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LINLEY HOUSE

2026 Waste Audit and Waste Strategy

PREPARED FOR:

CASTLEFORGE PARTNERS

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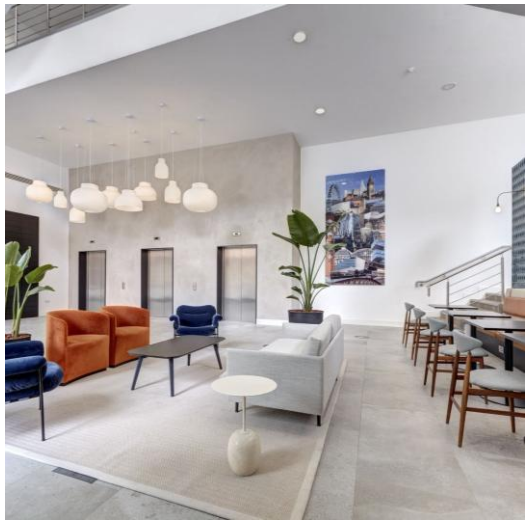
Contents

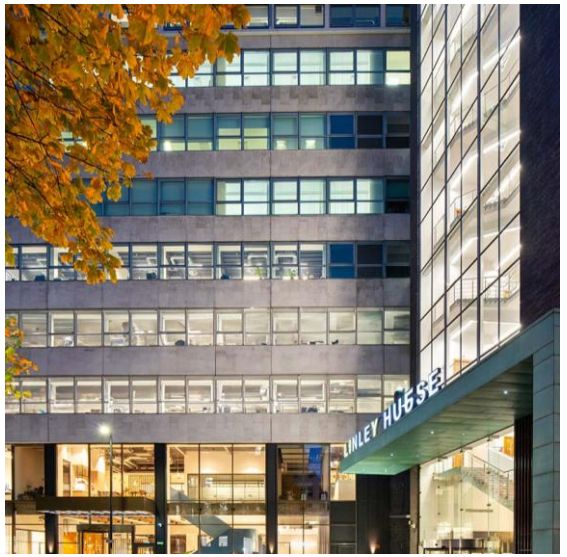
INTRODUCTION

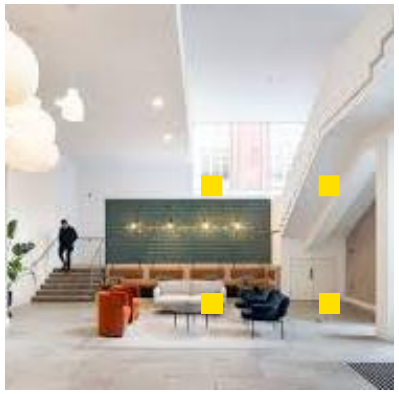
WASTE AUDIT

PROPOSED WASTE STRATEGY









Introduction

This Waste Strategy applies to all landlord-controlled waste streams at Linley House (the "Property"), an office building owned by Castleforge (the "Landlord").

The strategy has been developed to identify and evaluate opportunities to increase recycling rates, optimise waste management costs, and enhance the quality, consistency and transparency of landlord and tenant waste data for reporting purposes.

It sets out recommended waste and recycling collection provisions and provides practical guidance to support efficient day-to-day waste handling, taking into account regulatory requirements and space constraints within the Property.

The strategy also assesses opportunities to improve the accuracy and reliability of waste data using both on-site and off-site technologies, and recommends proportionate solutions based on cost, benefits, implementation complexity, and data accuracy.

Building Overview

Linley House is a centrally located office building at 21 Dickinson Street, Manchester, arranged over a ground-floor reception and shared amenities with eight upper floors of office accommodation.

The property includes multiple floors operated by Clockwise as managed coworking and flexible office space, providing serviced offices, coworking desks, meeting rooms and shared facilities.

Strategy **Approach**

1. Undertook site visit – 19/03/2026

2. Waste Audit conducted against Savills waste review framework

3. Strategy developed from gaps highlighted within the audit

On 19 March 2026, a site visit was undertaken at Linley House, Manchester, followed by a waste audit aligned with the Savills Waste Framework. The findings of this audit were used to identify performance gaps and inform the development of a targeted waste strategy to address identified risks and improvement opportunities.

Waste Audit Details

Waste audits/reviews were completed by the property's service partner within landlord-controlled areas, communal areas and within occupier demised space. This review looked to identify opportunities to improve waste management in line with the waste hierarchy. Opportunities and waste reduction plans/ideas should be listed and tracked in the Asset Sustainability/ESG Action Plan.

The property management team and service partners should work together to raise awareness through education and training of the service partner team members and occupiers. Waste training is provided to all service partners and is tailored to the types of waste they manage.

Where suitable, reuse is encouraged rather than treating items as waste. The property will work with its service partner and reuse specialists to actively divert items from being treated as waste.

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Roles and **Responsibilities**

Roles, responsibilities and service partners (vendors) for implementing the plan.

The property management team are responsible for implementing and effectively communicating this waste strategy. The team will share this strategy with stakeholders, including occupiers, waste service partners and the wider building management team, including other service partners, particularly where any waste operatives are employed. The property management team will manage the relationship with the appointed service partner, who will complete waste collections from the property.

Incumbent waste service partner

The core waste management and operational services are provided by Panda UK.



Waste Audit

Overview of **Current Management**

The landlord's waste management covers both the landlord's waste from the common areas and the tenant's waste, with the following waste streams within scope: general, DMR, and food waste.

Panda makes daily pickups for each waste bin. There is 1 food bin of 240 Litres, 1 recycling bin of 1100 Litres for Dry Mixed Recycling (DMR), including cardboard and plastics, and 2 general waste bins of 1100 Litres. Whilst on site, it was shared that there are limited issues with contamination for the recycling.

The only waste not managed by Panda is the sanitary waste, which is managed by the cleaners through Shorrock Trichem Ltd Washroom Services. Within the strategy, this is deemed out of scope.

Within the landlord's common areas, waste is separated in the back house to meet the simpler recycling regulations.

The current Tenants in the property are: Electricity North West, DGI, Scholar Schools, Ocasa, and Clockwise, which is the flexible office space. Within Clockwise, there is a café, the only food and beverage outlet on the property.

Within their spaces, the expectation is that they have the following bins: general, DMR and food waste. Currently, the landlord does not provide any glass recycling. The waste streams outside the landlord's scope include electrical waste (e.g., lightbulbs), fit-out waste, and furniture.

Recent introductions include a clear-bag policy and food-waste bins for each tenant. Supporting this, tenants all have their own waste management policies.

Waste **Streams**

Occupiers will be required to separate recyclable wastes from residual wastes (non-recyclable) to maximise the amount of waste separated at the source.

Waste will be collected in the following material streams: Mixed Recycling, Food Waste, and Residual.

Waste stream	Receptacle	Accepted	Excluded	On-site process	Waste Treatment	Storage bin/ equipment	Number	Collection Service	Anticipated collections weekly
Dry Mixed Recycling	Clear plastic bag	Paper Cans Plastic containers	Food and liquid residues Tissues Snack packaging	None	Open Loop Recycling	1,100 litre wheeled bins	1	Emptied	5 visits per week
Food	Clear plastic bag	fruit, vegetable, animal, fish products, coffee grounds and tea bags	Plastics, metals, large meat, and fish bones	None	Anaerobic Digestion	240 litre wheeled bin	1	Emptied	5 visits per week
Residual waste	Clear plastic bag	All non-recyclable materials including tissues, snack packaging, wrap and takeaway coffee cups	Recyclable plastics, metals, card, and paper Food products	None	Incineration with energy recovery	1,100 litre wheelie bins	2	Emptied	5 visits per week

Protocols for off-site **shipment**

Collection frequencies are indicative. A flexible collection schedule will be agreed with the waste contractor, and the number of bins for collection per visit will be as directed by the on-site waste team.

The table below sets out the equipment and bins that are used to process and store waste.

Item		Use
1100 litre bins		1110l bins used for collection of waste within waste holding areas. Colours will vary as per the strategy to reflect contents and intended contents. Dimensions*: • Content weight 52kg • Gross weight 52kg • Shipping weight 52kg • Width 1372mm • Height 1315mm • Depth 1055mm • Capacity 1100litres
240 litre bins		240l bins used for collection of waste within occupier floors, and within waste holding areas. Colours will vary as per the strategy to reflect contents and intended contents. Dimensions*: • Content weight 13kg • Gross weight 13kg • Shipping weight 13kg • Width 580mm • Height 1070mm • Depth 40mm • Capacity 240 litres

Hazardous **Waste**

Hazardous waste, including but not limited to; cleaning chemicals and solvents, industrial batteries, lamps (including lamps that contain mercury), non-edible oils (e.g. motor oil), paints, pesticides, printer toner, waste electrical equipment and any items containing persistent organic pollutants (POPs) can be managed through incumbent service partners.

The property management team will determine which service partner will manage the waste and collections in line with the waste hierarchy and will retain compliance documentation (i.e. waste transfer notes) for any managed collections.

The site team will follow Pollution Incident Response Procedures for cleaning chemical spills including, though not exclusively, mercury (including broken fluorescent lamp tubes), pesticides and battery electrolyte fluid, including sealed containment of residues.



Waste Management **Procedure**

Following the audit undertaken, it was identified that there is currently no formally documented waste management procedure in place. However, it was observed that established standard practices and habits are consistently followed across operations. Based on the audit findings, a draft waste management procedure is proposed below to formalise existing practices, improve consistency, and provide clear guidance going forward. The current waste procedure operates as follows:

- **Waste Separation**
  - Tenants are responsible for separation their own waste within their individual demises, in line with the building's waste streams.
  - Appropriate internal receptacles are used to support seperation at source.
- **Internal Waste Collection and Transfer**
  - Cleaning staff collect waste directly from tenant demises and transfer it to the appropriate bins within the central waste storage area.
  - All internal waste transfer takes place late at night when the site is closed, minimising disruption to occupiers.
  - Waste is moved using a trolley to reduce manual handling risks and disturbance.
- **Central Waste Storage**
  - Linley House does not have a temporary internal waste storage area.
  - All waste is transferred directly to the central waste storage area.
  - The central waste storage area is:
    - Covered
    - Secure (located within a locked cage)
    - Positioned externally within the car park
  - The location of the central waste storage area is shown on the site map.
- **Waste Collection**
  - Panda Waste Services attends the site daily to collect all waste bins from the central waste storage area.
  - There is no on-site waste treatment at the property; all waste is removed for off-site processing
- **Peak Waste Volumes and Ad-Hoc Collections**
- During periods of high waste volumes, where bins are approaching or have reached maximum capacity:
  - Waste should be left outside of designated bins.
  - The central cleaner will notify the Building Manager when additional capacity is required.
  - The Building Manager will arrange additional or ad-hoc waste collections as necessary to prevent overflow and maintain compliance
- **Monitoring and Oversight**
  - The Building Manager oversees waste management arrangements and coordinates with cleaning staff and waste contractors as needed.
  - This procedure reflects current practices and supports safe, orderly, and compliant waste handling across the building.

Waste Tracking and **Site Plan**

During the audit, it was noted that internal tracking of waste streams is in place from the point of generation, with consistent data recording practices and retention of duty-of-care documentation. Waste data is provided by the waste contractor (Panda) on request and collated quarterly by SAVIQ. The reported waste data is based on estimates rather than actual weights supplied by the waste contractor. The site retains copies of waste transfer notes and duty-of-care documentation on Datastation.

However, there is currently no on-site waste weighing, and no routine validation checks are undertaken on the waste data provided by the waste contractor. In addition, while Clockwise has requested that tenant-level waste data be shared alongside waste transfer notes, there is currently no mechanism in place to track or attribute waste volumes to individual tenants.

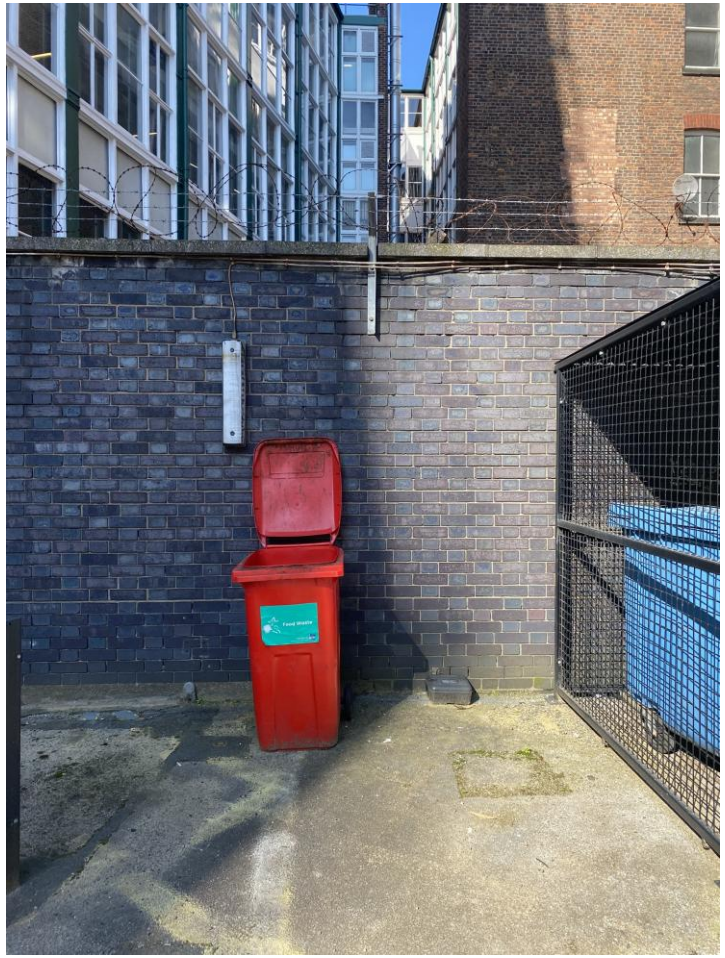
As part of the audit outputs, a site plan has also been prepared to clearly identify the location of the central waste storage area and support improved transparency and operational clarity.

Site Plan for Linley House



Waste **Audit Checks**

During the site visit, checks were undertaken to review the waste management arrangements currently in place. Based on these observations, a key recommendation is to improve labelling within the central waste storage area to clearly identify the correct waste bins and reduce the risk of incorrect disposal and contamination.



Food waste is separated from the waste storage area



Covered waste storage area



Check undertaken on the DMR bin

Site **Roles and Responsibilities**

As part of the waste audit, a draft RACI matrix has been developed to clearly define and document the current roles and responsibilities for waste management across the property.

	Landlord/Property Manager	Tenants	Tenant Cleaning Contractor	Landlord Cleaning Contractor	Waste Contractor
Waste taken from Tenant Spaces to the Waste storage area	I	I	R	-	-
Waste taken from Common Areas to Waste Storage Area	I	-	-	R	-
Waste removal from Storage to Waste Management Facility					R
Appointment of waste contractor	R	I	I	I	-
Waste data reporting	R	I	-	-	A

R – **Responsible**: Does the work **A** – **Accountable**: Ultimately answerable (one only)
C – **Consulted**: Provides input I – **Informed**: Kept up to date

Summary of Responsibilities

Landlord is accountable for:

- Waste contracts
- Waste data reporting
- Removal of waste from common areas to central waste storage areas

Tenants and their cleaning contractors are accountable for:

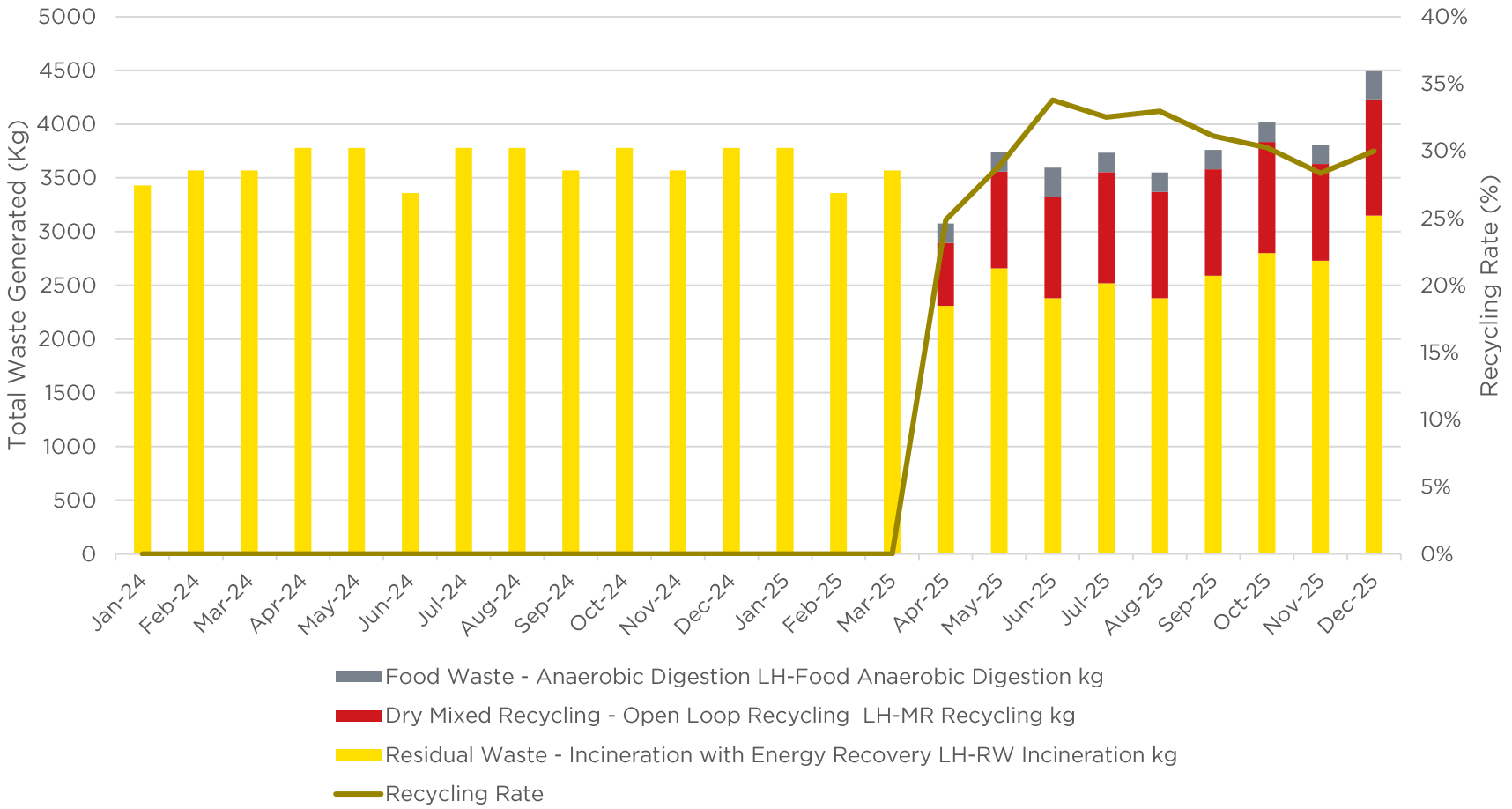
- Removal of waste from tenant spaces to central waste storage areas.
- Separation of waste into the specific recycling streams.

Waste Contractors is accountable for:

- Waste removal from central storage areas to the appropriate waste management facility

Waste **Performance**

The key takeaway from the current performance is that the site is underperforming when benchmarked against the DEFRA municipal waste recycling target of 65%, which is commonly used as a reference point for assessing recycling performance within the commercial property sector. The average recycling rate achieved in 2025 was 32.9%, highlighting a significant performance gap. This indicates substantial scope for improvement, particularly through targeted engagement with tenants to better understand and address barriers to effective waste separation and recycling. However, it is critical to remember that reported waste data is based on estimates rather than actual weights supplied by the waste contractor.



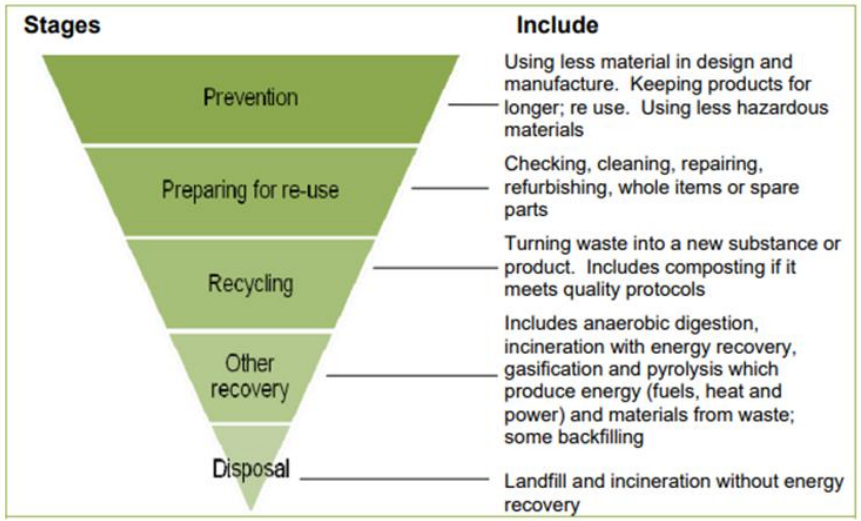
Recent Improvements

In Q2 2024, additional waste streams were introduced on-site by the waste contractor. From April 2025, the site switched from three general waste bins, with all waste sent for incineration, to two general waste bins, one mixed recycling bin, and one food bin. This has had a significant impact on the site's environmental performance, increasing the recycling rate from 0% to 30%.
The introduction of recycling and food on site in Q3 is having a continued positive impact on the waste production levels on site, with a 33% reduction in general waste.

Proposed Improvement Actions

Strategy **Aim**

This strategy aims to ensure the provision of a robust and cost-effective waste management service to building occupiers that maximises sustainability outcomes. It reflects obligations under the Waste (England and Wales) Regulations and seeks to align operations to the waste hierarchy[1].



Drawing on the findings of the waste audit, a waste strategy has been developed for Linley House to improve recycling performance, with a target to recycle 65% of waste by 2028.

The strategy is designed to strengthen compliance with current and forthcoming UK waste regulations while improving overall site performance.

It is structured around three core pillars:

- Governance & Data
- Operations & Infrastructure,
- Tenant Engagement

To provide a clear and practical framework for delivering measurable and sustained improvements in waste management across the site.

1: Guidance on applying the Waste Hierarchy, Defra, June 2011.



Governance and **Data**

Procedures and Compliance Control

Create consistent, auditable waste management practices across the property.

Proposed Actions:

Develop and implement a comprehensive Waste Standard Operating Procedure (SOP) covering separation, labelling, safety, tracking, and roles.

Ensure the SOP is:

- Regularly reviewed
- Communicated to all stakeholders
- Embedded into staff and contractor training

Conduct routine compliance audits and performance reviews to identify gaps and improvement areas.

Accuracy, Tracking & Transparency

Improve confidence in waste data and enable evidence-based decision-making.

Proposed Actions:

Undertake periodic waste weight accuracy checks to validate contractor-reported data.

Improve collection log tracking, ensuring records are complete, accurate, and accessible.

Implement digital waste tracking, supported by audit checks, to provide:

- End-to-end traceability
- Tenant-specific waste data
- Visibility of recycling and recovery destinations.

Introduce on-site weighing systems to support tenant-level waste measurement and reduce reliance on estimated data.

Regulatory Readiness & Future Proofing

Ensure the site is prepared for the upcoming UK-wide waste regulation changes and minimise disruption.

Proposed Actions:

Early preparation for Soft Plastics recycling as a separate waste stream ahead of the 31 March 2027 legal requirement across England, Wales, and Scotland

Update landlord-controlled waste bins to reflect current and forthcoming regulations, reducing tenants' separation complexity.

Operations and **Infrastructure**

Operational Efficiency & Cost Optimisation

Improve the efficiency of collections and reduce waste-related costs.

Proposed Actions:

Adjust the collection frequency by updating the general waste bin to DMR bin.

Investigate moving from pay-by-collection to pay-by-weight contracts to better reflect actual waste generation, particularly where footfall fluctuates.

Implement fill-level sensors or smart monitoring systems to optimise collection frequency and prevent over- or underservicing of bins.

Contamination Reduction & Quality Control

Improve recycling quality and reduce the number of rejected loads for recycling.

Proposed Actions:

Introduce monthly contamination checks for Dry Mixed Recycling (DMR) and food waste.

Carry out pre-collection bag checks by cleaning teams to identify issues before waste reaches central bins.

Focus contamination checks on:

- New tenants
- Known problem waste streams
- Periods following regulatory or procedural changes

Signage & Wayfinding

Ensure the site is prepared for the upcoming UK-wide waste regulation changes and minimise disruption.

Proposed Actions:

Make correct waste behaviour the easiest option for all tenants and staff.

Improve labelling within Waste Storage Areas to clearly reflect streams and reduce errors.

Install clear signage and communication boards within tenant demises to reinforce correct seperation.

Ensure signage is updated promptly when:

- Waste streams change
- Regulations are updated
- New tenants move in

Tenant **Engagement**

Communication & Responsibility

Build shared responsibility for waste performance across the site.

Proposed Actions:

Regularly communicate waste performance data through newsletters, dashboards, or tenant meetings.

Strengthen tenant inductions by:

- Clearly explaining waste procedures and obligations
- Sharing site waste targets
- Undertaking early-stage contamination checks for new occupants.

Use tenant meetings to promote circular economy behaviours, including:

- Reducing single-use items
- Requesting packaging-free catering
- Minimising printing

Performance Management & Incentives

Encourage continuous improvement and recognise good performance

Proposed Actions:

Encourage continuous improvement and recognise good performance

Introduce a tenant incentive scheme, such as a recycling leaderboard and rewards for top performers.

Combine incentives with performance reviews to:

- Identify non-compliance
- Offer targeted support
- Reinforce expectations

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