

Webmaster Jase talks to the Managing Director of BCB Environmental Management

**Q. The press release describes the new Transfer Station development as ground breaking and re-defining the landscape of special waste disposal in the U.K. Perhaps you could cut through the PR talk and give some substance to these claims?**

A. Ground breaking – how about the largest facility of its type in the U.K. (possibly in Europe) with an enclosed working environment of 29,000 sq. feet that sets new standards in total pollution control for the waste transfer industry? Not to mention cutting edge I.T. infrastructure

**Q. Why is I.T. important?**

A. Any modern IPPC permitted operation is obliged to meet the highest levels of control from the pre-acceptance of materials on site to the verification of characteristics upon arrival and the subsequent, ultimate safe and legal disposal. The recorded detail required to satisfy IPPC is of another order of magnitude to any existing Waste Management License. Given that the new facility is expected to transit three times more consignments than its nearest comparable competitor in its first operating year alone, a massive and innovative approach to administering these systems is necessary. The hardware and software spend alone is approaching £100k (from a total development budget of about £250k). That's point one.

**Q. Which suggests there is a point two?**

A. Glad you asked. We intend to provide a transparent and highly visible (literally) operation that can be scrutinized remotely by our clients such that they can achieve 100% compliance with their Duty of Care obligations without leaving their desks.

**Q. Could you elaborate on how this will be achieved?**

A. Not at this stage without giving the game away. But it will encompass the most advanced communications technology available to industry in general (that's a big clue, by the way)

**Q. 29,000 sq. ft. and 100k. spend on I.T. Surely that will result in a service product that no waste producer can afford?**

A. Good point. Embracing IPPC before the competition will impact on profitability. But for BCB it is all about scale. Eventually the competition will be obliged to follow our lead and we intend to leverage our market leading position to continue our dramatic organic growth. This growth trend – 50% year on year – has dictated the need to expand but it will also mean that we become a giant in our sector – larger than our nearest competitor by a substantial factor. Then the overhead scales down and the project becomes viable. The trends are already entrenched and I can comfortably predict that our pricing will be as competitive as ever. If not better – the economy of scale

**Q.What about service issues – *giant* in the waste industry is usually synonymous with poor service?**

A. A very good point but remember the mission statement and *setting the agenda for service standards in the waste collection industry*. We are restructuring every aspect of our administrative systems across the group to integrate precisely with the operating systems dictated by IPPC. To maintain service standards we simply have to ensure that this aspect is factored in at the top of the priority tree. I am confident that the new facility will improve our service standards rather than detract from them. We will also boast new levels of confidential feedback to customers as a de facto service add-on

**Q. Sounds easy but how is it achieved in practice?**

A. Go back to basics and look at the initiation of the project. Initially we were daunted at the excessive size of Hangar 87. It was in the right place but was felt to be three times larger than necessary. Having decided to pursue the initiative, the first decision was how to use the space. Rather than opting to store excessive volumes of drums (which IPPC frowns upon) we decided to use the surface area to enable multiple operations to occur simultaneously. Then it simply comes down to employing large numbers of competent personnel and the requisite technical and administrative support. Bingo! Now you can safely undertake multiple operations instead of queuing loads up. All aspects of the company expand to meet demand lubricated – always! - by our leading edge I.T. backbone

**Q. Where does 14001 fit into the big picture?**

A. The company will be operating an environmental management system by June 2004 though actual accreditation will be deferred until the operation moves to the hangar. By default, the operation will be a leading example of environmental control and further improvements in this sector a vital as well as commercially driven objective. Ask me how it benefits our clients?

**Q. How does it benefit BCB clients?**

A. Waste disposal is a critical focus for any manufacturer's environmental management systems. The BCB operation will be far and away the best and most obvious choice for the difficult and special waste sector (certainly for mixed waste consignments) both from a superior transfer facility through to the recycling synergy that is available to us through the other companies in the group (solvent recycling, packaging materials recycling, etc.). Scale will even give us the most efficient transport options in most cases irrespective of point of production in the U.K; certainly in the case of less than full load consignments

**Q. It all sounds too good to be true – where is the downside?**

A. The cost, obviously. BCB is an independent company and the scale of investment required is unquestionably daunting. However, we are nearly halfway through the development agenda and I am very confident we can pull it off. I would put my house on it (actually, I have!). We have a reputation for delivering the goods and I fully expect any cynic reading this to respond to my invitation to clients and competitors alike to pop down next summer and see for themselves whether the substance matches the rhetoric