

Case Study Derwent London



Paper Round

An introduction to Derwent

Derwent London is a top property management firm with multiple sites across the Capital. Sustainability is central to Derwent's business model, and their preferred approach to growth is the refurbishment and regeneration of existing building stock, to harness and conserve good design.

DERWENT LONDON

Client objectives

Derwent's Head of Sustainability, John Davies said they "wanted to perform better in our approach to waste management and increase our levels of recycling" for "commercial, environmental and cost efficiency gains". They knew they could achieve more and "needed a service provider to help unlock our potential". In 2016, Derwent set a target of hitting a 70% recycling rate across the portfolio. Together we achieved a 73% recycling rate - an excellent result!



How we helped Derwent

After the early gains made since Paper Round took over the contract, Derwent's dedicated Paper Round account manager sat down with their management team and agreed to work intensively with three buildings within their portfolio. These were to act as a shining beacon to other sites, and prove that the high targets for an improvement in the recycling rate across the estate could be met. Our work at these three sites included:

- Establishing a good working relationship with the onsite building manager; taking time to understand their goals and specific challenges.
- Identifying areas in the buildings where tenants were not segregating their waste properly.
- Creating pictorial guides for catering and cleaning teams, and distributed internally and putting new signage and bins into place.
- Tenant meetings were attended to generate good will from individual tenants through face-to-face contact
- Our Sustainability Manager - an expert in engaging people- spent an intensive 5 week period on site talking directly to retailers, office tenants and cleaning teams.
- The service was adapted during this process; bins were swapped in and out to get the balance right.
- A bespoke A-Z Guide was created for building managers, expressing the aims of Derwent, the waste legislation that affects them, and the 'blue print' that they have set up with us for a best practice recycling scheme at each site.



The results

Derwent achieved a portfolio-wide recycling rate of 70% in 2017, reaching their target for the year. Between January and December 2017 Derwent's recycling efforts resulted in the equivalent of 9868 trees saved, and 2540 tonnes of carbon saved.

