

# The Better Tomorrow Plan Case study

December 2010

## Environment

Our commitment: We will reduce organic and non organic waste in all the countries where we operate and at clients' sites by 2015.



Services commenced  
December 2006

Supporting 7,000 NHS  
staff across 2 main  
sites

Providing services to 3  
London Boroughs, with  
a catchment area of  
approx 700,000 people



## United Kingdom

### Total Waste Management

Sodexo provide full Integrated Facilities Management (IFM) for **Queens Hospital Romford** including: Hard FM Services, Catering, Total Waste Management and Portering (waste removal). To provide clients sustainable solutions to environmental issues, it sets up a **full Waste Management Plan** and developed a waste offer accredited to **ISO9001 (2008) and ISO 14001**.

### Creating value for Queens Hospital Romford

By implementing innovative treatment waste management at client site, Sodexo helps the Queens Hospital to reach its environmental objectives and save money through energy savings and rationalized waste management.

Combined with preventive actions based on consumers' awareness, it also contributes to reduce waste at its source, which is the best way to reduce the use of raw materials.

### General context

Waste production is globally increasing worldwide, but is mainly produced in developed countries. By damaging environment resources they can have strong impacts on environment and pollution levels. Without adapted treatment and control methods, they can affect human health and encourage the spread of epidemics. The development of new processes to treat waste allows communities to take advantage of their organic waste, by producing fertilizer and new energy sources.

- The food chain within the Healthcare sector is a large producer of organic waste that primarily ends up in landfills or incinerators.
- Healthcare sector also provide specific non organic waste management challenges by producing clinical waste and confidential paper files in high quantity.

### Sodexo's waste management offer

The TWM by Sodexo offer is a fully developed and tested service, which relies on a joint co-operative between Sodexo, waste contractors, client, and infection control. It is based on:

- The identification of all pollution sources, pathways and receptors.



40 tonnes of food recovered annually

90% of food waste diverted from landfill/incineration

Suppliers who collect and recycle are identified and referenced



From 39% to 92% waste recycled

Confidential paper waste 100% recycled



More information  
on the project

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- The identification of waste streams, which utilise the Sodexo designed waste flow analysis system. This system allows tracking waste from point of production to final disposal.

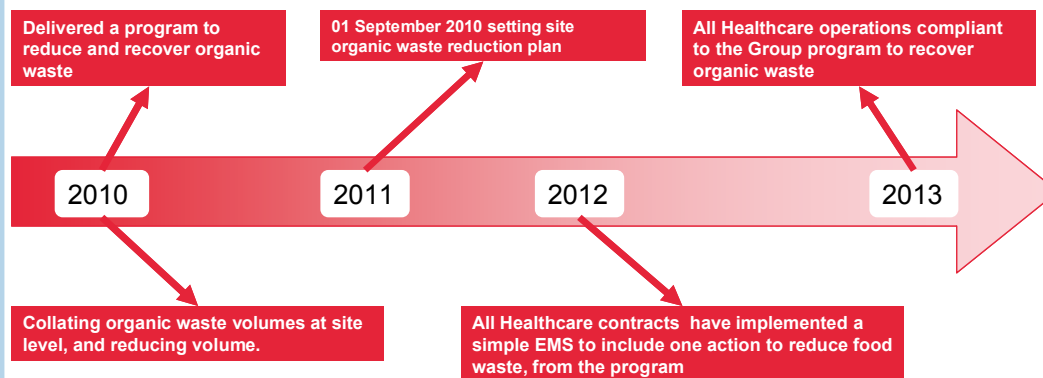
## A better Organic Waste treatment

### By improving organic waste processes

In Queens Hospital, Sodexo introduced waste food recovery in key areas. As a result, over 90% of food waste is diverted from landfill/incineration, and the annual food recovery volume reach 40 tonnes. The remaining food waste is treating with sustainable methods as composting and anaerobic digestion, and become an energy source production.

### Best waste is no waste

Because the best way to manage waste is to reduce its production, Sodexo has improved the meal production processes. Combined with a focus on consumer waste awareness, it contributes to reduce the organic waste produced. The best way to manage waste is to adopt a no waste policy.



## Reducing non organic waste: the best way to reduce the use of raw materials

- Sodexo introduced Low temperature (Ozonisation) washing machines, allowing a reduction in energy consumption from above 40%.
- All site generated waste reclassified as general Mixed Recyclate. As a result, Waste Recycling increased from 39% to 92%.
- Clinical waste segregation project has been implemented.
- Confidential paper waste is 100% recycled.

