

Indaver explains its "cost-efficient and sustainable waste transport" vision at VIB event



Alain Konings
IWS Belgium Sales Director

At the major annual event of the Flanders Association for Procurement and Business Logistics (VIB) held just before the summer break, Indaver's Alain Konings, IWS Belgium Sales Director, took the floor as a guest speaker, alongside Michael Braungart (Cradle-to-Cradle), Wouter De Geest (BASF) and others. The Procurement and Logistics Day is an event held at Antwerp Expo, attended by some 200 procurement and logistics executives to get a whiff of the latest trends and engage in networking. A good opportunity to highlight Indaver's vision to this target group.

Addressing the question "Is cost-efficient transport also sustainable?", Alain Konings - on the basis of a number of actual cases (the Swiss Bonfol remediation project, BASF, and Flemish-Brabant's domestic waste project) - illustrated the fact that it is always a matter of seeking the right balance between ecology, economy and the lowest possible risk, in particular in managing industrial problematic waste (hazardous, critical and/or sensitive). This is why today Indaver translates its motto "Leaders in sustainable waste management" into what is called a sustainability triangle

which rests on three pillars: optimum recovery of materials and energy (ecology); no short- and long-term risks; best price (economy).

The case studies referred to show that a balance among these three pillars guarantees that social progress goes hand in hand with ecological balance and economic growth. By way of illustration: transport has a strong impact on the cost and sustainability of waste management. Insight and knowledge are of crucial importance to tackle this as efficiently as possible. A gap analysis was therefore conducted of alternative waste transport options, together with Antwerp University and others. It showed that the railways and inland shipping score better than road transport as regards environmental impact (emission, CO₂), safety, noise and congestion. However, this is subject to a number of basic conditions being met: the minimum required distance between the place where the waste originates and the place where it is to be processed, the necessary infrastructure (unloading quays), having a contingency plan and allocating additional costs (in accordance with the polluter pays principle).

Indaver offers cost-efficient transport to its industrial customers and the public sector within a sustainable materials policy. To this end, we make use of our service models (Total Waste Management and Public Waste Partnerships) and of calculation models regarding transport that quantify the environmental impact / avoided environmental costs. In this way, Indaver contributes to the conservation of primary raw materials and energy sources. The topical subject of "cost-efficient and sustainable transport" met with such positive response from the audience and from VIB that Indaver was given the opportunity to write a column in the monthly VIB magazine.

You will find the link to the VIB Magazine issue of May 2014 at www.indaver.com under info & links.



Contact

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Customers recommend Indaver

NET PROMOTER SCORE



In constantly striving for quality, Indaver Industrial Waste Services (IWS) measures customer satisfaction through electronic surveys. What we mainly look for is the number of "promoters", the percentage of customers highly likely to recommend Indaver to a friend or colleague. Developed by a former manager at Bain & Company, the use of this "promoter" measurement is based on his study of the principal indicators of customer satisfaction. The study shows that the average "net promoter score" for over 400 companies in 28 industries is 16 %.

In the latest anonymous survey, sent to all our contacts in Belgium, the Netherlands, Ireland and the UK in 2014, Indaver Industrial Waste Services (IWS) recorded a net promoter score of 42 % based on more than 200 responses - almost three times the average. We attained

this score because Indaver continues to meet its customer's high quality and service demands.

Of course there was also room for comments and suggestions. In striving to further improve our Total Waste Management service, we naturally take account of direct recommendations from our industrial customers such as "continue looking for innovative recycling solutions" and "continue developing and refining the Customer Zone (electronic customer portal).



Any questions?

Please contact:
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Satisfied IWS customers about Indaver:

"Indaver really puts itself in the customer's shoes."

"Professional and digital platform for data management."

"Looks for reliable and realistic solutions, sound information and correct administration. Nevertheless: quality does have a price tag."