



Our Services

Viridor



"Viridor is at the forefront of change in our industry, leading investment in 'next generation' green infrastructure to help public, private and community sector partners deliver sustainable resource management."

Maureen Lindsay, Recycling Manager.

Welcome to Viridor

Welcome to Viridor, the UK Recycling and Waste Management Company of the Year 2010.

Part of the FTSE 250 Pennon Group, Viridor is at the forefront of investment in 'next generation' green infrastructure to help public, private and community sector partners deliver sustainable resource management.

No matter the size of your business or organisation, society is changing and the pace of change is accelerating – from the global focus on climate change to consumer and community concern for environmental responsibility.

Increasing regulation is also transforming business and organisational practices with the focus now on waste reduction, reuse, enhanced recycling and recovering energy from what remains.

Our technology-neutral approach allows investment in a broad range of resource solutions, from state-of-the-art materials recycling facilities to advanced



recovery hubs diverting waste from landfill, generating renewable heat and power for local use.

I hope the following pages give you a feel for our business, particularly for our commitment to our customers and communities, and to industry-leading solutions to the challenges of today and tomorrow.

Yours sincerely,

A handwritten signature in black ink that reads "Colin Drummond". The signature is written in a cursive, slightly slanted style.

Colin Drummond, Chief Executive, Viridor.

The Undercover Boss

Featured in the hit Channel 4 programme 'Undercover Boss', Viridor's Chief Executive, Colin Drummond, spent time visiting company locations across the UK whilst masquerading as an unemployed worker seeking employment in the waste sector.

In the show Colin witnessed the very best in customer care and gained valuable insight into where potential improvements could be made at an already successful business. He witnessed how the company was delivering sustainability and found out where problems lay within the organisation, whilst discovering the unsung heroes who make Viridor's business run smoothly.



UK Recycling and Waste Management Company of the Year 2010

Seeing off competition from some of the industry's leading lights, Viridor's Managing Director Mike Hellings was delighted to accept the **National Recycling Awards** top accolade on behalf of the business.



"In a short space of time Viridor has transformed its **recycling, renewable energy** and **resource management capabilities**, placing itself at the very forefront of a fast-moving industry.

Our business is all about helping customers and partners achieve **high levels of recycling** and **best practice waste management, delivering innovation** and **value for money**.

We are delighted to win this award and it is testament to the **dedicated** and **professional work** completed every day by our **3,000 employees** across the business."



Delivering for the Public Sector

Across the UK, Viridor is working in partnership with Britain's public sector to deliver sustainable resource management.

Drawing together the best in local, national and international expertise, Viridor's professional teams use their 'technology neutral' approach to assess a broad range of technologies from the UK and across the globe which will deliver for our partners. This approach, combined with the financial and technical strength to deliver world class solutions and leading expertise in partnership working, ensures Viridor is best placed to meet the increasingly complex needs of the public sector.

In demonstration of this, Viridor is the infrastructure delivery and service provider behind Europe's largest waste partnership between the public and private sectors at Greater Manchester. From Kent and Devon in the South of England to the Scottish Highlands, Viridor works with over ninety local authorities, exceeding national and international targets through enhanced recycling and recovering value from what remains.

In addition to supporting a broad range of governmental organisations, we work with NHS and health authorities, the police, ambulance and fire and rescue services.

Delivering Europe's largest partnership between the public and private sectors

Viridor Laing (Greater Manchester) Limited is the infrastructure delivery partner for Europe's largest waste partnership between the public and private sector at Greater Manchester. With an investment of over £631m devoted to the project, Viridor Laing is developing state-of-the-art waste management facilities to deliver a world-class solution for Greater Manchester's recycling and waste requirements.

The building programme started immediately upon signing of the recycling and waste management contract in April 2009 and the final facility is due to be completed in April 2013.

With Viridor as the operations partner, the programme aims to recycle and compost at least 50% and divert from landfill at least 75% of the waste generated in the Greater Manchester Area.



Despite the scale of the project, the building programme is being delivered on time and to budget to create this network of advanced facilities. This is supported by our ambitious partnership programme to ensure residents in Greater Manchester actively participate in reducing, reusing and recycling their waste, to allow the partnership to meet its targets.

Delivering for Corporates

Understanding the changing needs of the corporate community and its customers is only one of the reasons why Viridor is trusted by some of the biggest names in British business – brands such as BAE Systems, Coca Cola Enterprises, IKEA, Manchester United, Morrison Supermarkets, Royal Bank of Scotland and Scottish Power.

Viridor's investment in a UK network of advanced recycling and landfill diversion infrastructure combined with our strong regional customer service and delivery network ensure that we can quickly respond to the demands of a changing environment.

We work directly with corporates and with facilities management companies to define national objectives and to understand the needs across our



customer's network of sites. We believe in investing in strong, lasting relationships, to provide bespoke reporting to demonstrate delivery, and work hard to exceed expectations.

Sustainability at IKEA

Viridor delivers recycling-led waste management services for IKEA's two main distribution operations in the UK at Peterborough and Doncaster.

Like IKEA, we are passionate about education and awareness and are working with the leading retailer to support its employees deliver for the business.

The 'Recycle for IKEA' training and awareness programme was launched at IKEA's distribution centre in Peterborough featuring a Viridor sustainability roadshow highlighting the importance of recycling to IKEA. The roadshow has been extended to the company's northern



distribution centre in Doncaster. Both companies aim to encourage more participation in the scheme among IKEA's 700 employees at the distribution centres.

Delivering for SMEs

With over 4.8m small businesses in the UK, the sector is responsible for generating around 50% of the nation's GDP. Viridor understands the vital role played by these small and medium enterprises and has the right expertise and facilities to help them become more sustainable.



Understanding the time, resource and financial constraints faced by small business is key to helping the sector meet the challenges of changing



environmental regulations. With a regional network of advanced recycling and landfill diversion infrastructure combined with our strong local customer service and delivery network, Viridor makes sustainability simple.

From free on-site recycling and waste audits to making the most efficient use of available space, Viridor ensures waste is working for small businesses.

Helping Edinburgh's Pink Olive

Viridor is the recycling and resource management partner of Edinburgh's Pink Olive restaurant.

Awarded "24 out of 25" by the Daily Record – Scotland's leading daily newspaper – the Pink Olive promises 'exceptional food – no exceptions' and sets high standards for quality and customer care. It is this commitment to customer care that led to Pink Olive to select Viridor to help boost its delivery of sustainable resource management.

Owner Kay McBride said, "At Pink Olive we know the importance of doing the right thing. That's true whether we're delivering excellent



service to our customers or minimising waste and recycling more. Viridor has not only helped our business, but has made the process simple and efficient."

Delivering for Communities: Compliance Schemes, Charities and Social Enterprises

With its network of advanced recycling and landfill diversion infrastructure, Viridor is the perfect delivery partner for compliance schemes, charities and social enterprises.

Responding to environmental requirements placed on manufacturers by the Waste Electronic and Electrical Equipment (WEEE) Directive, Viridor is at the forefront of minimising the impact of electrical and electronic goods on our environment by increasing reuse and recycling. We work with the full range of customers, including the UK's leading producer compliance schemes, a number of charities and social enterprises.

Our links with charities and social enterprises don't end there. Viridor also provides valuable recycling



and waste management services ranging from tailored programmes to encourage recycling and reuse, to information and guidance about recovering energy from waste.

State-of-the-art WEEE Recycling

Viridor has invested £9m in the latest, cutting edge MeWa technology at its St. Helens facility, marking it out as one of the most advanced Waste Electronic and Electrical Equipment



(WEEE) recycling facilities in the UK, recovering resources collected from household waste recycling centres, schools, hospitals and businesses across England and Wales.

This Viridor facility can process up to 120 fridges, 60 televisions and six tonnes of discarded household equipment every hour. Electrical components are separated for reuse, and glass, metals and other recyclable materials are removed and further distributed for recycling.

Viridor's sister facility is located at Perth in Scotland.

A-Z of services



Asbestos

Viridor has a dedicated, fully qualified hazardous and specialist waste team. They can advise on the safe handling of asbestos as well as offering containment, transport and disposal services, whether the asbestos is fibrous or cement bonded.

Clinical Waste

Viridor provides safe, effective handling, transportation and disposal of clinical waste for a broad range of customers such as hospitals, health centres and doctors surgeries. More than that, Viridor securely collects and manages the full range of clinical wastes including pharmaceuticals and chemicals, sharps, hygiene services wastes low-level radioactive materials ensuring safe disposal at its high temperature energy from waste incinerator.



Composting Services

Viridor has invested in the latest in-vessel composting technologies and windrow systems to offer composting services to customers. Our facilities produce and market 'Revive' compost, made from 100% natural, organic materials.

Revive is accredited to the national BSI PAS 100 composting quality assurance standard, certified by the Association for Organics Recycling. As a high quality organic soil conditioner, Revive is suitable in most agricultural and horticultural applications, whether you are a farmer, professional horticulturist, landscaper, allotment holder or keen gardener.



Confidential Waste

Whether in the public, private or community sectors, the confidentiality of paper based wastes can be critical. For such organisations Viridor offers its Datasafe secure disposal services for legal documents, accounts and confidential papers.

Viridor Datasafe provides secure guaranteed collection, shredding and disposal of confidential wastes by vetted security personnel in specialised facilities. Datasafe is a cost-effective solution for all confidential waste needs, meeting and exceeding regulatory requirements.

Construction and Demolition Waste

Viridor offers a regional network of advanced construction and demolition waste recycling facilities, recovering value and diverting waste, reducing contractor exposure to costly landfill levies.

Working in partnership with some of the biggest names in UK construction, Viridor offers a total waste management solution through the design and implementation of 'site waste plans.'

Viridor's expertise and professionalism allows for a rapid, flexible response to the most demanding projects of any size or duration.



Electrical Recycling

Viridor is one of the UK's leading recyclers of waste electrical and electronic equipment (WEEE). We work with both major producer compliance schemes in partnership with local authorities, and a broad range of public and private sector customers to responsibly collect, recover and recycle valuable resources from end of life products.

In addition, Viridor operates one of the UK's most advanced networks of MeWa WEEE recycling infrastructure, through nationally recognised authorised treatment facilities at St Helens and Perth.



A-Z of services

Energy from Waste

Viridor operates a network of state-of-the-art Energy from Waste facilities to recover value from waste that can't be recycled, completing the sustainability matrix.

Viridor is leading UK investment in a range of energy from waste technologies, helping local authorities meet landfill diversion targets and British business deliver on zero waste to landfill commitments.

Energy from Waste is a safe, proven and robust form of resource recovery and is complementary with high levels of recycling. By providing renewable energy it helps deliver a reduced carbon footprint and improved resource efficiency.



Fluorescent Lamp Recycling

Viridor offers public, private and community sector customers secure collection and recycling of fluorescent lamps. Working with specialist partners, Viridor provides specialist container and collection services to reduce space requirements on site.

Food and Organic Waste

Viridor is helping local authorities meet landfill diversion targets and British business deliver on zero waste to landfill commitments through the aerobic (composting) and anaerobic (anaerobic digestion) treatment of food and organic waste.

Viridor provides food and organic waste collection services to public, private and community sector partners, treating materials at its network of 'next generation' facilities and producing renewable energy and high quality compost.



Glass Recycling

Viridor is one of the UK's leading recyclers of container, plate and specialist glass.

From cost effective, reliable glass recycling collections from the licensed trade and restaurants to recovering resources from plastic PCB laminate found in windscreens, Viridor invests in the latest glass recycling technology at its specialist facilities across the UK, producing high quality cullet product for reuse in a new generation of glass products from new bottles and jars to fibreglass insulation, water filtration products and construction materials.

Working with public, private and community sector partners, Viridor offers glass recycling collection services using a variety of methods.

Small capacity bins

120 litre

Capacity 1 – 2 sacks per bin
0.157 cubic yards

	Metres	Feet & Inches
Height	0.93	3' 0"
Length	0.48	1' 7"
Width	0.55	1' 10"

240 litre

Capacity 2 – 3 sacks per bin
0.314 cubic yards

	Metres	Feet & Inches
Height	1.08	3' 6½"
Length	0.58	1' 11"
Width	0.73	2' 5"



Medium capacity bins

360 litre

Capacity 4 – 5 sacks per bin
0.471 cubic yards

	Metres	Feet & Inches
Height	1.10	3' 7"
Length	0.62	2' 0"
Width	0.86	2' 10"

660 litre

Capacity 7 – 8 sacks per bin
0.863 cubic yards

	Metres	Feet & Inches
Height	1.17	3' 10"
Length	1.36	4' 5½"
Width	0.77	2' 6"

Large capacity bins

1100 litre

Capacity 12 – 14 sacks per bin
1.439 cubic yards

	Metres	Feet & Inches
Height	1.47	4' 10"
Length	1.37	4' 5½"
Width	1.07	3' 6"



Bulk collection and recycling services

Bulk collection and recycling services are available in a variety of bespoke collection methods.

A-Z of services

Hazardous Waste

Viridor is an industry leader in the safe collection, treatment and disposal of hazardous wastes.

Working with a broad range of public sector partners and some of the biggest names in British business, Viridor uses its professional expertise and network of specialist hazardous waste management facilities to collect, sort, bulk, transfer, process and dispose of the full range of hazardous wastes.



Land Remediation

Viridor provides specialist expertise in the treatment of contaminated soils and land, rendering them safe for reuse. Working closely with developers and regulators, Viridor conducts site and soil surveys, analysing the results to develop financially viable land remediation solutions.

Viridor's proven record in the remediation of brownfield sites includes landfill sites, sludge lagoons, gas works, oil refineries and industrial premises.

Landfill Waste Disposal

Whilst operating and investing in an advanced network of 'next generation' recycling and resource management infrastructure, Viridor also operates 22 highly engineered landfill sites across the UK for the safe disposal of residual wastes.

The sites, operated to the highest national and international standards, generate renewable energy and provide a safe, reliable disposal mechanism and contingency alternative to other treatment facilities.



Large Volume Recycling and Waste Services

Front End Loader (FEL) and Rear End Loader (REL) containers

Front End Loader and Rear End Loader containers are suitable for our medium sized recycling and waste partners who need to dispose of a wide range of materials such as cardboard, paper, plastics, light wood and general waste found in offices, factories and warehouses.

Our FEL containers are easy to load, can feature heavy duty compaction and can be emptied on site.

Easy to access and made of tough steel with heavy duty, lockable lids, Viridor offers a range of container sizes to customers.

Small capacity containers

2 Cubic Yards

Capacity 1.53 cubic metres

	Metres	Feet & Inches
Height	1.12	3' 8"
Length	1.80	5' 11"
Width	0.85	2' 9"

4 Cubic Yards

Capacity 3.06 cubic metres

	Metres	Feet & Inches
Height	1.50	4' 11"
Length	1.50	4' 11"
Width	1.80	5' 11"



Medium capacity containers

6 Cubic Yards

Capacity 4.59 cubic metres

	Metres	Feet & Inches
Height	1.83	6' 0"
Length	1.35	4' 5"
Width	1.78	5' 10"

8 Cubic Yards

Capacity 6.12 cubic metres

	Metres	Feet & Inches
Height	2.00	6' 7"
Length	1.76	5' 9"
Width	1.78	5' 10"

10 Cubic Yards

Capacity 7.65 cubic metres

	Metres	Feet & Inches
Height	2.00	6' 7"
Length	2.06	6' 9"
Width	1.78	5' 10"



Large capacity containers

12 Cubic Yards

Capacity 9.18 cubic metres

	Metres	Feet & Inches
Height	1.86	6' 1"
Length	4.34	14' 3"
Width	1.78	5' 10"

14 Cubic Yards

Capacity 10.70 cubic metres

	Metres	Feet & Inches
Height	2.10	6' 11"
Length	4.34	14' 3"
Width	1.83	6' 0"

A-Z of services

Roll-On, Roll-Off containers

If you need to move larger volumes of waste on a regular bases then our roll-on, roll-off containers will suit your needs.

A full range of containers is available to suit different premises and varying waste volumes. Open top containers are suitable for mixed wastes and source segregated materials for recycling. Secure, air-tight units with lockable doors are provided for wastes such as asbestos. Compaction containers with complete compaction units are also available.

Small capacity containers – Open top

15 Cubic Yards

Capacity 11.48 cubic metres

	Metres	Feet & Inches
Height	1.22	4' 0"
Length	6.30	20' 8"
Width	2.40	7' 10½"

20 Cubic Yards

Capacity 15.29 cubic metres

	Metres	Feet & Inches
Height	1.22	4' 0"
Length	6.1	20' 2"
Width	2.44	8' 0"



Medium capacity containers – Open top

25 Cubic Yards

Capacity 19.13 cubic metres

	Metres	Feet & Inches
Height	1.70	5' 7"
Length	6.30	20' 8"
Width	2.40	7' 10½"

30 Cubic Yards

Capacity 22.95 cubic metres

	Metres	Feet & Inches
Height	2.10	6' 11"
Length	6.3	20' 8"
Width	2.40	7' 10½"



Large capacity containers – Open top

35 Cubic Yards

Capacity 26.76 cubic metres

	Metres	Feet & Inches
Height	2.41	7' 11"
Length	6.30	20' 8"
Width	2.40	7' 10½"

40 Cubic Yards

Capacity 30.58 cubic metres

	Metres	Feet & Inches
Height	2.72	8' 11"
Length	6.3	20' 8"
Width	2.40	7' 10½"



Liquid Waste Collection and Treatment Services

Viridor provides the full range of liquid waste management services and our customers range from major water companies and large industrial complexes with high outputs to small business and domestic users generating low volumes.

Services include drummed waste collection and disposal, emergency pollution response, waste blending and anaerobic digestion, tank decommissioning and cleaning, sludge pumping and mobile centrifuge services.



Materials Recycling Facilities

Viridor operates the UK's largest network of advanced materials recycling facilities (MRFs), with 24 facilities across the country.

Viridor's MRFs are at the forefront of enhanced recycling and resource efficiency, using the latest technology and 'smart sorting' for large volumes of mixed recyclables for our public, private and community sector partners.

Office Recycling

Viridor is at the forefront of delivering innovative, attractive solutions for office recycling.

Working with corporates, councils, small and medium sized enterprises, Viridor provides a broad range of containers and promotional materials designed to engage with your staff and encourage them to recycle. Viridor offers flexible collection terms and a guarantee that everything that is collected is sorted and recycled.

Office Modular Bins

140 litre

	Metres	Feet & Inches
Height	0.93	3' 0"
Length	0.48	1' 7"
Width	0.55	1' 10"

240 litre

	Metres	Feet & Inches
Height	1.08	3' 6½"
Length	0.58	1' 11"
Width	0.73	2' 5"



A-Z of services

Onsite services/Bespoke services

When it comes to recycling and waste requirements, there is no one-size-fits-all solution. With over 50 years of experience, Viridor is well placed to assess the particular needs of any business and recommend the appropriate solution, including the provision of personnel and equipment, such as compactors and balers, onsite and awareness campaign materials to maximise service deliver.



Paper Recycling

As a leader in the handling and trading of commodities, Viridor offers tailor-made solutions for the waste paper produces, from office paper recycling collections to bespoke solutions for the printing and publishing sectors. We can provide personnel and equipment onsite as part of our bespoke solutions.

Plastics Recycling

The UK produces three million tonnes of plastic waste each year. Of this approximately 85% is currently sent to landfill, 8% incinerated and 7% recycled.

Viridor, with its network of advanced recycling facilities, is one of the leading resource managers of domestic plastics in the UK. It's network of 24 state-of-the-art materials recycling facilities is coupled with its industry-leading polymer recycling capabilities.



Scrap Metal Recycling.

As a leader in the handling and trading of commodities, Viridor offers collection of scrap metal to suit all requirements, from small skips to larger containers.

Secure destruction

Viridor is also a UK leader in the secure destruction of unwanted, imperfect or out of date products. From food and drink, printers and publishers, to the retail sector, Viridor helps British business by collecting, and safety and securely disposing of unwanted products. Confidentiality is assured and proof of destruction certification is provided.



Skip Hire Services

Viridor offers a full range of skips including open, enclosed, lockable and portable packers, which are available in a range of sizes to suit all needs. Contract hire ensures regular reliable service for users in a wide range of businesses and industries. Alternatively Viridor skips are available for occasional hire.

Small capacity skips

4 Cubic Yards

Capacity 3.06 cubic metres

	Metres	Feet & Inches
Height	1.12	3' 8"
Length	1.85	6' 1"
Width	1.28	4' 2"

6 Cubic Yards

Capacity 4.59 cubic metres

	Metres	Feet & Inches
Height	1.22	4' 0"
Length	3.05	10' 0"
Width	1.70	5' 7"



Medium capacity skips

8 Cubic Yards

Capacity 6.12 cubic metres

	Metres	Feet & Inches
Height	1.22	4' 0"
Length	3.66	12' 0"
Width	1.72	5' 7½"

10 Cubic Yards

Capacity 7.65 cubic metres

	Metres	Feet & Inches
Height	1.52	5' 0"
Length	3.91	12' 10"
Width	1.72	5' 7½"

12 Cubic Yards

Capacity 9.18 cubic metres

	Metres	Feet & Inches
Height	1.83	6' 0"
Length	3.66	12' 0"
Width	1.72	5' 7½"

Large capacity skips

14 Cubic Yards

Capacity 10.70 cubic metres

	Metres	Feet & Inches
Height	2.00	6' 7"
Length	3.45	11' 4"
Width	1.73	5' 8"

16 Cubic Yards

Capacity 12.23 cubic metres

	Metres	Feet & Inches
Height	1.21	7' 3"
Length	5.13	16' 10"
Width	1.68	5' 6"



A-Z of services

Small Volume Recycling and Waste Services

Viridor offers public, private and community sector partners a regional network of recycling and waste collection services. These services include:



Recycling:

Mixed recyclables collections.



Recycling:

Cardboard collections.



Recycling:

Mixed and segregated glass and cans collections.



Recycling:
Food recycling collections.

Recycling:
Electronic recyclables collections.



Non-Recyclables:
General waste collections.

A-Z of services

Viridor offers customers the full range of small and large volume recycling and waste collection containers, including sacks and bins as follows:

Recycling and waste sacks

For small volume cardboard or general waste collections.



Indoor small capacity bins

140 litre

	Metres	Feet & Inches
Height	0.93	3' 0"
Length	0.48	1' 7"
Width	0.55	1' 10"

240 litre

	Metres	Feet & Inches
Height	1.08	3' 6½"
Length	0.58	1' 11"
Width	0.73	2' 5"

Small capacity bins

120 litre

Capacity 1 – 2 sacks per bin
0.157 cubic yards

	Metres	Feet & Inches
Height	0.93	3' 0"
Length	0.48	1' 7"
Width	0.55	1' 10"

240 litre

Capacity 2 – 3 sacks per bin
0.314 cubic yards

	Metres	Feet & Inches
Height	1.08	3' 6½"
Length	0.58	1' 11"
Width	0.73	2' 5"





Medium capacity bins

360 litre

Capacity 4 – 5 sacks per bin
0.471 cubic yards

	Metres	Feet & Inches
Height	1.10	3' 7"
Length	0.62	2' 0"
Width	0.86	2' 10"

660 litre

Capacity 7 – 8 sacks per bin
0.863 cubic yards

	Metres	Feet & Inches
Height	1.17	3' 10"
Length	1.36	4' 5½"
Width	0.77	2' 6"

Large capacity bins

1100 litre

Capacity 12 – 14 sacks per bin
1.439 cubic yards

	Metres	Feet & Inches
Height	1.47	4' 10"
Length	1.37	4' 5½"
Width	1.07	3' 6"



Technical Advice

As one of the UK's leading recycling, renewable energy and resource efficiency partners, Viridor is well placed to offer its customers and potential partners accurate advice and information on legislative and regulatory developments affecting waste management practices.

Technical advice pages are available on the Viridor website to help partners identify legal requirements.

www.viridor.co.uk

Viridor

National Recycling Awards 2010 Winner

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