Customer case study







Golden Square Shopping Centre Warrington

The company

Golden Square Shopping Centre Warrington offers an exciting retail experience in the heart of Warrington. With an excellent selection of 140 stores, Golden Square is the perfect destination for busy shoppers looking for great retail stores or somewhere to relax.

The shopping centre generates a high volume of waste, including cardboard, polythene, dry mixed recycling (DMR), food, glass, and mixed municipal waste (MMW). However, aging waste management equipment was no longer fit for purpose, and the two compactors for MMW and DMR, and the balers for cardboard and polythene waste needed replacing.

Although a colour coded waste stream management system was in place and tenants were segregating waste correctly, there was plenty of room for improvement.

The solution

B&M Waste Services first addressed the aging equipment problem and replaced the old MMW static compactor with a portable model and upgraded the DMR static compactor. The old cardboard baler was replaced with a semi-automatic horizontal baler for faster output and easier operation, and the polythene baler was replaced with a new one.

The B&M team worked effectively with tenants to use the existing colour coding system for each waste stream, and ensured all operatives received a tenant waste handbook and ongoing support with any waste-related queries.

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The results

With the help of B&M Waste Services, Golden Square has maintained its zero waste to landfill status and has significantly reduced it's carbon footprint through adopting an effective waste management strategy. For example, the compactors used for DMR and MMW do not require weekly scheduled collections as they are emptied only when full, thereby saving time and fuel costs.

Environmental reports are provided to the shopping centre each month, which show the input and output of its waste consumption, allowing management to monitor the centre's improved recycling performance on an ongoing basis. Recycling rates, in particular MMW, have doubled and reports show an increase of 182% in this stream.

Greater tenant engagement through newsletters, meetings and ongoing training is making a real difference to recycling rates and there are plans to focus on reducing single use plastics and segregating food waste and glass more on the site.

The shopping centre is constantly reviewing how it can improve its waste management strategy, even considering changing its procurement choices, how it can donate it's food waste to charity, and how best to educate its tenants and visitors about waste.







- 100% of waste diverted from landfill
- 75% of total waste recycled
- 25% of total waste to Refuse Derived Fuel power plant

How equivalent energy generated from Refuse Derived Fuel (RDF) could be used:

47,708 Miles driven in a family electric car 10,326 Washing machine cycles completed 177 TVs powered for a year