

## **Client:** Manufacturer of speciality pharmaceutical products

### **Services provided by Forward Waste Management:**

- Recycling of post-production plastic scrap
- Collection and recycling of general waste (via RDF/EFW)
- Recycling of cardboard and LDPE film materials
- Waste handling equipment supply and maintenance
- Site DGSA support
- Monthly site meetings and presentation of waste management reports
- Helpdesk

### **Profile:**

A multi-site manufacturer of generic pharmaceutical products and part of a £0.5bn international healthcare business. Following acquisition and growth within the UK, it operates a portfolio of linked businesses.

### **What was our client looking for?**

The customer sought a single company to manage the wide variety of waste streams generated, from medicines to plastic component scrap, in the manufacture of dispensary products.

### **How did we help?**

Having conducted a competitive bid process, they appointed Forward Waste Management as their chosen contractor, based on our uniqueness in the commercial and industrial waste management sector. Initiatives recommended and employed included:

- A review of the production, handling and storage of waste at each site by waste stream, followed by the presentation of detailed proposals with a full cost analysis of the suitable options, taking advantage of the local and national infrastructure available
- Specification and installation of all associated waste handling equipment, including compaction systems
- Establishment of recycling facilities for all appropriate waste streams
- Provision of “Zero to Landfill” options for residual general dry waste materials
- In-house DGSA support to advise on compliance covering selected pharmaceutical wastes
- Provision of UN approved containers for waste containment and transfer
- Single point billing, covering five separate sites, with all applicable supporting duty of care documentation - reviewed and checked monthly
- Monthly review meetings with dedicated FWM account manager
- Roll out “Toolbox” talks for site staff and the production of SOP’s with pictorial instructions

# Case study



## The results...

Since winning the contract we have worked closely with the client and have made all appropriate changes to the service delivery style as the integration of five standalone businesses have developed under one group; this has included the changeover of waste compaction systems (from static to portable units) without cost impact as the preferred working patterns have become clear. The application of waste handling systems recommended and applied by FWM have been audited and verified as being above original expectation.

We have worked in close partnership to identify and categorise a number of special waste streams and have established favourable disposal options within full compliance.

The dedicated Customer Account Manager meets with the client regularly to agree and drive next step changes and provides full waste management reports each month, to support client CSR and to ensure that all billing is clear and straightforward across the multi-site/multi-waste operation. Initiatives we have researched, tabled and implemented to date include:

- Zero to landfill certification
- The monitoring of the volumes of waste produced and recommendation of alternative solutions to further reduce costs
- Tailored collection service to adhere to site access availability
- Inclusion of additional waste stream collections to the portfolio, as the customers needs have evolved
- Sourcing of recyclable outlets for problematic waste streams
- Innovative solutions to avoid manual handling, reducing resource overheads and achieving the customer's health and safety objectives



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