

## Getting fit for sustainable growth

**WITH a new financial year, opportunities to improve on last year's performance, as well as to improve our business strategy for the long-term, arise. There are also opportunities to ensure a relentless focus on our safety at work, and that of our colleagues and partners.**

At Viridor we are always looking to improve in the delivery of top quality services for our customers across the UK and beyond. The progress we have made over recent months has been impressive. We've seen some important planning and contract successes, continued investment in our vital recycling infrastructure, and we are approaching the operational stages for our energy from waste facilities at Ardley, Exeter and Runcorn (with the others following hot on their heels!)

We are also investing in the skills of our people and the support systems and services that enable the business to serve its customers. The implementation of Project Enterprise is now fully underway, and we recently saw our first sales conference supporting the revitalised Viridor approach to sales, and the training and improvements that have gone into that vital part of our business. It was also pleasing to make good progress this year as a 'Business in the Community', with the achievement of two stars in the Corporate Responsibility Index, a clear improvement on last year.

These all form part of our long-term strategy and business plan – the bigger picture. Our executive management team is also working hard to redefine Viridor's overall

strategy and improve the design and structure of the business. What does that mean to each of us? It means a good, strong company to work for – today and in the long-run.

There will be changes to the way we work – partly as a result of Project Enterprise and partly due to the required changes identified in the last few months. This is all for the better - to have a business that is 'future-fit'. We will be sharing with you more details of the business plans and changes as well as seeking your views throughout the year. Exciting times lie ahead. You'll have opportunities to engage and contribute to the transformation of Viridor, to improve our customer services, to ensure we deliver those services safely, and to contribute to our continued progress as a 'future fit' business.

What do we need from you? Get actively involved, be part of the process and let's hear your ideas to improve the business. Importantly, strive for high quality at all times and in everything you do.



**Mark Burrows-Smith**  
Operations Director

## How to get to yes - first national sales conference a success

**THE Sales Team at Viridor has made a strong and positive start to 2014 by holding its first ever National Sales Conference in January.**

Based on the theme 'How to Get to Yes', which is also the name of the sales manual produced last year for sales staff, the aim of the conference was to motivate the team, getting them ready to close sales and bring in new business in challenging economic conditions and a changing market place.

71 Viridor colleagues, including sales executives, managers and directors from associated areas of the business, spent time working together to identify and share best practice, key customer and sector needs/trends and ensure that what is offered through sales matches these requirements.

Viridor speakers at the event included Regional Commercial Manager Amber Greenhalgh, who spoke about a new approach required for selling Energy from Waste as a proposed solution, Regional Sales Manager Chris Lynn, who presented on 'Project Enterprise from a Sales Perspective' and Regional Communications Manager Tanya Reed, who shared the results of the recent Bristol vs Waste marketing campaign.

Motivational sales speaker and trainer Tony Morris from The Sales Doctor, also joined the event, leading two breakout sessions and offering one-to-one surgeries with personal advice to help sales staff convert more enquiries into business and reach their full potential.

Graeme Milne, Regional Sales Manager for Scotland and organiser of the event, said: "The event was a great success. Networking with other sales colleagues from across the organisation was incredibly beneficial and we all took the opportunity to learn from each other."

"By mixing the regional staff together in the breakout sessions we had some really good debates and got some excellent ideas together, which will be put forward to the senior management team."

# £25m toast to Scotch whisky sector

**THE environmental credentials of Scotland's largest export will take a significant step forward this summer following the announcement by Viridor of a £25 million investment in the UK's most advanced glass recycling centre at Newhouse, Lanarkshire.**

The state-of-the-art facility, strategically adjacent to the M8 motorway, will be one of the most advanced glass recycling facilities in Europe, capable of recycling 200,000 tonnes of glass per year – 150% of all glass packaging currently collected in Scotland.

The glass recycling facility will drive Scotland's circular economy, reduce reliance on imported materials for whisky and beverage bottles, and ensure 100% of Scottish packaging glass is fit for use by the burgeoning Scotch whisky and drinks sectors. Recycling glass from 17 Scottish local authorities, the hub will recover up to 97% of input materials, importantly achieving up to 99% product purity, exceeding the quality requirements for a Scotch sector focused on high-end product packaging.

Creating 30 full-time jobs, the 70,000 sq ft facility on a seven hectare site will also boost government Warm Homes objectives through a partnership with insulation provider, Superglass in Stirling. A further



▲ Scottish Regional Director Colin Paterson (left) with Cllr Helen McKenna, Convener of Environment, North Lanarkshire Council, and Viridor Chief Executive Ian McAulay

strategic partnership is set to be announced shortly.

The Secretary of State for Scotland Alistair Carmichael added that, "Locating the UK's most advanced glass recycling centre in Newhouse reflects the great skills of the workforce in Lanarkshire. Centres such as this will help Scotland fulfil its enormous green energy potential ensuring that we are at the centre of

the UK's low carbon economy."

Viridor Chief Executive Ian McAulay said: "Scotland has set out a very ambitious and aspirational agenda and one which I think is achievable if people work together. We've had very good support from North Lanarkshire Council and from the Scottish Government, and of course we're providing our own investment to and helping drive that agenda."

The latest investment will retain Viridor's position as Scotland's leading glass recycler and recognises the shifting nature of glass recycling, offering the ability to colour sort mixed glass back to original streams for a high quality recycle, rejecting material contamination.

Production at the site is due to commence in summer, with full operation by autumn this year.

## A note from the editorial team



▲ The editorial team:  
Victoria Jones and Victor Perez-Mares

**WELCOME to our latest edition of Viridor Voice.**

As we approach spring, and a new financial year, it is important to remember we must remain safety-aware at all times as well as performing as efficiently as possible.

We've had a good start to 2014 with significant funding secured from the government and various partnership agreements, as well as major progress within our energy from waste development programme.

Many more strategic announcements and initiatives are on their way, all of them to ensure the business is 'future-fit' so do seize the opportunity to engage in the process and make your mark.

Keep sending us your news - and don't forget that if you have a photo to go with your news, please email us any images as high-resolution JPEGs with file size of at least 1MB (max 5MB) so that we can include them.

We look forward to hearing from you!

**The editorial team**

**Send us your stories! Email us at [viridornews@viridor.co.uk](mailto:viridornews@viridor.co.uk)**

## £1m benefits Skelmersdale HDPE line

**AN investment of over £1 million on the HDPE line at Viridor Polymer Recycling facility at Skelmersdale will enable the site to produce a high quality and high value natural HDPE compound for use in sheet market applications – a new market for Viridor's HDPE.**

The site recycles plastic bottles from Viridor's local authority contracts and other private customers.

The installation consists of two optical sorters at its heart, supplied by Buhler Sortex. These sorters can accurately pick out and remove non-natural HDPE flakes, typically between 2mm and 12mm in size, in the HDPE product stream at a throughput rate of two tonnes per hour. This not only gives a high purity natural HDPE but also a coloured HDPE that can be compounded into black pellet for sale in the pipe sector.

## Multi-million pound partnership announced

**VIRIDOR and plastics recycling pioneer ECO Plastics have partnered to announce a twelve-month contract to help close the loop in soft-drinks packaging.**

The multi-million pound agreement will see Viridor supply 10,000 tonnes of plastic bottles throughout 2014 – almost eight per cent of ECO Plastics' total capacity. With the capacity to sort 150,000 tonnes of mixed plastics, the business' Hemswell facility is responsible for reprocessing 35% of the bottles collected in the UK every year.

Nick Brown Associate director for Coca-Cola Enterprises commented: "We are delighted to see the way our partnership with ECO Plastics is transforming Recycling in Great Britain. Collaboration unlocks great potential to optimise operations and this deal with Viridor is great news for all parties involved."



▲ Stronger in partnership: (l-r), Nick Brown, Coca Cola Enterprise's Associate Director for Recycling; Jonathan Short, Deputy Chairman, ECO Plastic, Herman van der Meij, Director of Resource Management; Rosie Barber, Viridor Commercial Manager; and Andrew Swainston, ECO Plastics' Head of Purchasing

Herman van der Meij, Director of Viridor Resource Management, added: "Practical partnerships and cross-sector collaborations are essential if we are to move

towards a real circular economy. This deal shows leading businesses working together across the value chain, from goods manufacturing, retail, collection

and sorting to reprocessing and remanufacture. We're proud to be working with Coca-Cola Enterprises and ECO Plastics."

## Eureka winners rain supreme

**CONGRATULATIONS go to Andrew and Ashley Houghton, based at Viridor's polymer recycling facility in Skelmersdale, for their first-prize-grabbing entry into the 2013 Eureka! Awards.**

Their idea, which they had already implemented on site, to harvest rain-water in order to wash their site's plant, saves something in the region of 24,000 litres of water per year.

Head of Sustainable Business Andrew Whitehorn said: "This was exactly the kind of initiative we were hoping to see this year. The idea is so simple and has been set up at a relatively low cost, but it is saving so much, both environmentally and financially.

"We will be looking at all our sites to see how this can be set up across the country – if colleagues on site want to go ahead with starting this, they are welcome to do so, and myself and Manish Chahwala are both available for help and advice."

After stringent application of the judging criteria, Ashley and Andrew secured themselves a fantastic £1,000 for their efforts.



▲ Eureka! award winners Production Manager Andrew Houghton (left) and Head of Stores and Procurement Ashley Houghton (centre) with Energy Efficiency Manager Manish Chahwala

**The runners up in the competition, who all earned £50, were:**

- David Reid, Operative at Hurstwood Court HWRC
- Alan Brown, Operative at Hurstwood Court HWRC
- Anthony Paul, Skip Driver at Filton
- Darren Plume, Weighbridge Operator at Beddington
- John Marritt, Site Foreman at Parkwood landfill
- Paul Toseland, Operator/Driver at Earls Barton
- Rob Nicholls, SE Regional Fleet Administrator
- Tristan Hague, Credit Controller at Viridor House
- Simon Jones, Plant Operative at South Manchester MRF

**All the ideas received are available to view on the Hub. If you do not have PC access, ask your line manager to provide it for you – search for 'Eureka'.**

**NOW OPEN!**  
**Eureka Awards**



**The Eureka! Awards were very well supported this year, with even more entrants than last year, and they are open again now for 2014. Entry forms are available on the Hub for printing – if you do not have access to a PC, please ask your site manager to print the form for you.**

## Merger of vehicle fleet in Manchester

**FOLLOWING the acquisition of JWT (now Viridor Atherton) in July 2012, the merger of the vehicle fleet has now been completed.**

The two fleets, which prior to the acquisition were working in competition, maintained numerous crossovers post-acquisition, which prevented maximum efficiencies being achieved.

Viridor is now operating just one traffic office in the Manchester region with office-based colleagues

integrated into one larger team and vehicles re-routed to address the overlap of the two fleets. This will have positive impacts on fuel costs, carbon footprint and will create time efficiencies as well as opportunities for improving customer service.

In addition, health and safety has been improved with the ability to double-man all vehicles. It also allows the Atherton facility to focus entirely on the production of RDF for Runcorn EFW, which is now fully operational.



▲ Fleet changes are delivering efficiencies and improvements in customer services

# Runcorn EfW achieves first burn Top safety record for Ardley EfW

**CONSTRUCTION and commissioning of Phase 1 of the Runcorn EfW facility is nearing completion, with first burn of waste and confirmation that the restriction (to 85,000 tonnes maximum) on deliveries by road of refuse derived fuel (RDF) lifted in March.**

To let residents know what to expect, Viridor took steps to ensure that local residents understood the commissioning process, especially the steam blowing procedure, by issuing a community newsletter to the 1,400 households near the facility, with comments from General Manager Roy Griffin.



▲ The EfW at Runcorn in February of this year. The site has been undergoing a commissioning process, including a steam-blowing procedure

Once fully operational, the facility will employ 80 people and process up to 850,000 tonnes of waste each year. It will be capable of generating up to 70MW of

electricity and up to 51 MW of heat to supply neighbouring chemicals manufacturer INEOS with up to 20%

of its total energy needs. Phase two first burn is expected in autumn 2014, with takeover scheduled for Q1 2015.



▲ Chairman Colin Drummond, right, visited the team at Ardley to congratulate them on achieving 1.5 million working hours with no lost time accidents

**VIRIDOR and its construction partners CNIM Clugston Oxfordshire are celebrating the achievement of 1.5 million man-hours without Lost-Time Accidents, after adding a further 500,000 hours to their total during construction of the Energy from Waste Facility (EfW) in Ardley, Oxfordshire.**

Furthermore, a £1,000 donation is made to local schools or charities for every 100,000 hours of safe work completed. The total amount of donations now stands at £15,000, with Chesterton and Fringford Primary Schools, Children in Touch and Wooden Spoon Oxfordshire being just some of the organisations benefiting from the safe work at Ardley.

Colin Drummond, Viridor Chairman, said: "We are so proud of the care and due diligence all employees on site are demonstrating throughout the construction of our Ardley facility. Achieving 1.5 million safe hours of work with nearly 500 employees on-site is by no means easy and I would like to congratulate everyone for their ongoing commitment and excellent work."

At the end of February, Ardley EfW's permanent power supply went live and in doing so, it secured a power export capability with the National Grid.

This signifies the start of the facility's Cold Commissioning phase. During this phase, process equipment is subject to trial testing prior to operation.

## Cold commissioning continues in Exeter

**COLD commissioning is well underway on the EfW plant at Marsh Barton, Exeter, with final preparations being made to start warm commissioning in a few weeks.**

This stage of the construction process will involve the burners being fired on fuel oil to dry the refractory and generate steam that will carry out the steam blow.



▲ Steam-blows have also been undertaken at Exeter EfW. During a steam-blow, the burners are fired on fuel oil

Once complete, the facility will treat up to 60,000 tonnes of residual, non-recyclable waste from households across Exeter, East Devon and Teignbridge.

## Trident Park EfW construction progresses smoothly

**PROGRESS continues to be made at Trident Park EfW facility in Cardiff with all the main plant items now in place.**

The construction is on schedule, with piping and electrical cable installation currently underway, roof trusses over the flue gas treatment area being erected and cladding in the tipping hall area nearing completion.

Trident Park's residual waste treatment will serve a group of five local authorities, known as Prosiect

Gwyrdd (Project Green), and will provide essential waste treatment capacity for local businesses and potentially other local authorities in the region. Cold commissioning will start in May and when operating at its full capacity of 350,000 tonnes, the facility will generate 28 MW of power.

A Judicial Review, challenging the planning consent given at Trident Park, took place in December 2013.

At the time of going to press Viridor was awaiting the judge's conclusion and verdict.



▲ Trident Park's residual waste treatment will serve a group of five local authorities, known as Prosiect Gwyrdd (Project Green)

## Beddington ERF planning permission is issued

**VIRIDOR welcomed the recent announcement by the London Borough of Sutton that planning permission for its Energy Recovery Facility (ERF) in Beddington, south London has been issued.**

Speaking on behalf of Viridor, Head of Development Projects Robert Ryan said: "This is another milestone in the development of this much needed alternative to landfill disposal in south

London. Our state of the art facility will provide a safe, robust, cost-effective and long-term solution to the South London Waste Partnership's residual waste treatment needs.

"We will continue engaging with the local community and elected representatives to ensure a smooth construction phase. We look forward to starting preparation work to deliver this first class facility."

The EfW facility will process 275,000 tonnes of residual, post-recycling waste with substantial environmental benefits including the landfill diversion of around 95 percent of waste delivered to the facility.

It will generate 26MW of power to be supplied to the National Grid – enough to power around 30,000 homes and contributing towards a more resource efficient Britain.



▲ Artist's impression of the recently permitted Beddington ERF

SUSTAINABLE BUSINESS

# Sustained CR success

**TWO stars is the result of Viridor's second year participating in the Business in the Community's Corporate Responsibility (CR) Index.**

Developed in consultation with business leaders, the CR Index is a powerful tool that has helped hundreds of companies drive progress on corporate responsibility for more than a decade. Viridor joined it for the first time last year, and achieved a credible bronze level. This year, the evaluation criteria were stricter and the levels were reviewed and re-labelled to reflect that. Achieving two stars is in line with the company's goal for continual improvement and it is a step forward in delivering Viridor's sustainable business strategy.

Achieving **2 stars** means that **Viridor:**

- Has developed CR policies for all

- Has integrated CR principles into the organisation and has processes in place to ensure these are upheld
- Includes CR objectives as part of senior managers and Board members performance review
- Is identifying CR related risks and opportunities as part of a formal process
- Has reliable baseline data to develop appropriate Key Performance Indicators and set relevant targets that will demonstrate performance improvement

Head of Corporate Responsibility Melanie Huggins again led the submission. She said: "The assessment was tougher this year



and we were able to secure a higher ranking than last year thanks to improvements made across the business. I'm very proud of our achievement as it is testimony of the great work we're all delivering to make Viridor a sustainable and responsible business."

# New system encourages more effective driving

**RESOURCE efficiency and safety are key to Viridor but with a fleet of over 600 vehicles making a significant contribution to our carbon footprint, we need to measure emissions accurately to meet our reduction targets.**

The transport delivery group has been looking at key objectives to:

- Reduce fuel consumption
- Reduce health and safety incidents including road traffic accidents (RTAs)
- Improve customer service/relation
- Improve productivity
- Reduce insurance costs as a result of RTAs

To help achieve this, Microlise has been chosen to supply the hard- and

software telematics solution that provides both real-time and historical data on how the fleet is performing, how vehicles are being driven and route details. ICT Projects is currently working with them to roll the system out across Viridor's 44 sites.

ICT Project Manager George Offei said: "We are aiming to complete the rollout by the end of April this year, and then we'll be conducting a benefits review and consultation until July.

"We expect the introduction of this new technology to significantly lower our CO<sub>2</sub> output, fuel and maintenance costs through improved driving styles and vehicle usage, as well as reducing insurance claims from RTAs."

# Towards zero waste in Scotland

**SINCE 1 January 2014, businesses across Scotland, supported by Viridor, have been facing the reality of a new nationwide waste law.**

Martin Grey, Communications Manager, said: "The Waste

(Scotland) Regulations represent a paradigm shift in how Scotland manages its waste resources. At their core they aim to help Scotland become one of the most resource efficient nations in Europe.

"Viridor worked hard to lay the foundations for 1 January, investing £100 million in Scotland's most advanced network of recycling-led infrastructure, in a modern collections fleet, in staff development and an efficient customer service architecture.



# Illuminating moment for Viridor

**FOLLOWING initiatives by members of the Energy Efficiency Technical Group, and Viridor Board approval at the end of 2013, the national LED retrofit project is now well underway.**

Coordinated by Project Manager Shравanlall Seeruttun from the Recycling Projects Team, capital investment of more than £700k will see over 2,500 existing sodium halide high bay lights and fluorescent tubes replaced with their LED equivalent at 26 sites across the UK. Currently this programme excludes the Greater Manchester PFI sites, which are planned for replacement as part of a future phase of works.

Following extensive survey work during 2013 by the preferred

contractor, Admiral Environmental Group, the majority of MRFs across the UK will benefit from the replacement programme.

The new LED luminaires are expected to last at least 10 years, significantly longer than traditional ones, thereby reducing maintenance costs and down time. Energy savings of 40% or more are anticipated (2.8GWh down to 1.7GWh), with annual carbon emissions reduced by approximately 1,200 tCO<sub>2</sub>.

Andrew Whitehorn, Head of Sustainable Business, said: "With energy prices continuing to climb and a need to reduce our carbon emissions, this project will make a significant contribution to both reducing costs and carbon."

# ACTION HEALTH, SAFETY AND COMPLIANCE

## Great response to Health and Safety Survey

**THANKS to everyone that took part in the Health and Safety Survey.**

It ran for five weeks and we received a great response. In total, 652 questionnaires were completed – representing 21% of the company's total headcount and making the results statistically valid.

The responses are now being analysed and the results will be published for all to see later this spring alongside an action plan on how activities will be moved forward based on your feedback.

Together we will make Viridor a benchmark company for health and safety.

# TRAINING UPDATE

## Time to get above PAR!

**FOLLOWING the launch of the Core Behavioural Competencies (see Viridor Voice Autumn 2013), the Training Team has now created a revised PAR (Performance Appraisal Review) form to incorporate the competencies and ensure that they become engrained in how we all work.**

Training workshops have been carried out for those who carry out PARs for their teams, providing tips on how to use the new form within the PAR process.

Traditionally, technical competence was the main consideration when appointing employees into roles, thinking mainly about WHAT needs to be done and much less about HOW things are done. This can sometimes lead to the appointment of the wrong person into a position, because a technical expert may not always be the best person to lead or manage a team.

The core competencies provide a framework of behaviours focusing on HOW we carry out our roles in all

### What are the Viridor Core Behavioural Competencies?

- Customer focus
- Commercial awareness
- Communication
- Teamwork
- Culture, values and ethics
- Managing change

**To find out more, contact your regional Training and Development Officer.**

positions in the company. Alongside good management practices this will improve performance and will ultimately assist us to gain competitive advantage.

HR UPDATE

# Employment Handbook update on its way

AS Employment Law changes, Viridor's policies have to be amended to keep legally compliant.

Legal changes take place regularly, and so we review the Employment Handbook on a regular basis. This new revision will contain some changes in existing policies and will contain other policies that do not

have a legal requirement, which employees can access. For example the new Voluntary Retirement Policy has been very successful with some employees who are moving into the retirement phase of their lives.

All employees either have their own copy of the Viridor Employment handbook or have access to a copy, via site management.

**PLEASE NOTE:** The Viridor Employment Handbook does NOT apply to those employees working under the Greater Manchester contract, who have their own Employment Handbook.

## Spring clean for data

IN preparation for Project Enterprise, and to comply with the legal requirement for your employee records to be as accurate as possible, the HR department has been undertaking a full review of all employee data to ensure it is all up to date. This large task includes employee addresses and contact details, and more, and is being undertaken by a small support team.

As a consequence you may be contacted by the HR teams across the business; please ensure you respond as quickly as possible to support this review process.

## Getting Social

OUR most shared/liked/retweeted posts from the world of social media over the last three months

Twitter @ViridorUK



2905 followers

+650 over the last 3 months

That's double the number of new followers than in the last quarter!



47,801 views of our videos

+5,872 over the last 3 months

### Top video:

The Recycle for West Sussex HWRS employees Christmas message proved popular over the Christmas period, attracting lots of attention across Twitter and Facebook. Glass recycling and MRF videos continue to perform well.

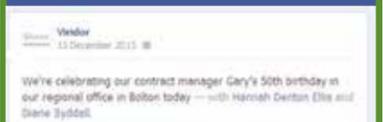
in 2136 followers  
+553 over the last 3 months

Linked In has driven 554 people through to the Viridor website in the last three months.

f 448 likes  
+65 likes over last 3 months

Send us your employee stories to feature on our Facebook page!

### Top post:



13/12/13 We're celebrating our contract manager Gary's 50th birthday in our regional office in Bolton today.

14 likes and 1 comment (330 people saw this post)

## Time for a break?

IS the Christmas break a distant memory and your summer holiday too far away?

If you find yourself wishing your life away between trips, perhaps you could benefit from a career break.

Viridor offers employees with five years' continuous service the opportunity to take an extended unpaid period of time off – between eight and 26

weeks – in order to pursue outside interests, which could be further study, community or voluntary work, travel and exploration or relaxation and rejuvenation.

Sound good? Then read the Viridor Policy, fill in an application form available from your line manager or regional HR Officer, and have an initial conversation with your line manager. The world is waiting for you!



▲ A career-break can be a time to explore new hobbies, spend time with family, learn new skills or travel the world

## PROJECT ENTERPRISE

# Transforming the foundations

THE Project Enterprise team has been working hard to improve the way Viridor works.

The current focus is on transforming business foundations in Finance, Procurement and Human Resources (HR). These three businesses support the entire company through reporting, purchasing and employee services. By improving this process, the company will then build the next stages in Operations and Sales from an established platform.

Project Enterprise is changing the way the company looks at these foundations, from individual functions to End to End processes. Acknowledging that an employee's needs extend through the length of

their career at Viridor, and includes more than just HR functions, HR will become known as Hire to Retire (H2R). H2R will incorporate recruitment, payroll and finance, including travel expenses and purchase authorisations.

H2R will be linked to Financial Plan to Report (FP2R) and Procure to Pay (P2P) and this will eliminate a number of paper-based processes.

The design of these interactions is overseen by three Process Leads:

- Elliott Hodges, Financial Plan to Report
- Elaine Page, Hire to Retire
- Stewart Ennew, Procure to Pay

A wealth of knowledge is also brought

to the design by David Morris, the Director of Financial Transformation.

Process Leads are senior managers in their business who are seconded to Project Enterprise. They work within the project every day and provide the knowledge base of our current systems and processes.

Process Leads also connect with other employees within the company to provide specialised knowledge and feedback on design ideas.

The Process Leads have just completed the Blueprint stage, which creates the design for the new processes in H2R, FP2R and P2P. Watch for exciting announcements about the design decisions for the new Viridor.



For more information about Project Enterprise or how to get involved, please email [EnterpriseInfo@viridor.co.uk](mailto:EnterpriseInfo@viridor.co.uk)

## SMARTER WORKING: ICT UPDATE

### IT training benefits Glasgow

AS part of the contract with Glasgow City Council, Ruby Davidson, the ICT Training and Development Officer for Viridor, recently provided a series of Microsoft Office training sessions for small businesses and social enterprises.

The workshops started with a range of IT sessions delivered by Ruby, and included:

- Introduction to Microsoft Word
- Getting Started with Microsoft Excel 2010
- Creating Presentations with Microsoft Excel
- Creating Basic Charts with Microsoft Excel

This support will help build knowledge in the community and enable local businesses to partner with Viridor in the future.



# Honorary Dr Colin Andrew adds IEMA fellowship to accolades

**VIRIDOR Chairman Colin Drummond has been invited to accept an Honorary Doctorate of Business Administration at an award ceremony to be held at Edge Hill University in July.**



▲ Chairman Colin Drummond will receive his honorary doctorate in July this year

Many of our rising stars of management are currently completing a very successful in-house degree programme which is run by Edge Hill, and Colin has attended several presentations and discussions with the students. He has also spoken at a reception at Edge Hill about the course.

The award from the university recognises Colin's outstanding level of achievement in the field of business throughout his professional life, and came somewhat out of the blue. He said: "The company and I personally are very proud of the degree course. It puts us at the forefront of

management development – not many companies have such an in-house degree.

"I am deeply honoured to accept this award from Edge Hill University, particularly having seen the excellent work of our students."

**SUSTAINABILITY, making more from less whilst protecting dwindling resources, is all in a day's work for Andrew Whitehorn, Viridor's Head of Sustainable Business.**

Now Andrew, based at Lean Quarry, has been recognised for his contribution to sustainability by being welcomed as a Fellow of the Institute of Environmental Management and Assessment (IEMA). Joining a select group of only fifty-one Fellows, the achievement is IEMA's highest level of professional recognition, awarded to those who have contributed their leadership skills and accomplished substantial achievements in the fields of environmental management, assessment and sustainability.

Building on an impressive track record featuring military service with

the Grenadier Guards in Europe, Africa and the USA, the financial services sector in the City of London, and now as "a primary agent for change" at Viridor, Andrew will file his Fellowship alongside his MBA and two Charterships.

IEMA's CEO, Tim Balcon, congratulated Andrew on his success, saying: "I'm delighted to welcome Andrew into IEMA's small yet incredibly influential group of Fellows. Each and every one of them, including Andrew, has demonstrated not only how knowledgeable and experienced they are, but it is also very clear the powerful leading role they have played in placing environment and sustainability at the very core of their organisations throughout their careers."



▲ Andrew Whitehorn FIEMA, Viridor's Head of Sustainable Business, is one of a group of only 51 Fellows of the Institute of Environmental Management and Assessment (IEMA)



▲ The sustainability-focused fashion show was a huge success, and even trended on Twitter with #FashionorRubbish

## Rubbish walks the fashion runway

**IN November 2013, Recycle for Greater Manchester's award winning fashion show returned to the catwalk.**

The show formed part of European Week for Waste Reduction and aimed to inspire people to think differently about waste by showcasing that someone's rubbish really is someone else's treasure.

Nine collections, eight stalls and two exhibitions all helped to bring fashion alive. Over 200 attendees, as well as 18 journalists and bloggers were treated to visionary upcycled collections from designers.

With collections made from reclaimed African and vintage fabrics, ties and tram tickets, there was a lot to be inspired by. A dress made from 40,000 paperclips by Adnan Bayyat stole the show, along with a wedding dress made from newspaper by Tracey Cliff.

The show was a great success, trending on Twitter with #FashionorRubbish. Over 60% of those who attended were inspired to take action to reduce waste. Check out the three minute video and picture gallery at [www.recycleforgreatermanchester.com/fashion](http://www.recycleforgreatermanchester.com/fashion)

## Viridor ready to Go4SET in Scotland

**VIRIDOR, in partnership with the Engineering Development Trust (EDT), has again launched its annual, Scotland-wide Go4SET programme in secondary schools across the country.**

Aligning Viridor with key local authority partners, businesses and stakeholders, the programme aims to encourage secondary school pupils to consider career opportunities in the green economy.

Open to every secondary school in Scotland, the programme links teams of pupils with companies and universities to offer a practical, hands-on, 10-week science, technology, engineering and mathematics (STEM) experience. Winners from each region progress to the national final at the Scottish Parliament in May.

Communications Manager Martin Grey said: "Our partnership with the EDT is a key strategic asset in



▲ Pupils from St Andrew's Secondary School in Carntyne with (l-r) Head Teacher George Lyons and teacher Erin Campbell, Cllr Stephen Curran, Executive Member for Education, Glasgow City Council, Viridor Communications Manager Martin Grey and Deputy Head Sharon Watson

contributing to the success of our Scottish business."

"In addition to offering a valuable talent pipeline to our business, the programme contributes considerably to Scotland's green economy."

Leader of Glasgow City Council, Cllr Gordon Matheson, said: "To succeed,

we need to be able to equip our young people with a passion for rewarding and well-paid careers in science, engineering, technology and maths. Viridor is not only investing in one of Europe's most advanced recycling and renewable energy centres, but is also delivering a learning legacy for the city and its people."

## Right stuff, right bin in Rochdale

**RECYCLE for Greater Manchester trialed a community campaign in Rochdale designed to encourage residents to put the right things in each recycling bin. The pilot was successful in reducing contamination by three quarters in the comingled stream, resulting in the contamination rate levelling at 6%, down from a high of 22%.**

The campaign was designed using a combination of incentives and disincentives to reinforce the preferred behaviour. Collection crews left green tags on bins that contain the correct items, thanking residents for helping to save £25 million for local public services. Bins with the 'wrong stuff in the wrong bin' were not collected, but



▲ The Right Stuff, Right Bin roadshow was just part of a campaign to get Greater Manchester residents recycling correctly instead received a red tag explaining what could be recycled in each of the bins.

The campaign highlighted the possibility of a £75 fine for those who repeatedly contaminate their recycling bins.

To help get the message across, door knocking and a roadshow were undertaken in the area. Posters, leaflets and tea towels were handed out to remind people how to recycle correctly. Lessons from the pilot will inform a wider campaign to be rolled out across Greater Manchester.

# Doing our bit for charity

**VIRIDOR has recently taken over the administration of charitable donations, which historically were handled by parent company Pennon Group plc. What does this mean to you?**

It means that if you are involved with a charity or worthy cause, you can apply directly for funding. There are of course criteria and stipulations:

- 'Charitable and worthy causes' can be defined as activities which

benefit communities, whether sporting, cultural, educational, social or environmental.

There is no requirement for charitable status.

- The charity or worthy cause must be based in the UK, and profit UK residents.
- It must not fund medical research.
- It must be in the operating area of a Viridor site, or have the involvement of a Viridor employee.
- It must not be a national charity.

- It must not be intended to promote political or religious affiliation.

**The Charitable Giving Panel, made up of managers from across the business in terms of both remit and location, discuss all applications once per month. To apply for a donation or for sponsorship, please email Victoria Jones at vkjones@viridor.co.uk with the details of your request.**

# Viridor rubs shoulders with POSH at the football



▲ The Viridor-sponsored football match resulted in a 4-3 win for the home side, and helped foster relationships with local organisations in a city where Viridor has a large presence

**SUCCESS was the result for Peterborough United, better known to fans as POSH, as it defeated Notts County 4-3 at the Viridor-sponsored football match earlier this year.**

Viridor Contract Manager Paul Rowland, said: "It was a very eventful evening with a few goals and a player receiving a red card in the first half of the game and proved a great opportunity for

us to network with existing partners as well as potential customers. As a business with a good presence in the area, it is important that we support and forge close relationships with local organisations such as the long-established POSH football club.

"We continue to provide essential recycling and waste collections for businesses in the city and,

importantly, we're currently building one of the most efficient Energy from Waste (EfW) facilities in the UK. With a capacity to treat 85,000 tonnes of residual waste each year, our EfW plant will provide a much needed alternative to landfill disposal to the local council and businesses in the area, further helping the city fulfil its objective of becoming the UK's Environment Capital."

# Survival of the fittest



▲ Team Jamie, in black t-shirts, endured mud, hailstones and a dip in the icy canal to raise money for charity Jamie's Something Special

**ON a cold and grey day in November, a fearless five-some took part in the gruelling Manchester Survival of the Fittest.**

Organised by fitness magazine Men's Health, the 10km obstacle course, part of a series of national events, included icy dunks in the canal, enormous hailstones, mud slides, a steeplechase and an army assault course, among other things.

Team Jamie, made up of Executive Secretary Diane Syddall, her fiancé Weighbridge Administrator Anthony Dowd, and three friends Barry Dowd,

Abigail Tortora and Matthew Barlow, were running in aid of the charity Jamie's Something Special. The fund raises money in memory of Jamie Heaton, the toddler tragically killed in a gas blast in Greater Manchester in 2012, and Anthony's nephew.

Diane said: "We want to say a huge thanks to everyone for sponsoring us! We completed the course in a respectable 1 hour 47mins and we managed to raise a total of £450 for Jamie's Something Special, with donations still coming through, for which the team and committee are extremely grateful."

**The team are looking for more team members next year, so start training if you're interested in taking part!**

# Charities in knead receive dough

**THE Great British Cake Bake-Off has a lot to answer for. Here at VVHQ, we can only assume it's the cause of a batch of similar baking competitions that have been taking place across the company.**

At Viridor House, Treasury Manager Nick Wilson organised a baking competition amongst the 12 members of his team, even managing to convince some less enthusiastic bakers to take part. He said: "It actually stemmed from the employee engagement module on the Viridor degree course. Our tutor talked about ideas to improve engagement and spoke about another depot that was running a similar idea. As the majority of my team has a sweet tooth it seemed perfect.

"We had cakes such as cupcakes and brownies, one decorated as a grave yard for Halloween and a festive Christmas cake."

The ultimate winner was Data Input Clerk Sophie Williams but she may have competition from Earls Barton,



▲ Colleagues at Perth were the discerning judges of the entries into the Christmas Charity Bake-Off – once they'd paid to join in

where Key Account Manager Sean Parrock organised the first bake-off.

Also designed as an exercise in employee engagement, every week one person baked a cake for the rest of the team to taste and mark.

Eventually Valerie Tams was crowned Queen of Cakes, whilst Lauren Cowper walked off with the cupcake crown. Lauren said: "Everyone here at Central Contracts has bought into the idea and it is a great way to kick off our Mondays and something we all look forward too. To be honest I have probably enjoyed it a little too much having popped on a few pounds since we started.

"There is a great atmosphere in the office and now that the word has spread to other areas of the business, and we're looking forward to a 'champion of champions' bake-off!"

Meanwhile in Perth, there was a charity bake-off held in aid of The Alexis Rose Tribute Fund (see Mark Taylor story on this page). Six members of staff joined in to make Christmas themed bakes which were then judged by operations staff – after they had made a donation to the charity. In total they managed to raise £180 for the charity, which Mark will add to the funds already raised.

# Mountain climb for meningitis



▲ Compliance Officer Mark Taylor completed the gruelling mountain walk to raise funds for a trust set up in memory of his friend's daughter.

**COMPLIANCE Officer Mark Taylor recently undertook the demanding West Highland Way Challenge to raise funds for research into meningitis.**

The Challenge involves a 54 mile hike through some of Scotland's most rugged scenery, culminating in a climb of Ben Nevis. The money raised will help fund research, a team of workers to man a support line and days out for sufferers and their families.

Mark said: "The walk was completed over four tough and sometimes stormy days, but the breath-taking scenery distracted from the aches and pains.

"My friend Alan's daughter, Alexis Rose, sadly died aged 19 months, after contracting meningitis. It was a very hard time for the family, who are now committed to raising funds and awareness of meningitis."



## TEN THINGS You didn't know about... INCREASING YOUR PRODUCTIVITY

1. Training to improve the knowledge and skills of staff, improved recruitment and selection can all raise productivity in a company, as can investment in equipment and new technology. Viridor is investing in all of this under Project Enterprise – keep your eyes open for more info!
2. Remember the 80-20 principle. The Pareto principle suggests that 20% of your time and efforts will yield 80% of the desired outcome. Focus first on those tasks for ultra productivity!
3. Do the most important task of the day first thing in the morning. Getting it done early will make you feel good and you'll have less inner resistance towards taking action for the rest of the day.
4. Single-task! Multi-tasking might feel more proactive, but it usually ends up in several things being done badly or even left unfinished. Do one thing at a time, it will reduce stress.
5. To stay on track, use questions like 'What's the most important thing I can do right now?' or 'What would I work on if I only had 2 hours for work today?'
6. Delegate when you have to. Everybody needs help now and then. But people won't volunteer so you have to feel comfortable about asking.
7. If you're assigning tasks to others, be specific. Know the facts of the situation and the facts about the people who will do the work. And make sure you follow up with them afterwards!
8. Procrastinate wisely! Decide whether a non-critical task should be done immediately or later: if it takes less than 30 seconds do it right away. For a longer non-urgent task, use a diary and do it later.
9. If you're managing people, try not to micro-manage. Your employees are humans, not machines, and will give their best work in the best environment. But paying positive attention will be rewarded with productivity.
10. Mandatory fun is good! Celebrating birthdays, holding group activities or having a night out can boost team spirit and culture. A break for 'forced fun' can reduce mental fatigue and increase collaboration and morale.

If you have any comments about this regular section of Viridor Voice or have a subject you would like us to research, email us on: [viridornews@viridor.co.uk](mailto:viridornews@viridor.co.uk)

# THE EXTRA MILE

## Celebrating those that give a little extra

Applaud your outstanding colleagues!  
Email [viridornews@viridor.co.uk](mailto:viridornews@viridor.co.uk)

WE are always pleased to hear from members of the public, via our website feedback form, when they have such glowing things to say about our brilliant employees. Here are two messages received recently:

**SIMON** Parker of South West Galvanizers said: "Our regular driver Keith from the Newton Abbott branch needs to be praised for the customer service he provides for Viridor. Keith goes that extra mile

to make sure everything is in place for the collections. Keep up the good work."

Andy Goddard was also very complimentary: "I would like to

congratulate a member of your staff who assisted me at your Crawley site. Not only was he extremely courteous, he was also extremely helpful. Too often, we are so quick to complain and unfortunately too

slow to congratulate! Many thanks."

Well done to everyone that works 'front of house', being the face of Viridor and shaping public opinion of our company!

## Movember madness

IT was tache-tastic across Viridor throughout the month of November, as male colleagues bravely sported awkward-looking facial hair in the name of charity.

By the end of the month, however, there were some magnificent nasal underlinings going on, and it's quite clear who the moral victors were in the end. But the crucial question is: who won the challenges?

Raising the most was the South

West regional team, with a fantastic £657 to their name. Their coffers were undoubtedly boosted by the efforts of the overall highest fundraising individual; External Affairs Director Dan Cooke who raised a brilliant £279.

Viridor as a whole managed to raise £1,210 for the men's health awareness charity. Well done everybody – the challenge to be the most hirsute region is on for next year!



▲ External Affairs Director Dan Cooke's 'business man' tache, according to Movember, helped push the South West Region to victory in the fundraising stakes

## Two special deliveries

A PROJECT Manager and a Bid Co-ordinator at Kings Hill have recently welcomed new babies into their lives.

Shrav Seeruttun and his wife Anouska celebrated the birth of their first child, Shayam Tejash, on 30 October 2013. His names are of Sanskrit origin, meaning Krishna/Shiva and illumination/brilliance, and reflect Shrav's Mauritian roots. Shrav said of his son: "He likes to watch TV – a trait he inherited from his Mum – but he also loves it when I speak French to him. His eyes light up and he smiles profusely. He's getting better at sleeping longer at night – but still not long enough!"



The following month, Bid Co-ordinator Susie Wilson, husband Darren and three-and-a-half year old Freddie, were joined by little Zachary Michael Paul after an emergency caesarean section. Two weeks early, he was still a healthy 7lb 4oz, and Susie says he continues to gain weight every day. She added: "I'm recovering and getting stronger, 'helped' by Freddie, who loves to look after Zachary and wants to change his nappies all the time!"



▲ Top: Project Manager Shriv Seeruttun and wife Anouska with baby Shayam Tejash in their first official family portrait. Above: Sleepy Zachary Michael Paul arrived early for mum Susie Wilson, Bid Coordinator at Kings Hill, and her husband Darren

## Double wedding bells at Earls Barton

LOVE has been well and truly in the air at Earls Barton MRF in Northamptonshire. Administrator Lauren Cowper married fiancé Colin on 26 October 2013, whilst Key Account Manager Sean Parrock tied the knot with Cara earlier in the year. Congratulations to both happy couples!



▲ Key Account Manager Sean Parrock with new wife Cara



▲ Administrator Lauren Cowper (née Pugh) married fiancé Colin in October

## Bolton bids farewell to Roy

THE Northern Regional Office in Bolton said goodbye to a long-standing member of staff, and a familiar face to all that visited the site, when Security Guard Roy Pickering retired on 15 January. During his 23 years' service with the company, Roy was a friendly and professional welcome for staff and visitors to the site and he will be sorely missed. At a retirement lunch held in his honour, he received a bottle of bubbly, some local restaurant vouchers for him and his wife, and a cash gift. Thanks for all you have done, Roy, and very best wishes for the future from all at Viridor.