

# Enthusiasm & persistence work convincingly for Eastman Middelburg



Marcel de Waal - Safety, Health & Environment

Ko Van Dis - Procurement

Eastman Chemical in Middelburg, a subsidiary of the US giant, Eastman, produces over eighty different resins that are used in e.g. the adhesive, rubber and chewing gum industries. The plant exports more than 90% of its products to some 70 countries worldwide. After making market enquiries in 2007, Eastman and the former Eastman Europoort company in Rotterdam (now Indorama) opted for the Indaver Total Waste Management (TWM) concept as part of a long-term agreement. Indaver developed a separate TWM programme for both sites that met the specific waste situation and requirements of each location. In a conversation with Ko Van Dis (Procurement) and Marcel de Waal (Safety, Health & Environment) from Eastman Middelburg, Indaver checked how the TWM partnership has been going up until now.

## From multiple suppliers to a single partner

Originally, Eastman worked with ten or so different waste management providers, which meant that sometimes it was not easy to maintain a good overview of traceability for the various types of waste. This created a need to centralise overall waste management with a single partner. At the beginning of 2007, therefore, market quotation was issued for the handling of the combined waste of Eastman Middelburg and Europoort. The principal criteria for a successful tender were a high price/quality ratio (i.e. good value for money), market conformity, clearly organised administration and the need to eliminate fragmented waste management. Initially viewed as a Belgian waste management company and at the time not known to Eastman Middelburg, Indaver was clearly present from the very beginning of the tendering exercise. Eastman Middelburg found not only Indaver's excellent references but certainly also their carefully planned approach, knowledge, expertise and strong sense of passion very convincing. These strengths were confirmed after a visit to Indaver's Antwerp site. Also, the company was prepared to discuss price and after joint consultation, Eastman appointed Indaver in November 2007 to handle the total management of its entire hazardous waste package (approx. 2000 tons). Indaver guaranteed Eastman continuity and no disruption, as a result of which, the switch was achieved flawlessly.

## Everything fits

Eastman views Indaver as a dependable partner that pays a great deal of attention to delivering on promises and monitoring the progress of projects. The company's strict compliance with statutory and regulatory requirements also shows Eastman that it always takes a professional approach to its work. Eastman is very much a Responsible Care® company, and hence health, safety, the environment and working conditions constitute a high priority. The Eastman site is ISO-9001 and ISO 14001-certified and also gained ISO 22000 certification (food safety) in 2008. Indaver's values dovetail perfectly with Eastman's as it holds the same environmental and quality certificates

and is also a signatory to the Responsible Care Charter. In the beginning, Eastman was not totally convinced about the administrative handling and export administration side of the agreement, nor of the exporting of the waste itself, resulting in a more difficult traceability and compliance. In actual fact, though, Indaver lived up entirely to its guarantee to take proper administrative care of everything. Indaver even had a genuine 'battle plan' for tackling any questions and problems that Eastman might have. For example, aligning Eastman's SAP network with Indaver's was all planned in detail – a fact that went down very well at Eastman. The commitment and professional skills of all the people involved in the project, right down to the dedicated driver, is much appreciated at Eastman. The periodic consultation meetings and proactive approach of the project manager are also viewed as an added value. All of which makes Eastman feel that the overall package of Indaver services is an excellent fit.

## Challenges for the future

Eastman looks forward to seeing Indaver tackle the challenges ahead of it. As the result of strong growth and investment, for example, it is up to Indaver to watch overall progress carefully, as well as keep a close eye on its existing customers. As attentive service and market conformity are becoming increasingly important in the current economic climate, Indaver needs to keep its finger on the pulse and keep assessing customer needs accurately. For instance, Eastman is curious to see how the synergetic approach between Indaver and Delta Industrial Cleaning will pan out both administratively and on site now that a package deal means that both companies – since November 2008 – are responsible for the total management of hazardous waste and industrial cleaning for Eastman. After a good year of working together, 2009 has been the year for improvement projects. A start has already been made with the placement of a large Indaver container on site for laboratory accessories and resin waste, instead of having various smaller ASP's. Eastman is also looking for new opportunities with Indaver. Eastman now knows that as an innovative company, Indaver always provides the Best Available Technology for the Best Price. Consequently, the most environmentally-friendly and

economical processing solutions fit in perfectly with one of Eastman's main core values: the quest for quality and safety in every area of its business. ■

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## Eastman Middelburg a multi-utility customer for Delta

DELTA, the Zeeland-based multi-utility group, provides Eastman Chemical in Middelburg with a broad package of services.

Total Waste Management is handled via Indaver, which is positioned within the Delta group as the expert in industrial waste management. Eastman's industrial cleaning business was awarded to Delta Industrial Cleaning in November 2008. Both waste management and industrial cleaning form part of a package deal: besides hazardous waste, Indaver also processes all waste streams produced by the cleaning operations on site. In addition, Eastman also purchases gas and electricity from Delta Energy. By sourcing a range of services from Delta, Eastman Middelburg has been able to achieve significant cost-savings

Which also demonstrates the strength of the partnership between Eastman Middelburg and Delta.



## Waste Management with great care

