



Reducing waste and increasing the recycling rate at Central Hall

“Working with businesses to increase recycling rates is the bread and butter of what we do here at Westminster City Council Commercial Waste Services. We encourage businesses to commit to doing the right thing with their waste and we are dedicated to doing everything we can to ensure our customers’ waste management arrangements are as efficient as possible.”

Jarno Stet, Waste & Recycling Manager Westminster City Council

Why did we launch this project?

As part of Central Hall’s commitment to corporate responsibility, they approached Commercial Waste Services (CWS) with the objective to increase their recycling rate, which in 2017 was only 11%.

After seeking advice on how Central Hall could become more environmentally responsible, CWS set out to provide the necessary guidance and support. This included educating staff members on the benefits of effective waste management as well as how to dispose of their waste correctly.



What did we implement at Central Hall?

As the first step to becoming more environmentally responsible, CWS proposed a full waste audit of the Central Hall establishment to ensure they were using the most efficient waste streams.

Following the audit, we introduced recycling solutions for four new waste streams:

- Food waste
- Glass
- Paper and card
- Coffee cups

To ensure these services were implemented correctly, we provided:

- New signage and stickers for recycling points placed throughout the building.
- Training sessions to all staff and cleaners. The new services went live two weeks after the training was complete.
- Monthly waste and recycling reports to track the recycling rate and identify any areas for improvement.

Seeing the results

Pleased with the following results, CWS hopes that the successes at Central Hall will inspire other businesses to explore how they can increase recycling rates in their own establishments.

- The Central Hall recycling rate increased by 57% (from 11% to 68% since the project's inception).
- Received our platinum recycling award.
- Received the Westminster Lions accreditation.

Next steps

Now that Central Hall is recycling at a high rate, our future objective is to conduct waste audits to help staff make simple changes and take action on reducing waste. Commercial Waste Services will also continue to provide Central Hall with performance information and refresher training sessions, ensuring the staff at Central Hall is continuously reminded and kept up-to-date on effective waste management techniques. Royal Automobile Club's environmental sustainability.