

## Scottish Nappy Company Limited – Awards for Excellence 2003

**Sector:** Retail

**Tools and techniques:** Performance including indicators

*The Scottish Nappy Company is a small company, employing nine staff, operating in most of the central belt of Scotland, including Edinburgh.*

**Processes:** the company's main commitment is to its environmental aim of reducing landfill through minimising the disposable nappy mountain. The operation was established with environmental considerations being key: including the selection of operational site, choice of chemicals, energy, vehicle, machinery, packaging materials, and marketing.

The Scottish Nappy Company provides local people in the region with a weekly home delivery of fresh cotton nappies and collection of soiled ones and their subsequent laundering. It embraces the environmental benefits of the laundering process itself, the significant benefits to the environment and health of their customers and the community at large within the area serviced.

Despite the rapid expansion of the Company, the management team continue to focus on the core principles; the provision of a high-quality, environmentally-friendly service through an unstinting commitment to customer service and staff relations.

**Impact:**

- Estimated over 100 tonnes of disposable nappies prevented from going to landfill
- Rural base for operation to minimise airborne pollution affecting clean nappies
- Machinery selection – computer controlled washing/drying machines, including water re-use tank and heat exchanger, to ensure optimum cleanliness and minimise water, gas and electricity usage. First company in the country to purchase these types of environmentally-advanced equipment.
- Chemical selection – non-biological detergent and oxygen based bleach used in laundry process
- Delivery by LPG/petrol dual fuel vans to reduce harmful emissions and most efficient route selected to save fuel and time
- Babies in cotton nappies generally out of nappies six to 12 months earlier than if they'd been in disposables
- Partnerships with local authorities to provide financial reward schemes for ratepayers who choose to use re-usable nappies thereby reducing local landfill needs.
- Potential to replicate the scheme in other areas with cross party support for the scheme in the Scottish Parliament and the Minister for Environment and Rural Development in the Scottish Executive

**Environmental Impact Award** for innovative environmental performance integrated into the company's sustainable development strategy, delivering proven business benefits, sponsored by Shields Environmental Plc

[www.scottishnappy.co.uk](http://www.scottishnappy.co.uk)