



November 2020

Smart Cities, Smart Trucks and Smart Depots



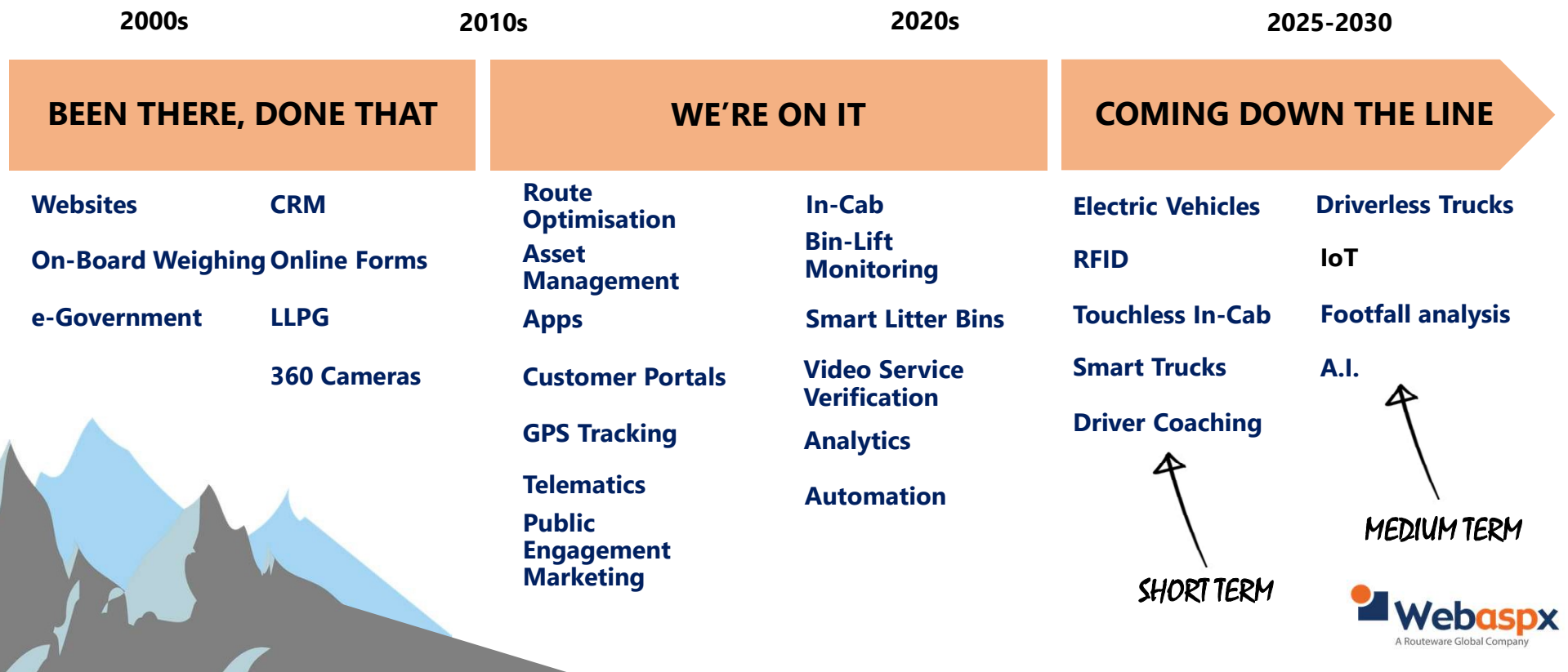
OUR CUSTOMERS* ARE TELLING US THEY NEED TECHNOLOGY TO HELP THEM **MANAGE CHANGE AND DELIVER EFFICIENCY****

***600 customers with
10,000 vehicle installs
in North America
and the UK**



****to deliver smart cities
and smart working, they
need not just smart litter
bins and smart
lampposts, but smart
trucks and smart depots**

THE WASTE AND ENVIRONMENT TECHNOLOGY LANDSCAPE HAS BECOME COMPLEX, AND IS SET TO GET MORE SO



**BUT WHAT ARE YOU TRYING TO MAKE
SMARTER?**

AND IS IT WORKING?

THE AUTOMATION AND OPTIMISATION OF DAY-TO-DAY PROCESSES AND TASKS



ONGOING CHALLENGES

COVID HEIGHTENED

Reducing the number of **missed bin returns**

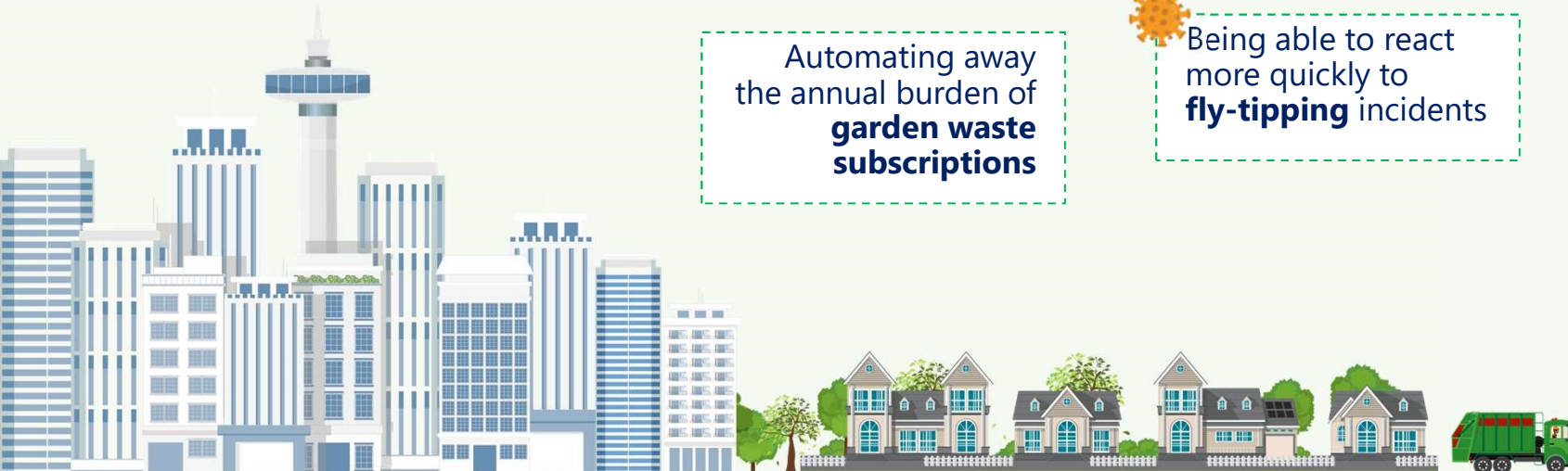
Increasing the profitability of **trade waste services**

Using up-to-date **online calendars** to cut down calls

Supporting agency drivers with real-time **service information and navigation**

Automating away the annual burden of **garden waste subscriptions**

Being able to react more quickly to **fly-tipping** incidents



THE ABILITY TO PROACTIVELY PREPARE FOR AND MANAGE CHANGE



ONGOING CHALLENGES

COVID SPECIFIC

Preparing for and delivering the **National Waste Strategy**

Evolving services to accommodate **new builds and HMOs**

Calibrating real-world performance data to **optimise rounds**

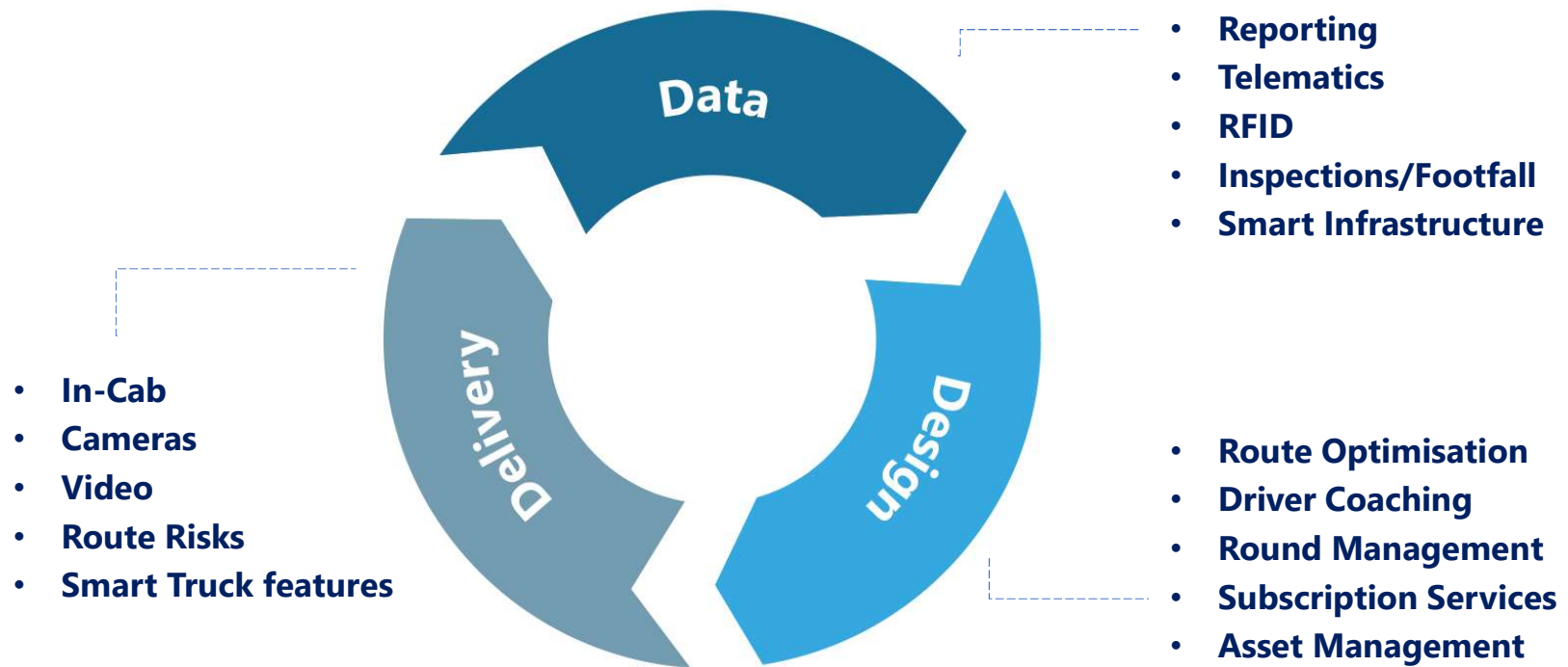
Creating data-driven **cleansing inspection regimes**

 Reacting quickly to **increased domestic yields and reducing city-centre commercial**

 Rapidly changing **shift patterns and social distancing**



ULTIMATELY IT'S ALL ABOUT CREATING A POSTIVE PERFORMANCE FEEDBACK LOOP



CLOSING THOUGHTS

- Performance and Efficiency drives are a constant.
- Covid has brought *risk and resilience* into sharp focus.
- Technology is a key enabler of that change
- Automation of processes, analytics and efficient service design
- Where are you on the journey and what do you need to do next?