Plasterboard Recycling Service (PRS)

Introduction
At British Gypsum our vision is to be recognised by our customers as their best building material supplier in the UK. We understand that this can only be achieved by delivering the highest level of customer satisfaction through solutions that meet our customers needs for both today and tomorrow.

Our approach to operations mirrors this commitment; our locations were determined by the UK’s geology and, for a 100 years, we have supported our sites’ local communities. This intimate relationship between us, the natural environment and local people shapes who we are.

Certified Responsible Sourcing – BES 6001
Here at British Gypsum we recognise the importance to our customers of independent assurance that our materials are responsible and sustainable.

British Gypsum is the first manufacturer in the industry to achieve a BES 6001 ‘Excellent’ rating for its UK manufactured Gyproc plasterboards, Glasroc specialist boards, Thistle plasters, Gypframe metal and Gyproc Cove. Achieving BES 6001 ‘Excellent’ means that certified products will achieve Tier Two under MAT 03 in BREEAM 2011, providing 3.5 of a maximum 4 points. It also means that all certified products are Tier One under MAT 2 for Code for Sustainable Homes, making it easier for customers to achieve a higher number of points towards credits at no additional cost.

Plasterboard Recycling Service
Our Plasterboard Recycling Service provides major benefits to you. It helps you to manage site waste more effectively and improves site safety.

The service removes and recycles your plasterboard waste into new board. 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 to help you drive down the cost of waste management and ease the implementation of your statutory environmental obligations, as well as help you drive improvement within your own business.
PRS collections

Requesting collection

To request collection of your recycling bags contact the PRS Customer Service Team on 0800 633 5040 or via bgprs@saint-gobain.com quoting your Unique Site Reference Number and purchase order number.

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.

**NB** 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 7 day lead time due to vehicle availability.

Pallets of plasterboard / plaster

As part of our recycling service we will also collect pallets of damaged / unsaleable plasterboard and plaster. They must be securely stacked, with stack sizes for the product to be returned, no greater than stated in the British Gypsum Price Book 2019. A minimum of two pallets are required for collection.

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 (Fork Lift or Hiab crane)**

Rear cab mounted crane or fork lift enables self-load on site. Portable fork lifts are not licensed for use on the public highway.

**Rigid vehicles**

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

**Health & 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.

<table>
<thead>
<tr>
<th>Vehicle types</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mechanical self-load</td>
<td>£75</td>
</tr>
<tr>
<td>Artic Fork Lift</td>
<td>£75</td>
</tr>
<tr>
<td>Artic Hiab crane</td>
<td>£75</td>
</tr>
<tr>
<td>Rigid vehicles</td>
<td>£75</td>
</tr>
<tr>
<td>Rigid fork lift</td>
<td>£75</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Vehicle types</th>
<th>As a guide, you can get the following amount of bags on each vehicle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Artic</td>
<td>6 – 25 bags</td>
</tr>
<tr>
<td>Flatbed</td>
<td>6 – 25 bags</td>
</tr>
<tr>
<td>Rigid</td>
<td>6 – 25 bags</td>
</tr>
<tr>
<td>Artic Hiab</td>
<td>6 – 25 bags</td>
</tr>
<tr>
<td>Rigid Hiab</td>
<td>6 – 15 bags</td>
</tr>
<tr>
<td>Artic Fork Lift</td>
<td>6 – 25 bags</td>
</tr>
<tr>
<td>Rigid Fork Lift</td>
<td>6 – 15 bags</td>
</tr>
</tbody>
</table>

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

---

Our Plasterboard Recycling Services Team are ready to help you. Call us FREE on 0800 633 5040 Office hours: Monday – Friday, 08:30 – 16:30
PRS additional charges

Skip rental

Skip charges are based on a regular exchange of at least every four weeks. We’re able to collect and exchange skips less frequently for an additional rental charge of £15 per week / part week.

Over ordering

If you’ve ordered a collection that is greater than the number of bags available for collection on that day, a charge of £15 per bag is applicable.

Standing time / demurrage

We allow two hours to complete the collection of recycling bags. Thereafter a charge of £35 per hour (or part of) is applicable. We allow half an hour to complete the exchange / collection of skips.

Craneable skips and shackles

Subject to availability we can offer craneable 8 yard skips. These skips require shackles in order 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 collection and delivery

In the unlikely event that the delivery or collection is refused once on site a wasted journey charge of £15 per bag will be applicable. Skips will be charged at the full rate.

Contamination charge

We charge £125 per tonne. The contamination percentage is based on a visual inspection of the load. We have a zero tolerance for any glass or tyres and these will be automatically classed as 100% contamination and charged accordingly.

PRS – what can we recycle?

New-build waste and scrap from new products only

<table>
<thead>
<tr>
<th>Acceptable:</th>
<th>Contamination:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gyproc Habito</td>
<td>Jointing materials</td>
</tr>
<tr>
<td>British Gypsum plasterboard, including Rigidur H, duplex boards¹ and thermal laminates¹</td>
<td>Paper</td>
</tr>
<tr>
<td>Gypsum-based ceiling tiles</td>
<td>Timber</td>
</tr>
<tr>
<td>Specialist board products</td>
<td>Metal</td>
</tr>
<tr>
<td>Artex Decorative Plaster Mouldings (DPM) / Cove</td>
<td>Packing</td>
</tr>
<tr>
<td>Gyproc DriWall Adhesive</td>
<td>General site rubbish</td>
</tr>
<tr>
<td>All Thistle plasters except Thistle DriCoat and</td>
<td>Demolition / stripout board / plaster</td>
</tr>
<tr>
<td>Thistle Magnetic Plaster</td>
<td></td>
</tr>
</tbody>
</table>

¹ Off-cuts only
Full bags of plaster only (no site sweepings or empty bags)

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

Our Plasterboard Recycling Services Team are ready to help you.
Call us FREE on 0800 633 5040 Office hours: Monday – Friday, 08:30 – 16:30
Unique Site Reference Number:

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

Tel: 0800 633 5040
Fax: 0800 917 9353
Email: bgprs@saint-gobain.com

Office hours
Monday – Friday 08:30 – 16:30

*NB* Calls may be recorded for security and training purposes.

Registering your site
All sites must be registered. Please contact the PRS Customer Service Team, who will be happy to guide you through the process. All sites will be given a **Unique Site Reference Number**.

PRS ordering

Order placement
To place an order for recycling bags or skips contact the PRS Customer Service Team on **0800 633 5040** or via bgprs@saint-gobain.com quoting your **Unique Site Reference Number** and a purchase order number.

Ordering bags
Bags are provided in packs of 20 (multiples of 10 are also available). We guarantee to deliver your recycling bags to site within three working days.

Ordering skips
Skips are provided in various sizes. Please contact the PRS Customer Service Team on **0800 633 5040** for sizes and availability.

Subject to availability all skips are delivered and collected on an exchange basis, with the exception of the final collection. We will endeavour to deliver/exchange your skip within three working days.

Order cancellation
If you wish to cancel your order, every effort will be made to accommodate your request, subject to the following:

<table>
<thead>
<tr>
<th>Cancellation notice</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>With 24 hours</td>
<td>No charge</td>
</tr>
<tr>
<td>Less than 24 hours</td>
<td>Charged in full</td>
</tr>
</tbody>
</table>

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 the above charges may apply.
Technical enquiries
British Gypsum
Technical Advice Centre
East Leake
Loughborough
Leicestershire
LE12 6HX

T: 0115 945 6123
F: 0115 945 1616
E: bgtechnical.enquiries@bpb.com

British Gypsum January 2019
BG-PRS-1901

“Gyproc”, “Thistle”, “Gypframe” and “Glasroc” are all registered trademarks of Saint-Gobain Construction Products UK Limited. “Isover” is a registered trademark of Saint-Gobain Isover and “Artex” is a registered trademark of Saint-Gobain Construction Products UK 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, Binley Business Park, Coventry, CV3 2TT, 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 Artex Limited or Saint-Gobain Isover please see their respective websites.

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