

F E B R U A R Y 2 0 1 4

JWS Lancashire

Community Newsletter



The Story So Far...

JWS Waste & Recycling began discussions with Valpak regarding the Grimsargh site back in September 2012 and by working closely with key local waste producers, a business plan was developed which catered for waste which could not otherwise be recycled or reused and was destined for landfill.

The existing business under Valpak was struggling under difficult economic conditions and was not profitable, however what was quickly identified was the dedication and commitment of the staff to make it work. Continued overleaf

The Services We Provide

Baling & Wrapping

Loose material is sorted, baled & wrapped onsite ready for onward transportation to Norway & Sweden to offer heat & power to community homes

Dry Mixed Recycling

JWS Lancashire organises the collection, aggregation and sale of dry mixed recycling, including cardboard & plastic from local businesses.

What We Do

JWS Lancashire are a local company based in Grimsargh employing 20 people & provide waste management services in and around Lancashire.

The services we offer aim to divert difficult to recycle waste away from landfill, providing a positive outlet in the provision of energy to homes across Sweden & Norway.

Working with key partners such as Lancashire County Council & Global Renewables, JWS Lancashire form part of an overall waste strategy aimed at reducing, reusing and recycling wherever possible.

The Story So Far...

Continued...the takeover of the site and operations was completed in February 2013 and from that point JWS Lancashire committed itself to an extensive program of change and improvement.

This development of the JWS Lancashire business has not been easy on many fronts, fundamental changes to the operations, policies & procedures have all required a significant investment in both finance & expertise. Combined with continued commitment to environmental compliance of the site and its permits with the Environment Agency and our endeavours to be a good neighbour, it's fair to say this has been a challenging year.

Each change we have implemented is to try and give JWS Lancashire a sustainable and secure future. This has had a knock on effect and these challenges are ongoing. This has resulted in an increase in the number of complaints received regarding the JWS Lancashire site, peaking in November 2013.

We acknowledge that the impact of litter and odour on our neighbours has caused upset and we are working tirelessly with the Environment Agency to try and resolve this for all parties. This continued attention to the complaints received and the resulting changes and improvements have seen the number of complaints fall by over 90%

We have also noticed that a number of the complaints received were described as a 'sweet smell' which we believe may have been an odour dilutant, not the actual waste. As a result we have now changed the dilutant to a 'neutraliser' which appears to be having a positive effect.

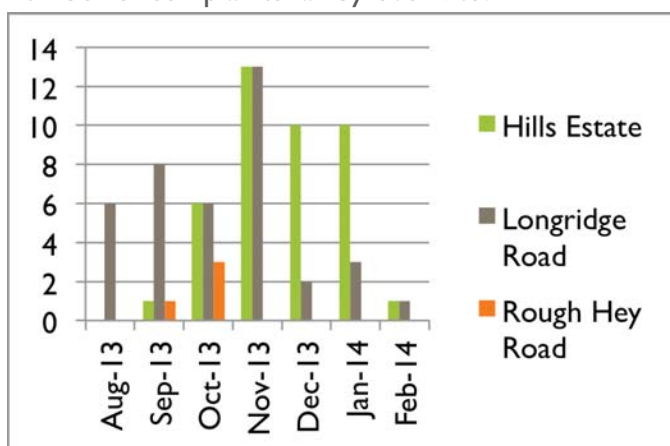
Further improvements are detailed on the following page but one of the major changes has been to bring the loose material into our Materials Recycling Facility and process it inside, therefore reducing the likelihood of odour significantly.

We must stress that this is an ongoing program of improvement, and we still have much to do, but we remain committed to getting the business on a firm sustainable footing, employing local people, and being a good member of our community.

We can only do this by listening to our neighbours and acting upon the feedback we receive in a meaningful way. JWS Lancashire operate an open door policy and we welcome visitors to site within operating hours, both to discuss any issues you may have with the site or to take a tour of the facility to get a better understanding of what we do and how we do it.

This can be organized with our onsite Quality, Environment, Health & Safety Advisor Kelly Walsh on 01772 791791.

We are endeavouring to get to a stage where we can be considered good neighbours and we hope we can get the opportunity to demonstrate this to you on a consistent basis.



Complaints Received August 13- February 14



Improvements Made At JWS Lancashire

Working in the waste industry can mean working with materials that could be considered unpleasant or undesirable and so the balance between providing an efficient waste solution and being a good neighbour sometimes can be a difficult line to tread.

Since taking over the site in February 2013, JWS Lancashire have worked hard to reduce the impact of its operations on the community. We work in close partnership with the Environment Agency & have implemented a comprehensive improvement strategy to minimize any negative effects on our neighbours.

Following feedback received through the complaints process some of the key improvements have included:

- Bringing all the loose waste material within the building, instead of processing outside, this has reduced noise pollution and odour significantly.
- Reducing the amount of tonnage we take onsite in order to process and turnaround quickly
- Baling & wrapping of the loose waste within the main building reduces odour & eliminates potential for littering.
- Odour suppressions systems have been installed and following feedback continually assessed and improved

These improvements are ongoing & JWS Lancashire encourage staff to make suggestions, rewarding their ingenuity with prizes & recognition



Suggestion Of The Month

Phil Kay is the winner of this month's Suggestion of the Month

Phil's suggestion was to remove the bottle processing plant and equipment in order to provide more space and room to process in the Material Recycling Facility.

This has resulted in a more streamlined process for the material handled, a cleaner, easier to operate space and had efficiency savings as well. As a reward Phil chose an extra day's holiday and tickets to Manchester United .Well done Phil!

Health & Safety Culture

Here at JWS Lancashire we take Health and Safety standards very seriously, fulfilling and often surpassing industry requirements

Staff Education

Ongoing staff education forms an important part of this standard and so far, within our first year, JWS Lancashire have provided 33 Toolbox Talks (example enclosed) produced a Material Recycling Facility Handbook, and over 20 Safety Alerts (example enclosed). We have paid particular focus to hygiene, accident prevention and safe use of equipment.

A Proud Record

JWS Lancashire are very proud of our health and safety record both on & offsite, but this only happens when every person within the organization is signed up to these high standards and recognises the importance of working safely, taking care of themselves and others on & offsite.



Meet The Team

Here at JWS Lancashire we like to put names to faces so take a look at our team, I'm sure you will agree what a good looking bunch they are. Here you can see our hard working plant staff, our customer care team and Gordon our Managing Director.



Working With & For The Community

Part of the way we have been working to reduce the number of complaints has been to welcome community groups and interested individuals onto site to listen to their concerns and enable them to review our processes and make suggestions for its continued improvement.

Following a site visit, one local community group member said ***“we all found the visit very interesting and you are obviously working hard to be responsible neighbours and control litter”***. Their subsequent newsletter highlighted the visit and the improvements made to site, including the positive management response from JWS Lancashire.

This response has prompted us to organize an open evening for the local community, in order to allow members of the public the opportunity to see our operations, review the site and talk to the management team firsthand. For those who do not wish to walk the site we will be providing a walkaround video which can be viewed on the evening. The date for this open evening will be announced shortly

Should you want to talk to us before this open evening we positively encourage anyone who would like to visit, tour, discuss or complain about the site to contact us directly so that we can take action immediately, you can call us on

01772 791791 and discuss any issue about the site or organize a visit with Kelly



Kelly Walsh,
Quality, Environment, Health & Safety Adviser

Community Projects

JWS Lancashire are also looking for partnership opportunities within the community and we encourage community groups, schools and charities to get in touch to discuss how we can do more to support local causes. Ideas so far include the provision of high visibility jackets to schools, and walking bus ropes for local nurseries. If you have partnership suggestions please contact AJAndrew@jswaste.co.uk

JWS Lancashire

Gaskell House
45-49 Rough Hey Road
Grimsargh
Preston
Lancashire
PR2 5AR

Email: customercare@jwslancashire.co.uk

Phone: 01772 791 791

Website: www.jwslancashire.co.uk

