

## Customer case study



*San*  
**CARLO**

*Fumo*  
BAR | CICHETTI | RISTORANTE

*Signor Sassi*  
RISTORANTE ITALIANO

*San Carlo*  
**CICCHETTI**  
BAR | RISTORANTE | CAFFE' | CICHETTI

# Harnbury Holdings Ltd.

## The company

Manchester based Harnbury Holdings Ltd is the name behind hugely popular San Carlo, Signor Sassi, Cicchetti and Fumo restaurants.

The family-run independent chain started in 1992 when Carlo Distefano opened his first San Carlo restaurant in Birmingham. Since then, the reputation and presence of San Carlo has grown and now boasts restaurants in Bristol, Leeds, Leicester, Liverpool, London and Manchester.

## The solution

Each site seemed to be struggling with segregating their different waste streams into the correct containers. Certain sites presented the additional challenge of having limited space for the storage of their bins.

Site audits were conducted by B&M Waste to assess the services currently in place and thoroughly understand each site's individual recycling needs and practicability. A dedicated account manager was provided to all the sites so that there was a single point of contact for the waste management strategy.

With a need for staff training across all sites B&M has provided full training on the new waste management strategy and will continue to provide wherever necessary. This has been assisted by clear signage near all external bins.



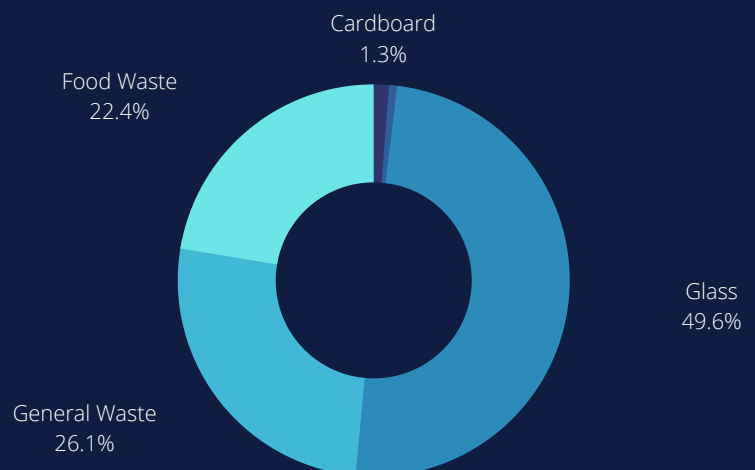
### The results

Working together, B&M Waste and Harnbury Holdings Ltd will continue to improve staff knowledge and identify further space saving initiatives.

With regular communication, supply of internal bins and ongoing training, sites are now improving their segregation of food, glass and general waste.

They are separating all possible waste streams more efficiently to ensure that they are recycling to their full potential.

- ✓ **100% of waste diverted from landfill**
- ✓ **New waste management strategy**
- ✓ **Used existing B&M collection route to avoid mileage**
- ✓ **Increased segregation of waste streams**



"As a company operating nationwide, we previously used multiple waste suppliers.

As we grew, we saw the increased complexity in managing these different supplier relationships and felt it would be beneficial for us to streamline this to use a single supplier. After looking at different options, we settled with B&M Waste who we felt would give us exactly what we needed in terms of managing our needs.

The migration to B&M Waste has been seamless and they are always on hand to provide training as well as ensuring we are getting the best possible service. Having one point of contact for all our sites makes life so much easier and we look forward to continuing to work with them going forward."