

22 BISHOPSGATE

Waste and Recycling Guide

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The 22 Team is committed to building a sustainable place to work for all our Tenants.

Our waste management strategy is no different. This document outlines our processes and plans for minimising waste, driving down demand and finding sustainable energy resources.

All of this is guided by our focus on circular economy principles—trying to avoid waste creation, ensuring products and materials are kept in use, and keeping the planet at the centre of all our decisions.

In a circular economy, resources are kept in use for as long as possible, maximising their lifespan before they are reused and recycled. This is a key aim at the heart of our strategy, and we have created a set of targets we can all work towards, which include:

- Adopting circular economy principles
- Achieving a 95% recycling rate
- A 5% reduction of all waste year on year
- Waste to incineration only, ZERO waste to landfill



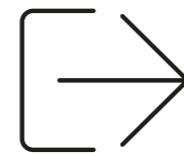
02 / OUR PARTNER

Following a thorough and competitive tender process, Bywaters have been selected as the waste and recycling partner for 22 Bishopsgate. Bywaters are London's leading waste management service and they echo our desire for a more sustainable future.

They provide services for over 3,000 customers across London and the UK, utilising a Euro 6 fleet, and a solar panel operated Materials Recycling Facility (MRF) in Bow, East London, as well as electric vehicles.

Bywaters' belief in sustainability extends beyond their own business; they also operate educational programmes, interactive tours, and bespoke audits to help educate and support their customers in making better environmental choices—we're proud to be working beside them.





The 22 Team and all our Tenants at 22 Bishopsgate will be encouraged and supported to manage waste responsibly, separating it into several waste streams ready for sustainable collection:

The Streams you will be used to seeing:

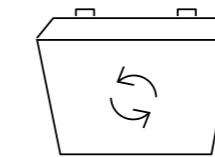
- Dry Mixed Recycling (DMR)
- Cardboard
- General Waste

Enhanced Streams available at 22 Bishopsgate:

- Biodegradable Waste
- Coffee Cups
- Glass

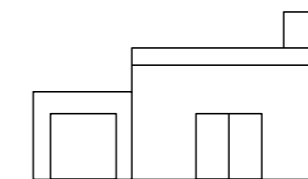
3.1 / DRY MIXED RECYCLING (DMR)

Cardboard, Paper, Plastics, Cans.



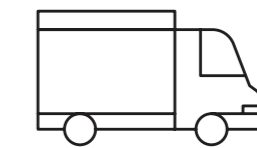
STORAGE

DMR is securely stored in the appropriate container.



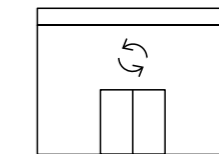
TREATMENT

DMR is safely transported to the Material Recovery Facility.



COLLECTION

DMR is collected on agreed schedule by Euro 6 vehicles.



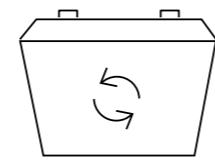
DISPOSAL

DMR is processed into 11 separate streams for recycling.

3.2 / CARDBOARD

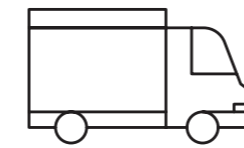
To further reduce the need for vehicles at 22 Bishopsgate, the 22 team will transfer all cardboard waste back to the Consolidation Centre (CC) on our vehicles return trip. Once at the CC, cardboard will be bailed up and stored onsite, reducing the need for frequent collections, and keeping vehicle emissions down.

3.3 / GENERAL WASTE



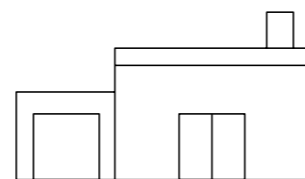
STORAGE

General Waste is securely stored in the appropriate container.



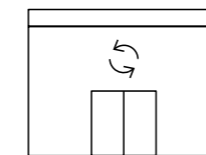
COLLECTION

General Waste is collected on agreed schedule by Euro 6 vehicles.



TREATMENT

General Waste is safely transported to our Gateway Road Facility.



DISPOSAL

General Waste is converted to energy via incineration.

General waste will be transported a short distance to Walbrook Wharf, just by Cannon Street Station.

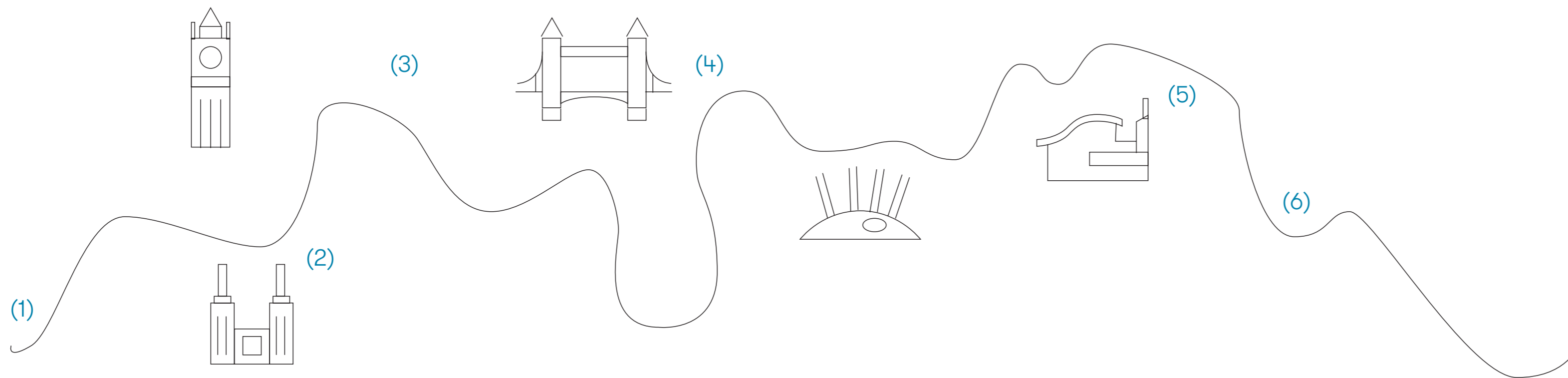
The wharf is used as a waste transfer station owned by the City of London Corporation and operated by Cory Environmental. Refuse from London is transferred onto barges for transport to an incinerator. Cory Environmental is one of the UK's leaders in this space.

THE JOURNEY OF WASTE THROUGH LONDON

Grey bin waste is transferred onto our barges at four collection points along the River Thames. (1) [Smugglers Way, Wandsworth](#) (2) [Cringle Dock, Battersea](#) (3) [Walbrook Wharf, City of London](#) and (4) [Northumberland Wharf, Tower Hamlets](#).

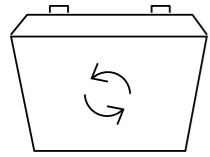
On arrival at (5) [Riverside Resource Recovery](#), the waste containers are unloaded and placed on the back of dock tractors and trailers. These vehicles deliver the waste containers into the tipping hall of the plant where the waste is mixed and held before being incinerated to create electricity.

The incineration process creates a mix of incinerator Bottom Ash and large objects such as stone, brick and metals. This is loaded into containers and transferred by barge for screening and recycling at (6) [Tilbury](#). The bottom ash is used as a secondary aggregate in the construction of roads.



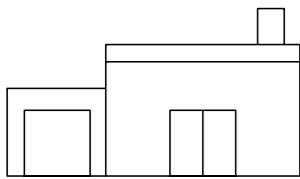
3.4 / BIODEGRADABLE WASTE

Food, Ground Coffee, Oil.



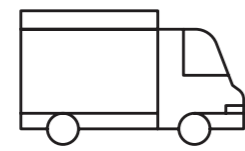
STORAGE

Food Waste is securely stored in the appropriate container.



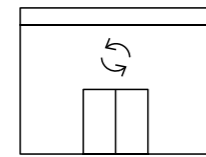
TREATMENT

Food Waste is safely transported to an Anaerobic Digestion Plant.



COLLECTION

Food Waste is collected on agreed schedule by Euro 6 vehicles.



DISPOSAL

Food Waste is broken down into energy and high quality compost.

Food waste often ends up mixed with cardboard or DMR, but at 22 Bishopsgate we will be promoting a different strategy. Food waste can be made into high-value fertiliser and compost, and then reused by UK farmers, so by having a separate food waste bin, we will be able to partner with the following businesses and process different food stuffs:

Bio Collectors:

We will process food waste and ground coffee through Bio Collectors—one of the only Anaerobic Digestion sites in the U.K, they are certified by the British Gas Council to provide bio-gas directly into the National Grid.

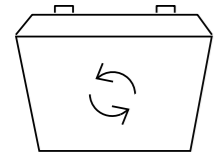
Olleco:

We will process Oil waste through Olleco. Olleco converts the waste into renewable resources such as electricity, heat and organic fertiliser.

Vegware:

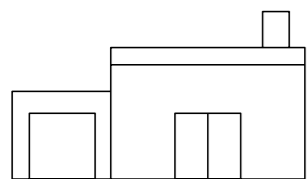
At 22 Bishopsgate we will not process Vegware within our food waste stream. However, if Vegware is used, we will be able to process this separately and the costs will be recharged to the individual Tenant.

3.5 / COFFEE CUPS



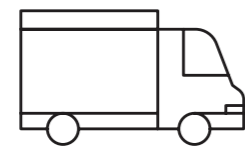
STORAGE

Coffee Cups are securely stored in the appropriate container.



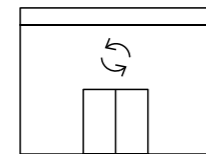
TREATMENT

Coffee Cups are bulked at our MRF and transported to James Cropper.



COLLECTION

Coffee Cups are collected on agreed schedule by 100% electric vehicle.



DISPOSAL

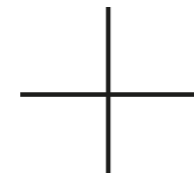
Coffee Cups are recycled into paper consumer products.

Coffee cups will be collected in an electric vehicle and taken back to the Bywater's MRF, where they are compacted and transported to the DS Smith and James Cropper Mill. The Mill then turns these old cups into sustainable, planet friendly, office stationary.

3.6 / GLASS

Glass waste will be kept separate from the DMR stream due to its effect on machinery and equipment. Instead, glass will be transported directly for re-processing, meaning we are able reduce the energy required to process it and keep the quality high—this will make it easier to turn old glass, back into new.

04 / ADDITIONAL WASTE STREAMS AVAILABLE



4.1 / BATTERIES

In addition to the 6 waste streams at 22 Bishopsgate, we will have also planned sustainable solutions for:

- Batteries
- Waste Electrical and Electronic Equipment (WEEE)
- Bulky Items
- Shredding

We will collect batteries in dedicated containers and transfer them back to our CC using our consolidation vehicle on its return trip. There the batteries will be stored in large collection units, and Bywaters will collect full battery units from the CC and take them for reprocessing. There is no additional cost for this service.



4.2 / WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT (WEEE)

Segregating WEEE waste is vital for compliance and duty of care requirements. We will be able to provide a variety of secure, lockable containers for sensitive materials (e.g. hard drives, phones and laptops).

WEEE waste must be segregated into two factors:

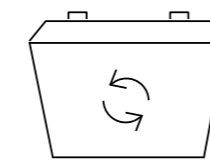
- Hazardous WEEE: includes materials which can emit harmful chemicals into the environment, such as fridges.
- Non-hazardous WEEE; materials with no hazardous components.

Bywaters will provide onsite assessments of your WEEE waste and deliver all compliant containers as well as consignment note documentation.

WEEE waste collection can be organised very easily by the 22 team, just let us know when your items are ready for collection and we will arrange a transfer back to the CC, using the consolidation vehicle on its return trip.

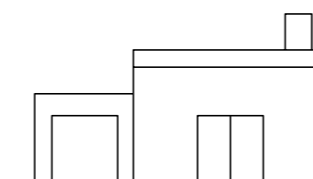
There will be no additional cost for processing small quantities of miscellaneous WEEE items, such as keyboards or desk phones. If you have larger volumes, they will be assessed by Bywaters. On occasion the you may receive an additional charge, but a quote will always be provided before the collection is made.

WEEE waste will be stripped and recycled by pre-approved suppliers and higher value materials, like laptops may even include a rebate.



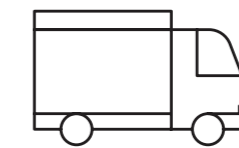
STORAGE

WEEE items are securely stored in a designated area.



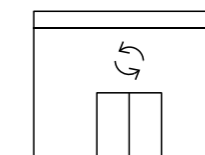
TREATMENT

If required, sensitive data is destroyed via BLANCOO software. Hardware is stripped and recycled.



COLLECTION

Electrical items are collected by Euro vehicles.

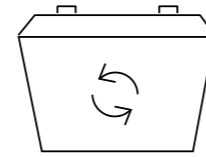


DISPOSAL

Certain items (such as Hard Drives) will receive a rebate depending on quantity before being recycled into electrical material.

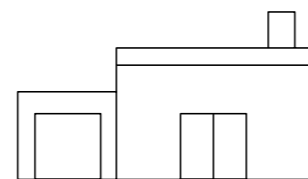
4.3 / BULKY ITEMS

Bywaters partner with Reyooz to recover and reuse furniture materials where possible. You will be able to use their online app to link with a variety of charities, schools and local businesses, to offer unwanted goods and provide them with a with a new life elsewhere.



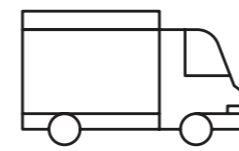
STORAGE

Bulk items are securely stored in a designated area.



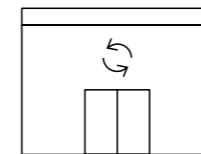
TREATMENT

Bulk items can be redistributed internally or shared with other offices.



COLLECTION

Bulk items can be distributed to various charity partners.



DISPOSAL

Unwanted Bulk items are processed at our Gateway Road Facility.



4.4 / SHREDDING

We will be able to provide secure, lockable containers, bags and cabinets to meet your confidential waste requirements. If you prefer, or if you have specific requirements, you can of course source your own.

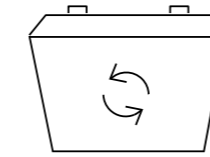
[All shredding is carried out on site in our loading bay at 22 Bishopsgate.](#)

Simply notify the 22 Team when your container(s) is almost full. Our SIA licenced team member will arrive to collect the sack, tagging it and securing it at the point of collection. A certificate of destruction will be supplied every time.

We will accept all paper materials for confidential waste; however, we require metal folders, plastic wallets and clips to be removed to assist with recycling process.

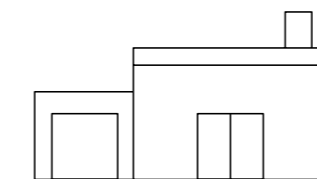
To ensure your compliance, we can provide onsite audits to assess your use of confidential containers, and provide onsite training. This will avoid costly, incorrect items from being disposed of (such as magazines or brochures). Depending on requirements, we are also able to provide lockable skip containers and 660L bins for major clear-outs.

The use of our shredding service will be charged directly to the individual Tenant.



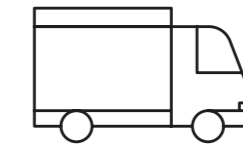
STORAGE

Confidential Waste is securely stored in sacks or secure storage units.



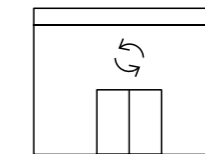
TREATMENT

Confidential Waste is safely transported to the BS EN 15713 shredding facility.



COLLECTION

Confidential Waste is collected by a dedicated, secure and tracked vehicle.



DISPOSAL

Confidential Waste is recycled back into tissue and paper consumer products.



MONITORING

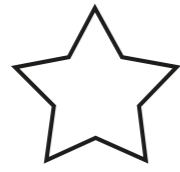
The 22 Team has partnered with Bywaters to use a bespoke onsite weighing solution. This will provide accurate and transparent data; that can give us the tools we need to keep improving.

The system will track, weigh and record multiple waste streams from different locations. Each bin that is collected will be assigned a unique barcoded sticker; allowing the 22 Team to monitor which areas are generating the most waste and implement strategies to combat this.

We will also perform waste audits, to get a complete picture on how to reduce waste and improve recycling, beyond just the figures and data.

This audit will include engaging with you and your teams, reviewing equipment, and conducting an overall analysis—to identify the different materials found in the waste on the site. These audits will help us analyse results and improve as a community. We will then be using Bywaters technology solutions to generate reports and performance measures, to help everyone stay on track.





UNDER DESK BINS:

We will not encourage under desk bins; they don't promote the segregation of waste, require plastic bin liners and create unnecessary work for cleaning staff—so try to avoid using them.

FOOD WASTE:

The segregation of food waste will be everyone's responsibility from the start. We encourage you to find a good segregation solution that champions recycling and discourages unnecessary food waste.

FOOD CHARITY SCHEMES:

Bywaters have several food charity partners who would be more than happy to collaborate with you on wasted food.

They will be able to connect your teams with platforms such as FoodCycle who have a donation scheme for food waste and will deliver non-perishable items into community kitchens.

TEA POINTS AND KITCHENS:

At every tea point we would recommend having two waste streams; one for mixed recycling and one for food waste. The mixed recycling bins should be larger, as we expect a larger volume, and a small container for food waste, such as a 30-litre food caddy.

Having the bins side by side will encourage people to segregate their waste before disposal, and a lidded container for mixed recycling discourages people from misusing it.

MINIMISING NON-RECYCLABLE MATERIAL:

Audits of non-recyclable waste, often reveal a whole host of items that could have been recycled. This will lead to an increase in disposal costs and associated CO2 emissions, whilst also minimising resource potential. So, make sure you really encourage occupiers to use the recycling bin – we would recommend colour-coded bins (any size), coupled with clear signage and some simple onsite training, to explain the benefits and objectives.

TRAINING GUIDELINE:

Our induction for all Tenants at 22 Bishopsgate will of course provide awareness and guidance on our objectives for reducing waste. In addition, Bywaters can also provide tailored

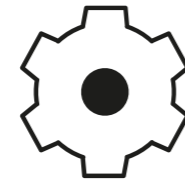
training sessions, and these could be organised as sessions for individual Tenants if needed.

CLEAR BAG POLICY:

Clear bags should be used throughout the building; allowing for simple and quick verification of waste, and ease of DMR segregation. Clear bags will also be used for general waste, allowing the 22 Team to identify waste materials quickly.

SIGNAGE:

Colour-coded signage should be used at every bin. Rather than plain text, try simple pictures for acceptable and unacceptable material. Bywaters will provide custom made signage, either bin stickers or backboards, and will fit these to your colour-coded schemes—they can also be multi-lingual, if needed.



7.1 / CONTAINERS

Bywaters can assist with providing containers, bags and bins to meet your requirements, these can also be sourced by you separately.

Dry Mixed Recycling (DMR): A container or bin to suit your own space. Remember the practical purpose of the unit - for maximum effect, do not put a lid on it, and do not hide it away or conceal it. Clear bags only.

Cardboard: Must be left flat packed and available at an agreed collection point on your level.

Biodegradable Waste: Food and Ground Coffee should be put into a food caddy, this can be the same caddy.

Oil: Must be stored safely in a concealed container or drum. These are provided by most oil companies and can also be provided by Bywaters. The size of the drum required depends on the volume of use and storage space per Tenant.

Vegware: Must be put into a standalone receptacle. Vegware needs to be contained in biodegradable liners and not plastic liners.

Coffee Cups: A container or bin to suit your space. Clear bags only.

Glass: A container or bin to suit your space. No bag in this bin.

General Waste: A container or bin to suit your own space. Clear bags only.

Batteries: A container or bin to suit your own space. No bag in this bin.

Waste Electrical and Electronic Equipment (WEEE): A container or bin to suit your own space. No bag in this bin.

Bulky Items: Pre agreed location following request and approval for collection.

Shredding: A container or bin to suit your own space. A bag is preferred to enable quicker tagging and removal; however, a container is fine also.

7.2 / COLLECTIONS

The 22 Team will collect waste from your level at pre agreed times, from pre agreed locations.

The [time](#) of collection will typically follow your cleaning regime:

- If your space is cleaned early in the morning, it is anticipated that your waste will be collated by your housekeeping team and left for collection following this routine clean, approx. 8am.
- If your space is cleaned in the evening, it is anticipated that your waste will be collated by your housekeeping team and left for collection following this routine clean, approx. 10pm.

We appreciate that your timings will vary, and that flexibility will be required. The 22 Team will work alongside each team, to ensure we service each Tenants' requirements in the best possible way.

The [collection point](#) for each Tenant will be the goods lift lobby.

- The goods lift lobby is not a waste store nor part of your space. Waste should be moved in advance of collection times only and not stored there permanently.
- The success of our recycling commitments relies on your collaboration. The foundations of this success is on each Tenant, not only getting their waste ready for collection, but also making sure it is clearly identifiable using clear bags and/or dedicated bins to ensure maximum visibility.



Formalities _____

The operating model outlined in this Guide explains how we will provide the services included in your Lease, so it doesn't override any provisions in your Lease, and this guide may change from time to time at the sole discretion of the 22 Team. We will of course communicate any material changes to you.