

Going the 'extra mile' for customers

Uroc sits down with Ellgia Recycling, to find out how the Cambridgeshire-based business is making its mark on the industry

Ellgia Recycling has provided commercial waste management and recycling services to the private and public sector since its operations began seven years ago.

Following its inception, the business has significantly grown in capacity; housing 120 employees and 100 vehicles, whilst serving around 7,500 customers from its four depots in the East of England; including the North Lincolnshire and Humber areas.

ACQUISITIONS

In recent years, the organisation has undergone a number of acquisitions that has spearheaded company growth across the region. Last year, Ellgia Recycling acquired local competitor Purple Recycling – A waste management organisation specialising in construction and demolition waste services and skip hire across Cambridgeshire and Suffolk; together with its single processing site in Ely, Cambridgeshire.

Other notable acquisitions involved the takeover of Lincolnshire-based Thompson Waste Management and J.E. Churchill (Plant) Ltd in 2014, as well as Suffolk-based A.J Thompson Paper Recycling in November 2013. "The acquisitions initially helped us to generate critical mass to generate funds to invest," notes, Jack Lavington, Operations Director at Ellgia Recycling.

"In 2014, the acquisition of our Scunthorpe business gave us the infrastructure development potential



that we are now starting to realise and the 2017 purchases in the south gave us a hub that we could consolidate and internalise waste from other counties into our processing site in Scunthorpe," adding that the acquisitions have given the business "instant brand credibility" with further expansion opportunities.

CUSTOMER SERVICE

Over the years, the waste management business has built up a strong rapport with clients from multiple sectors, which includes; construction, logistics, residential, hospitality & leisure, automotive, education, amongst others.

However, what has given Ellgia Recycling vast amounts of recognition is its 'going that extra mile' attitude and bespoke solutions, which have not only increased client recycling activities, but also reduced the amount of waste their clients produce.

This is facilitated through various training and support programmes for existing and prospective customers, to assist them with running their operations as efficiently as possible whilst avoiding

any unnecessary outlay on waste collection services.

TECHNOLOGY

In addition, Mr Lavington explained that Ellgia Recycling's latest software and technology allows SME's to manage and monitor their waste streams more effectively, which, in turn, has curtailed costs for businesses. "We are continually looking at new ways our customers can improve their waste management performance," he said, "having a portal designed with their needs in mind - where real time information is accessible and digestible means they can make decisions based on robust, up-to-date information".

Together with electronic invoicing, Mr Lavington added that the recycler's "paperless experience" initiative has helped save money, the environment and rally home the importance of recycling to customers.

INVESTMENT

To extend its service capabilities, Ellgia Recycling invested £4.1M into its

aforementioned Scunthorpe premise.

The site opening took place on 25th September and was performed by the Mayor of Scunthorpe Cllr. John Briggs. Also, in attendance were a number of members from the business community for the region, along with the Chief Exec of the Hull and Humber Chamber of Commerce Dr. Ian Kelly.

The site in North Lincolnshire contains a biomass boiler, drying floor and storage building to manage moisture content of SRF; baler and wrapper equipment to produce bales for export of RDF and SRF; a new picking line including new vibrating screen, relocation of existing screeners and separators and hard surfacing; plus, an SRF line including trommel, picking line, overband magnets, density separator, Eddie current separator, Untha shredder and connecting conveyor systems.

Additionally, the investment also comprises two mobile waste shredders; a new IT system infrastructure, along with two roll-on vehicles, skip vehicles and two

walking floor trailers and units.

AWARDS AND CONTRACTS

Ellgia Recycling’s ongoing efforts has resulted in the company winning, ‘Independent Operator of the Year’ at the MRW National Recycling Awards 2018. Held at the London Hilton, Park Lane on 28th June, the organisation was triumphant beating 10 other companies in the shortlist category.

Another big win for the recycler was securing a major supply contract with North Lincolnshire Council for the processing of large bulky waste from the councils household waste recycling and waste transfer sites. The long-term deal will see Ellgia Recycling provide a zero to landfill option for the local authority and its household residents, as the UK moves towards a more circular economy.

CHALLENGES

Summing up the recycler’s achievements and projects this year, Mr Lavington said: “2018 has been a challenging but exciting

year of change. We have internalised waste from our southern sites, completely redesigned and commissioned our new processing lines in Scunthorpe and have made strides to reinvent our brand to better reflect the journey we take waste on as we transform it into a resource.

“Those changes bring many challenges with people and processing, but ultimately it is for the benefit of our environment and our customers as we divert more tonnage from landfills towards recycling and renewable fuel.”

He added: “The next few months are about consolidation and triage as opposed to major changes and ensuring our new lines are working efficiently, effectively as designed before we embark on the next evolution.”

With the Christmas season soon approaching, it is business as normal as Ellgia Recycling continues growing its company footprint while retaining customers at the core of its operation.

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