



Barnardo's

BARNARDO'S

Waste Handbook



Culture



Love the Planet

Why we do what we do

We design and curate long-life, low carbon, intelligent offices that contribute to London's position as a leading global city, while aiming to deliver above average long-term returns for all stakeholders.



Amaze Customers & Be One team

- Dedicated and adaptable
- A passion to improve London's office spaces
- Strong customer focus
- Progressive and pragmatic
- 'Open door' and inclusive
- Collaborative and supportive



Waste Streams

Core waste streams found :

General Waste
Mixed Recycling
Food
Glass

**All adhoc or specialist streams
will be collected from the
Core waste streams**

Where does my waste go?

As well as nothing being sent to landfill, we do not send any waste outside of the UK. All waste, where possible, is recycled and made back into products to be used again.



Waste streams we offer:



General Waste



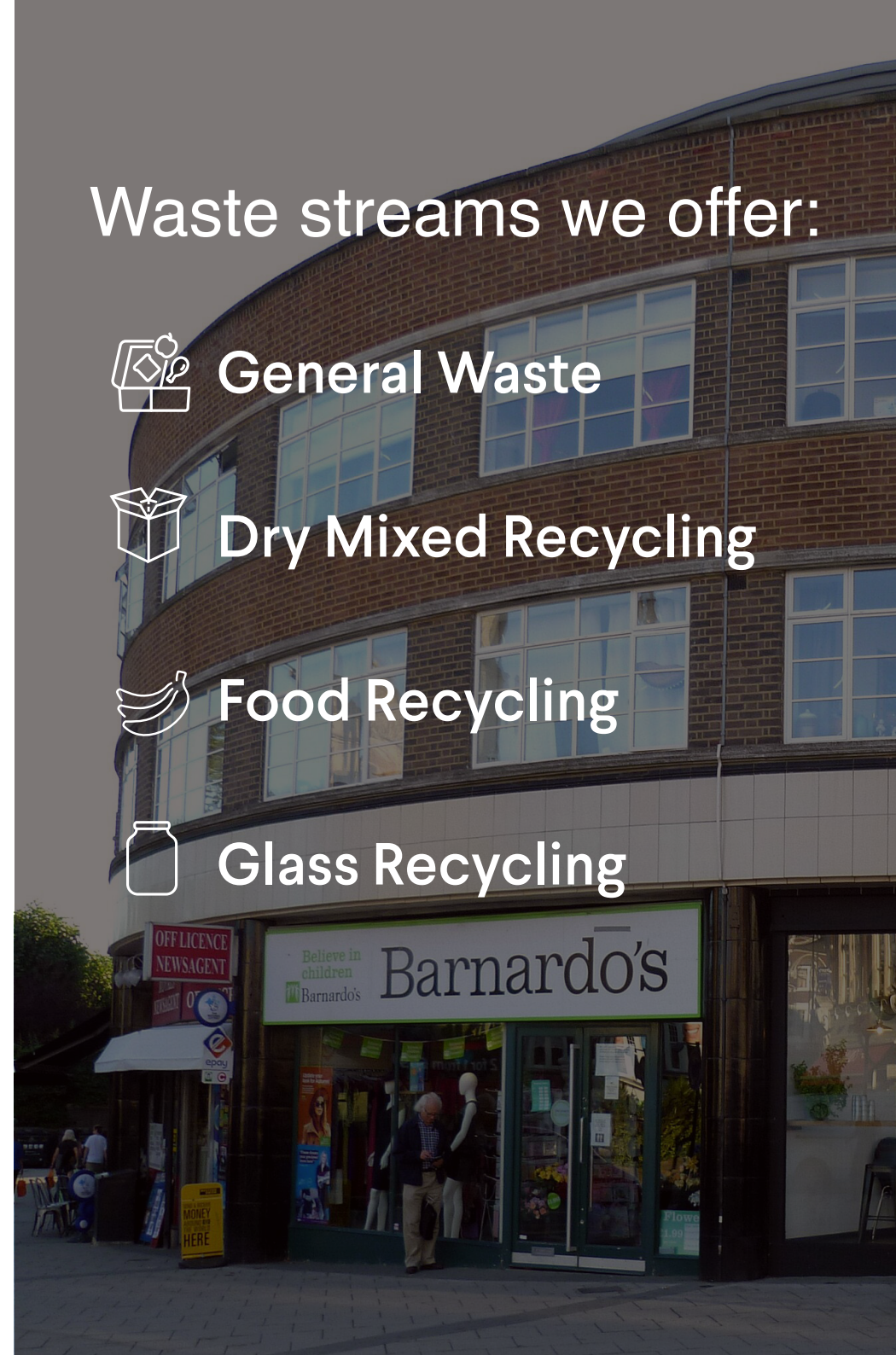
Dry Mixed Recycling



Food Recycling



Glass Recycling



Waste process at Barnardo's

Your waste sacks

It is important to ensure the correct sacks are used for the correct waste stream. Smaller internal bin stickers will be available to you, which can go inside your bin, these aren't directly facing, but can be seen when opening to act as a prompt to ensure the right sacks are being used for the correct waste stream.

How to utilise sacks

When emptying your bin, ensure the waste sacks are being fully utilised by checking that they are full.

GENERAL WASTE	MIXED RECYCLING	FOOD RECYCLING	GLASS RECYCLING
Use blue sacks only	Use clear sacks only	Use clear sacks only	Use white sacks only

Bin room overview

Core services: Collected from core waste streams found General waste and mixed recycling.

Adhoc services: Collected from core waste streams found: Food and glass.

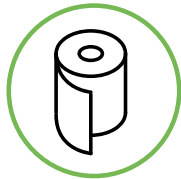
Waste journey

- 1 Sacks are ordered and delivered via First Mile for your dedicated waste streams.
- 2 Sacks are placed into the bins with the correct corresponding waste streams.
- 3 Once the sacks are full and have been fully utilised.
- 4 Once in the waste room, each sack needs to be scanned and weighed using the RecycleID™ scales.
****instructions on RecycleID™ to follow****
- 5 The sacks are then ready to be placed into the correct bin. Each bin will be labelled accordingly.
- 6 Your weight data will automatically be uploaded on to your reporting suite on the First Mile portal.

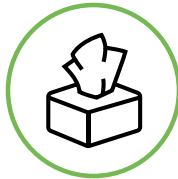


General Waste

Yes



Blue roll



Tissues



Expanded polystyrene



Contaminated packaging

No



Batteries



Clinical waste



WEEE (electronics)



Toner & printer cartridges

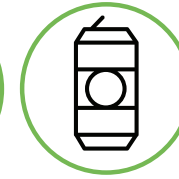
Yes



Paper



Plastics



Tins & cans



Cardboard



Cartons



Glass bottles & jars

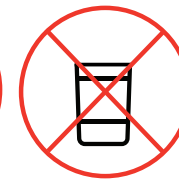
No



Food



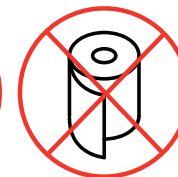
Plastic bags & film



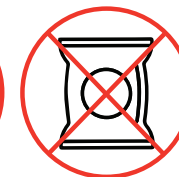
Coffee cups



Biodegradables & compostables



Tissues & kitchen roll



Crisp packets & sweet wrappers

Glass Recycling

Yes



Glass bottles
& jars with
lids on

No



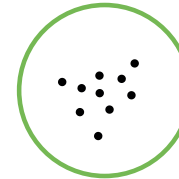
Drinking
glasses



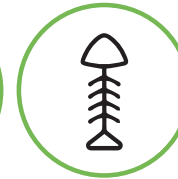
Broken
glass

Food Recycling

Yes



Coffee
grounds



Shells &
bones



Fruit & veg
peels



Tea bags

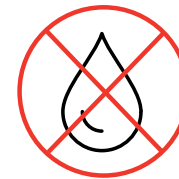


Plant waste



Food waste

No



Liquids



Food
packaging



Biodegradables &
compostables

RecycleID™

RecycleID™ is First Mile's unique waste management solution, which is available for all Barnardo's stores to help manage and track waste.

Transform your waste insights by tracking your waste and seeing your carbon and recycling data in your online recycling portal.

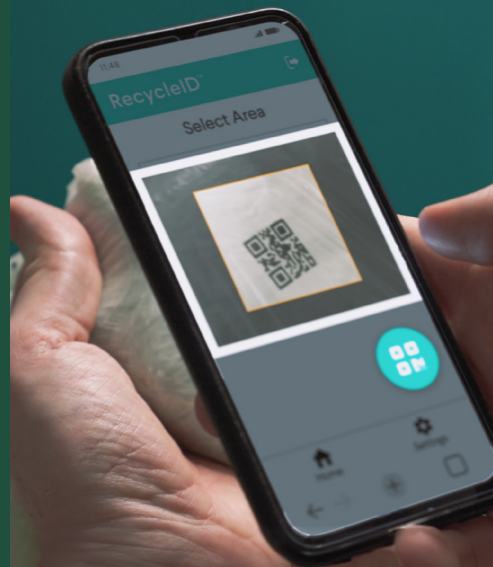
How does RecycleID™ work?

The sacks that your order have QR codes digitally printed on them that are unique to your business.

Once filled, sacks are weighed on the RecycleID™ weighing platform found in the waste room.

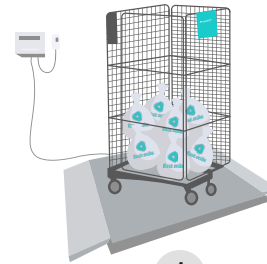
All RecycleID™ data links back to the First Mile recycling portal.

See your carbon and recycling data to understand your waste management, engage your staff and recycle more.



RecycleID™

RecycleID™ – step by step: How to use?



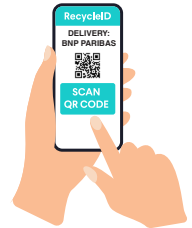
1

Place waste sack(s) onto RecycleID™ weighing platform



2

Use RecycleID™ devices available in the loading bay



3

Scan the QR code of the sack on the weighing platform



4

RecycleID™ app will autolink to your account



5

Enter the weight of the sack(s) shown on the scales

Weight options

Option 1

Each sack can be scanned individually and each weight entered into the app

Option 2

If multiples (up to 10) of same recycling stream, scan one sack and enter the total weight for all sacks

Customer Recycling Portal

What can you do in the customer portal?



Place &
view orders



View collection
schedules



View waste
transfer notes



Report
any issues



View & export
your waste data

Logging onto the portal?

- To login for the first time go to:
thefirstmile.co.uk/login or

Click here

- Enter the email address registered to your account
- Click **Forgot password**
- You will receive an email to the registered email address with a link to set a new password
- Set new password and login

Having trouble? Contact us at customers@thefirstmile.co.uk



Placing an Order

Placing an order this will be where to go if you need to order more sacks for your bins or any adhoc collections or services.

Step 1

Once logged into the portal you will land on **Ordering & Schedules**. Next to each schedule click **Order again** button.

Step 2

Select the product you would like to order and click **Continue**.

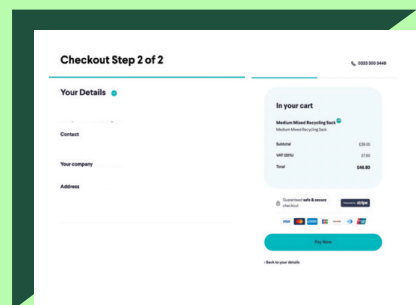
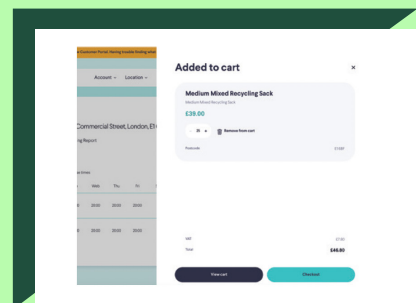
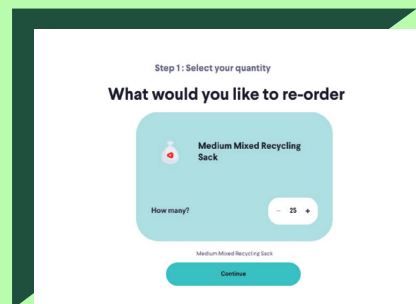
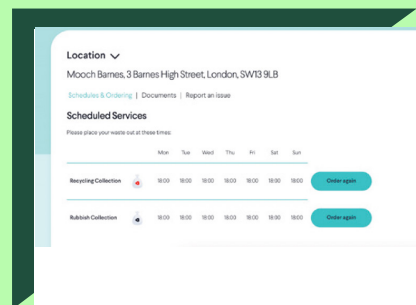
Step 3

Your order has now been added to cart. You can continue to **Checkout** here or add more products.

Step 4

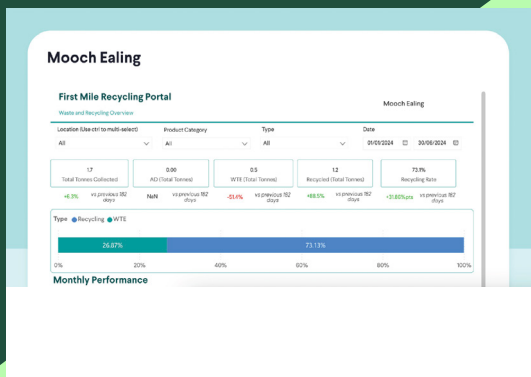
If you are finished ordering, you can click the **Order now** button and your order will be placed.

Deliveries can take up to 1-3 working days and will be delivered to your delivery area within the store.





How do I report an issue?



Step 1

Under your location tab, click **Report an issue**.

Account Location Help

Orders and Schedules Documents Report an issue

Schedules & Ordering Documents Recycling Report

Report an issue

Please make sure your waste is ready for collection at these times:

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Recycling Collection	20:00	20:00	20:00	20:00	20:00		
Rubbish Collection	20:00	20:00	20:00	20:00	20:00		

Step 2

This will bring you to a contact form to be used to contact First Mile customer support team.

Select your issue from the dropdown and follow the steps. Once ready, click on **Submit**. A member of the team will be in touch as soon as possible to support in resolving your issue.

Reporting page

You are reporting an issue for: **Mooch Barnes**

Report an issue

We're sorry you've encountered an issue. Please fill in the form below - select from the options including reporting a missed collection. We'll be in touch as soon as possible.

I want to place an order

Please tell us more about your query
I need help

Submit



What data can I view?

Tonnage per waste stream
Recycling rate
Carbon avoidance
Scope 1, 2 & 3 reporting

This can all be exported and manipulated
dependant on time periods
this is required for.

Additional Information

Waste reduction tips

Bringing food
in from home
to avoid
packaging
waste

Watch videos
& tutorials etc

Use a reusable
coffee cup

Use a reusable
& refillable
water bottle

Training & awareness

Attend the
regular webinars
& training
provided to
Barnardo's

Refer to your
waste handbook
and reach out
if you need
support

Q&A

Where can I order my waste sacks?

You can order your waste sacks via the first mile portal using your login.

Where can I purchase new waste bins?

You can order these through The First Mile team, please get in touch at customers@thefirstmile.co.uk

How do I weigh my waste using the scales and recycle ID system in the waste area?

There are instructions located on the wall in the bin area on how to use the scales and weigh waste correctly. This is also available in other language, should you need this.

How do I access my sustainability reporting for waste?

You can access all of your reporting and data via the First Mile Portal.

What should I do if I'm not sure if an item or material can be recycled?

Please contact the Barnardo's management team.

What should I do if I notice contamination in any bins in Barnardo's?

Please inform a team member, its important that we reduce and remove any contamination to ensure the best possible recycling.

Useful contacts

customers@firstmile.co.uk | 0333 300 3448