



# CLEANAWAY

## CASE STUDY

### Cleaning up the city after hours

The mantra of Cleanaway drivers is “get out of the CBD by 7am”. That’s the time of day when traffic volume increases to the point that it creates challenges around productivity and access to customers’ buildings. Following this mantra means 90 percent of Cleanaway’s CBD jobs are done overnight. Those that are not are for customers who can only provide access during business hours.

“If we were to provide these services during the day we would need to double the number of trucks we send into the city,” said Paul Spolder, Cleanaway’s Operations Manager. Not only would this have an impact on the company’s operating costs, it would add to the city’s congestion.

An emerging challenge in recent years for all in the waste management industry is the increasing demand for different services brought about by businesses concerned by the amount of waste going into landfill. While the Cleanaway vehicles in the CBD at night collect general, co-mingled and paper waste, the company also makes less frequent collections in categories including organic, secure documents, polystyrene, batteries and fluorescent tubes. It also offers specialised services for cleaning grease traps and collecting used cooking oil. Each of these requires special types of vehicles or vehicle trips.

Out of hours waste collection is generally permitted in the city although restrictions apply in some areas. Timing is sometimes dictated by curfews or property managers, sometimes by customers with security concerns and other times by the nature of the business and the waste type generated (e.g. organic waste).

In an effort to maximise out of hours services, Cleanaway works closely with property managers and cleaning service providers. “We often work in close cooperation with cleaners to determine what time the bins are put out and emptied so they can be collected before the cleaners finish work,” Paul explained. “If we were to make these collections during the day, bins would be left on the street for a lot longer and collection times would be less predictable.”