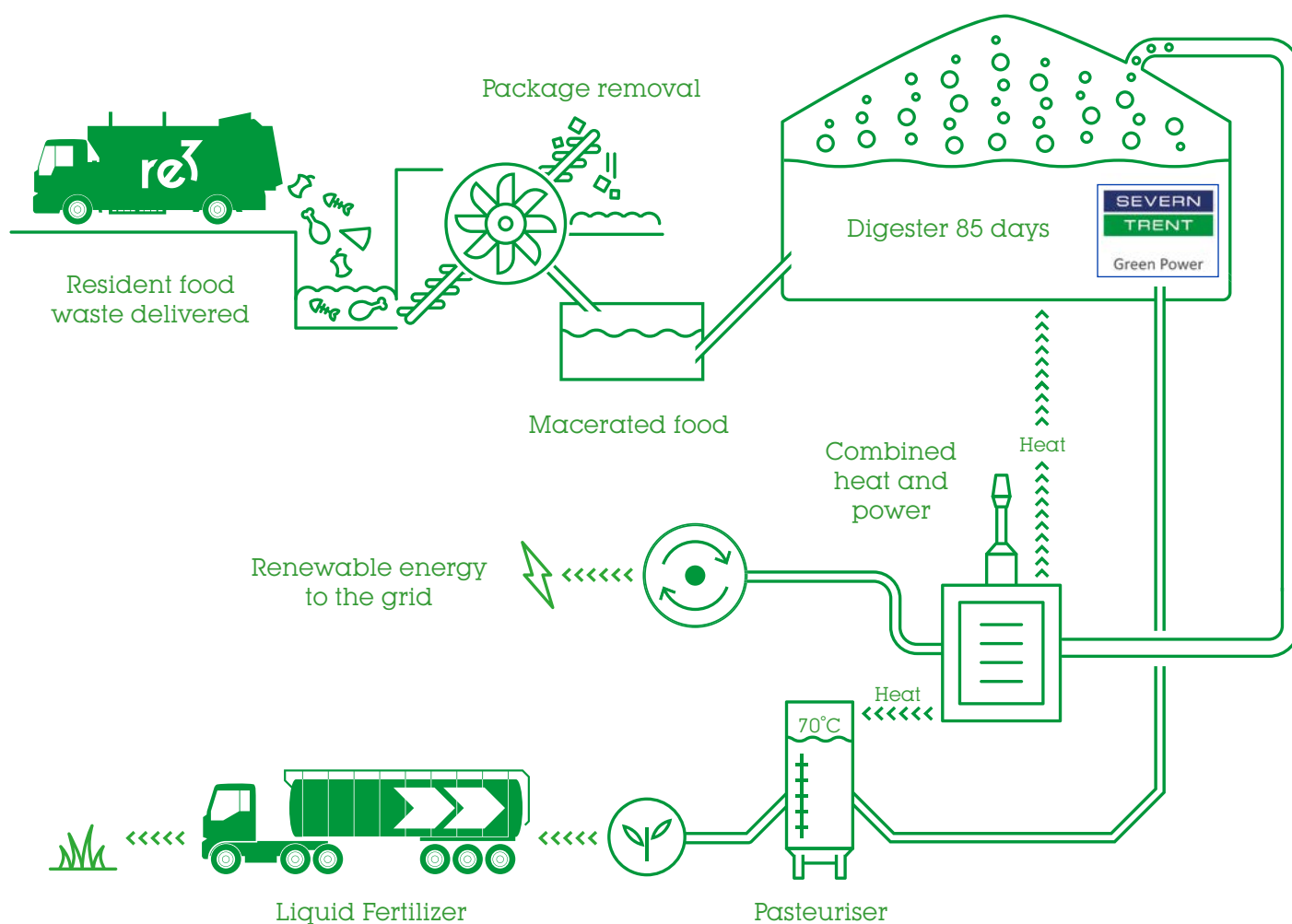


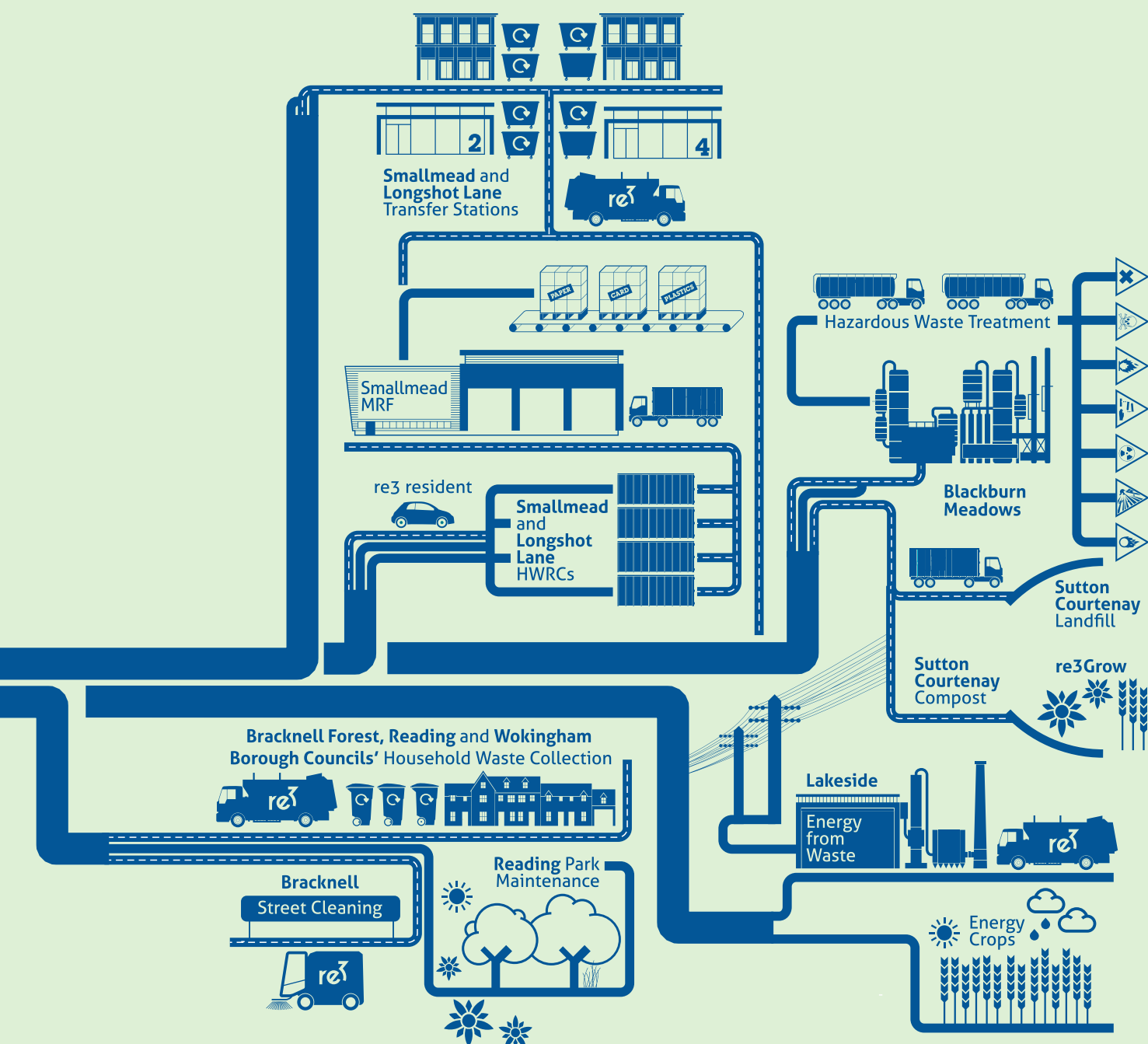
2019/20

# Annual Environmental Report



# Contents

|    |                                   |    |                                            |
|----|-----------------------------------|----|--------------------------------------------|
| 04 | About re3                         | 18 | Waste: How we deal with it                 |
| 05 | Introduction from General Manager | 30 | Waste Flow processing: What happens to it? |
| 07 | Annual environmental report       | 36 | Energy and the Environment                 |
| 08 | Performance monitoring            | 37 | Awards and Excellence                      |
| 11 | Compliments and Complaints        | 39 | Media Coverage                             |
| 13 | Health and Safety                 | 41 | Newly Introduced Trials                    |
| 15 | Waste: Where does it come from?   | 42 | Glossary                                   |



# 88.54%

88.54% average recovery rate across the partnership

# 175,072

175,109 tonnes of contract waste

# 99%

User satisfaction 99%

# 73,411

73,411 tonnes sent to Lakeside EfW for energy recovery

# 7,494

7,494 tonnes of glass collected for recycling from 564 bring banks

# 17,959

Glass Banks emptied 17,959 times

# 25,159

25,159 Green waste recycled as compost

# 5,154

5,154 tonnes of food waste recycled

# 2,464

2,464 tonnes of plastic recycled, Up 3 % compared to the previous contract year

# 4,978

4,978 tonnes of Street Sweepings collected

# 772,480

772,480 total resident visits

# 22,619

22,619 tonnes of dry mixed recycling processed in the MRF

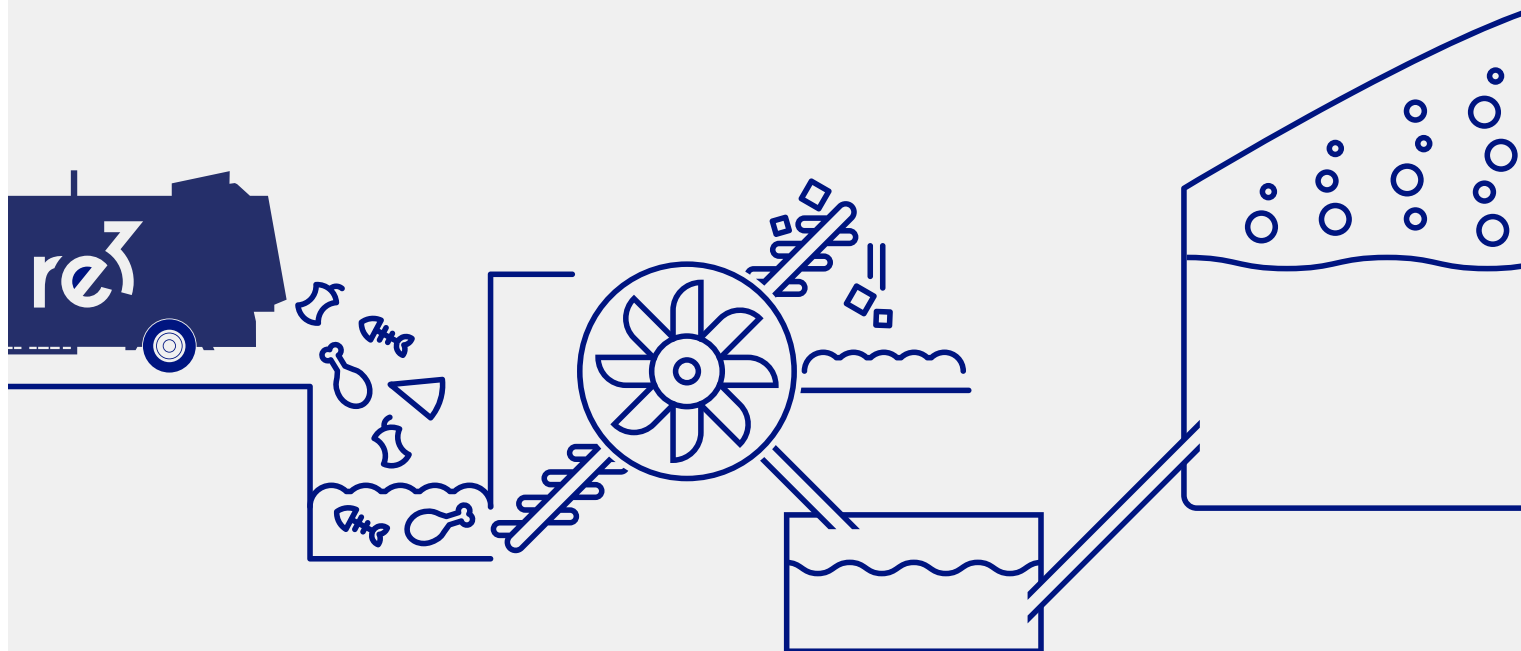
## About re3

The re3 partnership was established in 1999 with Bracknell Forest, Reading and Wokingham Borough Councils agreeing to work together to develop sustainable waste management facilities for the three local authority areas.

After securing a 25 year PFI (Private Finance Initiative) contract, FCC Environment joined the partnership to deliver the contract on behalf of the councils.

The individual councils, as unitary authorities, continue to be responsible for both the collection and disposal of waste. However, the contract stipulates how waste is to be treated in accordance with national legislation and regulations which govern recycling, recovery and diversion targets.

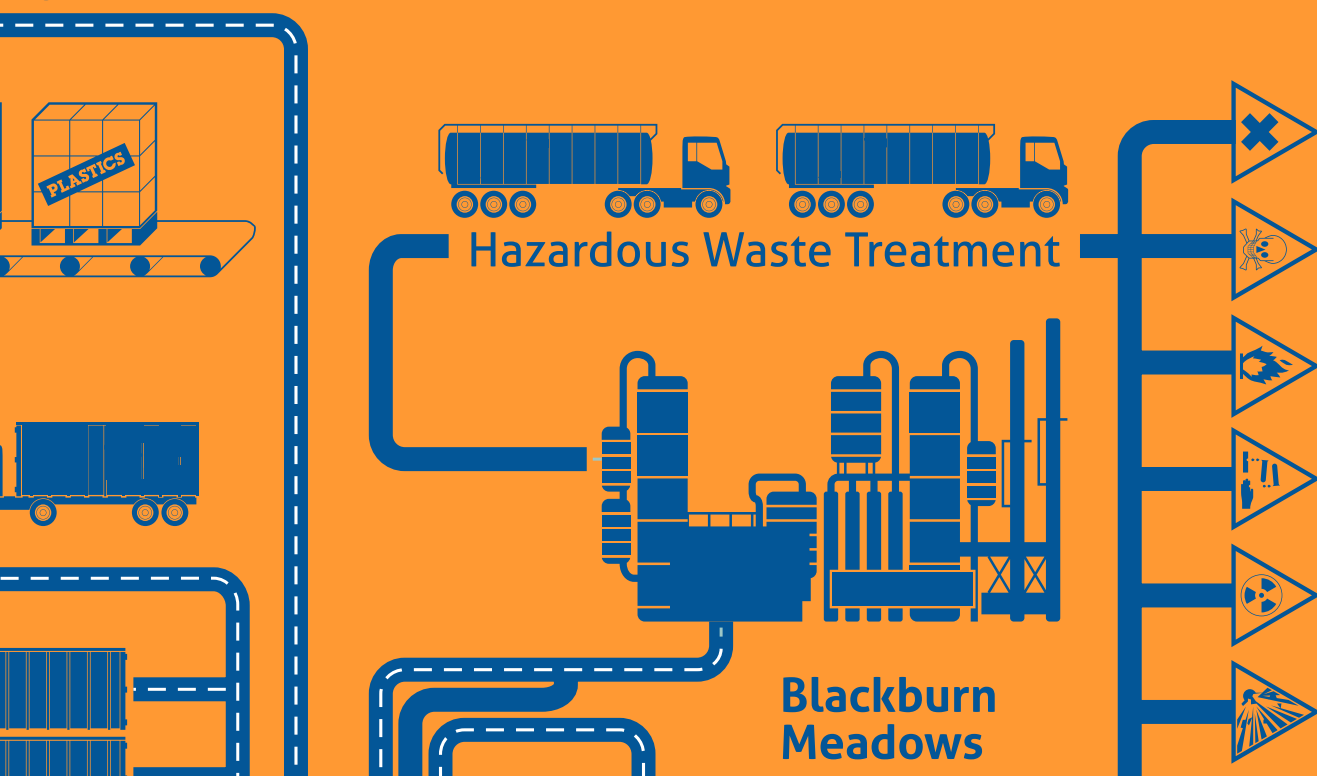
Councils must provide waste collection facilities including Household Waste Recycling Centres (HWRCs) and glass bring bank recycling facilities. Through the re3 partnership, both the provision of these facilities, and the disposal of the waste collected, are contracted to re3 Ltd. re3 Ltd in turn employs FCC Environment to operate the waste management facilities.



## Introduction from the General Manager

The re3 waste management partnership is made up of the three central Berkshire Councils and FCC Environment. The partnership's aims are to "divert waste away from landfill, improve recycling performance while delivering this service in the most sustainable, cost effective, and environmentally beneficial manner".

Continued >



## Introduction from the General Manager

➤ For the last four years, this report has allowed the contractor to communicate a lot of positive changes to the contact, which has been very much in line with the partnership's aims. This contract year is no different, with a record performance in terms of diversion Landfill recorded at 88.54% as well as the introduction of a new food waste treatment service, which allowed the partnership to recycle 5,154 tonnes of food waste.

The end of the contract year saw an escalation of the COVID-19 pandemic and closure of two Household Waste Recycling Centres. The re3 staff, were classed as essential key workers so the HWRC site staff were redeployed, while all other re3 waste management services continued. Throughout the pandemic, the Material Recycling Facility (MRF) remained in full operation, and the two transfer stations continued to provide an uninterrupted service for the waste and recycling being collected by the three Councils. Although it was pleasing to re-open the re3 HWRC's, the new service was very different, as we looked to manage the safety of residents and staff while operating to COVID -19 social distancing requirements.

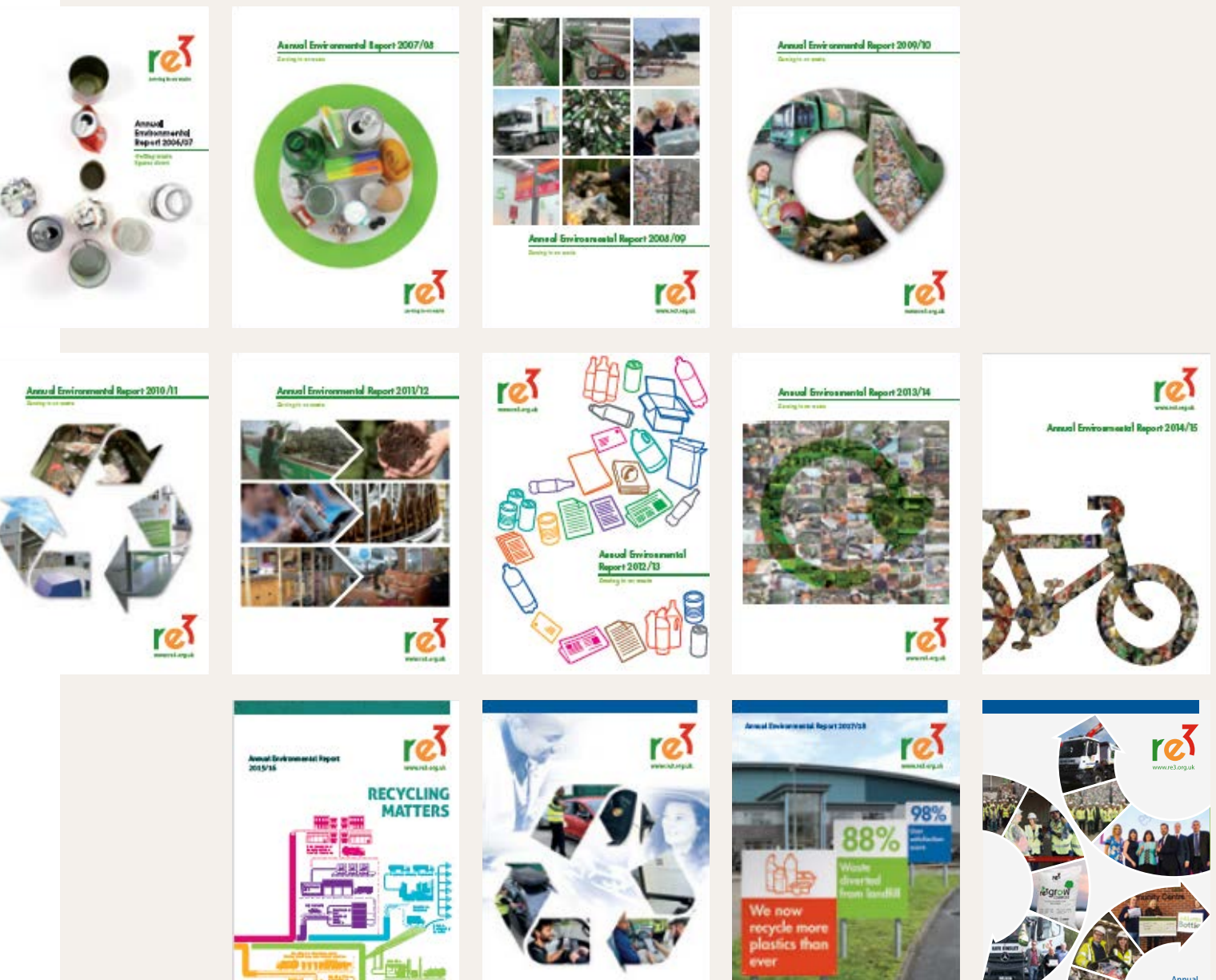
For this year's AER, we will focus on the best Landfill diversion performance since the contract started, a sustainable performance improvement that has taken the Council partnership from 38.1% diversion to over 88%. A key driver for this year performance improvement was the new food waste recycling service. In addition to this, we also delivered HWRC's customer satisfaction scores of 99%, over 19 public and community re3 facility tours and reached the finals of the Let's Recycle "Awards for Excellence" and the MRW "National Recycling Awards". We also introduced a trade waste trial for re3 small businesses (SME), submitted permit change requests to the Environment Agency (EA) for both HWRC's to treat Water Based paints, continued to improve our plastic recycling performance by a further 3% and achieved another record year for Sue Ryder donations. This generated over £17,985.00 in sales for the hospices.

This will be the fourteenth AER since the contract started, with the last four AERs reflecting a huge amount of positive contract changes through nine Contract Notice of Changes (CNoC). A variety of initiatives and trials, in what is a relatively short period of time, have delivered notable performance improvements. These changes to the contract have allowed us to grow and add value to the partnership whilst adapting to new environmental legislations.



## Annual Environmental Report

Since 2006, re3 has been publishing an Annual Environmental Report (AER) which highlights the re3 partnership activities and management of waste received in the previous contract year and is used it to communicate potential future changes.



## Performance Monitoring: Contract requirements

The Contract is continually monitored by the Councils and the Contractor to ensure the meeting and maintaining approved service standards. Failure to maintain the contracted level of service can lead to penalty points and financial deductions for the contractor. As a result, any consistent failures to achieve the standard are fully reviewed, and if required, changes made to the operational procedures.

The operation of the waste management facilities is monitored on a daily, weekly and monthly basis. With over 70 Key Performance Indicator (KPIs), the contract monitors data including, amongst other things, tonnages of materials taken for recycling using the weighbridge system, health and safety onsite, Civic Amenity and Bring Bank Sites and, monthly tonnage performance.

re3 monitors these relevant services in accordance with the performance standard detailed in the contract. These include the following:

| Ref | Performance Topic                      |
|-----|----------------------------------------|
| SO1 | Waste Management and Disposal          |
| SO2 | Waste Reception and Transfer           |
| SO3 | Civic Amenity and Bring Bank Sites     |
| SO4 | Markets for Recovered Products         |
| SO5 | Interface with the Public              |
| SO6 | Contingency Plans                      |
| SO7 | Contract Commencement and Expiry Plans |
| SO8 | Service Management                     |
| SO9 | Health and Safety                      |

## Performance Monitoring: Contract requirements

### Weekly Checks

Weekly Key Performance Indicator (KPI) checks and daily site checklists are used to monitor key contractual areas. These checks cover environmental aspects, including windblown refuse, daily visitor numbers and bring bank capacity. Site checklists allow us to demonstrate how the Recycling Centre's are continuously well maintained.

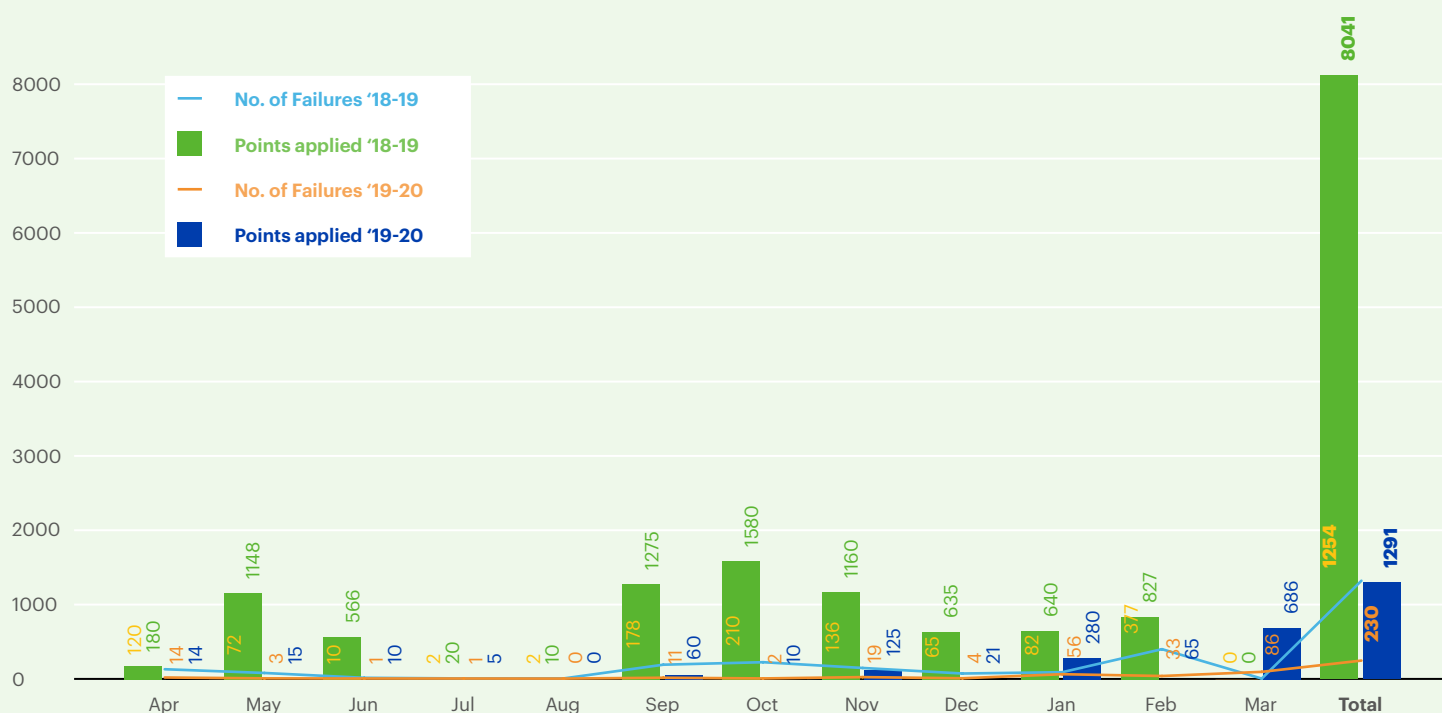
### Monthly Reports

Monthly monitoring reports summarise the operational performances of the contract and enable re3 to review their previous months performance and if need be, investigate ways to improve services. The main areas that we focus on for this AER continue to be SO2 and SO3 with both featured in this report, providing some additional detail.

### SO2 – Waste Reception and Transfer

Vehicle turnaround times at the Transfer Stations (Council collection vehicles)

Figure 1 – Performance monitoring for years 2018/19 compared to 2019/20



## Performance Monitoring: Contract requirements

### 20 minute turnarounds

The contract monitors the period of time each council collection vehicle remains on site. At re3, Bracknell Forest Borough Council, Reading Borough Council and Wokingham Borough Council vehicles have a contract turnaround time of 20 minutes to tip their waste that they have collected from the kerbside. If council vehicles exceed the allotted time frame it may result in a performance failure. The target was established so that Council vehicles would not be held up for longer than required once they had deposited a waste type material.

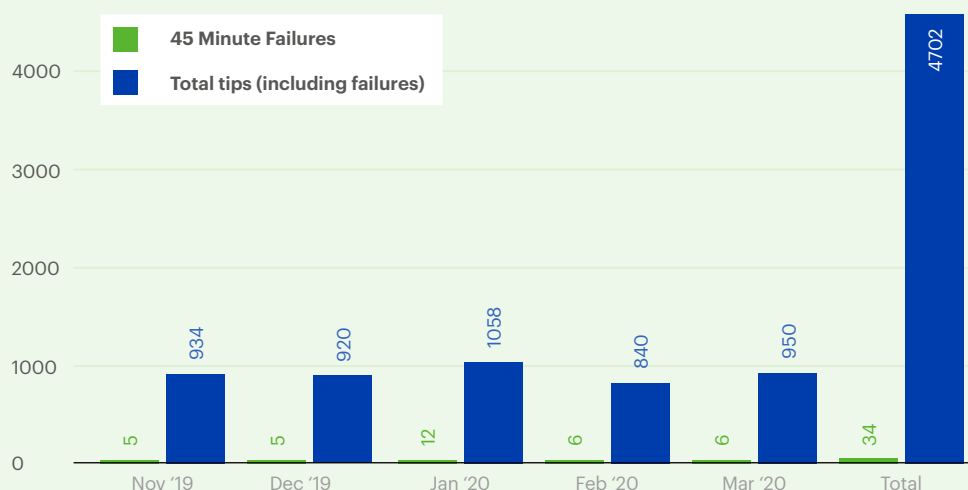
### 45 minute turnarounds trial

In 2019 we agreed to trial a new method for how Wokingham Borough Council vehicles turnaround times were monitored following the introduction of the new triple body dustcarts. Triple bodied vehicles were introduced in April in conjunction with the commencement of food waste collection. Using split bodied collection vehicles enables additional collection efficiencies, however, it meant we had to develop a trial to measure the turnaround times of the Wokingham vehicles on site.

If these new vehicles were assessed the same way as other dustcarts, one of these vehicles could potentially spend 60 minutes on site before any penalty would be due, this is based on 20 minutes per waste stream compartment section of the vehicle. With an aim to continue efficient operations and recognise the additional complexity of the new Wokingham vehicles, the contractor and Council at re3 introduced a trial for a 45 minute turnaround procedure in November 2019. The trial will run for 12 months and the first six-month review took place in April 2020.

**Figure 2 – Turnaround failures in the Wokingham trial in comparison to the total number of tips since the introduction of the 45 minute turnaround trial**

When comparing the number of turnaround failures to the total number of tips, there is only a 0.72% failure rate.



## Complaints and Compliments

### Complaints

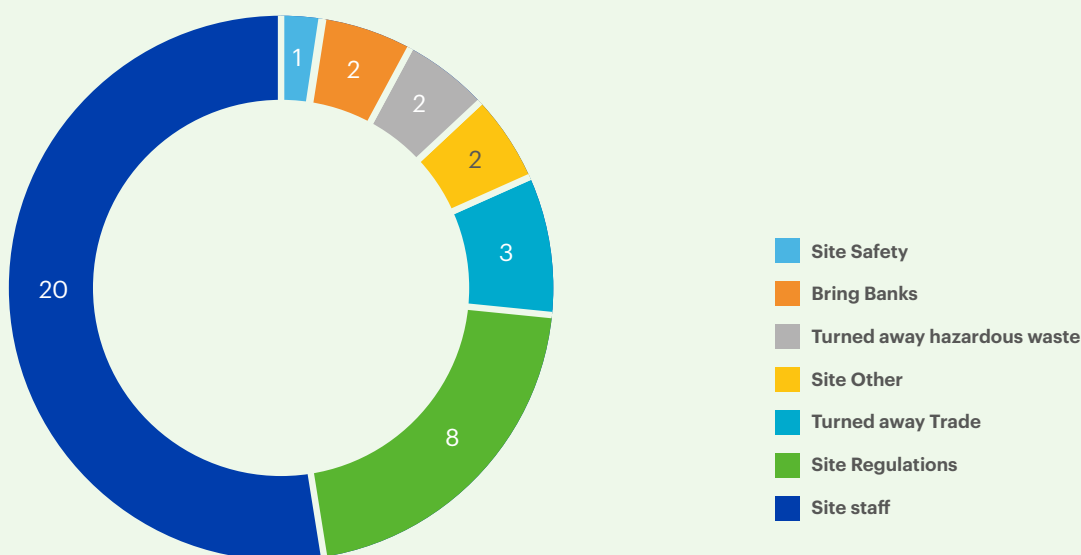
The re3 partnership contract uses a standardised format to record complaints. By monitoring them, we are able to evaluate the service we provide for members of the public.

Any written complaint from a member of the public is acknowledged within 3 working days, with a full written response provided within 10 working days.

Between April 2019 and March 2020, the re3 partnership received a total of 38 complaints. 27 of these complaints were written, and the remaining 11 complaints were verbal from members of the public.

There were 21 complaints for Smallmead and 12 complaints for Longshot. The remaining 5 complaints were for other areas of the business, such as our glass collection service.

**Figure 3 – The nature of complaints received in the year 2019/20**



**April 19 – March 20**

Analysis of these complaints show that 20 of these related to our site staff, who through their customer roles, are the first point of contact for members of the public. All complaints are rigorously investigated by reviewing CCTV, conducting face to face interviews and assessing body camera footage if required. All complaints are treated as a learning opportunity and as a result taken very seriously. Issues are discussed with site staff and the management team, policies or supporting procedures can also be reviewed as part of the process and if need be, toolbox talks are conducted. Through adopting this process, we aim to mitigate reoccurrence.

## Complaints and Compliments

### Compliments

Along with complaints, the re3 partnership also received 46 compliments about the service provided in the contract year. 38 of these were written and 8 verbal. Of these compliments, 19 related to Smallmead and 22 to Longshot Lane and 5 for the Bring Bank service.

This is the first year in our contract history that re3 has received more compliments than complaints, which we are extremely proud of and are grateful to our site staff who the majority of the compliments are attributed to.

Figure 4 – Compliments received in comparison to complaints year on year

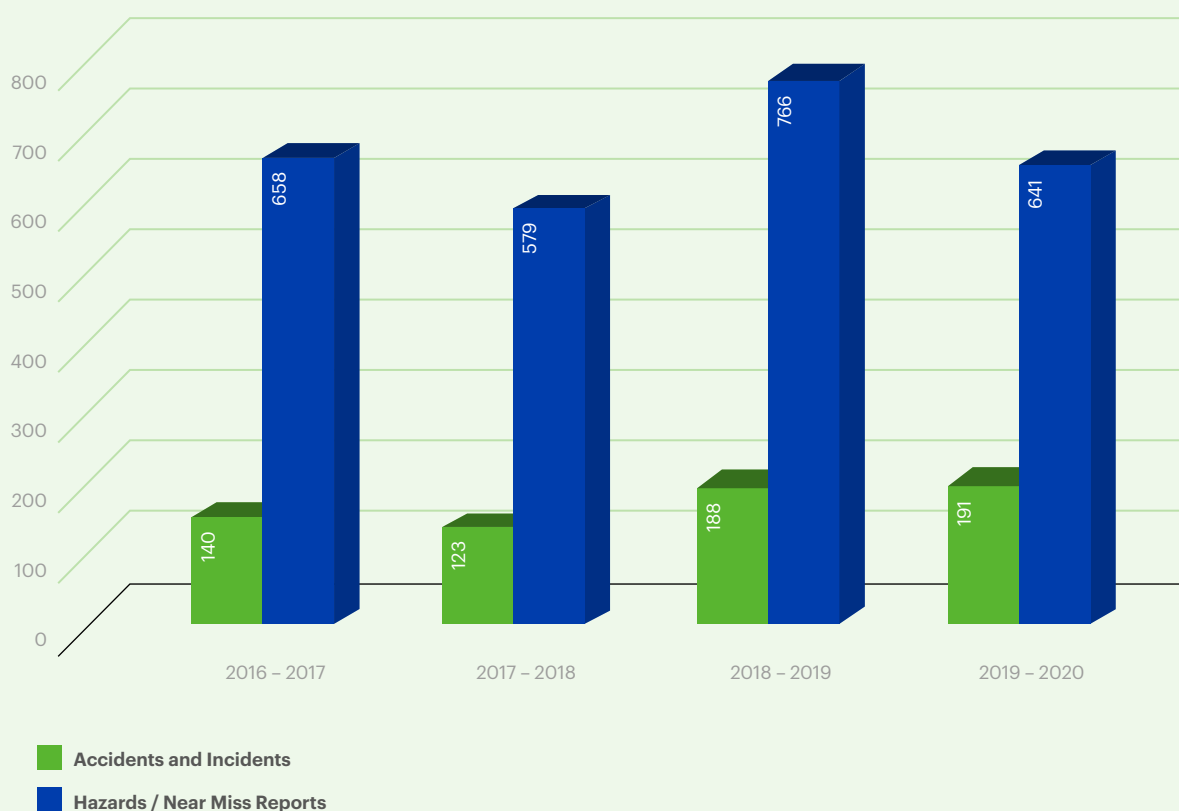


## Health and Safety

### RIDDORs

For re3, health and safety is of paramount importance. In the last contract year, the sites recorded a total of 191 accidents/incidents and 641 near misses across the sites. In addition to this, and for the third year in a row, no employees were involved in incidents that could be classified as RIDDORs, building on the health and safety cultural step change, seen with the successful introduction of the “Because” program from the last two years.

Figure 5 – Safety reports shown year on year



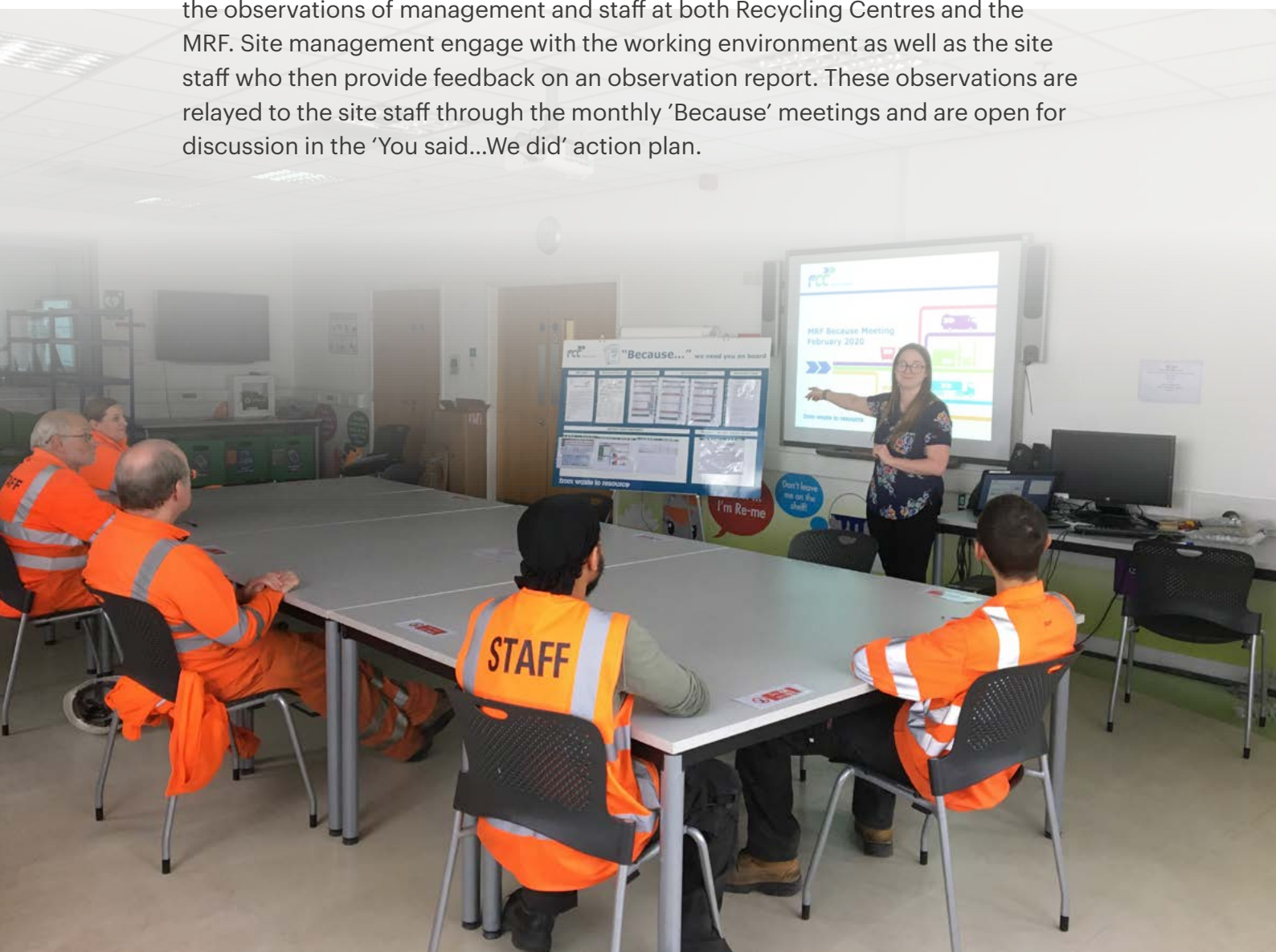
## Health and Safety

### FCC 'Because' Programme

The 'Because' health and safety programme has become an integral and well established part of the re3 sites. This programme is all about communication. It creates transparency between all areas of the business and increases staff engagement which can relate to every day issues. More importantly, it can also highlight health and safety issues and trends if need be. Staff meetings are conducted with each area of the business on a monthly basis, and the 'Because' communication boards provide useful information.

'Because' boards include numerous reports; observation reports, near miss reports and staff engagement comments which all formulate into an action plan which include the issues that need to be addressed. 'Because' boards are updated on a monthly basis and are situated in the site tea rooms for staff to view at their leisure throughout the month. The programme has also adopted a slogan 'You said...We did' where issues raised by site staff are captured and acted upon.

'Because' meetings combine quantifiable performance-related information with the observations of management and staff at both Recycling Centres and the MRF. Site management engage with the working environment as well as the site staff who then provide feedback on an observation report. These observations are relayed to the site staff through the monthly 'Because' meetings and are open for discussion in the 'You said...We did' action plan.



## Waste – Where does it come from?

### Waste collection

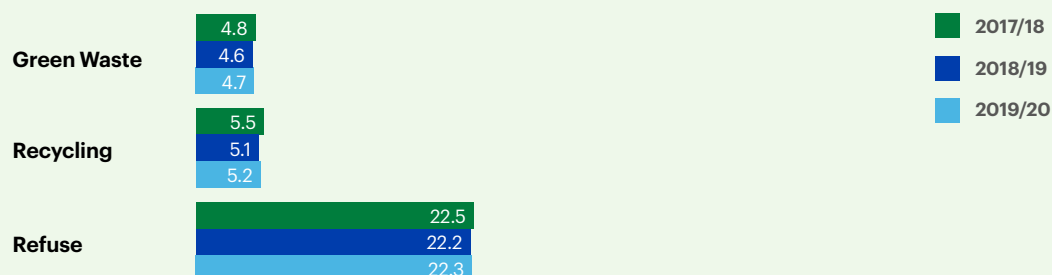
Each council operates a recycling service. The councils have individual systems with slightly different collection methods, but the materials they collect for recycling are largely the same.

### Recycling waste collection performance

The total amount of contract waste in 2019/2020 was 175,072 tonnes, a slight increase from the previous years figures despite the early closure of the HWRCs due to Covid-19 in March. This increase can be accredited mainly to the growth in housing numbers in the re3 area. The new food waste collections introduced by Wokingham transferred waste which previously went into the general waste bag, into a food waste bin. This therefore improved recovery and recycling rates, not the amount of waste arising. As a result, the average recovery rate across the partnership was 88.54% which is the highest performance since the publication of the first AER in 2006 year, when the recovery rate was just 38.1%

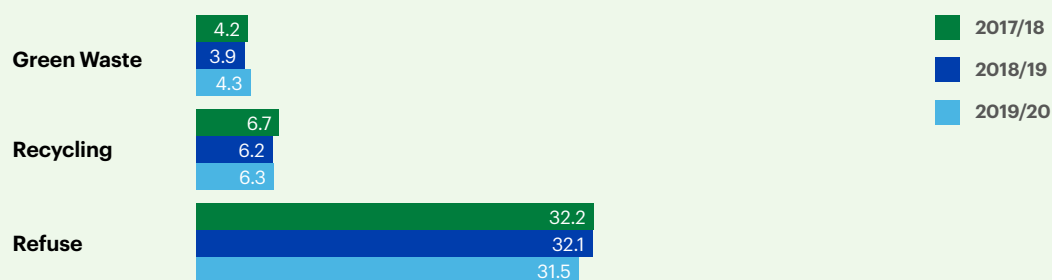
**Figure 6**

Collections arising's performance data from Bracknell Forest Council



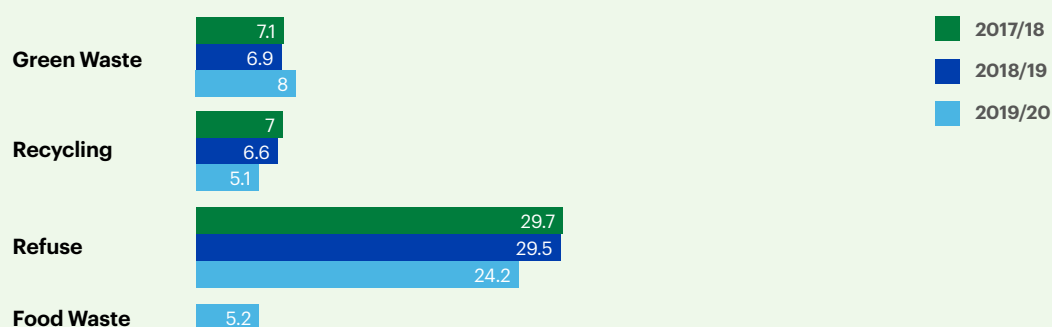
**Figure 7**

Collections arising's performance data from Reading Borough Council



**Figure 8**

Collections arising's performance data from Wokingham Borough Council. Food waste collection is a new service introduced in 2019.



## Waste – Where does it come from?

Figure 9 – Total amount of contract waste shown year on year

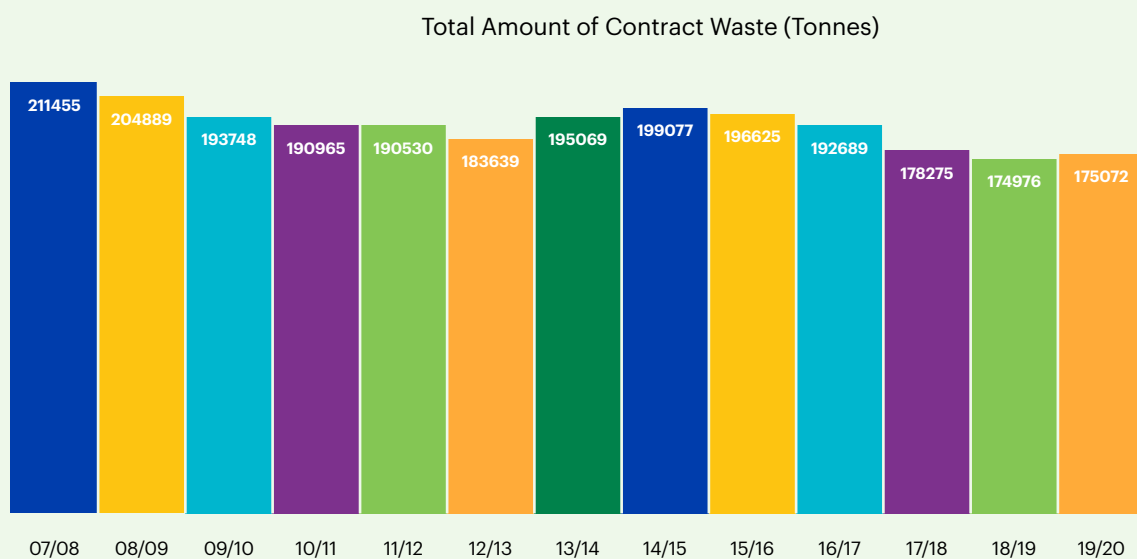
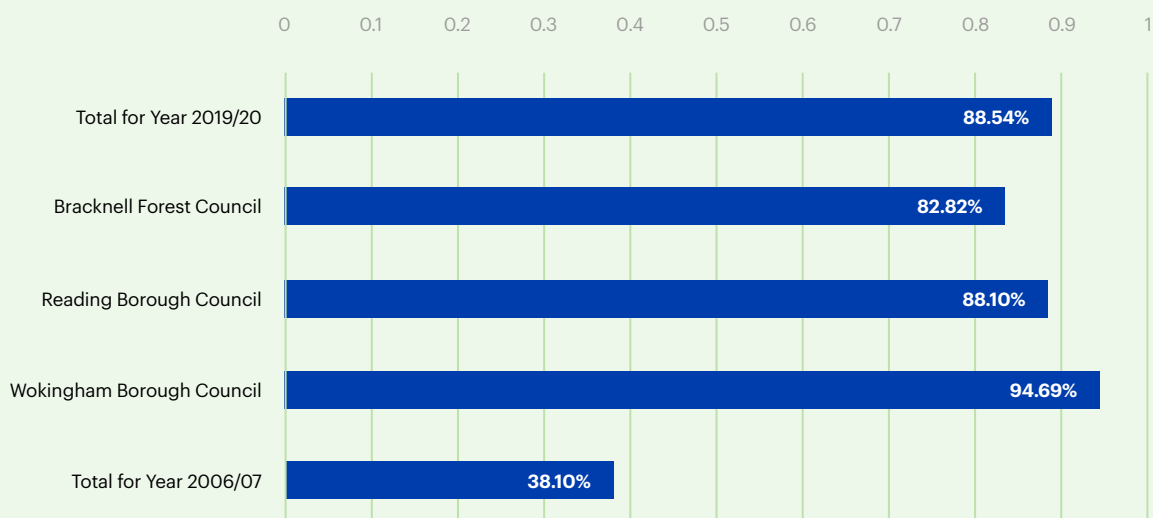


Figure 10 – Recovery rates



## Waste – Where does it come from?

### Re3 Street Sweeping

The street sweepings are collected from the three borough councils and deposited at either Longshot Lane, Bracknell or Smallmead, Reading site. From there, the material is transported to one of two recycling treatment facilities located in Oxfordshire and in Cambridgeshire. By diverting Street Sweepings to these facilities, we managed to divert over 80% from landfill and at the same time improve recycling, while also making significant disposal cost savings.

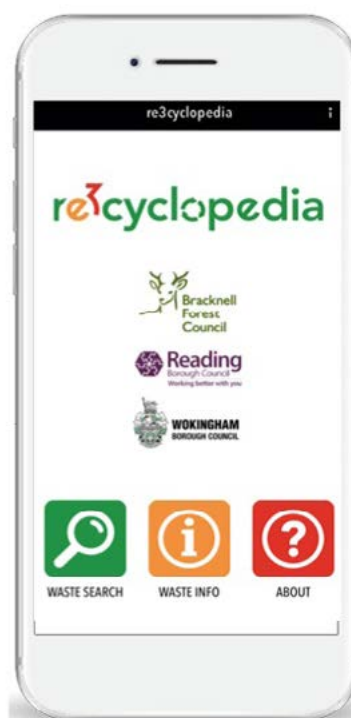
### Public Campaigns

Find us through [www.re3.org.uk](http://www.re3.org.uk) and through social media: Twitter @re3recycling, Facebook at re3 Recycling, Instagram and Youtube; both at re3recycling.

The re3cyclopedia app was developed by the Councils and launched in September 2018 with its aim and vision to improve public knowledge regarding what can and can't be recycled. The app has proven to be a huge success and the application is now used over 7,000 times each month and has been downloaded by over 11,000 residents.

The re3 partnership has embarked on numerous campaigns within the last contract year, all with the ambition to increase the public's awareness towards recycling initiatives and methods to improve performance.

# re3cyclopedia



## Waste – How we deal with it

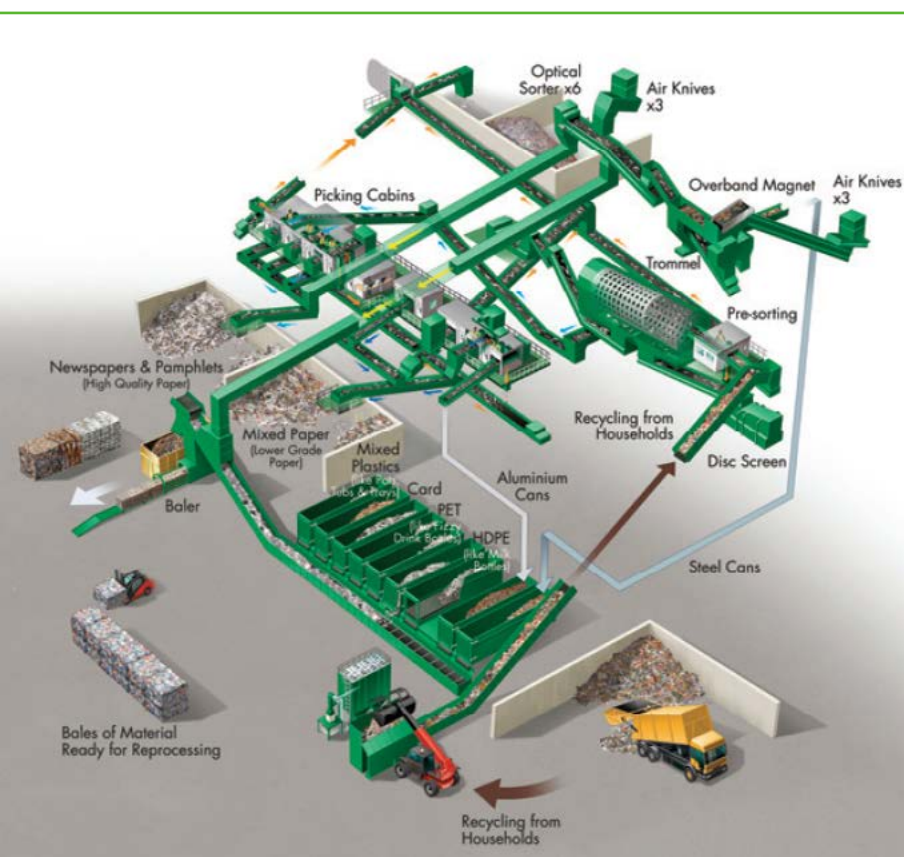
### Material recycling facility (MRF)

The Materials Recycling Facility (MRF) is situated at the Smallmead site in Reading and processes the re3 partnership's kerbside recyclable collections.

The MRF sorts and bales mixed dry recyclables (MDR) collected from the kerbside and has been designed to handle up to 60,000 tonnes of co-mingled dry recyclables each year, based on the MDR running through the facility on a single run using a day and night shift.

The current MRF accepts a vast range of material including plastic bottles, plastic pots, tubs and trays, Tetrapaks, foil, foil trays, aluminium cans, cardboard, paper, aerosols, and steel cans. Through a number of machines and processes, the plant separates the mixed recyclables which are then baled and sent to factories for reprocessing and recycled into various products.

The material that comes from households sometimes contains things which are not targeted and cannot be separated for recycling, this is known as contamination. When material is not suitable for recycling in the MRF, it has to be disposed through other means and can impact the quality of target material value. This reduces our recycling performance, any recycling revenue that could be generated and adds additional disposal and labour costs.



## Waste – How we deal with it

**The MRF uses a number of different methods and equipment to separate the mixed dry material delivered from residents. These methods are:**

- Pre-sorting: This allows waste which will damage the machine to be removed
- The trommel: A large rotating drum which separates larger items from smaller ones
- Disc screen: This separates very small items and break up glass which the MRF is not designed to handle
- Air knives: These work alongside sensor-based optical sorting equipment and remove paper and four different types of valuable plastics
- Optical sorters: These work alongside the air knives and separate four different types of valuable plastics and two types of fibres
- Eddy current separator: An electrical current which removes valuable aluminium cans
- Overband Magnet: Used to sort the steel cans
- MRF picking team: Pick off contaminants that should not be there after the mechanical process, this is called a negative pick, ensuring that the separated material is ready for reprocessing and can meet the market quality requirements.

The behind the scenes of the recycling process has been presented in the newly developed video that is being used in the educational purposes and is available on the re3 website.

<https://re3.fccenvironment.co.uk/what-happens-to-waste/>

Since February 2018 the MRF continues to run a second shift, which was originally introduced to accommodate the market collapse of mixed paper as a result of China restrictions in January 2018. As a result, re3 mixed paper was rerun through the MRF process to reduce contamination (from 14% to 4%) producing a mixed paper material quality of 96%. In October 2019 the fibre market again readjusted its quality requirements and raised mixed paper quality expectations to 98% purity. We continue to look to establish a capital investment solution to the fibre market challenge, while maintaining the double handling of re3 fibres so we can ensure a grade of mixed paper which can meet the market quality requirements.

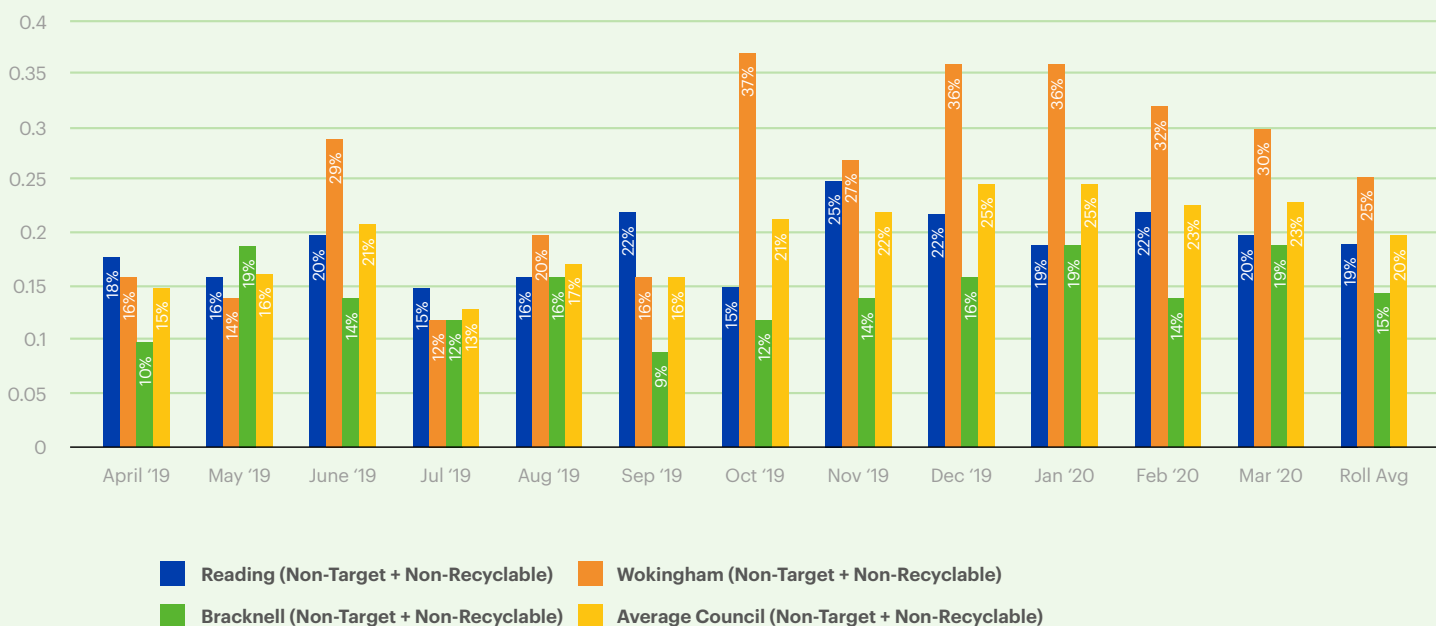
## Waste – How we deal with it

In October 2014, regulations regarding Mixed Dry Recyclables (MDR) collected at the kerbside changed. All MRFs processing more than 1,000 tonnes of MDR, must sample and test the composition of both their input (waste received) and output (waste which has been sorted) streams.

The idea of sampling is twofold – firstly, we are required to provide consistent and robust data about the materials coming to site with a view to contribute to the improvement in quality of recycle material nationally. The second is because recycle material deemed high quality helps improve confidence and participation in recycling, making the recycle market more resilient and ensuring the material produced after it has been sorted is suitable for reprocessing.

The Material Recycling Facility team samples at least 60kgs of waste for every 160 tonnes delivered from each of Bracknell Forest, Reading and Wokingham Borough Councils. Loads which are to be sampled are separated from the bulk waste stream and placed in a sorting cabin. The waste here is then split into different waste types ranging from; aluminium cans and aluminium foil, steel cans, plastic bottles, plastic pots, tubs and trays; paper, card and non-recyclable material (contamination). From here we are able to assess the quality of material we are processing and if it is target material.

**Figure 11 – Contamination rates by each council**



## Waste – How we deal with it

### Monitoring Loads

Over recent years the market for both fibre and polymer products produced by the re3 MRF have come under increasing quality scrutiny.

The main reason was due to the change in regulations in waste acceptance in China, resulting in less available material outlets than required in the European markets.

The re3 contract implemented multiple measures to ensure the material we produce hits the quality requirements of the available end users, especially on fibre products such as mixed paper, this including re-run of paper and monitoring loads that are being delivered to re3 Transfer Station.

Due to ongoing increases in paper quality requirements, by the reprocessors of secondary fibre materials. the re3 MRF was required to apply contract quality control measures. Loads that fall significantly below the contract target material contamination levels are rejected. By doing this we are able to ensure all other re3 fibre materials could meet the latest offtaker quality requirements, maintain our reputation amongst the fibre offtakers and ensure re3 mixed paper could be used in the recycling process.

The main contaminant were high levels of moisture. This has a major impact on quality for paper as moisture can destroy fibre materials, and it can also cause many problems for the MRF process, including blockages and issues with the accuracy of the optical sorters.

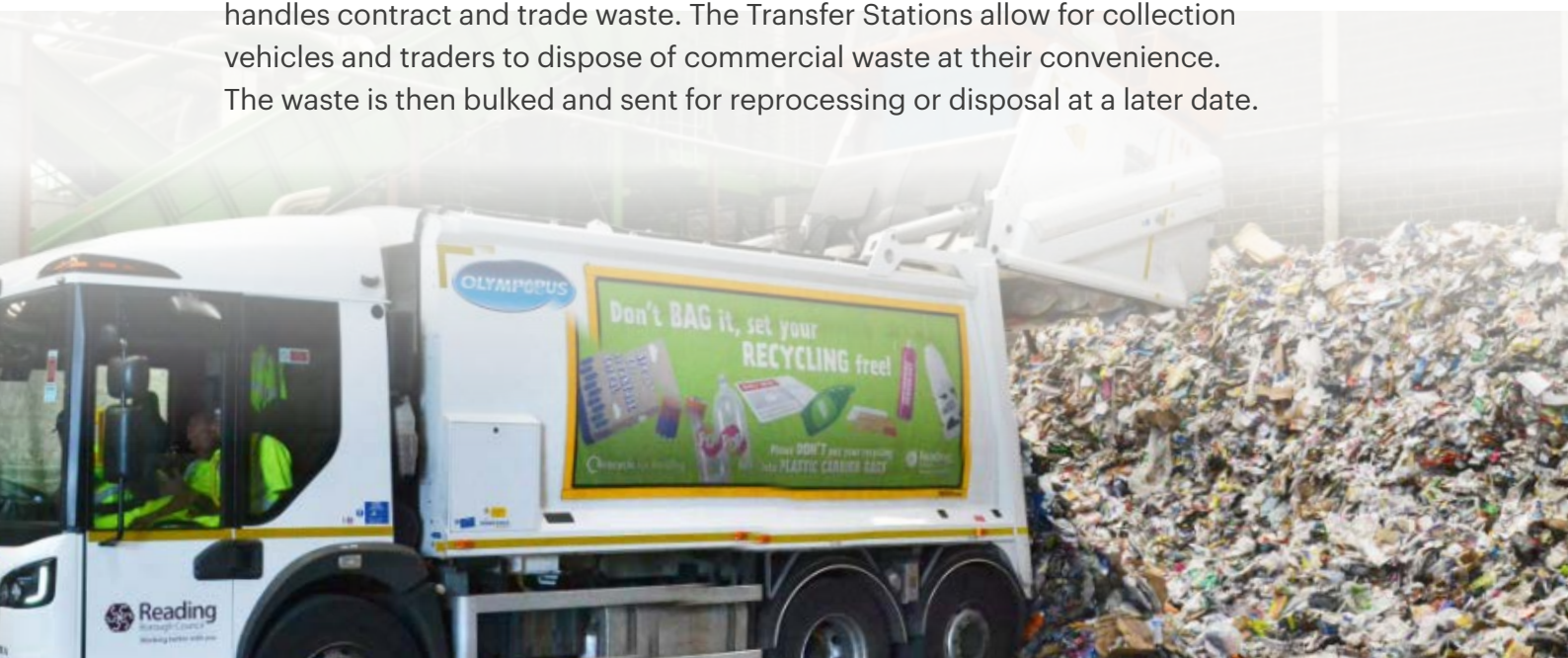
The rejected material would then be run separately in order to retrieve any valuable recycling materials, e.g. plastics or metals that haven't been contaminated.



## Waste – How we deal with it

### Transfer Stations

Both Longshot Lane and Smallmead facilities operate a Transfer Station which handles contract and trade waste. The Transfer Stations allow for collection vehicles and traders to dispose of commercial waste at their convenience. The waste is then bulked and sent for reprocessing or disposal at a later date.



### Longshot Lane, Bracknell

The Longshot Lane Transfer Station in Bracknell is a facility that can handle 100,000 tonnes of waste per year. Waste is delivered by Bracknell Forest and Wokingham Borough Council collection teams and mixed recycling is bulked and transferred to the Smallmead MRF. Being able to deposit MDR at Longshot Lane, rather than Smallmead saves operational costs and time for the collection teams.



### Smallmead, Reading

The Smallmead Transfer Station is the larger of the two the re3 partnership operates and is able to handle 200,000 tonnes of waste per year. Here, Reading and Wokingham Borough Councils collection teams deposit mixed recycling, green waste, food waste and refuse.

## Waste – How we deal with it

### Transport

Each of the partnership councils continue to collect MDR in one container, separately from other waste streams, making it easier to recycle. Once the MDR reaches our MRF, the different recyclables are separated through the MRF process.

Green waste is collected from the kerbside and taken to Longshot Lane, Bracknell and Smallmead, Reading Transfer Stations, it is then transported to Sutton Courtenay's Composting Facility.

Food waste is collected from the kerbside and taken to Longshot Lane, Bracknell and Smallmead, Reading Transfer Stations, it is then transported to Severn Trent's AD facility in Oxfordshire.

All refuse collected from the three Borough Councils is taken to either Longshot Lane or Smallmead Transfer Stations. From there, the waste is loaded and transported to either Lakeside Energy from Waste facility in Colnbrook, Berkshire, or to the licensed transfer station that can divert waste to Greatmoor EfW, or landfill site at Sutton Courtenay, Oxfordshire.

### The re3 Recycling Centres

The re3 Recycling Centres' recorded 772,480 visits across both sites in 2019/2020, with an average of 1,152 visits at Longshot Lane per day and 965 average visits per day at Smallmead. Overall, the total site visits decreased by 24,520 on the previous contract year. This follows the previous year's trend of reduction, however with the HWRCs closing from March 24th 2020 due to COVID 19 pandemic this will also have affected visitor numbers.

Both Recycling Centres accept a large variety of materials for recycling and this can be found on our website or alternatively through downloading the re3cyclopedia application.



## Waste – How we deal with it

### User Satisfaction Survey

The Annual User Satisfaction Survey which took place in September 2019 interviewed 2,325 users on their thoughts about the Longshot Lane and Smallmead Recycling Centres and staff. 98% of Longshot Lane survey respondents rated the site as good overall, whilst this figure was 99% at Smallmead. This performance was another pleasing aspect of the 2019/20 contract year, especially when combined with the static number of complaints and increase in compliments seen at both HWRC sites.



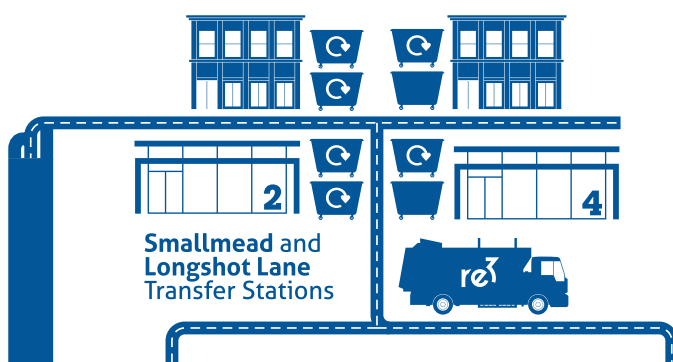
### Bag Splitting Recovery and Recycling at Longshot and Smallmead

The partnership continues to follow DEFRA (Department for Environment Food and Rural Affairs) guidelines and focuses on improving recovery and recycling rates in line with the waste hierarchy. The bag splitting scheme has been a feature on both our sites since September 2016, and although it was temporarily suspended in March 2020 as a COVID 19 precaution, the performance remains impressive.

Residents should come to the recycling centres having pre-sorted their waste, however designated bag splitting areas have been developed at both sites. From the designated deposit areas, bags are split open with any recyclable material extracted. The scheme has grown from strength to strength and has yielded positive results on a monthly basis.

Data collected from the programme shows that between April 2019 and March 2020, over 686 tonnes of bin bags were processed and approximately 65% of this was recyclable content.

Since commencing of the bag splitting scheme, the recycling centres have processed 2,887 tonnes of HWRC bin bags – this equates to 825 refuse trucks. Of this, 47.56% of this has been recyclable content which can be reused or remanufactured into new or reuse products.



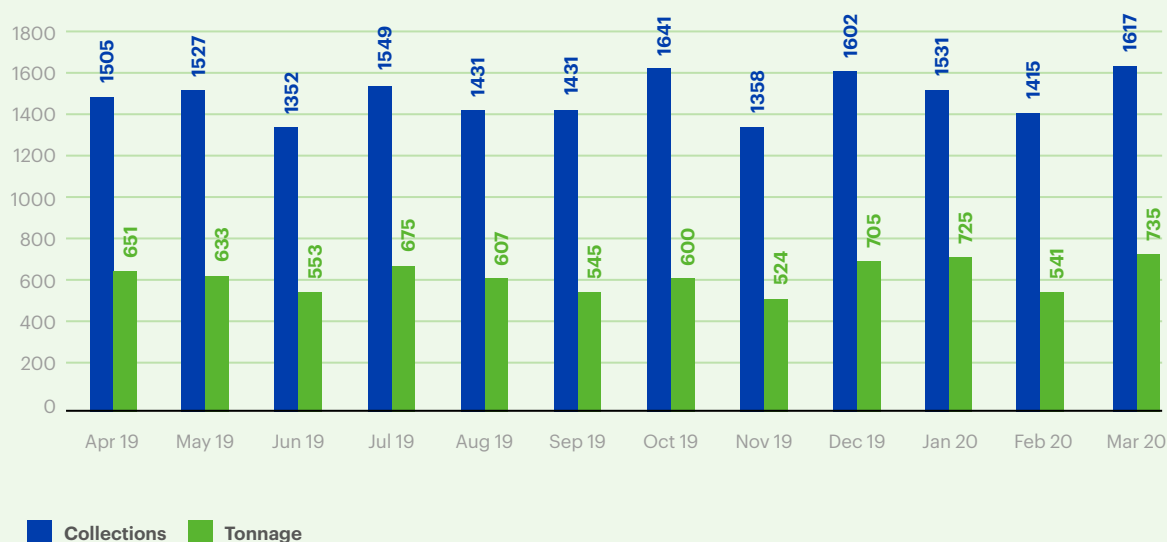
## Waste – How we deal with it

### Glass trucks and Glass Bring Bank Facilities

The re3 Contractor continues to work alongside the councils to improve glass bring bank facilities. There are currently 564 glass recycling banks at 139 sites across Bracknell, Reading and Wokingham Borough Councils. In the 2019/2020 contract year, the banks were emptied 17,959 times with a total weight of 7,494 tonnage, an increase of 274 tonnes.

Service issues regarding the collection of the glass banks under SO3 resulted in 12 penalties across the 2019/2020 contract year.

Figure 12 – Glass collection tonnage for the year 2019/20



The Bring Bank facilities are sited across a variety of locations and include recycling banks for glass bottles and jars.

All bottle banks have re3 signage branding which includes contact details. This allows residents to contact re3 should they need to report any issues regarding the bring bank sites.

Across the re3 partnership there are also a selection of charity textiles banks managed by other organisations.

Over the last two years we have seen a significant upgrade to the two glass trucks operating in the re3 area. The new trucks introduced in 2018/19 contract year also have had a new weighing system installed called MOBA.

## Waste – How we deal with it

The new MOBA system records weights of each bin by colour and location to give an accurate figure for glass collected at each site. This aids scheduling, as the accurate data ensures we can see any change in trends at specific sites, this new system provides an electronic aid to what had previously been a manual reporting process.

The system records the drivers' workload and presents it digitally on a screen, replacing the need for paperwork. The driver can press the job and it uses an inbuilt Sat Nav to direct them there. It also provides audible warnings for roads with restrictions on that would not be suitable for the size of the vehicle.

The system also tracks the route taken by the driver. This enables us to ensure they are taking the most efficient route for both fuel usage and maximises the ability to collect from as many sites as we can within a day. It also means that any overflowing sites can be collected quickly by checking where the vehicle is and diverting the closest driver.



## Waste – How we deal with it

### Food waste

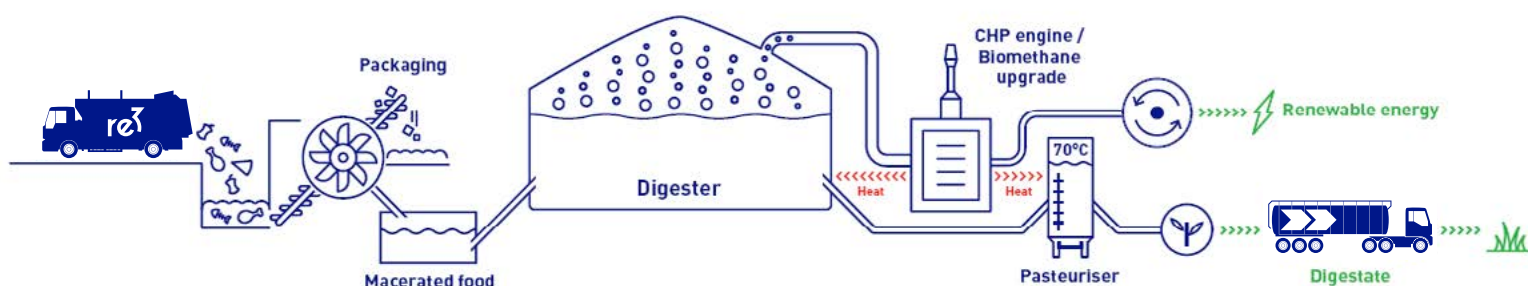
The re3 partnership is continuously looking for new ways to improve recycling within the three Borough Councils.

To facilitate a new food waste processing service, in late 2018 re3 partnership signed a contract with Seven Trent Green Power (previously Agrivert), who were selected to provide the service for food waste recycling treatment at their Anaerobic Digestion (AD) plant in Oxfordshire, with contingency sites also available to re3 across the Southern region. The contract was awarded after a comprehensive procurement process with five bidders, followed by site visits and audits at the short listed service providers. After several months of negotiations, an exclusivity agreement was signed which will provide all three Councils an AD Food Waste treatment option for the duration of the contact which is sustainable, improves recycling and provides the re3 Partnership with a significant savings in disposal costs when compared to Landfill.

As part of the Wokingham collection roll out, 23 litre black food waste bins and 7 litre indoor silver food caddies were provided to each household along with details about what items can and can't be put in the bin, and what can be used to line the bins. These bins are put out just like the general waste kerbside collections bins, and they are collected on a weekly basis. On average, the councils currently collect and recycle 429.4 tonnes per month.

Once collected, food is deposited at our Longshot Lane or Smallmead transfer station facilities. From there, the food waste is bulked up and sent to Seven Trent Green Power where it is processed through an anaerobic digestion plant. The waste is deposited into a bunker, macerated and contaminants removed, including any type of liners which are sent to the energy recovery facility. Macerated food waste is transferred into tanks which then, through the anaerobic digestion process, creates methane gas during the decomposition. Around 98% of food waste is recycled as part of the process. The methane gas produced is fed to the National Grid and is used to provides enough energy to power 2,500 homes.

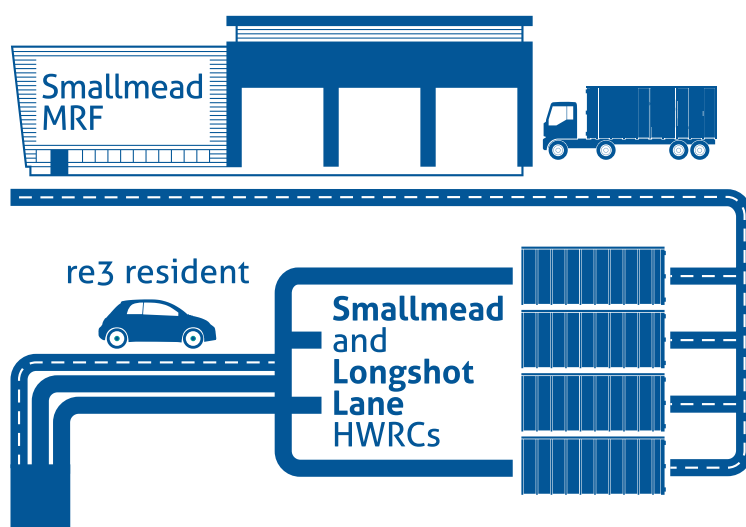
Continued >



## Waste – How we deal with it

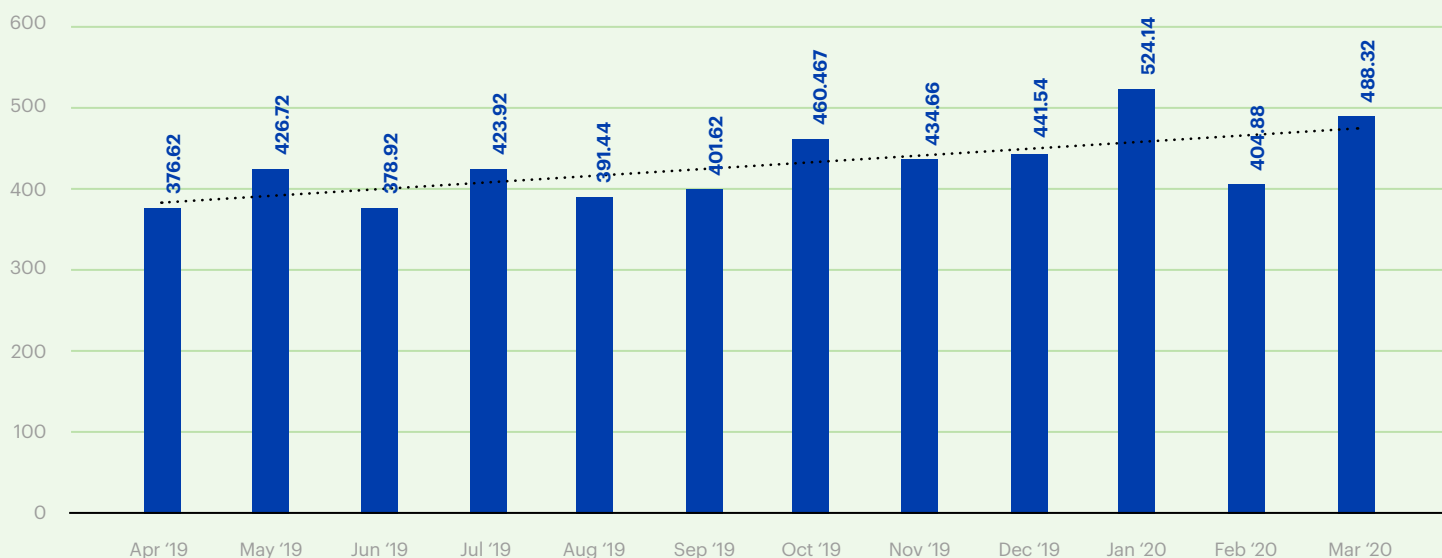
During the 75 day digestion cycle, the waste is transferred between five tanks during different phases of the process. The final stage involves pasteurising the waste, killing the bacteria and producing digestate which can be used for agricultural fertiliser.

Bracknell Forest and Reading Borough Council have also confirmed introduction of food waste collection during 2020 – 2021.



**Figure 13 – Food collection tonnage**

Food Collection Tonnage for the 2019/2020 contract year



## Waste – How we deal with it

### Lakeside Energy from Waste (EfW)

Energy from Waste (EfW) is defined as “an energy recovery process that generates renewable power in the form of electricity, heat or transport fuels from the controlled incineration of residual waste.” EfW contributes towards carbon emission reduction and uses waste that would otherwise go to landfill.

During the previous contract year, the Lakeside Energy from Waste facility processed over 426,015 tonnes of residual waste. 73,411 tonnes of this was sent directly from re3.

#### Material inputs from EfW include:

- Mixed household waste which will arrive in refuse collection vehicles (Municipal Solid Waste – MSW)
- Non-hazardous commercial and industrial dry wastes with similar characteristics to household waste
- Non recoverable wastes arising from Material Recycling Facilities
- Other non-hazardous, non-recoverable combustible waste

The EfW plant uses advanced moving grate technology and is equipped with atmospheric pollution control equipment that will ensure the plant conforms to the requirements of relevant legislation.

As with all EfW plants, Lakeside is regulated by the Environment Agency and must abide to strict air emissions. Once the waste has been burnt, the by-products of the process include bottom ash (which is used in the aggregate industry). Lakeside EfW processed 426,015 tonnes of which, approximately 76,000 tonnes will become non-hazardous bottom ash and 12,600 tonnes will be fly ash – 100% of this is being used as building materials.

The flow diagram shown below demonstrates how the waste is combusted to produce heat and create electricity. Waste is seen as a renewable energy source. This is because EfW facilities generate enough electricity to power their own needs and also export over 274,916 MW of electricity to the National Grid which is enough energy to power 56,000 homes.

The average recovery rate across the re3 partnership area for the 2019/2020 period was 88.54%. The recovery rate is a contractual measure of the total amount of waste delivered to recycling, Energy from Waste, beneficial use, reuse and composting. This is a continuation of the 2017/2018/2019 positive contract year performance.

## Waste Flow Processing – What happens to it?

### Exporting Recycling Commodities

#### Paper

In January 2018, China announced a significant reduction and ban of certain waste stream materials; this saw a total ban on the import of plastics and mixed paper. In addition to this, import restrictions meant contamination rates for other materials, such as cardboard, were lowered from 1.5% to 0.5%. This sudden change had a significant impact on the recycling industry, not only in the UK, but globally as China was one of the largest importers at the time.

Prior to the China ban and reduced imports on recycling material, the Chinese economy imported approximately 60% of Europe's fibres (mixed papers). Initially the change in material exports had a drastic impact due to the struggle to find sustainable outlets for all materials, especially fibres (mixed paper) and this resulted in an instant demand for cleaner grades of mixed paper at a



substantially lower income value. Adding further pressure to this volatile market was Brexit, as stockpiling of materials started to seriously affect the supply chain. With this change, the market has needed to adapt further creating pressure on material prices, with mixed paper going from £35pt revenue to a £40pt cost in less than six weeks, and quality requirements going from 95% to 98% as re3 looked to continue to trade materials within the UK and Europe.

Since the market change in 2018 and Brexit in 2019, it has been increasingly difficult to secure reliable, sustainable offtakes for the mixed paper. The MRF has been running all re3 mixed paper through the MRF twice to ensure that the product would meet the quality requirements required. However, more countries have followed China's example and the standards have become more and more demanding.

Not only has the quality standard increased from 95% to 98% purity, but moisture has had a huge impact on whether material is acceptable or not. During the winter months, it was clear that the market was less forgiving than previous years, and offtakers were insisting all processed mixed paper needed to be below 10% moisture (re3 material at the time was 20%).

## Waste Flow Processing – What happens to it?

### Plastic

Jayplas have become a major off-taker for the re3 recycling contract following the upgrade to the MRF in early 2018, and this relationship continued throughout 2019/20. Following this upgrade, the partnership wanted a sustainable UK based off-taker for all re3 plastics. Established in 1975 and with almost 40 years' experience in the plastic recycling industry, Jayplas is the UK market-leader in post-consumer plastic recycling. They sort and process industrial quantities of a whole variety of used plastics into feed stocks for packaging companies. In doing this, re3 plastic is guaranteed to be used in the circular economy. Jayplas operate a national collection and distribution network, comprising of a fleet of more than thirty five tractor units and two hundred trailers that supply the eight Jayplas facilities across the UK with each facility specialising in a unique polymer type and process. As an innovator in the sector, Jayplas continue to develop new products and processes to ensure its customers' exacting requirements are met and they lead the industry by maintaining the highest standard of service and exceptional quality of product.

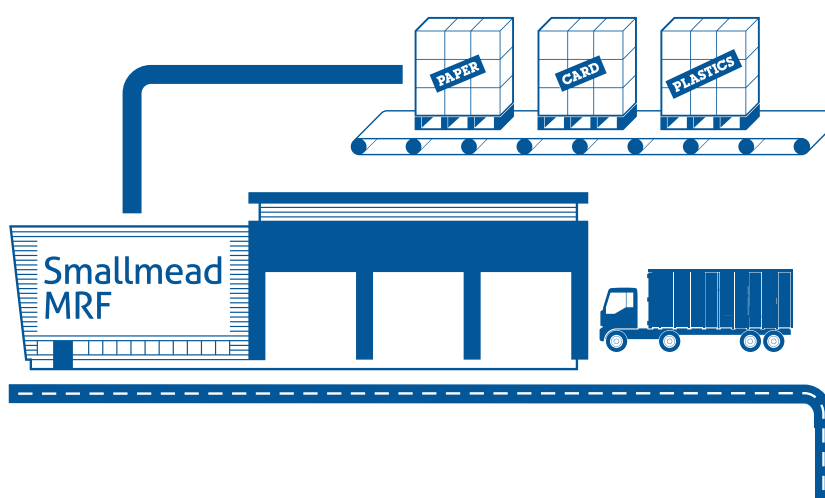


Figure 14 – Plastic tonnage shown year on year

|                    | 2017/18      | 2018/19      | 2019/20      | Var (t)   | Var (%)   |
|--------------------|--------------|--------------|--------------|-----------|-----------|
| Plastics Mixed PTT | 244          | 332          | 498          | 166       | 50%       |
| HDPE Clear         | 358          | 468          | 407          | -61       | -13%      |
| HDPE Jazz          | 117          | 192          | 182          | -10       | -5%       |
| PET Clear          | 783          | 1,401        | 1,376        | -25       | -2%       |
| <b>Total</b>       | <b>1,502</b> | <b>2,393</b> | <b>2,464</b> | <b>70</b> | <b>3%</b> |

## Waste Flow Processing – What happens to it?

### Reuse

The re3 partnership is committed to recovering or recycling as much material as viably possible. The partnership is partaking in a number of programmes, all with the intention to hit the UK's 50% recycling rate by 2020.

re3 works closely with Sue Ryder charity and Precycle, a local company.

### Sue Ryder

Since 2011, the re3 partnership has been working with the Sue Ryder charity and this association continues to help benefit thousands of people each year who are in need of care.

For 65 years, Sue Ryder has provided care for people to live the best life they can, this often is helping those who have life threatening conditions or complex health issues.

At a local level, Sue Ryder's Duchess of Kent hospices provides end of life care to hundreds of people each year in and around Central and West Berkshire and South Oxfordshire.



Household items or furniture brought to our Recycling Centres are initially inspected by our staff to see if they are viable for the charity. Any items which are suitable for the charity are placed to one side and later collected by the charity to go on sale in their shops. In the previous contract year a total of £17,985 was raised, an increase of £213 compared to the previous year's total.

### Precycle

Precycle is a local company who take unwanted items and give them a second chance. They operate with many of the UK charity organisations and have outlets across the world for a variety of reuse items. The items include: pots and pans, books, small electrical appliances, crockery, bikes, DVDs, CDs, and the list goes on. As a result of this, the reaction from re3 residents have been overwhelmingly supportive. Starting with a trial at Smallmead and then rolling out this service at Longshot Lane in November 2017, both sites now have designated areas for Precycle which allow residents to dispose of unwanted items that they feel still have a use.

### Sustainable Landfill

Landfills are designed to control and manage municipal solid waste (MSW) that is spread and compacted to the smallest volume and covered. Municipal waste not suitable for recycling or recovery is sent to the licenced FCCE landfill site at Sutton Courtenay in Oxfordshire.

FCC Environment provides landfill services to re3 and whilst landfill is the least preferred option for disposal of waste, the landfill practice which FCCE subscribes to incorporates sustainable elements.

## Waste Flow Processing – What happens to it?

### re3grow Compost

Following last year's announcement that the re3 partnership had produced its own compost using our association with Sutton Courtenay Composting Facility, we received incredible feedback from the residents, resulting in the expansion of our re3grow compost production.

In February 2020, 8,000 bags of the new re3grow compost were available at our Recycling Centre sites for public purchase.

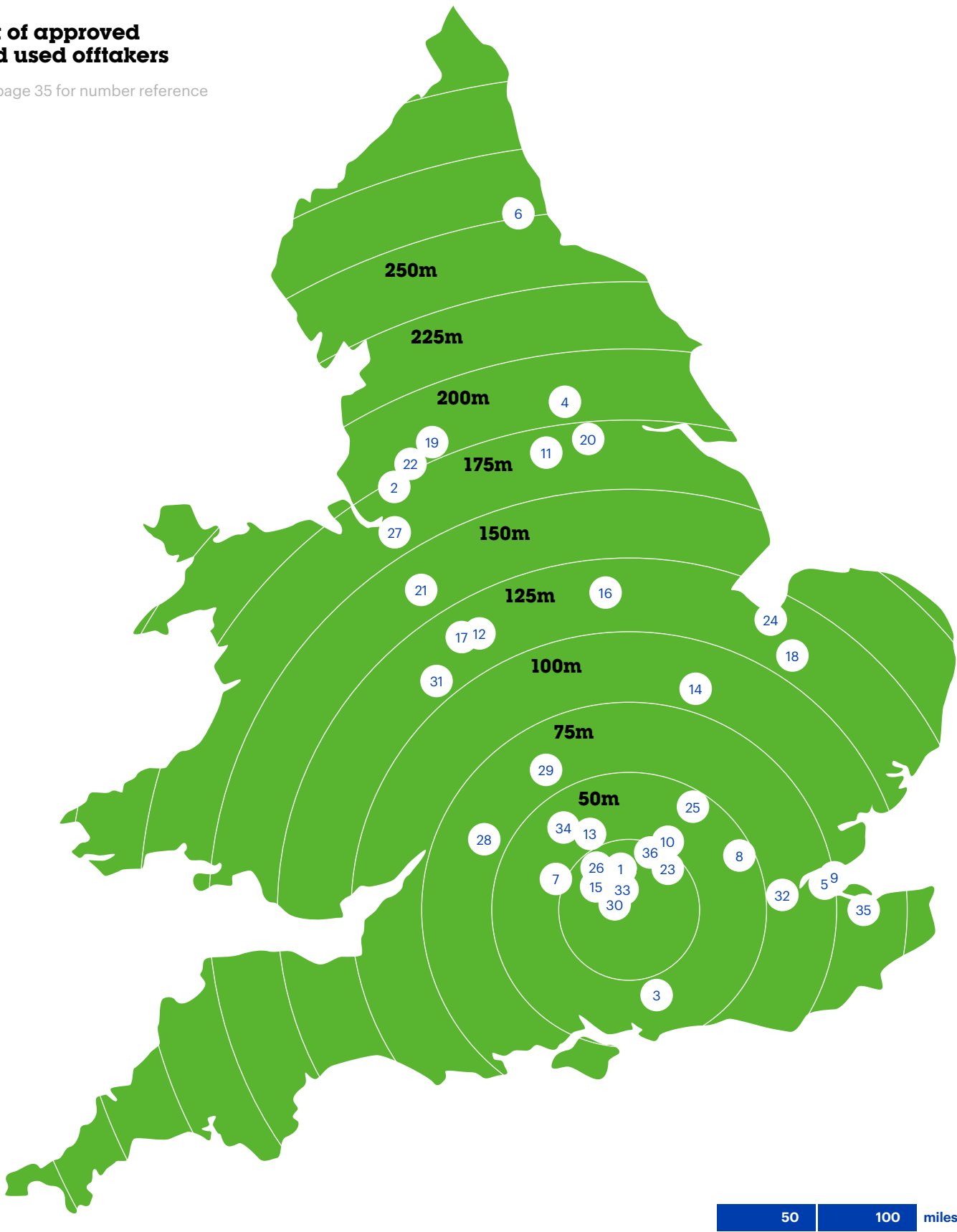
Through working closely with the FCC Sutton Courtenay Composting team in Oxfordshire, the new 2020 compost contained at least 90% of re3 residents recycled green waste. The re3grow compost is an additional programme the re3 partnership has embraced in order to create a circular economy from its residents green waste.



Waste Flow Processing –  
What happens to it?

List of approved  
and used offtakers

See page 35 for number reference



## Waste Flow Processing – What happens to it?

**Figure 15 – List of approved and used offtakers**

| No. | Company                                            | Postcode | Material                                                         | End Market                 |
|-----|----------------------------------------------------|----------|------------------------------------------------------------------|----------------------------|
| 1   | A1 Group                                           | RG41 4SP | Scrap Metal & Baled Steel Cans                                   | UK Processing              |
| 2   | ACE with Printwaste                                | WA4 4FS  | Loose Cartons                                                    | UK Processing              |
| 3   | BCMY Ltd                                           | BN17 7QU | Cartridges & Mobiles                                             | UK Processing              |
| 4   | Berrymans/URM (UK) Ltd                             | WF11 OHP | Loose Glass                                                      | UK Processing              |
| 5   | Countrystyle                                       | ME9 8SR  | Plasterboard, Wood                                               | Uk and European Processing |
| 6   | Credential Environmental                           | DL5 6DX  | Tyres                                                            | UK Processing              |
| 7   | CSS                                                | RG14 5EY | CRTs / WEEE - SDA                                                | UK Processing              |
| 8   | CylinderCare (Wastecare)                           | IG11 0EQ | Gas Cylinders & Fire Extinguishers                               | UK Processing              |
| 9   | DS Smith                                           | ME10 2TD | Mixed Paper                                                      | UK Processing              |
| 10  | DS Smith                                           | UB8 2FR  | Loose Card & Baled Card                                          | UK Processing              |
| 11  | FCCE Blackburn Meadows                             | S9 1HF   | Paint, Chemicals, Smalls & Cylinders                             | UK Processing              |
| 12  | Eco Bat                                            | WS10 8JR | Household Batteries                                              | UK Processing              |
| 13  | Grundon Waste Services                             | OX10 6PJ | Street Sweepings                                                 | UK Processing              |
| 14  | Invoxon                                            | PE19 5UH | Street Sweepings                                                 | UK Processing              |
| 15  | J Mould                                            | RG30 3XN | Soils & Hardcore                                                 | UK Processing              |
| 16  | Jayplas                                            | LE11 0JN | Baled Plastic Bottles & Baled PET Bottles                        | UK Processing              |
| 17  | JMP Wilcox                                         | WV14 7NH | Textiles & Media                                                 | UK Processing              |
| 18  | Living Fuels                                       | IP26 4JQ | Cooking Oil                                                      | UK Processing              |
| 19  | Mercury                                            | M17 1HW  | GDL's                                                            | UK Processing              |
| 20  | Morris Metal                                       | DN11 OPS | Baled Steel Cans                                                 | UK Processing              |
| 21  | Newport Recycling                                  | TF10 7NB | Mixed Paper                                                      | European Processing        |
| 22  | Novelis                                            | WA4 1NP  | Baled Aluminium Cans                                             | UK Processing              |
| 23  | Oakleaf Recycling Ltd                              | TW19 6AF | Residue                                                          | UK Processing              |
| 24  | Palm Paper                                         | PE34 3AL | Loose News & Pams                                                | UK Processing              |
| 25  | Pearce Recycling                                   | AL4 0JY  | Loose Cardboard                                                  | UK Processing              |
| 26  | Precycle                                           | RG30 1EA | Bric a Brac                                                      | UK Processing              |
| 27  | RUK                                                | CW6 9DL  | Baled and loose recovered paper                                  | Holland Processing         |
| 28  | Select Environmental                               | SN5 4HG  | Asbestos                                                         | UK Processing              |
| 29  | Severn Trent                                       | OX7 4EB  | Food Waste                                                       | UK Processing              |
| 30  | Sims Metal                                         | GU46 6ED | Ferrous Scrap & Large WEEE / Fridges & Freezers                  | UK Processing              |
| 31  | Slicker Recycling                                  | DY13 9BZ | Used Oil (Engine)                                                | UK Processing              |
| 32  | Smurfit Kappa                                      | ME6 5AX  | Mixed Paper & Cardboard                                          | UK Processing              |
| 33  | Sue Ryder                                          | GU47 9DU | Furniture Reuse                                                  | UK Processing              |
| 34  | Sutton Courtenay RDF & Sutton Courtenay Composting | OX14 4PW | WRC Residual, MRF Rejects, back up for Mixed Paper / Green Waste | UK Processing              |
| 35  | Synergy                                            | CT4 7BA  | Gas Cylinders & Fire Extinguishers                               | UK Processing              |
| 36  | WN Thomas                                          | SL1 3QR  | Non-Ferrous & Ferrous                                            | UK Processing              |

## Energy and the Environment

### Energy consumption

Our commitment to reduce energy consumption sees re3 monitor all five operations separately.

In the last contract year, our Smallmead site in Reading which includes offices, a Recycling Centre, Transfer Station and a Materials Recycling Facility (MRF), consumed a total of 2,526,953 kWh and a monthly average of 210,579 kWh.

Our MRF is our largest consumer of energy and is closely monitored, we run a day and night shift at the MRF in order to improve the quality of our mixed paper to meet market requirements and this is reflected in our energy consumption.

Longshot Lane Recycling Centre in Bracknell which includes, offices, an outside Recycling Centre and a Transfer Station, consumed a total of 559,202 kWh last year and a monthly average of 46,600 kWh.

### Company initiatives and values

The re3 partnership continues to be committed to reducing energy consumption at both Longshot Lane and Smallmead. FCCE Berkshire, who operate and manage the sites on behalf of the re3 partnership are fully accredited with ISO 50001, 45001, 14001 and 9001 certifications.

In addition to this we also adhere to the FCC values and behaviours which include the following four areas that are key for forward thinking regarding our future.



#### Environmental Commitment

Ensure what we do is environmentally and socially responsible



#### People Focus

Value, reward and motivate our team



#### Forward Thinking

Embrace change and prepare for the future



#### Doing the Right Thing

Secure our future by being better at what we do

## Awards and Excellence

### Internal Awards

FCC Environment have an internal award scheme – The Above and Beyond the Call of Duty Awards (ABCD Awards). These awards allow employees efforts to be recognised for “doing the right thing”. The ABCD nomination applications are available to all FCC staff and all nominations are reviewed every quarter by a national panel which include senior management representatives of the business. With over 2,500 staff within the FCC UK operation, being nominated and winning an award is a great achievement. In the previous AER, our senior contract and operations administrator, who is responsible for the glass collection service, received the award for supporting the procurement of the new glass lorries, managing the transition period and also, for being the catalyst behind the public glass truck naming campaign concept for the re3 contract.

**In 2019 re3 staff received 2 ABCD awards.**



Paul McCluskey received his award following an accident that occurred on the Longshot Lane site where a member of public was knocked unconscious by another member of public reversing their car. The Team Leader immediately rushed over and covered the lady with a jacket to keep warm, Paul then stayed by her side, talking to her and keeping her calm until the ambulance arrived. Paul also comforted the woman's daughter who was understandably very distressed.

Due to the nature of the accident, the site was closed for more than 2 hours and the police were called, Paul did not leave the residents side.

After the woman had made a full recovery, she sent a letter to site, thanking Paul for the calm, kind, and thoughtful way he had handled the situation.



Jonathan Barber received his award for his quick and calm reactions to a road traffic accident he witnessed while out on his glass collection round. The driver was trapped in his vehicle and was visibly distressed, the emergency services were called and Jonathan stayed with the driver, talking to him and keeping him calm until the ambulance arrived.

‘You do what you can do’ Jonathan said, ‘I don’t know first aid, but I knew I could help reassure him. I know that panic can sometimes make injuries worse, so I wanted to stop that happening. I’ve been in a traffic accident before, so I know how scary it can be.’

Jonathan was nominated for his award by Charlotte Trevororrow following his efforts to reassure the driver. The dash cam footage was retrieved from the glass truck and was of great help to the police. Jonathan also received thanks from the driver's family. Jonathan's calm and collected actions were invaluable in this very stressful situation and very worthy of the ABCD award.

## Awards and Excellence

### External Awards

In the contract year 2019/20, the re3 partnership had many things to be proud of; some of this was the partnership's success encountered in the industry award entries. The partnership became finalists in a number of awards including the MRW National Recycling Awards and Let's Recycle Awards for Excellence. This followed the 2018/19 success of winning at the prestigious Let's Recycle Awards for Excellence.

This year, the re3 partnership has submitted entries for the following categories:

**MRW National Recycling Awards** – Recycling facility of the Year for Bracknell and Reading sites

**MRW National Recycling Awards** – re3cyclopedia app in the Local Authority Success and Innovation – technology categories

**Let's Recycle Awards for Excellence** – Civic Amenity of the year 2020

**re3 has been shortlisted in all MRW National Recycling Awards categories.**



## Media Coverage

### Media appearances

re3 had 25 appearances in the media throughout 2019/2020, including BBC News, ITV News and the Reading Chronicle.

The main story that featured in the media related to the announcement of food waste collection in Bracknell and Reading, following the success of collections in Wokingham.

### Recycling Video

re3 produced a new joint recycling video which is used for educational purposes, to explain how waste is processed at our sites. This video has been an excellent tool for sharing with children who are learning about recycling and can't take a tour of the site due to health and safety regulations.

This video has also been made available to all on our re3 website, under the 'What happens to my recycling' tab. <https://re3.fccenvironment.co.uk/what-happens-to-waste/>

### Website

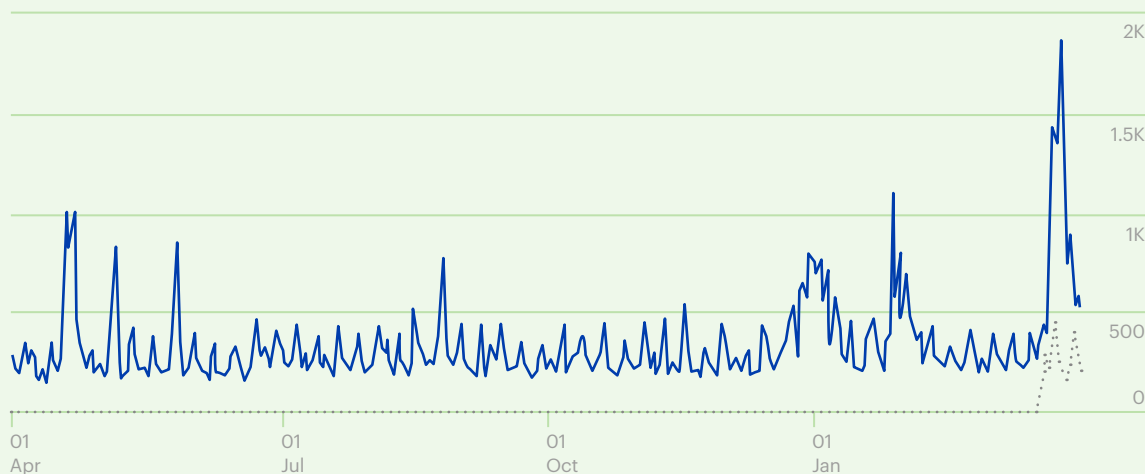
The re3 website was updated in February 2019 and swiftly saw an increase in views. In the year April 2019 / March 2020, the re3 website was visited by 99,000 users, this was a 2,608% increase from the previous year.

Users  
**99k**  
↑ 2,608.2%

Sessions  
**140k**  
↑ 3,033.3%

Bounce Rate  
**67.68%**  
↑ 17.7%

Session Duration  
**1m 01s**  
↓ 13.4%



The website now includes lots of helpful features to assist and educate members of the public. These include news updates from our sites, detailed descriptions of what happens to waste on our site, a contact section that sends an email directly to the re3 admin team, and many more features!

## Media Coverage

### Public tours to the MRF during the Recycle Week

The re3 partnership embraced numerous platforms to increase awareness about recycling not only locally but on a national scale. The partnership decided to conduct a number of programmes which most noticeably included tours of the MRF. These tours were available for the public to book throughout the national Recycle Week 2019 and resulted in the programme being fully booked.

We held 5 tours to groups of 15 members of public throughout the Recycle Week 2019. The members of public were all very engaged with the tour and presentation and they provided excellent feedback. We hosted a survey that was sent to willing residents after their tour, which showed us that the information that proved to be most valuable was recycling tips and information about what can be collected at the resident's kerbside. We also had some great written feedback from the residents including the following:

**'Fascinating and informative visit. Thank you!'**

**'I was very impressed with the sorting facilities and reassured that my recycling is treated responsibly'**

**'The whole evening was excellent, well thought presentation delivered with enthusiasm. Who would have thought the 'dump' would be a great place to work! Thank you all for giving up your evening'.**

### Organised tours for groups

We had a large increase in interest of the tours and presentations we provide at re3. Between April 2019 and March 2020 we hosted 19 tours to organised groups from the re3 area.

These groups included the Reading University, Woodley Litter Picking Group, and Wokingham U3A. We try to tailor the presentation and tour we provide to each group to ensure we cover their area of interest and any questions they have.

These tours include a presentation about how we deal with waste at re3, information about our equipment on site, how we fit in to the circular economy, and some recycling top tips. Following the presentation, we require everyone to put on the correct PPE to access site safely; a hard hat, hi-vis vest, goggles, gloves, and steel toe capped boots. We then take a tour of the MRF, starting at the input bay and then travelling through the different picking cabins and ending at the baler.



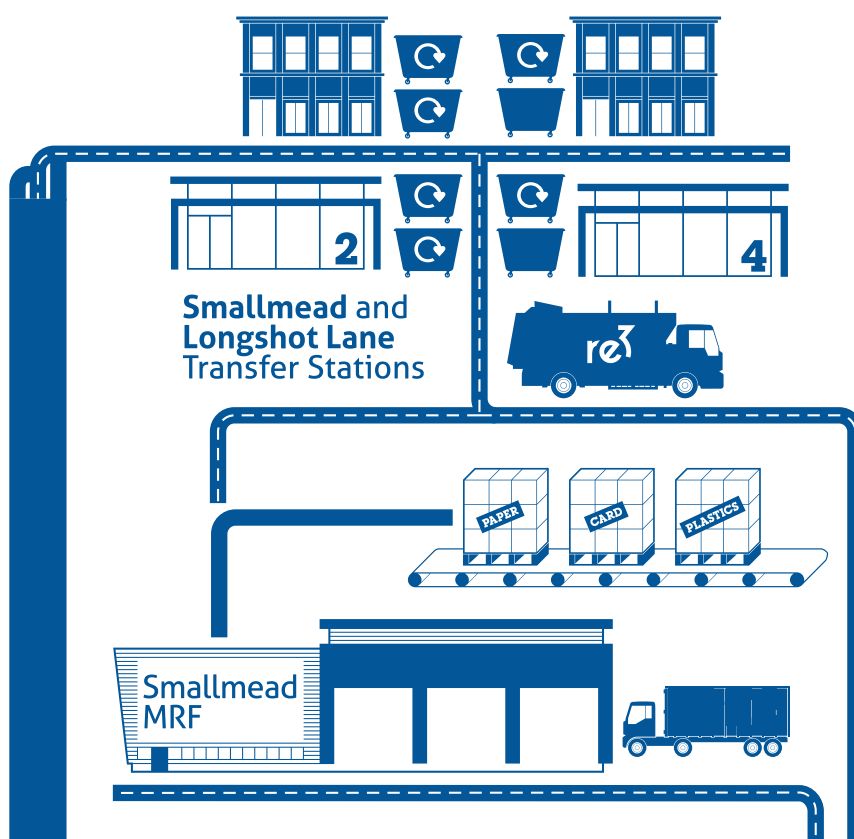
## Newly Introduced Trials

### Trade waste trial

re3 have worked on introducing new schemes to encourage local small business to recycle materials that are produced by their work (SME's).

The trade waste trial began in November 2019 and offered local small businesses the opportunity to recycle and dispose of their waste at the re3 Recycling Centres conveniently and using competitive prices.

The trial has proven popular with many businesses signed up. Feedback from traders on the trial has been very positive with most saying that it is a much more cost-effective way of disposing their waste. Originally the trial was to run until the end of May 2020, but due to the COVID-19 it has been extended it until November 2020.



## Glossary

### Anaerobic Digestion (AD)

Anaerobic digestion is a sequence of processes by which microorganisms break down biodegradable material in the absence of oxygen. The process is used for industrial or domestic purposes to manage waste or to produce fuels.

### Average Recovery Rate

This is a contractual measure of the proportion of contract waste diverted to Energy from Waste, Recycling, Beneficial Use and Composting.

### Beneficial Use

Beneficial use describes the reuse of inert materials. Examples of this are the reuse of hardcore as construction aggregate and soil for landfill remediation and landscaping.

### Bring Bank Sites

An alternative name for the community recycling sites provided by the local authority/contractor and charities, for convenient public access to recycling services. These sites often consist of different recycling banks for different materials.

### Certifications

ISO 50001 – Energy Management  
45001 – Occupational Health & Safety  
14001 – Environmental Management  
9001- Quality Management

### Composting

A natural process to recycle organic material into a fertilizer used to improve soil.

### Contamination

Contamination occurs when non-recyclable items are placed in a recycling bag or bin, making it more difficult to process at the Materials Recycling Facility.

### Contract Notice of Change (CNoC)

An official document provided by either party to propose a change or an addition to the original contract.

### Contract Waste

Contract Waste is defined within the contract but broadly covers household waste collected by the councils or their agents, waste brought to and deposited of at the Recycling Centres by householders and industrial and commercial waste disposed of via the transfer station.

### Co-mingled materials

Recyclables, all mixed together, such as paper with plastic bottles and steel cans. Co-mingled materials require sorting after collection.

### DEFRA

Department for Environment, Food and Rural Affairs

### Environment Agency

The Environment Agency is a non-departmental public body, established in 1995 and sponsored by the United Kingdom government's Department for Environment, Food and Rural Affairs, with responsibilities relating to the protection and enhancement of the environment in England

### Eddy Current

A tool used in a Materials Recycling Facility (MRF) to separate aluminium cans.

### Energy from Waste (EfW)

Energy from Waste is the application of sound proven combustion engineering principles to a variety of technologies which reduce and sanitise the residual municipal waste fraction, after recycling and composting has taken place, in order to recover energy.

### FCC Environment

(Formerly Waste Recycling Group (WRG)) Parent company of re3 Ltd. FCC Environment is one of the leading waste management services companies in the UK and the fourth partner of the re3 partnership.

### Landfill Site

Designed, controlled and managed disposal sites for municipal solid waste spread in layers, compacted to the smallest practical volume, and covered by inert material applied at the end of each operating day.

### Mixed Dry Recycling (MDR)

Mixed dry recyclables that are collected from resident's kerbsides to be processed for recycling.

### Materials Recycling Facility (MRF)

A recovery operation that separates mixed materials into their individual streams before transferring them to reprocessors.

### Municipal waste

Municipal waste comes under the control of the Local Waste Disposal Authority and includes household waste and other wastes collected by a Waste Collection Authority or its agents.

## Glossary

### **Overband Magnet**

A piece of equipment used in a Materials Recycling Facility to separate steel cans.

### **Private Finance Initiative (PFI)**

PFI is one of the main mechanisms through which local authorities (LAs) can procure assets in a value for money way in partnership with the private sector. It is a procurement methodology for asset-based services. Long term fixed price contracts are entered into with private sector contractors to deliver services to specified performance standards.

### **Picking Team**

Members of staff whose role is to remove items of contamination from the mixed dry recyclables on the conveyors in the Materials Recycling Facility.

Recycling Centre (HWRC) is a facility where members of the public can dispose of household waste and also often contain recycling points.

### **Refuse Derived Fuel (RDF)**

This is the term used for general waste that has had bulky waste materials removed and is then shredded into a specific fraction size with further recycling material removed. It is then baled and wrapped ready for transport or export for use as a fuel at an energy recovery facility.

### **Recyclables/Recyclate**

Materials that still have useful physical or chemical properties after serving their original purpose and that can, therefore, be reused or remanufactured into new products.

### **Reportable Incidents (RIDDOR)**

A reportable incident or RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) is the law that requires employers, and anyone else with responsibility for health and safety within a workplace, to report and keep records of work-related deaths, serious injuries, cases of diagnosed industrial disease and certain 'dangerous occurrences' (near miss accidents).

### **Small Medium Enterprise (SME)**

Small and medium-sized enterprises or small and medium-sized businesses are businesses whose personnel numbers fall below certain limits.

### **Spot Market Audits**

These are audits carried out on the companies that re3 use to ensure they are fully compliant with waste licensing and have sufficient waste storage and processing facilities and disclose any enforcement notices, prosecutions or warnings in the last five years.

### **Transfer Station**

Transfer Stations are a where local waste collection vehicles and trades people disposing of commercial trade waste deposit their waste. The waste is held here prior to being bulk loaded into a transport vehicle and sent for reprocessing.

### **Turnaround Failures**

Turnaround Failures occur when, after weighing in, an Authorised Vehicle (vehicle depositing waste on behalf of the Council) is on site longer than 20 minutes before being weighed out. Reasons not accepted for taking longer than stated to deposit waste include site congestion, computer breakdowns and bulk loader blockages.

### **Waste Acceptance Policy (WAP)**

This is the re3 Councils partnerships policy that dictates what wastes can be accepted at the Recycling Centres and how it will be received; this includes waste types, recommended limits on quantities and also the policy for vans and over heights.

### **WEEE**

Waste Electrical and Electronic Equipment

### **WRAP**

WRAP (the Waste & Resources Action Programme) is a registered charity. It works with businesses, individuals and communities to achieve a circular economy through helping them reduce waste, develop sustainable products and use resources in an efficient way.

**Re3 Ltd**

Smallmead Waste Management Park  
Island Road  
Reading RG2 0RP

T: 0800 988 9023

E: [re3admin@fccenvironment.co.uk](mailto:re3admin@fccenvironment.co.uk)

[www.re3.org.uk](http://www.re3.org.uk)



The information is provided by re3 Ltd, every care has been taken to ensure the accuracy and reliability of the contents.

Designed by [www.cubicstudio.co.uk](http://www.cubicstudio.co.uk)