Customer case study







CrossCountry Trains

The company

CrossCountry's network is the most geographically extensive passenger rail franchise in Britain. Stretching from Aberdeen to Penzance and from Stansted to Cardiff, it calls at over 100 stations. Based in Birmingham, CrossCountry connects seven of the Britain's 10 largest cities.

The solution

B&M Waste Services was asked to assist in establishing a temporary train waste collection service for the duration of a special project taking place at Coleshill Parkway station in Warwickshire. In co-operation with Northern Rail's HS2 project and CrossCountry Trains, the week long assignment started in late February 2022 and required 2 x 1100ltr general waste containers to be placed on site at Coleshill with collections scheduled twice a week. After a Risk Assessment was completed, the containers were put in place and the collections were completed on time and on budget.

B&M Waste Services, as a carbon neutral plus accredited waste management company ensured that all the general waste collected was segregated at its materials recycling facility and recycled where possible, with any residual waste sent for processing to create green energy.

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The results

CrossCountry's Sustainability Strategy is based on the principles of the circular economy, a business model which has been embedded into the company to meet the political and stakeholder aspirations of a modern, sustainable transport operator.

CrossCountry worked in partnership with B&M Waste Services to ensure that 100% of the waste created from their joint operation with National Rail was diverted from landfill.

The general waste was segregated and recycled as far as possible with any remaining waste used to provide green energy to the national grid. CrossCountry was thereby able to reduce its carbon footprint by embracing this waste management strategy and further savings were made through using an existing B&M collection route.

- 100% of waste diverted from landfill
- Used existing B&M collection route to avoid mileage

"The partnership between B&M Waste Services and CrossCountry has been mutually rewarding as we share the same values and aims regarding reducing our carbon footprint through responsible recycling and recovery of metal from the waste we create. Our Environmental and Energy Policy lays down set targets and objectives to improve our environmental performance so we can positively contribute to the group's annual environmental performance report."

