ESTABLISHING AN EFFECTIVE RECYCLING AND WASTE MANAGEMENT SYSTEM IN MANAGED SHOPPING CENTRES
ESTABLISHING AN EFFECTIVE RECYCLING AND WASTE MANAGEMENT SYSTEM IN MANAGED SHOPPING CENTRES
## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1   INTRODUCTION</td>
<td>1</td>
</tr>
<tr>
<td>2   STEP 1: Initial waste review</td>
<td>2</td>
</tr>
<tr>
<td>3   STEP 2: Choosing and managing waste contractors</td>
<td>6</td>
</tr>
<tr>
<td>4   STEP 3: Practical steps to implementing a recycling scheme</td>
<td>8</td>
</tr>
<tr>
<td>5   STEP 4: Launching the recycling scheme</td>
<td>10</td>
</tr>
<tr>
<td>6   STEP 5: Keeping everyone informed and interested post-launch</td>
<td>12</td>
</tr>
<tr>
<td>7   STEP 6: Monitoring and maximising results</td>
<td>14</td>
</tr>
<tr>
<td>8   CHECKLIST</td>
<td>16</td>
</tr>
<tr>
<td>9   FURTHER INFORMATION</td>
<td>17</td>
</tr>
</tbody>
</table>
INTRODUCTION

This Guide has been produced by Envirowise as a practical resource for managed shopping centres. It is designed to help them to improve their waste management systems and increase their recycling.

Wherever possible, it is best to avoid producing waste in the first place. However, there are likely to be many wastes generated within a shopping centre that cannot be avoided, so managing them as efficiently as possible is important.

WHO SHOULD USE THIS GUIDE?

This Guide is aimed at environmental managers or management teams at shopping centres. You will have responsibilities for managing the waste generated and making contractual arrangements for waste disposal.

WHY BOTHER?

As a business, most of your time is going to be dedicated to your core activities and other matters may seem to be an unnecessary distraction. However, managing your resources efficiently is an important part of your business. In the UK, the retail sector is responsible for around 12% of all industrial and commercial waste. The cost of disposing of waste is increasing, with landfill tax rising every year for every tonne of waste sent to landfill. This is being influenced by market pressures that include limited space for landfill, increased consumption and environmental taxation and legislation.

Identifying waste reduction opportunities and engaging tenants in recycling initiatives can help you to reduce your costs as well as the amount of waste disposed of to landfill. If you take steps to improve the shopping centre’s waste management system, this can lead to a greater appreciation of your legal requirements and a decreased risk of non-compliance. As a consequence, you may also enhance your shopping centre’s environmental image for shoppers and new retailers.

WHAT’S INCLUDED?

The Guide provides you with practical advice and guidance on implementing effective waste management and recycling systems for your centre and all its tenants. There are helpful tips and actions which you can follow and benefit from, whatever the size or location of your shopping centre.

HOW TO USE THIS GUIDE

This Guide sets out six steps to implementing a recycling system. As your centre may have already started implementing a recycling system, you may be able to skip certain steps depending on what you have covered and achieved already.

There is a checklist at the end of the Guide covering each of the six steps which can be used to monitor your progress.

You may find it useful to read this Guide in conjunction with another Envirowise publication, Environmental Management Toolkit: How to achieve your shopping centre’s environmental goals (EN711R), which has helpful tips and advice for centres to improve resource efficiency. This can be accessed via the website (www.envirowise.gov.uk) or by contacting the Envirowise Advice Line on 0800 585794.
STEP 1: INITIAL WASTE REVIEW

The first step to increasing recycling is to understand the types of waste the shopping centre generates and how they are managed. To achieve this, an initial waste review will help you to establish which waste types can be recycled and where improvements can be made.

Your centre may have targets and objectives set for improving waste management; therefore this review should align with these and any other waste strategies at your centre.

It is worth remembering that most UK businesses can reduce their waste costs by 1% of turnover. This is equivalent to increasing sales by 10% or even 20%.

THE BENEFITS OF A WASTE REVIEW

The information you should gain from undertaking a waste review is listed below.
During the waste review you should:

• gather information on the types of waste produced at the centre, both by the centre management (offices, facilities management and public areas) and by the tenants;
• set up baseline information about the types of waste generated at the centre as part of your review as this will help you to compare the outcomes once the scheme is launched;
• review current practices and arrangements, including the location and types of bins and facilities, collection regimes and any existing recycling initiatives, to help you determine opportunities for improvement;
• determine the current disposal routes of all wastes at the centre;
• identify whether retailers have their own waste contracts or recycling initiatives either individually or through their head offices;
• determine what commitment tenants are prepared to make with regards to waste segregation and their views on potential opportunities to improve waste practices;
• identify all waste contractors servicing the shopping centre and request data on the wastes collected;
• identify any hazardous wastes such as oil or paints because if these need disposal, the centre must register with the Environment Agency as a hazardous waste producer;
• review the level of compliance with Duty of Care requirements by:
  o checking carriers’ licences for all waste contractors;
  o checking waste documentation including waste transfer notes and consignment notes for hazardous waste, complete with the European Waste Catalogue (EWC) code for all wastes;
  o checking disposal arrangements and locations.
LISTING THE TYPES OF WASTE AND THEIR QUANTITIES, STORAGE AND COLLECTION

The main outcome from the review is a comprehensive list of the types of waste produced at the centre. This should be supplemented with the storage and collection arrangements for each type of waste and their respective disposal routes. You will also need to determine the approximate quantities. Under the Environmental Protection (Duty of Care) Regulations 1991 (and subsequent amendment, 2003), all companies have a duty of care to understand and account for the types and quantities of waste produced. The types of wastes are classified as controlled wastes (household, commercial or industrial) or special or hazardous wastes.

You may find it useful to talk to all the businesses within the centre, to walk around it and then to produce a waste map as an important part of your review. Check to see whether the waste is segregated, as particular types of waste are best sorted separately, particularly if these waste streams can be re-used or recycled. For more information on waste reviews and mapping, see Envirowise publication Waste mapping – your route to more profit (EN944).

The review will help you to identify key opportunities for waste reduction and recycling. It should also provide you with the data to build a strong business case for improving waste practices at the centre and enable you to show the potential financial and environmental benefits that would result from improvements. It is worth repeating a review every six months or year to see whether the waste streams and quantities have changed and to monitor the results of the improvements you introduce.

NB Although your waste reduction and recycling initiatives are primarily for the benefit of your tenants within the shopping centre, you will also find that they will be available to the public using the centre’s facilities. It may be useful to assess what litter is discarded by the public visiting your centre and what types of wastes they might wish to bring for recycling when they use the centre’s facilities.
**THE BENEFITS OF THE WASTE HIERARCHY**

Using this information, you may be able to find other ways of reducing waste based on the principles of the waste hierarchy (see Fig 1 below). The waste hierarchy identifies waste disposal options and ranks them in order of increasing environmental impact.

All shopping centres and businesses should aim to eliminate waste from the onset wherever possible. However, if this is not possible, then consider reducing, re-using or recycling the waste. Not all wastes can be re-used or recycled so you will need to dispose of them in a responsible manner.

Waste disposal has the greatest impact on the environment and typically is the least cost-effective waste management solution for your shopping centre. It is therefore best to aim to ‘move up’ the waste hierarchy so that you can save money, raw materials, water and energy as well as improving your environmental reputation.

**Fig 1 The waste hierarchy**

![Waste hierarchy diagram](image)

**Eliminate** – this is the most effective means of waste minimisation with the lowest environmental impact.

- Assess the packaging requirements of the centre and the businesses within it. Do you require the existing level of packaging? Does product packaging include unnecessarily extensive protection? If you can see where packaging could be eliminated by businesses within the centre, discuss this with them and outline the benefits of discussing this with their suppliers.
- Can single-use packaging be replaced by returnable packaging? A good example is to replace cardboard packaging with re-us-able plastic crates.
- Can containers be returned to suppliers for re-use?
Reduce – the amount of waste where it cannot be eliminated.

- Assess the packaging requirements for the centre and ask each retailer within it to do the same. If you can see where packaging could be reduced, discuss this with each retailer and ask them to discuss it with their suppliers.
- Can each retailer look at ways to optimise processes so that fewer products are discarded because of damage from poor storage, transit, etc?
- Look at waste dropped outside the retail outlets. Is it possible to discourage the retailers from giving out excess amounts of plastic or paper bags which are dropped as soon as customers leave the premises?
- Encourage centre staff and each retailer to look at ways of using electronic means of circulating copies of reports, memos or newsletters. Where electronic communication is not viable, encourage retailers to make better use of staff notice-boards.
- Encourage each retailer to stop direct or junk mail by registering with a mailing preference service (eg at www.mpsonline.org.uk).

Re-use – items as many times as possible to maximise their beneficial use.

- Can boxes, pallets or protection filling be re-used within the centre?
- Is it possible that the materials generated by one retailer could be re-used by another?
- Suggest that any office supplies such as paper, printer toner cartridges, equipment, furniture or textiles are re-used where possible within each retail business or between retailers to avoid unnecessary wastage.

Recycle – what items you can but only after you have exhausted the first three stages outlined in the waste hierarchy. Find out whether your waste contractor will provide a free collection service for some items or provide revenue for other waste items. NB Between 70% and 90% of all packaging is recyclable.

- Packaging such as cardboard boxes, polystyrene filling and plastic shrink-wrap might have a value if it is recycled.
- Clean office paper has the potential to be recycled.
- Metal and glass from process waste and food and drinks containers could be recycled.
- Textiles from process waste and refurbishment could be recycled.
- Wood from process waste and damaged pallets could be recycled.
- Waste cooking oil from food processing and catering outlets can be recycled.

Dispose – of any waste items only as a last resort and once you have exhausted the first four stages of the waste hierarchy. Disposal represents the highest cost option and has the greatest environmental impact.
STEP 2: CHOOSING AND MANAGING WASTE CONTRACTORS

Once you have identified potential recycling opportunities, you are ready to consult a number of waste contractors to assess the type of service you might require. In some cases one contractor may be capable of providing a waste and recycling service for all your types of waste. However, it may be necessary to employ different contractors for different waste streams depending on the contractors’ costs.

You might find it very useful to speak to managers in other shopping centres to share knowledge on how good the various contractors are at carrying out their responsibilities.

Key considerations when contacting waste contractors:

• Check that a contractor holds a waste carrier’s licence and is using licensed disposal sites, to fulfil Duty of Care requirements. Check a contractor’s details on the Environment Agency website: www.environment-agency.gov.uk

• You may want to see how one contractor compares with another. For example, the cost of the contract and the services included within it (such as collection frequencies or type of containers collected).

• Many recycling companies will collect goods at a fraction of what it costs to dispose of them in landfill and may even pay for the materials.

• Determine whether the contractor can manage all the different waste types at the centre, including the hazardous waste streams if applicable.

• Check the level of segregation required at the centre prior to collection. Also ask the contractor what happens if waste for recycling is contaminated with other wastes.

• Determine whether the contract will focus on public recycling as well as the recycling carried out by the tenants.

• Check what containers and labelling can be provided for the centre, and their cost implications.

• Can the contractor offer any training for tenants at the centre?

• Consider the level of on-site management required by the centre and cleaning staff, and what level of assistance is expected from the tenants, ie segregating waste streams.

• Look into the opportunities for on-site compactors/balers to reduce waste volumes, which will reduce collection frequencies and therefore cost.

• Consider the location of waste transfer sites and the proximity to your centre.

• Request data provision on waste and recycling figures for monitoring the system.

• Request information on how the contractors maintain appropriate documentation for the transfer of waste on and off-site, such as waste transfer notes and consignment notes.

• Assess whether the waste contractor can assist the centre with communicating information about the type of facilities and help raise awareness of the facilities with tenants.
FURTHER SUPPORT:
Visit the following links to identify waste contractors in your area:
SMARTWaste’s BREMAP: www.smartwaste.co.uk
WRAP’s Recycle At Work: www.recycleatwork.org.uk
The NetRegs Waste Directory: www.wastedirectory.org.uk
WasteCare: www.wastecare.co.uk

If you encounter any difficulties in finding an appropriate waste contractor, please contact the Envirowise Advice Line 0800 585794 to find relevant companies in your area.

SAVINGS FROM SEGREGATING!
DEPENDING ON THE CURRENT MARKET, IT IS POSSIBLE TO EARN UP TO £120/Tonne FOR RECYCLED POLYTHENE
STEP 3: PRACTICAL STEPS TO IMPLEMENTING A RECYCLING SCHEME

Before you are ready to launch a recycling scheme, the next step is to assess the practical issues involved in setting one up. The idea is to anticipate any potential problems and costs and to consider how to overcome potential barriers or difficulties.

Look at the practical considerations of setting up the recycling scheme. This should include a breakdown of what wastes you will recycle, a plan of the recycling bins you will need and where to install them, and the amount of time and costs involved in starting and maintaining the scheme.

WHICH WASTES WILL YOU CONSIDER FOR RECYCLING?

Provide a breakdown of the wastes you might consider for recycling, based on the findings of your waste review. NB There may be other potential materials for recycling to include that were not apparent during your review, such as fluorescent tubes, batteries and coat hangers or any wastes from new activities that retailers are due to introduce.

Although the scheme is set up for the benefit of the retailers, office areas, catering outlets and other premises associated with the shopping centre, there may be members of the public disposing of waste or bringing items to recycle when they visit the centre. The public may also be responsible for discarding litter inappropriately at the centre. These wastes may be a small minority of the items generated by tenants within the centre but should be anticipated through observation, questionnaire or by asking other centres already operating a recycling scheme.

Consider all the items listed:

- Card and paper
- Polythene and other plastic wrappings
- Metals
- Glass
- Plastic bottles
- Magazines and brochures
- Clothes
- Computer equipment and mobile phones
- Textiles
- Fluorescent tubes
- Batteries
- Coat hangers
- Laser and inkjet printer cartridges

WHAT ARE THE PRACTICALITIES INVOLVED IN SETTING UP THE RECYCLING SCHEME?

You will need to consider the practicalities of where to put the different recycling bins and how each retailer can collect the relevant waste streams to feed into these main recycling bins. It may be worth exploring some of these considerations with the retailers within the centre so that you can help initiate their ideas and get them on board to support the recycling initiatives once they are introduced.
You may find it is useful to talk to the managers of other shopping centres to see what issues they faced when setting up their facilities. Here are some practicalities to consider:

• The number and types of bins required from the estimated volumes gathered from the initial waste review.
• The availability of space for the bins in service corridors, public areas and waste collection areas, and whether they will be accessible.
• Methods of reducing contamination of recycling streams, eg through effective communication with staff and tenants.
• Additional staff, time and costs required in managing the waste handling and on-site management.
• The level of service required from the centre staff, the tenants and cleaners and whether contractual changes are required, for example, whether to alter the methods and practices of the cleaners to accommodate recycling. NB You may need to refer back to the waste strategy in the original lease agreement.
• The frequency of on-site collections and logistics.
• How you are going to communicate information about the new facilities to staff, tenants and the public.
• The level of segregation required and provision of compactors/balers on-site, eg separating different types of plastic.

CARRYING OUT A TRIAL

Once you have drawn up your assessments and considered the options available to you, the next step is to carry out a trial. This will help you to make sure you are going about the recycling scheme in the most practical way.

A trial will also help you to iron out teething problems and recognise potential hazards that you may not have considered during the planning stage. It provides the means to refine the way you introduce your recycling scheme and to help lay the foundations for its success.

Ask other managers of shopping centres where recycling schemes have been introduced for tips on setting up a trial and then establishing the full recycling scheme.

What you may wish to include in your trial:

• Use this as an opportunity to start communicating the aims and benefits of the potential recycling scheme so tenants are aware of the initiative.
• Consider identifying champions among tenants, especially those retailers who have internal objectives to improve environmental management and who can tell other tenants about the scheme.
• You might also want to discuss with your tenants the possibility of your contacting their head office to get their permission to take part in a recycling scheme and to encourage their stores to get involved.
STAGE 4: LAUNCHING THE RECYCLING SCHEME

Launching a recycling scheme is a big step and you will want it to be a success. Keeping everyone informed about your plans to implement the scheme and the benefits it will bring is vital to its success. It is important to communicate with tenants about your intentions and to do so at the earliest opportunity.

You may even want to raise this before you have carried out your waste review, so that they feel consulted and included. You will then need to keep communicating with tenants about the scheme before, during and after its launch.

COMMUNICATING YOUR INTENTIONS

Good communication will ensure that tenants are involved and fully aware of the facilities available. It is also more likely to engage their interest and encourage their full participation and commitment to the project.

There are various ways to communicate with your tenants:

- Organise a meeting or mid-week event to engage them and arouse their interest. Order a copy of the *Environmental Management Toolkit* for ideas on how to organise the event around a quiz, food and prizes. The toolkit is available via the Envirowise website (www.envirowise.gov.uk) or by contacting the Envirowise Advice Line on 0800 585794.

- An awareness campaign telling tenants about plans and the key stages involved.

- Reminder bulletins of the launch date.

- Provision of posters and labels for staff to put in backroom areas. These may include pictures or photos of the types of materials which can be recycled.

- Producing booklets for shop managers and their staff to ensure waste streams are segregated correctly.

- Holding briefing sessions or tenants’ meetings. These will provide tenants with the opportunity to give feedback and to advise the centre about what help and facilities they need to improve recycling.

MOTIVATING PARTICIPATION

It is important to find the right motivation for tenants to encourage them to get involved. You will need to outline both the financial and environmental benefits.

One way to interest tenants is to tell them about cost savings and opportunities to obtain revenue streams from recycling materials, such as polythene. This is probably the key factor for the tenants, particularly if they feel they must invest their time and effort to support the scheme.

In addition, don’t forget to outline the environmental benefits of reducing waste sent to landfill, which will help to improve the centre’s image as well as its impact on the environment.
THE ADVANTAGES TO THE TENANTS

To help you to encourage interest and enthusiasm for the scheme, outline the advantages to the tenants of being involved. You may find it helpful to anticipate any barriers or objections they may have. This might require an understanding of how their business needs and priorities can also be served by the recycling scheme. Again, talking to other centre managers who have set up recycling facilities may help you to find the most effective ways to communicate with tenants about the scheme.

Look for possible incentives that you could offer your tenants which might be linked to their own business objectives and concerns.

- Participation in the centre's scheme may assist tenants towards achieving their internal objectives or corporate targets, particularly where retailers are part of larger retail chains.
- It may be feasible to reduce tenant service charges, if money is saved through improving waste management. In this way, the tenants can see direct cost savings from participating in the scheme.
- A centre could also offer awards or prizes for the tenants who achieve good results.

SPREADING THE WORD

Aim to keep talking to everyone involved in the scheme so that there is less opportunity for misunderstandings, or for tenants to be unaware of key stages in the launch and implementation of the recycling scheme. It is also important to make sure that everyone has access to the same amount of information and feedback on developments prior to the launch.

You might find it helpful to ask the tenants for their views and suggestions at planned intervals to keep them engaged and to show that their opinions matter. It is important to find ways of keeping the recycling scheme on their agenda prior to the launch.

This will help you to refine the way the scheme is introduced and will show that you are open to new ideas and suggestions for ways to improve the practicalities involved in the recycling facilities. The people you have chosen within the retailers to help champion the recycling scheme can help to maintain a good level of communication with all those involved in the scheme before it is launched.

Encourage tenants to come and meet the champions and the centre’s full recycling team. Good introductions to the team will help everyone to know who to contact if they need help. In addition, you may find it useful to ensure that there is a central contact for any questions and concerns and that all the tenants have the information for reference. It may also help to check that the recycling team has a united and consistent approach to issues raised about the recycling scheme.

Finally, the centre can include details of the recycling scheme in the tenant handbook and the tenant lease agreements.
STEP 5: KEEPING EVERYONE INFORMED AND INTERESTED POST-LAUNCH

MAINTAINING EFFECTIVE COMMUNICATION

Both tenants and the public will need information and prompting to ensure that the initial success of your recycling scheme is maintained. To achieve this, you will find it helpful if you are able to give and receive information related to the scheme.

The information you generate will be characterised by waste figures and how targets have been achieved as well as topical or factual details to inform, educate and amuse so that the scheme stays as a focus of attention. In addition, it is important that you can encourage feedback from the tenants to show that their views are important to you, to help the scheme to operate smoothly and to check that it meets the needs of the tenants and the public. This can be done by providing:

- tenants and head offices with feedback on waste figures, how these have met targets and what benefits and improvements have been brought about through the scheme;
- the public with information through leaflets or stands at the centre;
- information to ensure tenants and the public know the locations of bins and exactly what items can be recycled in each;
- reward schemes to motivate and thank positive participation, eg promoting a ‘tenant of the month’ from comparing waste figures or associated initiatives;
- information through various means such as a newsletter, notice-boards, posters, email, bulletins, display screens within the centre or stands (include eye-catching pictures which show retailers and members of the public). See Fig 2 opposite for an example of a communication bulletin;
- various ways to liaise with all tenants, including those who don’t recycle, to make sure they understand the benefits and to find out whether simple changes to the scheme might encourage greater participation;
- information and details that are linked to formal systems as well as informal ones, eg the recycling scheme is made available to new tenants through the tenant handbook and tenant lease agreements.

To help to spread the responsibility of communicating to tenants and members of the public, use your recycling champions and the recycling team. This will help to raise the profile of the scheme and help with gathering information on how the scheme is benefitting tenants and to anticipate any problems they are experiencing.

Consider the possibility of liaising with the managers of other shopping centres of a similar size, with the same kind of shops and within an equivalent location. This might serve to help and encourage the main recycling team but it could be widened in its influence to the centre’s tenants to encourage greater participation and a sense of competition with a rival shopping centre. You may be able to pool ideas, share initiatives and benefit from seeing which practical systems or promotional materials have worked in a similar centre.
Look for opportunities to link the scheme to initiatives in the wider public domain, such as local or national schemes and competitions aimed at promoting environmental best practice or local pride.

There may be such initiatives available through the local authority, your retail trade association or national charities and campaigns, such as Keep Britain Tidy and Stop the Drop, which may be able to help you with promotional material, new ideas, a higher profile and greater publicity.

Tips on how to do this are included in the Envirowise publication, *Environmental Management Toolkit: How to achieve your shopping centre’s environmental goals* (EN711R). For more information on how to obtain this publication and others, see section 9, *Further information*.

---

**Fig 2 Example communication bulletin**

---

**ARE YOU RECYCLING AT THE CENTRE? PLEASE JOIN IN!**

The [Centre name] Shopping Centre is committed to providing facilities that our tenants need to reduce their impacts on the environment and increase profits.

At the centre we currently:

- [Insert a list of facilities (ie the range of recycling bins) provided at the centre].

Last month, we collected [Outline the amount in tonnes collected and how this contributes to the amounts collected cumulatively for the current year].

For more information on where and how to use these services please contact the centre management team [Insert centre contact details].
STEP 6: MONITORING AND MAXIMISING RESULTS

MONITORING TO HELP YOU MANAGE

Monitoring the changes made by the recycling scheme can help you to identify what is working well and whether there are any problem areas. Monitoring also helps to identify how the centre is improving its environmental practices and its progress towards achieving both financial and environmental goals.

There are many ways you can monitor and record your centre’s progress. Some examples are listed below.

• You can use the baseline information collected during the initial waste review (see Step 1) to help to show the extent of change since establishing the recycling scheme and to demonstrate progress to your tenants and the public.
• You can also obtain waste data from waste contractors to find out if you are meeting predicted targets.
• Ask waste contractors to provide data in a format that can be loaded easily into a spreadsheet or a word processor. Make sure all the recycling team are collecting information and recording it in a similar fashion to make it much easier to build up the data and to compare aspects when you need to do so.
• Make visual inspections of waste areas to ensure that wastes are being separated and check waste documentation to make sure that it is correct.

• Take photographs of good and bad practice and pin them up near to the waste areas to help show how it should be done. Provide contact numbers for the public or tenants to ring for more information or to report a problem.

• Review the recycling system to make sure the available space, tenant accessibility and number of bins required are appropriate. Look to see what types of waste are being left out at the bins because the bins are full and consider using a larger container.

• Check that no additional waste materials are being discarded at the bins and if they are, consider whether additional waste streams could be collected.

• Establish a system that all the recycling team can use to track progress and generate graphs for wider distribution to the centre management, tenants or to the public.

• Provide information and data to your tenants and the public in a format that they can understand and grasp easily, eg equate data on tonnage in terms of how much might fill a football pitch, an Olympic-sized swimming pool or an average three-bedroomed house.

• Hold regular meetings with the waste contractors to discuss the centre’s activities and review performance.

• Take pictures and provide information to show tenants what happens to the waste. This will help them to see that their efforts are worthwhile and to feel linked to the final outcome of reducing waste and saving money by recycling materials.

• Set up a routine so that recycling destinations are visited regularly to ensure wastes are being correctly recycled.

• Make sure there is an efficient system used by the recycling team to encourage and monitor any comments, criticisms and suggestions made by the tenants or the public. Ensure that there is a way of addressing these and feeding back the outcomes to those who provided comments.

• Try to encourage, thank and reward good practice among tenants and quickly address bad practice. Where bad practice or problems occur, find ways to address these quickly and to ensure that there is clear information available about using the recycling facilities to avoid misunderstandings or errors.

---

Getting tenants to monitor waste

In order to gather information on waste produced by retailers, data monitoring sheets can be issued to tenants and collected on a monthly basis. An example of a waste monitoring sheet is included in the Envirowise publication, *Environmental Management Toolkit: How to achieve your shopping centre’s environmental goals* (EN711R) which includes instructions on how to use the sheet (see section 9, Further information).

This is a useful method to see which tenants are recycling and identify any further opportunities at the centre. You will need to advise tenants on how to fill in the form as well as implementing a system for collecting the data on a monthly basis.
### CHECKLIST

Photocopy and use the sheet below to help you track your recycling team’s progress and achievements.

<table>
<thead>
<tr>
<th>Step 1: Initial waste review</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Undertake a waste review of the centre and tenants’ facilities</td>
<td>☐</td>
</tr>
<tr>
<td>• List all waste streams including any hazardous wastes</td>
<td>☐</td>
</tr>
<tr>
<td>• Identify all waste contractors at the centre including licence checks</td>
<td>☐</td>
</tr>
<tr>
<td>• Review waste documentation – Duty of Care requirements</td>
<td>☐</td>
</tr>
<tr>
<td>• Check the centre is registered with the Environment Agency as a hazardous waste producer if necessary</td>
<td>☐</td>
</tr>
<tr>
<td>• Identify opportunities for waste minimisation/reduction/re-use</td>
<td>☐</td>
</tr>
<tr>
<td>• Identify opportunities for recycling</td>
<td>☐</td>
</tr>
<tr>
<td>• Order a free copy of the <em>Environmental Management Toolkit: How to achieve your shopping centre’s environmental goals</em> (EN711R) from <a href="http://www.envirowise.gov.uk">www.envirowise.gov.uk</a></td>
<td>☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 2: Choosing and managing waste contractors</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Undertake a cost-benefit analysis when identifying waste contractors</td>
<td>☐</td>
</tr>
<tr>
<td>• Request licences for contractors and the disposal sites</td>
<td>☐</td>
</tr>
<tr>
<td>• Determine each waste contractor’s recycling capabilities</td>
<td>☐</td>
</tr>
<tr>
<td>• Discuss the level of segregation, types of containers and on-site management required</td>
<td>☐</td>
</tr>
<tr>
<td>• Request data provision on tonnages</td>
<td>☐</td>
</tr>
<tr>
<td>• Request information on management of on/off-site documentation</td>
<td>☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 3: Practical steps to implementing a recycling scheme</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Determine types of materials for recycling</td>
<td>☐</td>
</tr>
<tr>
<td>• Provide on-site facilities</td>
<td>☐</td>
</tr>
<tr>
<td>• Provide waste data/tonnages</td>
<td>☐</td>
</tr>
<tr>
<td>• Undertake recycling trials</td>
<td>☐</td>
</tr>
<tr>
<td>• Establish a dedicated recycling team</td>
<td>☐</td>
</tr>
<tr>
<td>• Recruit and appoint tenant champions</td>
<td>☐</td>
</tr>
<tr>
<td>• Liaise with head offices for each tenant</td>
<td>☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 4: Launching the recycling scheme</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Decide on a date for the launch and develop an awareness campaign</td>
<td>☐</td>
</tr>
<tr>
<td>• Distribute newsletters, bulletins, posters and emails on launch date</td>
<td>☐</td>
</tr>
<tr>
<td>• Hold tenants’ briefing sessions or events</td>
<td>☐</td>
</tr>
<tr>
<td>• Communicate incentives to tenants</td>
<td>☐</td>
</tr>
<tr>
<td>• Introduce the recycling team to tenants and tenant champions</td>
<td>☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 5: Keeping everyone informed and interested post-launch</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Provide regular communication with tenants and the public</td>
<td>☐</td>
</tr>
<tr>
<td>• Obtain feedback on the recycling at the centre</td>
<td>☐</td>
</tr>
<tr>
<td>• Develop incentives for tenants to participate</td>
<td>☐</td>
</tr>
<tr>
<td>• Liaise with tenants who do not participate</td>
<td>☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 6: Monitoring and maximising results</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Monitor waste/recycling data</td>
<td>☐</td>
</tr>
<tr>
<td>• Develop annual recycling targets</td>
<td>☐</td>
</tr>
<tr>
<td>• Look at what is actually happening and check documentation</td>
<td>☐</td>
</tr>
<tr>
<td>• Hold a meeting with waste contractors and visit recycling destinations</td>
<td>☐</td>
</tr>
<tr>
<td>• Review performance of scheme and suggest useful changes</td>
<td>☐</td>
</tr>
</tbody>
</table>
FURTHER INFORMATION

Envirowise is a Government-funded organisation that offers advice and support to businesses in the UK about how to increase profits from resource efficiency and environmental best practice.

You can contact the Envirowise Advice Line on 0800 585794 or visit the website (www.envirowise.gov.uk) to access a range of services including:

- up-to-date information on waste minimisation issues, methods and successes;
- information about relevant waste regulations and other legislation that could affect your business;
- copies of free, relevant Envirowise publications for your sector;
- suggestions for other sources of information.

The following Envirowise publications may be of interest to you:

**Information on waste reduction and resource efficiency:**

*Waste minimisation pays: five business reasons for reducing waste* (GG125)
*Waste mapping: your route to more profit* (EN944)
*WasteWise* (IT313)

**Information for shopping centre managers:**

*Environmental Management Toolkit: How to achieve your shopping centre’s environmental goals* (EN711R)
*Increasing profits by reducing waste in managed shopping centres* (GG324)
*Reducing waste and utility use in managed shopping centres* (EN336)
*Managed shopping centre reaps benefits from waste minimisation strategy* (CS919)
*Managed shopping centre implements new waste minimisation strategy* (CS920)

**Information for retailers:**

*Easy money: a self-help guide for small retailers* (GG365)
*Profiting from waste reduction in retail stores* (GG325)
*Sharing success: profiting from supply chain partnerships* (EN784)
Other useful websites:

Environment Agency (in particular the NetRegs website for waste legislation)
www.environment-agency.gov.uk
www.netregs.gov.uk

Defra
www.defra.gov.uk

WRAP
www.wrap.org.uk
Envirowise offers a range of free services including:

- Free advice from Envirowise experts through the Envirowise Advice Line.
- A variety of publications that provide up-to-date information on resource efficiency issues, methods and successes.
- Best practice seminars and practical workshops that offer an ideal way to examine resource efficiency issues and discuss opportunities and methodologies.

Envirowise - sustainable practices, sustainable profits. Envirowise is a Government-funded programme dedicated to putting the sustainable use of resources at the heart of business practice. It is managed by AEA Technology plc and Serco Ltd. Envirowise is funded by Defra, the Scottish Government, the Welsh Assembly Government and Invest Northern Ireland.