of our operations," within our Sustainability Policy. We recognise the dual role we play in championing sustainable business within our customer base, as well as leading by example in our own environmental performance.

Our environmental goals centre on tackling climate change through the reduction of carbon emissions, increasing recycling and driving the local circular economy and where we can, partnering with clients to add biodiversity projects to site.

B&M have already made considerable progress along their journey toward genuine Carbon Net Zero having achieved Carbon Neutrality to the British Standards Industry (BSI's) Publicly Available Specification (PAS) 2060 in 2011, we have subsequently reduced our carbon footprint by -20.20% since this baseline year assessment. We have also demonstrated a consistent decrease in emissions per million turnover (67.2%) and per employee (35.2%).

Metric	2010/11	2020/21		2021/22		% change from baseline year (MB)	% change from previous year
	Location-Based	Location-Based	Market-Based	Location-Based	Market-Based		
Total Tonnes CO_2e	2,623.96	1,916.81	1903.90	2,063.79	2,093.92	-20.20%	10.0%
Tonnes of CO_2e per employee	16.00	10.47	10.40	10.22	10.37	-35.2%	-0.4%
Tonnes of CO_2e per £M turnover	153.83	45.71	45.40	49.73	50.46	-67.2%	11.1%

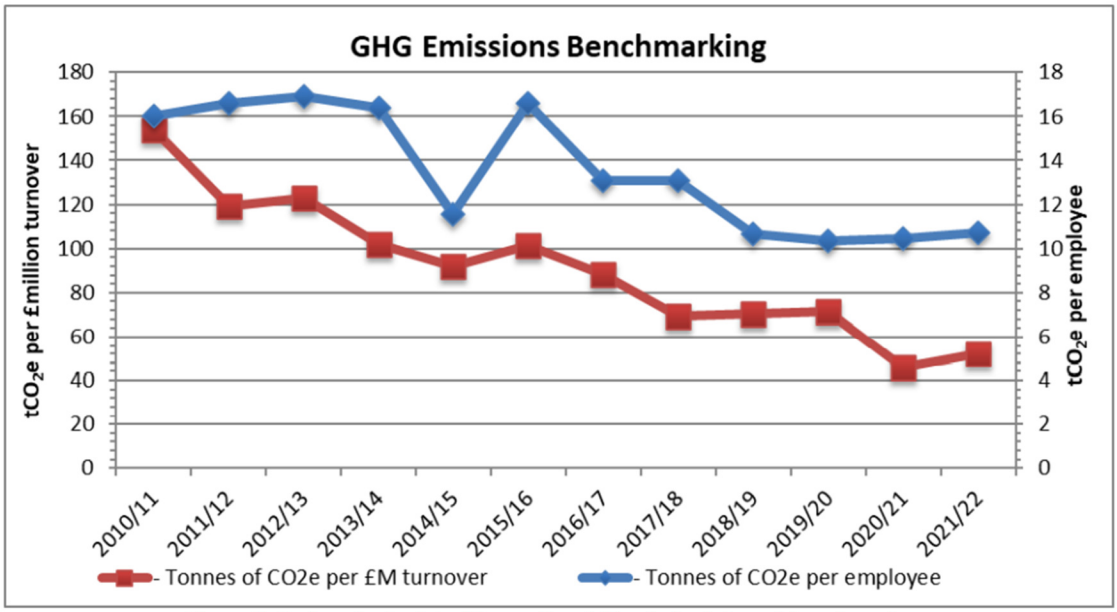
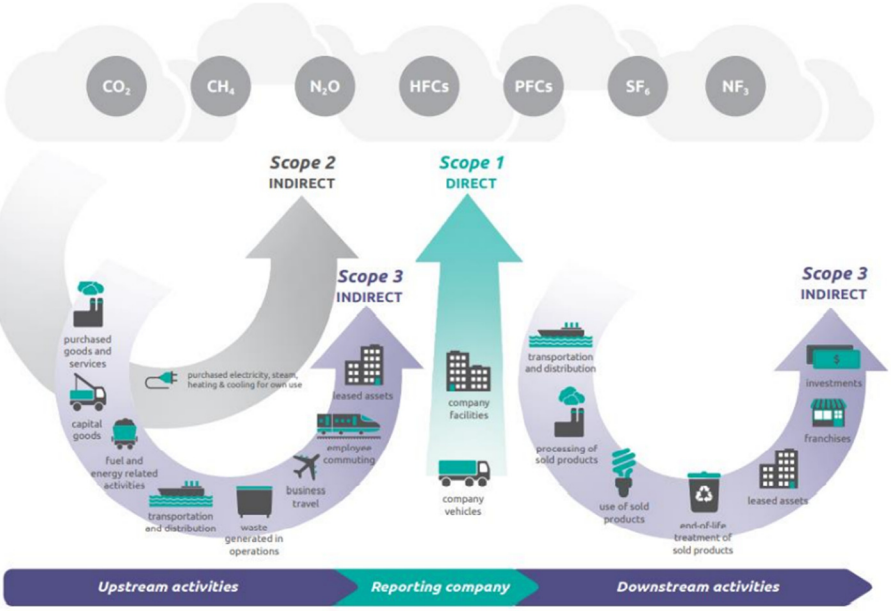


Figure 6: Carbon footprint of Bagnall and Morris for internal benchmarks

Since 2011 we have offset over twenty-five thousand tonnes of carbon dioxide by providing financing and supporting Verified Carbon Standard (VCS) certified sustainability and clean energy projects around the world, including: tree planting in UK schools; landfill gas recovery programmes in Turkey and Indonesia; and developing countries such as a biogas project in Vietnam: and renewable energy projects in India, China and Brazil. We also achieved neutral status in our Secure Shredding business in 2019 and, in 2021, we achieved Carbon Neutral Plus status across both these businesses.

Collaborating with Carbon Footprint Ltd, we have produced annual Carbon Neutral Status reports since 2011, and subsequently, in 2021, we achieved Carbon Neutral Plus status across both B&M Waste Services and B&M Secure Shredding. We have also pledged to further increase our project spend by 10% in the coming year to ensure that we offset more carbon than we emit, going beyond Neutral to Negative status. As a result of this years report B&M have qualified to use the carbon Footprint Standard branding cross all marketing materials, including our website and customer tender documents to demonstrate our carbon management achievements.

Working with Carbon Footprint Ltd, we have set target of 2030 to reduce Scope 1 and Scope 2 Emissions to zero. This covers all our Waste Management vehicles, Company Car Travel, Site Gas and Electricity Generation.



Waste Management vehicles make up 85.8% of the total emissions that we produce, so a strict target of 2030 to reduce this will be extremely effective in our progress towards Carbon Net Zero. We have so far reduced emissions produced by our Waste Management Vehicles by 17.7% since our baseline

year assessment, resulting in a decrease of 389.36 Tonnes of CO2. To assist with this, we have recently replaced all the engines in our fleet with Euro 6 compliant engines. Euro 6 is the standard all new vehicles must now be compliant with in terms of harmful emission production. This investment will further reduce the fuel consumption and Carbon emissions of our fleet when travelling to serve our valued customers and will contribute to our 2% year-on-year fuel reduction target (km per vehicle).

We also undertake route planning through our Routing software system which ensures the most carbon efficient route possible is taken to further offset your emissions.

To add to this, B&M have already invested over £3 million in electric powered refuse trucks, introducing the UK's first operational state-of-the-art electric RCV, servicing Leeds University daily. The vehicle produces zero carbon emissions during collections and is charged using a renewable energy source at our local recycling & waste management centre.

Our parent company Beauparc also undertook the first ever electric bin truck services in Dublin City in 2020.

Moving forward, we have committed a further £12 million of investment to alternative powered vehicles by 2025 to assist in our journey towards Carbon Net Zero and are rolling out solar charging of electric refuse collection vehicles from panels installed at our recycling facilities to provide a truly circular solution.

Alongside this, all staff members are provided with Hybrid company cars as part of our sustainability policy.

B&M are currently collaborating with Carbon Footprint Ltd to expand the scope of our assessment to include water consumption, wastewater, commercial waste production and employee commuting emissions to demonstrate that we have taken a wider range of Scope 3 emission sources into consideration. Please see below current assessed scope 3 emissions.

Table 3: Results of Bagnall and Morris's carbon footprint assessment by scope and source activity

Scope	Activity	Location-Based	Market-Based
Scope 1	Waste Management vehicles	1,806.34	1,806.34
	Company car travel	90.15	90.15
	Site gas	15.89	15.89
Scope 1 Sub Total		**1,912.38**	**1,912.38**
Scope 2	Electricity generation	43.91	74.04
Scope 2 Sub Total		**43.91**	**74.04**
Scope 3	Van travel and distribution (outsourced)	51.86	51.86
	Cash opt out car travel	25.19	25.19
	Employee-owned car travel (grey fleet)	13.58	13.58
	Hire cars	7.67	7.67
	Company Electric Vehicles (charged off-site)	5.26	5.26
	Electricity transmission & distribution	3.89	3.89
	Rail travel	0.04	0.04
Scope 3 Sub Total		**107.50**	**107.50**
Total tonnes of CO_2e		**2,063.79**	**2,093.92**
Tonnes of CO_2e per employee		**10.22**	**10.37**
Tonnes of CO_2e per £M turnover		**49.73**	**50.46**

Combatting Plastic Pollution

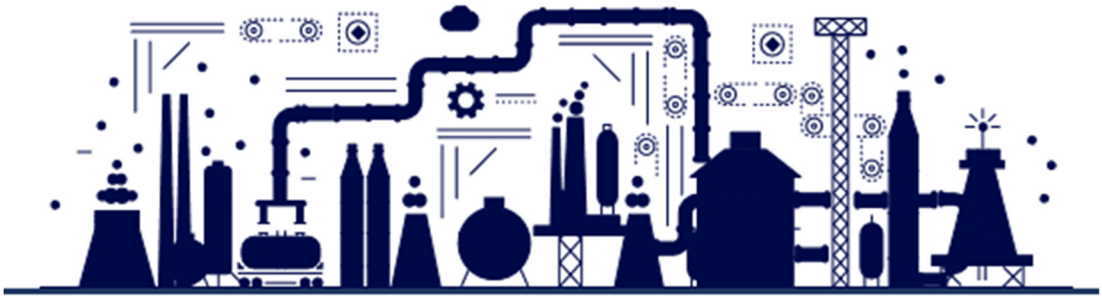
Plastic pollution has become one of the most pressing environmental issues, as rapidly increasing production of disposable plastic products overwhelms the world's ability to deal with them. To support the requirement for UK infrastructure, as part of the Beauparc group we designed, invested and commissioned three dedicated plastic recycling facilities across the UK & Ireland to ensure the return of this resource back to the circular economy.

Investing €37M in 2020 to develop dedicated plastic recovery facilities (PRF's) has ensured the localised treatment of waste material in the UK & Ireland. The Group has committed to ensuring plastic waste is recovered back to product throughout the group aiming to return 1M tonnes of raw material to the circular economy by 2050 with a further £60M of investment budgeted for similar development initiatives.

Hard to recycle waste material from local sources is collected and delivered to PRF's to undergo a washing, shredding and recovery process. The end pelletised product is then returned to the circular economy for remanufacture.

Our plastic recovery facilities are equipped with water treatment systems to reduce the use of virgin water and ensure a pollution free outsource.

All Beauparc operating facilities are powered by energy from a renewable source. Further environmental benefits are now being realised from the removal of plastic from waste that is then used to produce Refuse Derived Fuel. The carbon reduction benefit of EfW is largely driven by waste composition, in particular the presence of plastic.



€37M of investment already committed to develop plastic recycling

€60M of investment budgeted for similar development initiatives by 2050

1M tonnes of raw material returned to circular economy by 2050

Corporate Responsibility & Social Value

As industry-leading company, we recognise the importance of creating a positive impact in the communities within which we operate. For us, corporate social responsibility is about managing our business in a way that enhances the positive and minimises the negative economic, social, and environmental impacts of our business activities.

We are extremely proud of our relationships with all our charity partners and our support of local, regional, and national causes extends beyond financial assistance. Our directors, employees and wider group partners across the country actively participate in fundraising activities and donate their time and energy to the organisations we support both locally and nationally.

B&M are an equal opportunities employer with 95% of B&M employees living within 30 miles of their local depot, we are always eager to champion and promote the social value actions within our shared local community as the contributions that we make will not only have a positive impact on the community but will also have a direct impact on the lives of both B&M and DAM employees and their families.

B&M currently work directly with those less fortunate nationwide. We are proud to be founder patrons of The Hive Wirral Youth Zone which provides a safe, purpose-built environment for young people to enjoy themselves with the aim to create a happier and healthier generation. The fantastic facilities within The Hive include a climbing wall, boxing gym, music suite, art room, rooftop football pitch and a state-of-the-art sensory room to which B&M donated specialist equipment including bubble tubes, fibre optic lights, projectors, a mirror ball, and an interactive sensory floor in order to support individuals with autism and sensory processing disorders.

To add to this, each year we send 40 of our employees over a week in the summer to help Claire House Children's hospice landscape their grounds and tidy the play areas on site for children. Furthering our impact within the local community B&M work closely with Stick 'n' Step, our nominated charity for Wirral who enable, inspire and support children with cerebral palsy and their families. B&M also support The Lily Mae Foundation, Children's Heart Surgery Fund, Crisis and Childhood Tumour Trust whilst also providing support dogs through the wider Beauparc group to help people with disabilities and children with autism to become more independent.



We provide yearly donations to all of our charity partners and also promote all the above charities free of charge on the side of our vehicles to raise awareness as well as participating in regular fundraising activities in support of the centre.



As a result of our current social value work, we have been recognised and awarded the Cheshire & Merseyside Health & Care Partnership Award, the Corporate Social Responsibility Award at the Echo Regional Business Awards 2022 and the Employer of the Year award at the National Recycling Awards 2022.

Cheshire and Merseyside Health and Care Partnership | SOCIAL VALUE AWARD

In addition to the above initiatives, which we will continue to develop and support, please see below social value commitments which B&M can explore in partnership with developing our relationship further to deliver economic, environmental, and social wellbeing benefits to the local community:

<u>Litter Pickers Education Scheme</u>

B&M will attend local schools or colleges, and take a class of pupils, including teachers to a selected local leisure spot, such as a park or woodland area, where the pupils will be provided with their own litter picking device and PPE inclusive of gloves and hi-visibility vest.

On return to the classroom, B&M will lead a workshop with pupils focusing on what can/can't be recycled and the benefits of recycling.

As an industry-leading company, we recognise the importance of creating a positive impact in the communities within which we operate.

B&M can provide workshops focused on supporting local residents who are currently unemployed to find employment opportunities.

Local Volunteering

We can work in partnership with DAM to implement initiatives such as the B&M gardening Club which we have previously established at St. Peters church, Newton le Willows to partake in a community garden clean up with local members of the parish or providing assistance at local food banks/community hubs.

Meaningful Work Placements for Local Students

At B&M we have provided work placement and pre-employment courses for the last 20 years, offering local placements from age 16 plus.

As we are a multi-functional company, our work experience programme offers the opportunity to experience a vast variety of business sectors inclusive of HR, Admin, Tenders, Purchasing, Operations and Sales.

We have previously worked closely with local business', schools and colleges across Merseyside and Cheshire alongside youth charity organisations such as The Hive to offer these work placements, as we understand how increasingly important experience is becoming to enter full-time employment.

The placements will be undertaken with potential prospects aged 16+ during the summer holidays and will be organised by our HR department, who will email local schools at the beginning of May each year, to invite those with an interest in the placement to apply.

We also currently have a member of our tender team from the local area, Mike Hill who joined us on a temporary work placement 12 years ago.

Equality, Diversity & Inclusion

Beauparc is an equal opportunity employer. We are committed to ensuring within the framework of the law that our workplaces are free from unlawful or unfair discrimination because of Protected characteristics as defined by the Equality Act 2010. We have adopted this policy as a means of helping to achieve these aims.

We also have Appendix 5 IMSPOL6 Equal Opportunities Policy and are committed to applying the highest standards of ethical conduct and integrity to business opportunities.

We ensure that all our workers, customers and clients are aware of the policy by enclosing copies in our employee induction packs and that they understand by working with and representing Beauparc they are also responsible for observing it as the integrity and reputation of the Company depends on the honesty, fairness and integrity brought to the job by everyone associated with the Company. We undertake annual equality, diversity and inclusion training with all senior management and staff involved in the recruitment process undertaking extra training in equality and discrimination.

As a company, we ensure that our supply chain hold the same values and follow the same ethical procedures as Beauparc. All our sub-contract partners go through a robust vetting process prior to being added to our approved list. Once a Subcontractor has been identified we request immediate completion of our Supplier Approval Questionnaire within which we confirm Living Wage standards, Local Employment Strategy, Charity Relationships and Equality, Diversity & Inclusion policy.

Why B&M?

Experience - Over 20,000 Customers, established over 20 years, 15 years of managing national contracts

Innovation – Innovative equipment & improved utilisation of manpower with on-site efficiencies

Transparency - Detailed Reporting, Monitoring and Budget Review's

Training and Support - Award winning Account Management, Bespoke Colour Coded Waste Strategy, Engagement initiatives, The Sustainability Academy

Environmentally Sustainable – Zero to Landfill, Meeting Recycling Targets, Carbon Neutral since 2011 with new Pathway to Net Carbon Zero, First Carbon Neutral Plus Shredding Company in the UK.

Continuous Improvement – Reduced initial bins on site by 75%, reduced site labour costs by 50%, introduced telemetry and reduced carbon output of waste disposal process.

Extended Beauparc Network - Operate from 20 national locations with over 250 specialist vehicles, including REL, FEL, Artic, Skip, Van, Secure Shredding Vans and Caged Vehicles

Assured Quality & Compliance

































