



# Case Study Portfolio

## Who we are

Site Solutions offers waste management, site services, plant hire & contaminated soil solutions, nationwide.

Giving great customer service is key to what we do - we will go the extra mile to find a solution to meet customer requirements.

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## How we do it

We use a network of accredited contractors nationwide to cater to our customers' requirements. We will find the best price depending on service and location and do all the planning and admin in between.

We will get the right service at the right place at the right time!

T. 01684 353556

E. [orders@sitesolutions.co.uk](mailto:orders@sitesolutions.co.uk)

W. [www.sitesolutions.co.uk](http://www.sitesolutions.co.uk)





## CASE STUDY CONTAMINATED SOIL

### The Challenge

Site Solutions were asked by one of our customers to support them with waste management following a fuel tank spill onsite in Droitwich. The tank had been tampered with and a large amount of fuel stolen with damaging consequences to soil and woodland surrounding site.

Fuel from the tank leaked on to the bank and into a nearby brook, saturating the environment around it. Concerned locals contacted the Environment Agency to report and remedial measures were put in place immediately.



***"Soil contamination does not mean it has to go to landfill, on this job we recycled and cleaned over 1000 tonnes of soil and replenished the site with local soils."***

### The Solution

Site Solutions were contacted by our customer to undertake the waste and contamination phase of the cleanup operation. This was a large scale project with careful management required.

Before the clear up could start, an access route was created for the grab lorries to get onto site and start the removal process. We arranged for hardcore to be delivered and placed to provide regular and easy access, and a turnaround area for vehicles. A bunded area was also constructed to prevent further contamination.

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## Extraction & Backfill

Grab lorries were arranged and sent to site to collect the contaminated soil up to the bunded area; this included the extraction of affected trees which needed to be dug up by machinery, with excess soil removed from roots for treatment. All trees exposed to contamination were sent for chipping.

In total, 1341 tonnes of soil were removed from the site, via 98 separate grab lorry loads and transported to a local treatment centre to be recycled.

Once contaminated soil had been excavated and taken off site, the resulting void was backfilled with soil sourced from a local farm.

After investigating a number of routes to ensure this process was compliant, it was finally decided to use the CL:AIRE Definition of Waste: Code of Practice (DoWCop) initiative which provides a clear, consistent and efficient process enabling the reuse of excavated materials on-site or their movement between sites. The material was tested beforehand to ensure it was suitable to be used.

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## Our Services

- Organising a treatment plant & arranging soil analysis
- Organising haulage
- Organising recycling plants
- Organising backfill soil replacement and ensuring the right quality
- Produced daily invoices and tickets for every load to enable the customer to keep track



## CASE STUDY WASTE MANAGEMENT & SUSTAINABILITY

### The Challenge

A large multi-site builder's merchant in the South and Southeast of England were looking to meet certain long term sustainability plans. Part of the plan was to achieve zero waste to landfill for each of their sites within 3 years.

All waste, for both yard and offices were mixed and removed via large skips emptied weekly or fortnightly. No reporting was available for segregation of wastes, costs or end disposal point and recycling was not part of the ethos of the sites.

### The Solution

Site Solutions has spent the last 18 months working closely with this Customer to assist with reaching this target.

In order to meet their requirements, it was important to have a full understanding of how the sites worked and so site visits/audits were carried out in person. The waste types mainly included; general waste, wood, hardcore, pallets, plasterboard, paper, plastics and cardboard. Cost and space were also a factor for each of the sites and were a priority when discussing solutions. Whilst all the sites are similar, there are slight differences in size and waste generated.

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***"Being aware of our Customer's strategy for waste and visiting all the sites individually enabled us to work together to meet their individual requirements as well as that of the whole business."***

# SUSTAINABILITY

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Two trial sites were chosen, and waste segregation plans and education packages were put together and implemented over a period of three months.

For low density waste such as plastic, cardboard and paper, we arranged weekly wheeled bin collections for recycling. Both hardcore and clean wood waste is segregated into skips and collected on an ad hoc basis. These are both reused and/or recycled.

Pallets and plasterboard are bulked together at a central location with collections arranged on an ad hoc basis, with both waste types being fully recycled and diverted from landfill. Other residual wastes are taken as "general" waste and in most cases diverted from landfill to transfer or energy from waste facilities.

Over the past year, all sites have been rolled out and are now segregating all their waste and have reached an overall current result of 94% diverted from landfill. We intend to improve on this within the next 6 months.

Site Solutions provide an Account Manager and one point of contact for the customer, the Account Manager liaises with each site manager as well as the head buyer.

Visit/meetings and reporting are provided on a quarterly basis.

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## CASE STUDY WASTE MANAGEMENT

### The Challenge

Site Solutions provide waste management services to AME Services Ltd often on their large scale, multi-site projects. AME are specialists in projects, planned and reactive maintenance, offering services to the commercial and industrial sectors.

A main contract of AME is with a well-known high street retailer, to upgrade and renew all the lighting within their stores. Site Solutions have been assisting in with this ongoing project work by providing waste management facilities. The stores are often located in shopping centres which means a number of factors have to be taken into consideration.

Disruption of any kind must be kept to a minimum, this includes:

- Working around day time shopping hours
- Skip movements and access. If access isn't available underneath or at the back entrance of the store, other measures have to be implemented.



***"Finding bespoke solutions for each site has proved both rewarding and challenging. It's always good when a plan comes together!"***

### The Solution

Site Solutions offer a personal and tailored service to all of our customers. Our ongoing relationships with contractors nationwide also enables us to work to specific requirements and special requests.

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Caroline, Josh and Mea at Site Solutions have worked closely with AME Services on a number of projects and understands the nature of each job. We are able to arrange skips to be delivered out of hours, typically after 5.30pm to adhere around opening times. For stores that are located on a high street without access underneath the shop or to the rear, the delivery of a skip isn't suitable and a wait and load service is then required. An empty cage or wagon will be taken to a location close to the store, normally out of hours, waste is loaded and then taken away.

Our promise to customers is to go the extra mile, we will find the right solution and deliver to the right place at the right time.

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## CASE STUDY CONFIDENTIAL WASTE

### The Challenge

Site Solutions were contacted by one of their customers following the damage to two business premises in London earlier this year. Buildings that housed two solicitors were damaged following a spate of bad weather causing flooding to the area. This resulted in the basements to both businesses becoming flooded, destroying archived paperwork.

Our Customer, who we have worked alongside for several years providing waste management and site services, had been appointed by the Insurance company and therefore requested our assistance and advice in order to fulfill the requirements.

Due to the sensitive nature of the archives, it was apparent that a bespoke solution was required in order to ensure compliance with the Data Protection Act and minimal disruption to the businesses.



***"Flood damaged waste is always tricky but when confidential documents are involved, it is important to ensure that disposal is carried out swiftly and compliantly. Having the ability to provide a site visit ensured that everyone was fully aware of exactly what was required and there were no unexpected surprises."***





## The Solution

Site Solutions work with a number of contractors in the area providing various specialist services and were able to source a supplier, who visited both sites on their behalf, assessed the work and provided a team to clear out the basements, and dispose of the damaged archives correctly. The waste was deemed as confidential and was destroyed at the correct facility, providing the necessary paperwork evidence.

A certificate of destruction was completed and provided to the customer on completion.



## Our Services

- Arranged a bespoke solution tailored to our customer's needs
- Organised and managed a suitable team eligible to handle confidential waste.
- Provided a Certificate of Destruction for the customer



## CASE STUDY WOOD RECYCLING PROJECT

### The Challenge

Site Solutions has worked together with a leading national builders' merchant in an ongoing wood recycling project since August 2021.

With branches located across the UK, all stock is palletized on delivery and with large volumes of daily deliveries to meet customers demands, the number of obsolete pallets grows taking up much needed space. For the building merchant to operate efficiently and safely the pallets need to be sorted and quickly removed to free up space.



***"Timber! it doesn't just grow on trees..it is however growing slower than we can replenish it. Recycling keeps our use at a sustainable level and is superior for the environment (not to mention the amateur woodworker such as myself!)"***

### The Solution

Our main priorities with this project are to reduce bulk waste and free up valuable space on each site. Site Solutions worked initially with 7 sites across the UK, but this was extended to 70 sites shortly after. We have scheduled collections to branches in London that run weekly and we operate on an adhoc basis for the remaining branches. Pallets will be bulked up and collected when required within 5 working days.

To continue with our sustainable approach to waste, Site Solutions work with suppliers locally to each branch that specialize in pallet repairs.

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The pallet merchants will collect from site, transport back to their HQ and undertake pallet recovery where appropriate and send out into the distribution network for reuse.

Pallets that are received in disrepair will be turned into wood chippings and recycled into:

- Landscaping Mulch
- Pet Bedding
- Boiler Wood
- Processed Firewood
- Wood Stove Pellets
- BBQ Pellets
- Asphalt Filling
- Playground Mulching
- Composting Material





# CASE STUDY TROUBLESHOOTING EQUIPMENT HIRE

## The Challenge

Site Solutions operate a busy and reactive hire desk, providing solutions tailored to specific requirements for both new and existing customers, for one off or ongoing projects.

We understand the common challenges faced by our customers;

- Availability: ensuring equipment is ready and available when needed
- Coordinating delivery: arranging delivery and pickup of equipment to and from different locations can be complex and time consuming
- Cost management: juggling budgets to source the best prices can be a time consuming effort
- Long term planning: for ongoing projects, anticipating equipment needs such as a consistent supply of fuel
- Advice and expertise: providing guidance when customers are unsure of exactly what is needed for the job and need to rely on supplier expertise



***“Our tailored approach allows us to create a bespoke service to exact requirements with advice on hand when needed. We will go the extra mile to ensure the most appropriate solution is sourced and delivered to site.”***

## The Solution

Our dedicated team are on hand to save customers time and hassle by sourcing the various hire equipment elements they need. Not only that but we pride ourselves on our level of knowledge in the industry, offering troubleshooting and tailored solutions for each job. Whether it's recommending alternatives or providing direction, our goal is efficiency.

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A recent job required an SLA 25, otherwise known as a Materials Lift and a pipe cradle which was unavailable at the time. We suggested an extension fork as an alternative, serving the same purpose and creating more space on the lift.

With an extensive network of accredited hire and equipment contractors, we have access to all types of power tools, powered access platforms, site setup and site welfare. In cases where equipment is unavailable, the team will use their expertise to find a suitable alternative.

We manage end-to-end the process of hiring equipment, taking care of delivery straight to site and collection once completed. On the occasions when things do go wrong, the Site Solutions team will sort the issues out and get things back on track. For ongoing projects with equipment requiring fuel, we ensure a fuel management plan is in place with the supplier before delivery, and then oversee it throughout the hire process.

As a 'one stop shop' solution hub, Site Solutions also specialise in waste management, bulk waste and contaminated soil solutions. One call to us and our customers can have a skip, portable toilet facilities, fencing and a powered access platform organised and delivered straight to site.





## CASE STUDY EFFICIENCY & FLEXIBILITY

### The Challenge

Site Solutions collaborate with a number of shopfitting companies around the UK and, as a result, are well equipped and familiar with the fast paced nature of the industry. Our waste and hire specialists work reactively to deliver the most efficient solutions to complete each project. As experts in the fit out industry, we approached a shopfitting business that we knew had a number of projects in progress to highlight our services. They were unhappy with their current provider of waste management and have since used Site Solutions for all of their waste requirements over the last 6 months.

Timing and flexibility are key in any fit out project. Often, projects can overrun or encounter unforeseen problems along the way, this shopfitting business required a single point of contact that could be called upon to find a last minute waste solution or to manage the disposal of difficult waste types.

### The Solution

Each customer is allocated a dedicated account manager as their main port of call for each job. Our team understand the importance of building good working relationships and getting to know how each contact works, Steph has been the account manager for this customer and delivers each solution exactly as required.

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***“For each job we discuss access, requirement , waste type and volume to decide what is the best waste solution for that job. Some of the site are in town centres or have limited access so we need to look at other solutions such as man in van collections or wait and loads but still ensuring we are meeting the customers needs.”***

Typically, skips sized between 6 and 12 yards are arranged depending on the size of the project. Waste types can vary and sometimes include plasterboard. Where plasterboard is present additional planning is necessary. This is due to strict regulations on plasterboard waste. Some disposal points will accept 10% contamination others have a zero policy on place, in these instances we need to source a separate skips for plasterboard. The primary goal is to find a disposal point that meets both criteria, but on occasions where the nearest disposal point will not accept, either another disposal point is identified further afield or a second skip is delivered to site where waste is separated and collected.

Fit out projects take place at a popular high street store, normally located in busy town centres. Considered planning is required because of this;

- We have organised an enclosed skip where delivery options were limited to the shop front only
- When located on a retail park, some require a permit for skip delivery. Usually, the centre management would arrange permits.

Whatever the challenge, whether that be managing difficult waste types or organising a last minute, same day skip, Site Solutions will find a solution to ensure all jobs are completed efficiently and to schedule.

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## CASE STUDY BULK WASTE SOLUTIONS

### The Challenge

Collard Group was founded in 1994 and work on construction projects nationwide managing waste requirements with a strict zero waste to landfill policy. Site Solutions (BW) Limited, formerly Alfred Business Consultancy, have been working with Collard Group since 2019 helping to achieve their zero waste to landfill commitment.

Pre 2009, construction waste containing plasterboard could be disposed of at landfill providing it was less than 10%, however regulations have since changed and plasterboard must be disposed of separately. Although not considered hazardous, plasterboard contains gypsum, when mixed with biodegradable wastes like manure and sewage, gypsum can produce hydrogen sulphide gas which is toxic to the environment and public health.

Given Collard's nature of work, large amounts of plasterboard waste is produced, strict regulations means a specialist service is required, Site Solutions has the knowledge and expertise to dispose and recycle all plasterboard waste correctly.



***“We have been working together with Collard Group for 5 years and in that time have established a great relationship. We have a schedule in place but keep in regular contact to amend where needed. They know I’m always at the end of the phone.”***

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## The Solution

Collard Group currently operates nine sites located across the UK, Site Solutions manages bulk plasterboard waste at five of these sites. Site Solutions partner with haulers close to each site location, collecting approximately 25 tonnes at a time via a walking floor lorry and transporting to a reprocessing plant.

Plasterboard is recycled and reused as new plasterboard or broken down and used in construction, manufacturing or the agricultural industries.

Caroline, our Key Account Manager at Site Solutions, has built up a good relationship with Collards and understands the pattern of works required. A schedule of work has been tailored and established to run permanently, however this is often adapted if extra collections are necessary during busy periods. Caroline regularly checks in with the customer on a weekly basis to review and customizes our service accordingly. Paperwork is provided for each bulk collection.

Over the years, Site Solutions has refined a specialised and simple process for bulk plasterboard waste that can be applied to all types of bulk waste.





## CASE STUDY WORKING WITH RESTORATION RESPONSE



***"We have worked with Site Solutions for many years and have always had excellent service. What we appreciate most is that they are a small, flexible business that provides a one to one service. We enjoy speaking to the same person every time rather than a call centre. It gives us the confidence that what we need will be delivered.***

***Over the years we have called upon Site Solutions to arrange and deliver skips often to unusual locations that have proven to be difficult. For example, the depths of North Scotland where access roads are limited and isolated or the centre of London where roads have limited or permitted parking only and no private land. Without fail Site Solutions has sourced the appropriate service and found a way to reach us. They deliver on time, every time!"***

***Managing Director, Peter Gaunt.***

Site Solutions have worked with Restoration Response on a number of projects spanning over ten years. During that time the team have developed an excellent working relationship and are familiar with the fast paced nature of each job.

Restoration Response specialise in the clean-up of homes and businesses affected by fire and flood. They are the first on scene to manage the efficient and correct disposal of damaged property. With our knowledge and expertise in the waste sector, we establish the type of waste disposal required and manage the disposal from start to finish.

Each job comes with different requirements and different means of waste disposal, it is the dedicated account manager, Caroline, who liaises with the team at Restoration Response to establish the exact requirements and arranges the most appropriate service.

Past jobs have included making arrangements to dispose all sorts of waste, for example, archives of confidential files, various damaged household items and white goods.

Owing to the change in legislation at the beginning of the year for Persistent Organic Pollutants or POP's, additional planning has to go in to each project. POPs are chemical substances that do not break down in the environment.

They are a danger to human health and the environment and are contained in many types of household furniture including sofas and cushions. For each project Caroline organises additional skips and/or services to ensure that any items containing POP's can be transported separately to a specific location to dispose of correctly ensuring compliance

All the team at Site Solutions enjoy the quick pace and finding solutions for the intricate parts of a project. Our values are simple; to provide a knowledgeable, friendly service, cater to exact requirements and deliver those requirements without a fuss!

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