TIALIS
ESSENTIAL IT

Tialis Waste Management

2021 and 2022

Created by: John Hawthorne
Date: 13/02/2023
Version: V1.0

0344 874 1000 | tialis.com

Contents

1 Waste Management at Tialis

1.1 Introduction

In this report we set out a summary of the key activities we are undertaking at Tialis to ensure that we manage our waste responsibly. Effective waste management is key to helping to reduce our impact on the environment; monitoring and managing what we do against defined targets helps drive down not just unnecessary waste but also the associated greenhouse gas emissions produced by it.

This report sets out our activities for 2021 and 2022. This is the first formal waste report for Tialis and as such the figures contained in it will form a benchmark for future years.

1.2 Waste categories

Our core business is working with the information technology devices used every day by our customers – mainly laptops, desktops and their associated peripherals. As such, we generate waste from customer-facing activities as well as our own operations. We therefore classify our waste into three broad categories:

- Customer asset waste, including laptops and desktops computers
- General waste from our site in Dartford, comprised of:
    - General waste
    - Mixed recycling
- Internal IT waste from our own operations.

1.3 Methods

In order to calculate how much waste we produce, it is first categorised with the weight then aggregated over all collections for each type. The carbon footprint is calculated using conversion factors published by the UK Government at:

https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting

1.4 Significant environmental aspects

As we are working towards ISO 14001:2015 certification for environmental management, we have identified which of our activities should be considered significant in terms of their potential impact on the environment. Of the seven significant aspects we have identified, waste activities make up five of them, as shown in the table below.

Significant aspect	Score
Transport of products to/from Dartford by third parties	11
Disposal of customer assets	11
Field engineers travelling to site	9
Disposal of general non-recyclable waste	8
Disposal of packaging and transit materials	8
Disposal of internal IT items	7
Disposal of recyclables	7

The score is arrived at by assessing all operational activities in terms of their impact on the air, water, land, natural resources, use of energy, use of space and any legislative requirements.

1.5 Targets

During 2022 we began the process of defining realistic targets that we could use to help reduce the waste we produce. Our initial targets are very simple, as follows:

Target	Baseline	Current status
Increase use of SWAP-IT reusable plastic transit crates to 75%	55% of all deliveries as at May 2022	85% of all deliveries now use SWAP-IT crates (February 2023)
Increase number of deliveries that reuse cardboard packaging to 75%	20% of deliveries as at May 2022	Increasing, but work is ongoing to improve the metrics around data collection (February 2023)

1.5.1 Carbon targets

Related to our waste management targets are our carbon targets, which are discussed in more detail in our carbon report. We have committed to reduce our carbon footprint by 30% from a 2018 baseline, as verified through SBTi. We have also committed publicly to reducing our overall (Scopes 1, 2 and 3) emissions by 2.5% each year.

1.6 Compliance

There are numerous laws relating to how waste must be handled, including specific legislation around IT equipment. We ensure that we comply with each, including any updates to the law. We subscribe to a specialist environmental legal service to assist with this.

Waste is removed from our operations by specialist waste disposal partners. In compliance with the law, including the Waste (England and Wales) Regulations 2011 and the Environmental Protection Act 1990, we use only partners that have the appropriate waste carriers' licence and who provide us with waste transfer notes for each consignment collected.

1.7 Related reports

This waste management report should be read in conjunction with the other reports available on our website, including our carbon and greenhouse gas reports. These provide more detail on the range of activities we are undertaking to help protect our environment.

2 2021 and 2022 waste

2.1 2021 waste

Category	Tons	% Recycled
Customer asset waste	15.05	75%
Internal Tialis IT waste	1.17	81%
General	20	99%

2.2 2021 waste carbon footprint

Category	tCO2e
Customer asset waste	0.08
Internal Tialis IT waste	0.02
General	0.433

2.3 2022 waste

Category	Tons	% Recycled
Customer asset waste	69.82	75%
Internal Tialis IT waste	0.54	100%
General	10.39	98.07

2.4 2022 waste carbon footprint

Category	tCO2e
Customer asset waste	0.14
Internal Tialis IT waste	0.006
General	0.31

2.5 Differences between 2021 and 2022

The biggest difference between the 2021 and 2022 figures is the increase in customer assets waste. This was driven primarily by a number of large projects, with all waste (mainly laptops but also other device types) passed to our specialist disposal partner. The drop in general waste seems most likely due to our increased reuse of packaging materials and increased use of reusable plastic transit crates (Swap-IT crates). Waste from our internal IT operations is also down, returning to a more normal level following an office move and estate rationalisation across 2020/2021.

3 Waste strategy

Our overall aim is to reduce the impact on the environment of the waste our operations to produce. In order to achieve that, we have devised the following waste management strategy.

3.1 Quantification

We are working on improving quantification of all aspects of waste management. Without the clarity that quantified data brings, it will be impossible to track and manage the improvement we are seeking to drive through our operations.

3.2 Reduce

Now that we have baseline figures for the waste that we have produced for the last two years, we will work on reducing it wherever possible. This means improving the efficiency of our operation, particularly in terms of packaging materials. Some waste is beyond our control – as our core business is managing the lifecycle of customer assets, the level of customer waste that we process will always be dependent on the business activities at any given time.

3.3 Reuse

Where we can, we will work to reuse packaging materials, especially for transporting customer assets.

3.4 Recycle

We are encouraging increased recycling within our offices, with dedicated, appropriately labelled bins to collect recyclables. We also monitor the percentage of waste recycled by our waste partners (see section 2 above).

3.5 Supply chain

Waste management is a mature industry with many competing companies offering the services we require. We will continue to assess whether our providers are the best fit for us, both in terms of their overall approach to the environment and, for example, their ability to recycle our waste rather than divert it to landfill.

3.6 Compliance

We are investing in an ISO 14001:2015-certified environmental management system (EMS). This will help ensure that improving our waste management becomes not just routine for us, but that it is subject to expert external scrutiny.

3.7 Transparency

This document, together with our carbon reports, is part of our drive to ensure transparency across our environmental management activities. We will continue to publish these reports so our stakeholders can have confidence in our commitment to reducing our impact on the environment.

Document Control

Version	Date	Created By	Reviewed By
V1.0	13/02/2023	John Hawthorne	Tony Everson Andy Davey
Amendment Summary	First release		
V1.1			
Amendment Summary			
V1.2			
Amendment Summary			

Contact Details

The primary contact for this document is:

Name: John Hawthorne
Role: Compliance
Company: Tialis Essential IT Manage Ltd
Phone: 01782 825 082
Email: john.hawthorne@tialis.com

Address: Unit 2, Quadrant Court, Crossways Business Park, Dartford, DA9 9AY
Web: www.tialis.com
