Whitbread Waste & Recycling Strategy

Whitbread's partner for waste and recycling in both the UK and Ireland is Veolia. Veolia self-perform 80% of collections on the Whitbread estate, with the remainder being contracted out to approved supplier partners who are vetted and audited to meet all criteria as mentioned below.

All waste produced at Whitbread sites is segregated into several separate waste streams with the primary goal being adherence to the waste hierarchy of reduce, reuse, recycle. The main streams being; food waste, glass waste, cardboard and dry mixed recycling. Any waste which is not within specification of the aforementioned streams will be disposed of in the general waste stream. There is also an additional offering for confidential waste, electrical waste and hazardous waste which is performed at an on-demand, ad-hoc basis. In accordance with Whitbread's force for good strategy, we work towards a 100% landfill diversion target for all waste. In 2021/22, 99.9% landfill diversion was achieved.

Food waste is processed via anaerobic digestion or composting. Glass is broken down into it's raw-materials to produce new glass or subsidiary products such as insulation. Cardboard and recyclates are segregated into single-streams at an MRF (materials recovery facility) before being traded onwards for the production of new products. General waste is processed through an ERF (energy recovery facility), as much recyclate as possible is identified in at this facility and recovered with the remaining general waste incinerated, the energy of which is recovered and returned back to the grid.

The waste schedules at Whitbread sites are analysed on a quarterly basis to ensure no unnecessary collections or visits are performed, this in-turn contributes towards Whitbread's scope 3 emissions reduction target of 50% by 2035 and 64% by 2050. Additionally, the data from all collections on the estate are available to the Whitbread environment team within 48 hours via. the Veolia Customer Hub. This provides information such as landfill diversion %, bin weights and recycling rates. Annual reporting is provided to the environment team to allow Whitbread to track against "Force for Good" targets and ensure compliance.

Veolia adheres to a strict 8am - 8pm "Good Night Guarantee" collection time SLA at all sites. Some sites are excluded in exceptional circumstances with business approval. Internal waste bins are colour coded to external waste containers to encourage correct segregation and disposal. Equally, Whitbread provide bespoke "Say No To Landfill" waste and recycling training as part of a new colleague induction. Bin stores are designed to be secure with adequate drainage to ensure both security and strict hygiene standards are maintained.