

## 30 PANTON STREET WASTE CONSOLIDATION

Consolidating waste collections at 30 Panton Street in order to reduce vehicle movements, congestion and improve air quality



### Ros Morgan, Chief Executive Heart of London

“Consolidating waste services at 30 Panton Street has reduced vehicles movements for waste by 47% between November 2018 and January 2019. It is projected that 988 fewer vehicle movements take place to this building per year. A waste compactor has also been installed to the building to compress waste on a 3:1 ratio, reducing the demand for collections. Occupiers have noted an improved customer service experience and nearly all building occupiers now use the same contractor rather than separate ones as per arrangements prior to the project. The range of materials that can be recycled within the building has increased too.

This project has also seen financial savings. By recycling more and by having less vehicles servicing the building; significant savings to waste collections are being made. This has also secured in a 3 year contract.

The recycling rate in the building has more than doubled from 23% to 63% in the 2 months since the project inception. Staff and occupiers of the building have been given additional recycling advice using engaging drop-in sessions and presentations.

Delivered by Heart of London Business Alliance; this project was funded by Transport for London (TfL) and facilitated by JLL Building Managers. The waste collection contractor is Westminster City Council's Commercial Waste Services (CWS) in partnership with Veolia.”



### Why did you do the project?

Pollution levels in London are unacceptably high. Over 9,000 Londoners are dying early every year as a result of toxic air. Heart of London Business Alliance are committed to tackling this problem and working with businesses to help improve air quality. 30 Panton Street was recognised to have multiple different contractors, each collecting multiple streams of waste and recycling and therefore demonstrated a large potential to reduce the vehicles servicing the building.



### What did you think the outcome would be?

When developing the project, the aims were to reduce the number of vehicles to improve air quality, reduce congestion and streamline services for the building and its occupiers, delivering efficiencies. The original aim was to see a 30% reduction in vehicle movements for just waste services. This target was raised to 40% during scoping phase and at completion reached 47%.



## Why was this technique chosen?

Multiple waste contractors were consulted for expert opinion on delivering the biggest vehicle reductions at this site. Waste collections are charged via weight and production amount therefore separating retail from office waste became necessary. This changed the vehicle reduction numbers anticipated rather than grouping it collectively. CWS also proposed a model that increased the volume of waste recycled as well as taking into consideration all the requirements of the building manager and the waste compactor.



## Other options considered

In the scoping phase similar models were considered such as the one on Jermyn Street. This facilitates an underground car park, collections using an electric vehicle and food waste dewatering units. When the scoping phase was completed, projected amounts of food waste at the building did not justify the large dewatering units normally used for catering and restaurants as the main use of this building is for offices. The project now meets the needs of the building users.



## Communications and Engagement

Throughout the project the building manager and occupiers were met regularly by Heart of London and CWS for updates and progress.

Training sessions were delivered to engaged occupiers including one drop in session which met with 68 staff in 2 hours advising on best practice recycling.

## Lessons Learnt



Time frames of this project took longer than anticipated as it had not been done before. A bespoke contract between CWS and JLL needed to be accurate and sustainable.



Stakeholder engagement was key to the success for the project.



Changes to waste collection operations created efficiencies and reduced vehicle movements alone i.e. no impact to the occupiers – just re-arranging collective bin quantities.

## Unexpected Outcomes



Recycling improvements within the building have been a secondary success of the project.

**63%** The recycling rate in the building has more than doubled from 23% to 63% in just 2 months.



Engagement with our members in this building has improved due to the level of contact between parties.



## Next Steps

Now installed and staff have been trained the long term running of the collections here are sustainable. Heart of London and CWS will continue to provide information and recycling training/updates to occupiers and service staff.

Alternative locations for replicating the project are currently being scoped out.

Thank you to all that have made this project possible: TfL, JLL, Westminster City Council's Commercial Waste Services in partnership with Veolia (CWS), TWG Tea, McDonalds, Impax Asset Management, Hearst, NFL.

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