



# Plugging into all waste streams

The Cawley family takes UROC around their material recovery facility in Luton

**L**uton based waste and recycling operator, Cawleys now has a third generation of the family firm in the business.

Established by Frank and Reg Cawley over 70 years ago, the business started out in road building, earth moving and transportation for the sand and ballast industry, before its waste disposal division began to flourish in the 1970s.

Cawleys has built momentum through ongoing equipment and fleet investments, as well as some key appointments, that have been instrumental in stimulating growth across the organisation.

## APPOINTMENTS

In October last year, the firm announced Phil Gudgeon as its new Managing Director; replacing Reg's son Jon Cawley – who remains as company Chairman. Mr Gudgeon is also a dexterous driver with an impressive CV, holding sales and depot management positions at Suez. With some big shoes to fill, he has been busy devising strategies to deliver an even better service to customers while acquiring new clients for 2019.

The UROC team had the pleasure of meeting Jon and his daughter Anna - who is Cawleys' Director of Customer Service, after receiving an invite to their

Luton-based HQ in Bedfordshire.

After getting acquainted, we were taken on a tour around the dirty MRF, which deals with 63,000 tonnes of waste per year. The facility handles an array of materials including cardboard; paper; glass; metals and wood; gathered predominantly from commercial waste collections.

On arrival, Liebherr material handlers could be seen placing bulks of waste onto the conveyor belts to begin the treatment process. A large trommel screen was then utilised to separate materials into four weight categories before travelling through metal recovery systems, air

separation of light fraction materials such as paper and plastics and finally ending up on the factory's picking lines.

The premises contain two picking houses, where staff were busy separating recyclable items from the mix of construction, demolition and municipal waste from their stations.

All non-recyclable materials enter a baler chamber, where they're tied up and wrapped to RDF specifications, before being exported to energy-from-waste (EfW) plants overseas.

### HEALTH AND SAFETY

Operating a large plant means health and safety is at the top of the agenda. As a matter of procedure and culture, Phil and his management team are constantly encouraging staff to report any issues as a priority. Explaining the reasons for this, he said: "In the last five years, the biggest thing has been changing the health and safety culture. Operating a site of this



(l-r): Tony Goodman, Simon Platt, Phil Gudgeon, Jon Cawley and Anna Cawley

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capacity requires a lot of training, procedures and monitoring, so we are encouraging employees more than ever to report an issue straight away.”

Meanwhile, the company's SCADA software allows key personnel to monitor and manage the conditions of different machinery and equipment around the facility from the main control room. This is further supported by Cawley's PYROsmart UK fire detection and suppression system, which can identify and extinguish any hot spots or smouldering that could cause a fire if left unattended. Both systems go hand-



in-hand, which provides peace of mind, especially out of office hours.

### CLEAN MRF

Our final stop brought us to Cawley's clean recycling facility, where baling of higher grade cardboard and paper as well as OCC and single stream paper, collected from offices and small businesses, takes place. There is also a designated area for hazardous and non-hazardous WEEE – ensuring all dry waste streams are appropriately handled

and treated.

The clean MRF follows a similar setup to the dirty MRF, whereby an onboard weighing system measures the volumes of waste gathered from each vehicle, which is then brought inside for decontamination.

According to Anna, the vehicle fleet has played an integral role at the business, following an upgrade programme to reduce its carbon footprint while keeping ahead of any

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regulatory changes that may arise. “We started a huge programme of upgrading the fleet over the last three years,” she said. “We’ve got new vehicles coming in all the time to keep up with legislation, as well as ensuring reliability and delivering a good service to customers.”

Anna continued: “As part of the fleet replacement initiative, we introduced onboard weighing for dustcarts and trade waste collections in 2015, which has been implemented across our whole trade fleet.”

## R2C

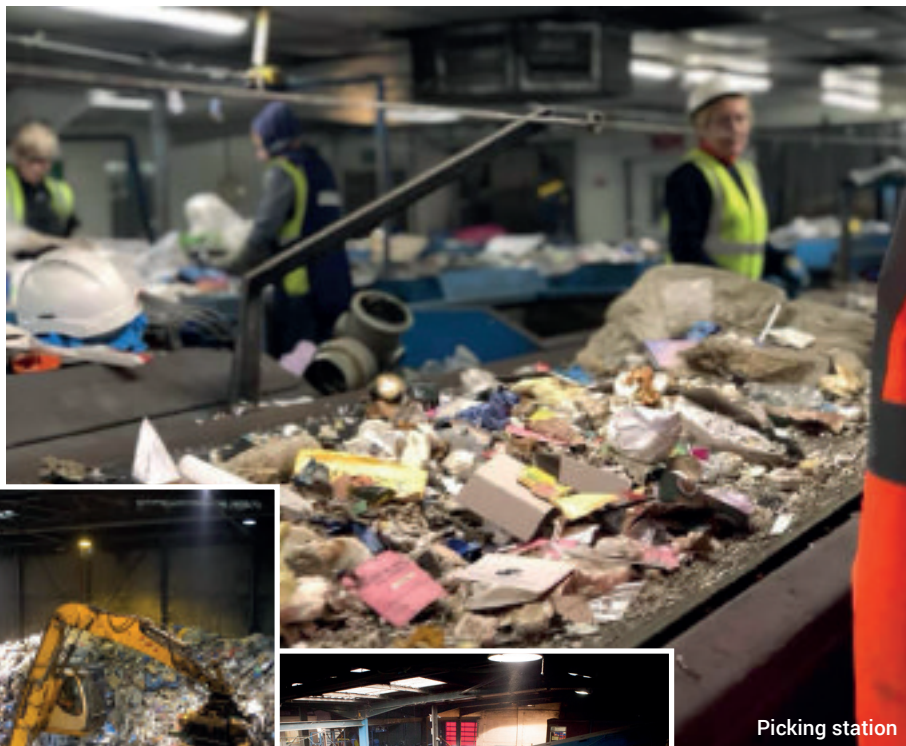
The switch to an R2C system has also proved an effective tool for collating maintenance data across the fleet network and not to mention saving endless hours on paperwork. Mr Gudgeon elaborated: “We have circa 700 vehicle inspections and 25,000 defects checks each year, so you can imagine the number of documents we had to go through and collate from our depots. The R2C software has enabled us to track all of our maintenance data at the click of a button and has enabled us to be more proactive,” adding that the system has significantly reduced vehicle downtime, thus offering a more “reliable service” to customers.

The vehicle line-up includes; six wheelers’, eight wheeler REL’s, RO-RO’s and skips, all of which operate out of the firm’s three depots in Luton, Milton Keynes and Wellingborough.

## CAMPAIGNS - SMALL ACTION BIG IMPACT

With an efficient infrastructure in place, one of Cawleys’ core objectives is educating customers through a series of campaigns. Entitled ‘Small Action Big Impact’, this year’s initiative allows Cawleys to add value to its clients by educating their employees about waste reduction, reuse and recycling.

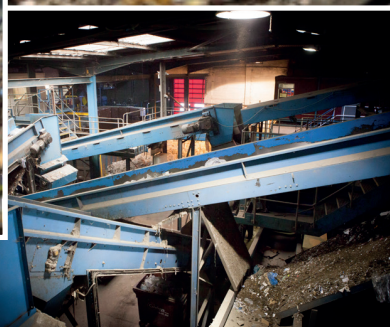
With a different focus each month, Cawleys’ Small Action Big Impact Campaign has had great success so far, which has resulted in hundreds



Picking station



63,000 tonnes of waste is dealt at the MRF each year



of pledges to reduce food waste, recycle and reduce the use of plastic, coffee cups and coffee grounds. Cawleys’ clients benefit from a reduction in waste costs and enhanced Corporate Social Responsibility credentials.

Furthermore, the firm’s new ‘Infinity Recycling’ service has been well received, particularly by universities and hospitals “who want to do the right thing and be seen doing it,” as Anna explained. “Global markets demand cleaner waste streams so we have introduced Infinity, which is about collecting segregated waste streams, mainly from offices and other facilities.

“What we are trying to do is move that mentality of just chucking everything into one bin or skip. We want to educate people that segregating their waste will increase recycling rates. The whole Blue Planet movement has pushed people into action and as such, businesses have a great opportunity to improve what they’re doing,” highlighting that Cawleys offers a selection of specialty bins and containers for; coffee cup consoles, coffee

caddies, cardboard, paper, cans and other recyclables.

Approximately six tonnes of coffee cups have been collected since the

organisation rolled out its segregated collections over six months ago.

Interestingly, Anna said many people are still under the impression that these items can be recycled in the same way to cardboard and paper, which is not the case. She explained that there is a complex process involved in removing the polyethylene lining from the cup

Coffee cups containing these fused materials can’t be recycled at standard recycling plants and therefore, are treated as general waste items. Nevertheless, the team will continue rallying home this message through various marketing initiatives to try and curb bad recycling habits.

With 2019 now in full swing, Cawleys intends to carry on what it’s been doing from the very beginning, “delivering sustainable and cost-effective solutions” by treating all classifications of waste for households, SMEs and large manufacturers.

We look forward to catching up with the team again soon.