



## Adding up the benefits from FORS benchmarking



### LondonWaste Ltd - case study

LondonWaste is one of the Capital's largest recycling and sustainable waste management companies. Peter Lambert, Logistics Manager, tells us about the savings they're making through FORS benchmarking.

'We work directly for the North London Waste Authority (NLWA), which is the second largest waste authority in the UK,' says Peter Lambert, explaining that LondonWaste serves around 1.7 million people.

LondonWaste's mission is to divert as much waste as possible away from landfill and, with environmental issues at the heart of the company's ethos, Peter felt FORS membership was ideally aligned with their corporate objectives. 'Our base at the EcoPark in Edmonton is a 43-acre site that includes a number of composting, recycling and energy waste management centres,' he says. 'We aim to recycle and convert waste materials into electricity, compost, heating fuel and aggregate used in construction.'

#### Measuring up with benchmarking

FORS benchmarking helps companies to better understand their performance on four key areas, including fuel use. LondonWaste began using the benchmarking system to gain silver membership and quickly uncovered additional benefits.

'We're working to achieve a safer, cleaner London, which goes hand in hand with the FORS objectives of helping companies to be safer, greener and more efficient.'

'Our vehicles work in tough environments and high fuel use was the norm in this industry,' says Peter. 'Benchmarking has certainly given us a much truer picture of where we stand, both in terms of our own operation and those of our competitors.'



This information proved particularly useful to Peter during a recent vehicle procurement exercise. 'FORS benchmarking allowed us to bring together and analyse all our information in the one place,' he says.

'The data demonstrated fuel consumption across our fleet, compared to other similar organisations. As well as giving us the impetus we needed to secure funding for new vehicles, it also gave us the ammunition we needed to lay down a challenge to vehicle manufacturers.'

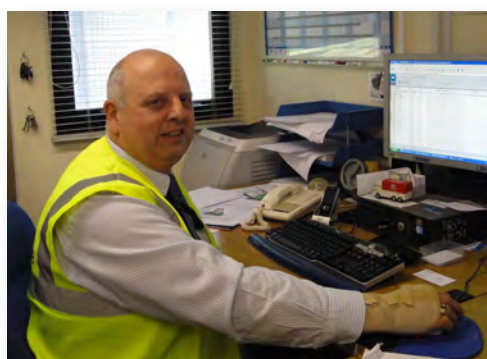


'With the kind of work that we do, most manufacturers weren't willing to give a guarantee on fuel consumption,' Peter continues. 'But Volvo committed and we've now invested in a new fleet of 18 44t Enhanced Environmental Vehicles (EEV).'

Prior to introducing the EEV fleet, a LondonWaste vehicle would average between 3.5 and 4.5 miles per gallon (mpg). They're now typically achieving a 30 per cent improvement. 'We're delighted with the development,' Peter says. 'Drivers are regularly getting six mpg or better out of their new vehicles and we've even found some competing to see who can achieve the best average!'



'We've also improved the safety of our vehicles by using benchmarking to monitor all accidents,' Peter adds. 'We link accident rates and fuel efficiency to a bonus scheme, so there's a clear incentive for drivers to improve.'



*Peter Lambert, Logistics Manager*

#### **Delivering benefits in other areas**

'I'd strongly recommend the FORS fuel advice toolkit to any operator' says Peter, describing some of the other FORS benefits that are available to help companies improve. 'After all, how can you manage areas that aren't being monitored?'

'There are some very significant fuel savings that can be made by digging a little bit deeper into what your vehicles are actually doing. And, ultimately, we all know that fuel savings mean money and CO<sub>2</sub> savings.'

'We also use the PCN, fuel and safety workshops to keep our team up-to-date with the latest developments, and to generate new ideas that we can potentially apply here.'

'Summing up, we particularly value the fact that the scheme offers different elements to help you improve each part of the management process,' he says. 'FORS benchmarking gives you the tool to identify issues and look for areas of improvement. The workshops and toolkits help you to resolve issues and find the best way forward. Then, coming full circle, benchmarking helps you to monitor and maintain your progress. It's simple, but really effective.'

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