



# Weighing Up The Benefits Of An Integrated Solution



Based in Exeter, Devon Contract Waste is committed to providing a sustainable solution for commercial waste producers in Devon and they're proud to be the first and only Zero to Landfill solution that extracts all that can be recovered for recycling.

Currently, this service is only operated for the company's trade waste customers, as some clients either don't have suitable waste for processing or it's of a hazardous nature. Landfill plays a role for some waste types, but for resources that could otherwise be recovered, Devon Contract Waste believes that being buried in the ground to rot over hundreds of years is simply not acceptable in this century.

Housed in a new state of the art Material Recycling Facility in Exeter, Devon Contract Waste's new plant has the capacity to divert over 75000 tonnes of waste produced in Devon each year from landfill using the company's high tech sorting techniques. The plant enables commercial waste and dry mixed recycling to be collected together, at the same time and often in the same container, reducing the impact that separate collections make on the environment and, of course, costs. Businesses who produce food waste and glass have separate containers and collections for those streams, leaving everything else to go in one bin.

**"We are committed to zero to landfill and our partnership with VWS is helping us to achieve this"**

**Simon Almond, Devon Contract Waste Managing Director**



Devon Contract Waste's Managing Director, Simon Almond has been aware of bin weighing specialists, Vehicle Weighing Solutions (VWS) since he first met VWS Managing Director, Julian Glasspole in 2006. In this time, he's contemplated the idea of introducing a measurable bin weighing system into his operation, but had been sceptical about the decision with concerns around the significant financial investment and the reliability of the equipment. However, Simon's attitude towards the technology has been completely turned around and he says that "I would never again want a truck without ENVIROWEIGH bin weighing fitted". For years, Simon was running his operation based on average weights, but now the actual weight of each bin is measured and recorded, new opportunities and working practices are available to the business.

Previously, without knowing the exact weight of each customer's waste collection, Devon Contract Waste's customer tariffs were based upon collection averages, rather than actual weights. According to Simon, "this meant that some customers were potentially underpaying for their collections and actually costing our business money". By installing ENVIROWEIGH on the fleet's 8 RCVs, Simon explains that "customers can now be billed in a fair and consistent way."

After several years of seeing the business benefits of ENVIROWEIGH bin weighing, Simon began looking for a waste management software solution which could help to introduce further controls within his collection operation and provides the business with better business intelligence. A key part of Simon's specification was that the system must integrate with his bin weighing system. His timely search coincided with the launch of PURGO waste management software in 2015 and Simon began investigating the solution straight away.

The technology was designed and developed by VWS Software Solutions; an associated VWS company. PURGO seamlessly integrates with ENVIROWEIGH bin weighing and the lifts and weights are recorded directly into the system in real time, against customer records.

So, in September 2015, with 5 brand new RCVs on order, Devon Contract Waste placed an order for PURGO in each of the new trucks.

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Before the introduction of PURGO, one of the biggest challenge for Devon Contract Waste was the unknown. Relying on customer and driver feedback to make decisions, raise invoices and allocate costs was difficult to manage efficiently and effectively.

Simon explains that a typical example of this was a customer "claiming that their waste had not been collected." Simon continues, "Without the waste collection software, there was little information for us to base our decisions on. We have tracking on our vehicles, but that's not enough. That doesn't tell us whether the bin has actually been emptied. PURGO enables the driver to record everything in real time - as it happens. If a driver hasn't made a collection, we soon know."

With this information at his fingertips, Simon says he feels "more confident about operational costs" and calculates that "the system has resulted in an additional £1,500 revenue each week, which means that it more than pays for itself!"

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As the round data is captured and Devon Contract Waste monitor actual collection activity, they can adjust customer billing accordingly. Simon explains that "if they're paying for more weight than we are collecting or they require more lifts than they already receive, we can charge them accurately and in a fair way." Simon confirms that in some instances, this has meant "reducing customer bills, but this means that we are more competitive and our customer retention rate is high".

Devon Contract Waste is also using PURGO to offer additional value added services to their customers. KPIs and league table reports are offered to customers to track waste performance by depot or over time.

Simon Almond has also been very impressed by the level of service offered by VWS in order to avoid vehicle downtime. Recently, a Devon Contract Waste front end loader vehicle was collected from Exeter on a Friday evening and driven to the VWS factory in Chesterfield, Derbyshire, retrofitted with the weighing system over the weekend and then delivered back to Exeter by Sunday afternoon. The whole process had zero impact on Simon's operation.

Investing in PURGO is enabling independent waste operators to lead the way in the industry and provide best in class service. Alongside Devon Contract Waste, National Resource Consortium: an association of like-minded private operators have now joined together to promote industry quality standards and share best practice. ENVIROWEIGH and PURGO will continue to help waste operators innovate and drive their businesses forward.

