



Plasterboard Recycling Service (PRS)

Ordering and collection guide



Plasterboard Recycling Service (PRS)

We want to make it quick and easy for contractors to recycle with us. Our Plasterboard Recycling Service (PRS) is based on the principles of simplicity and reliability, reducing the time and cost of waste management – making it easy to fulfil your business' environmental obligations, protect our environment and leave a positive legacy.

Your waste can be collected in skips, bags or pallets

Simply register your site with us, and our dedicated PRS Customer Service team will help organise the delivery of skips or bags to house your waste. When you are ready for us to collect your waste, get in touch with our team, and they will arrange collection for you.

How to register your site

If you don't have an account with us, please contact the PRS Customer Service team on **0800 633 5040** or email us at bgrecyclingservice@saint-gobain.com.

Our team will send you everything you need to start the registration process, set up your new accounts, and answer questions about our Plasterboard Recycling Service.

Benefits

Our Plasterboard Recycling Service provides major benefits to you. It helps you to manage site waste more effectively and improves site safety. Our service converts your plasterboard waste into recycled gypsum, which is used for the production of new plasterboards.

It provides comprehensive data to enable you to track waste, project by project, and identify and address waste hot spots.



It is a valuable tool, helping you drive down the cost of waste management, ease the implementation of your statutory environmental obligations, and improve your business.

What can we recycle?

We're able to accept new build waste and scrap from new products only.

What we can accept

- ✓ British Gypsum plasterboard, including Gyproc® Habito, duplex grade¹ board and thermal laminates¹
- ✓ British Gypsum ceiling products, including Gyprex, Gyptone and Rigitone
- ✓ Rigidur H®
- ✓ Okarno® Decorative Plaster Mouldings (DPM) and Cove
- ✓ All Thistle plaster except Thistle DriCoat
- ✓ Gyproc DriWall Adhesive

What we can't accept

- ✗ Jointing materials
- ✗ Paper
- ✗ Timber
- ✗ Metal
- ✗ Packaging
- ✗ General site rubbish
- ✗ Demolition / stripout board / plaster

¹ Offcuts only. Full bags of plaster only.

Skips

Skips are provided in three sizes: 12-yard, 20-yard, and 40-yard.

All our skips are open, and we do not provide covers.

Subject to availability, all skips are delivered and collected on an exchange basis except for final collection. Skip rental charges will automatically be applied at a rate of £17 per skip per week/part week.

We aim to deliver, exchange, or collect your skip within three working days from order placement.

- ✓ Deliveries, collections, and exchanges can be arranged from 08:00 until 16:00, Monday to Friday (working days only)
- ✓ You must let the PRS team know if your site is next to a school
- ✓ You must exchange your skip every four weeks to avoid rental charges
- ✓ We require at least three exchanges before your final collection on every skip

Please be aware that the date of collection, exchange, and delivery is subject to change.

Craneable skips and shackles

Subject to availability, we can offer craneable 8-yard skips. These skips require shackles to lift them. If you need to order shackles, you must advise this at the time of requesting a skip delivery.

Any shackles ordered must be returned as a full, undamaged set. Incomplete or damaged sets of shackles will be charged at £100 per set.

Missing / damaged skips

Customers will be responsible for any skips delivered to them. Customers will be invoiced for the repair / replacement of any skips which are damaged or go missing from site.

Refused collections, deliveries and wasted journeys

In the unlikely event that the delivery or collection of the skip is refused, or cannot be completed once on-site, a wasted journey charge will be applied. Our PRS team will be in touch by phone or email to advise you of any charges, and this will automatically be applied to your order.

This will be charged at the full skip rate (based on the 'exchange' rate).

Standing time / demurrage

We allow half an hour to complete the exchange / collection of skips: following that, a charge of £37.50 per hour (or part of) is applicable. Please ensure someone is on-site to direct the haulier to the skip and sign the Waste Transfer Notes (WTN).

Order cancellation

If you wish to cancel your order, every effort will be made to accommodate your request. Cancellation requests received with less than 24 hours' notice will be charged in full. In the event of adverse weather, we will endeavour to deliver as promised. If you are unable to accept your delivery due to the conditions, please contact us; otherwise, order charges may still apply.

Bags

Delivery

Bags are provided in packs of 20. We aim to deliver your recycling bags to the site within three working days. Bag sizes may vary and are subject to availability.

We can only collect bags that have been ordered through our PRS service. We do not deliver pallets.

Collection

- ✓ We can only accept collections of a minimum of six recycling bags
- ✓ We aim to collect your bags within seven working days, but some areas may vary
- ✓ Please only state the number of bags that have been filled

The site is responsible for the loading of bags onto the collection vehicle unless a specialist vehicle has been requested. Please note that for bag collections that require a special vehicle, there may be delays outside of our usual seven-day lead time due to vehicle availability.

Vehicle types

We can cater for many of the restrictions you may have on-site with a range of vehicles. Please quote your purchase order number when requesting a special vehicle.

Mechanical self-load (forklift or Hiab crane)

A rear-cab mounted crane or forklift enables self-load on-site. Portable forklifts are not licensed for use on public highways.

Rigid vehicles

Smaller non-articulated vehicles, designed for limited or restricted access deliveries.

Health and safety whilst loading

To ensure the safety of any persons at or around the delivery point, all drivers are trained and instructed to follow the relevant regulations and observe any local restrictions. We'll, therefore, not be able to load at sites where we're unable to follow these regulations.

All types of rigid vehicles can hold 6-15 bags. All other vehicles can hold 6-25 bags. Please note that while every effort will be made to collect all your bags at once, we may occasionally need to split collection over multiple vehicles / dates.

RIGID VEHICLES	
TYPE	PRICE
Standard Rigid	£100

MECHANICAL SELF-OFFLOAD (FORKLIFT)	
TYPE	PRICE
Articulated vehicle with forklift / Hiab crane	£100
Rigid vehicle with forklift / Hiab crane	£115

FLATBED VEHICLES	
TYPE	PRICE
Articulated or Rigid	£115

(NB) Special vehicles cancelled within five working days of delivery will be charged in full.

Additional bag order charges

Over-ordering

If you've ordered a collection that is greater than the number of filled bags available on-site, a charge of £16.50 per bag is applicable.

Standing time / demurrage

We allow two hours to complete the collection of recycling bags. Thereafter, a charge of £37.50 per hour (or part of) is applicable.

Refused collections, deliveries and wasted journeys

In the unlikely event that the collection is refused once on-site, a wasted journey charge of £16.50 per bag will be applicable.

Pallets of plasterboard and plaster

As part of our recycling service, we also collect pallets of damaged / unsaleable plasterboard and plaster. These must be securely stacked, with stack sizes for the product to be returned no greater than stated in the current British Gypsum Price Book.

- ✓ We can collect a minimum of two pallets
- ✓ We aim to collect your pallets within seven working days²

Pallets must be secured, wrapped and banded to ensure a safe pick up and transportation - if they are not safely banded and wrapped, this could result in them not being safe to uplift, which will result in a wasted journey charge.

Two hours is given for loading pallets onto our vehicles. Please enquire with our Customer Service team for pricing.

² Please note that for pallet collections requiring a special vehicle, there may be delays outside of our usual seven-day lead time (due to vehicle availability).

Contamination charge

We charge £195 per tonne. The contamination percentage is based on a visual inspection of the load by our haulier. If your load is contaminated, our Customer Service team will advise you by email. The email will contain photographic proof and the total you will be charged for this contamination case. We will indicate the order number that is impacted, and this will be reflected on your invoice³.

We have a zero tolerance for any glass or tyres, and these will be automatically classed as 100% contamination and charged accordingly. We do not accept site sweepings or empty bags.

Continuous contamination of recycling bags and skips can result in the withdrawal of the recycling service.

³ Disputes relating to contamination charges must be raised within 14 days of receiving the charges.



Rigid vehicle



Mechanical self-offload (forklift)



Flatbed vehicle

Our Plasterboard Recycling Service team are ready to help you. Call us FREE on 0800 633 5040
Office hours: Monday – Friday, 08:30 – 16:30



Further information

Placing an order

To place your order, please contact the Customer Service team by email at bgrecyclingservice@saint-gobain.com or call **0800 633 5040**.

Please provide the following to help us place your order:

- ✓ Your unique site reference and the applicable phase
- ✓ Your Purchase Order number
- ✓ Your current site contact and phone number
- ✓ The product required, including size of the skip or quantities of bags
- ✓ Whether the order is a collection / exchange / delivery⁴

⁴ To empty the skip and get a new one, please book an EXCHANGE. To downsize or upsize your current skip, please book a collection of the current skip and a delivery of the new one.

Order cancellation

If you wish to cancel your order, every effort will be made to accommodate your request. Cancellation requests received with less than 24 hours' notice will be charged in full. In the event of adverse weather, we will endeavour to deliver as promised. If you are unable to accept your delivery due to the conditions, please contact us, otherwise, order charges may still apply.

Proof of delivery and waste transfer documentation (WTN)

Please ensure the proof of delivery / WTN is signed by the driver at the point of delivery / collection / exchange. Lack of signature may delay or stop claims being investigated.



PRS contacts

PRS Customer Service:
British Gypsum
East Leake
Loughborough
Leicestershire
LE12 6HX

T: 0800 633 5040
E: bgrecyclingservice@saint-gobain.com

Office hours
Monday - Friday 08:30 - 16:30.

NB Calls may be recorded for security and training purposes.



“Gyproc”, “Thistle”, “ThistlePro”, “Gypframe” and “Glasroc” are all registered trademarks of Saint-Gobain Construction Products UK Limited. “Isover” is a registered trademark of Saint-Gobain Isover (French legal entity) and “Okarno” is a registered trademark of Okarno Limited.

Saint-Gobain Construction Products UK Limited is a limited company registered in England under company number 734396, having its registered office at Saint-Gobain House, East Leake, Loughborough, Leicestershire, LE12 6JU, UK. Saint-Gobain Construction Products UK Limited trades as British Gypsum for part of its business activities.

British Gypsum reserves the right to revise product specification without notice. The information herein should not be read in isolation as it is meant only as guidance for the user, who should always ensure that they are fully conversant with the products and systems being used and their subsequent installation prior to the commencement of work. For a comprehensive and up-to-date library of information visit the British Gypsum website at: british-gypsum.com. For information about products supplied by Okarno Limited or Saint-Gobain Isover please see their respective websites.

“British Gypsum” is a registered trademark of Saint-Gobain Construction Products UK Limited.