

Full waste management control for MSD and Intervet/Schering-Plough Animal Health

In 2009 Indaver developed a Total Waste Management (TWM) project for the pharmaceutical group MSD (6 sites of the former Organon, Oss being the main one) and for the veterinary pharmaceuticals group Intervet/Schering-Plough (also 6 sites). Both companies had jointly invited tenders. Indaver met with Willy Gommers (Director Service Logistics & Facilities) and Frank van Zonsbeek (Manager Waste Management) of MSD and Johan Jansen (SHE specialist) and Harold Goemans (Deputy Facility Manager) of Intervet/Schering-Plough. They clarified what added value Indaver solutions offer for the critical and sensitive waste originating from pharmaceutical production.



(MSD) Willy Gommers Frank van Zonsbeek

(Intervet) Johan Jansen Harold Goemans

Call for tenders in bid to reduce costs

In addition to significant cost savings, MSD and Intervet/Schering-Plough were looking for full service by a company which also had the potential to become a full partner in waste management. Indaver was no stranger to MSD since the pharmaceutical group was already sending substantial hazardous waste streams to Indaver's waste transfer station in Terneuzen. Intervet/Schering-Plough, on the other hand, had never dealt with Indaver. However, the guarantee that Indaver would put forward innovative solutions, combined with the fact that it could take care of operational management, offered adequate waste disposal capacity and secure waste disposal proved to be a good starting point for a close collaboration. Ultimately, a reference visit to a big Indaver customer won both parties over. In addition, thanks to its own facilities, the integrated site in Antwerp offers control and traceability over the entire waste management process, which the customer values so much. Now that the conditions were fulfilled, the partnership could begin.

Indaver facilities offer full waste management chain control and traceability

Developing a high-level partnership

Full compliance guarantee

MSD and Intervet/Schering-Plough produce large volumes of pharmaceutical waste, waste solvents, small chemical waste and production waste (over 12,500 tonnes of hazardous and non-hazardous waste), which must be destroyed according to specific process requirements. For instance, MSD's 'special waste' – cytostatics, opiates and anabolics – has to be transported and destroyed under supervision all the way to the bunker or drum lifter of Indaver's rotary kilns. The veterinary vaccines rejected by Intervet/Schering-Plough also require sealed transport. The rotary kilns offer the guaranteed burn-out that MSD requires for this kind of waste. A closed chain, full control and supervision over the entire end process is essential here. Indaver's strong advantage lies in the fact that it has its own facilities and that the waste doesn't leave the site. This allows Indaver to offer total waste management as opposed to waste trading by which the waste is spread out through transshipment and various international outlets, with less traceability and control as a result.

Challenging path to implementation

Right from the start, managing the large volumes of the extremely varied waste package proves to be a challenge. Therefore, regular and thorough consultation is important to ensure that both parties are continuously informed on the progress and bottlenecks. An immediate response is thus possible whenever it is needed. Indaver, MSD as well as Intervet/Schering-Plough have to align the respective systems and procedures. This takes time, sometimes even hindering communication or efficient operations. However, there always seems to be enough will and commitment to take waste management to a higher level together. Customer Services therefore visit MSD Oss, and vice versa, in order to experience the situation first-hand. This increases the involvement in and understanding of the urgency of some waste removal requests. Knowing that Indaver has a dedicated project team also enhances cooperation, reinforcing open communication. For example, Indaver project manager Kristof Saey and sales support Cynthia Looman are true assets in the TWM team. They can be trusted to achieve Best-in-Class waste management. MSD also wants to set global standards in terms of waste management. Indaver's capability, demonstrated by its TWM services, makes it a genuine partner for MSD and Intervet/Schering-Plough.

Rollout of improvement projects

Indaver uses many standardized tools such as the master table and balanced score card to monitor the progress of the TWM project. The data management system provides reporting, cost tracking and waste traceability in a clear and transparent manner. These functions give MSD and Intervet/Schering-Plough the control on waste management that they require. Full service is the objective here, and a number of improvement projects have therefore been launched that should result in less workload and improved efficiency. Also regarding flexibility, a number of initiatives have been planned to allow MSD and Intervet/Schering-Plough to focus on their own core business,

thus leaving waste management in the capable hands of an expert. Obviously, this doesn't preclude constant monitoring by the customer who, ultimately, bears the liability for its waste. Indaver's dedicated driver Willy Riemens illustrates this at operational level by consulting with MSD, which leads to excellent customer satisfaction. He behaves appropriately, knows his job and is well trained and skilled in dealing with the specific waste. In consultation with Intervet/Schering-Plough a number of additional steps have been taken to smoothen the control over the transport provider. Continuity and communication are always ensured as a result. Once the first "hurdles" are cleared, the entire team can continue to focus on new optimizations with total waste management as the ultimate goal.

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The pharmaceutical group MSD (Merck & Co. in the United States and Canada) develops and creates medicines for diseases such as hypertension and cholesterol, migraines, osteoporosis, arthritis, asthma and HIV. With the acquisition of Organon in 2009, contraceptives and fertility drugs were added to its portfolio. Intervet/Schering-Plough Animal Health develops, manufactures and markets veterinary drugs. Boxmeer is one of its largest R&D and manufacturing facilities. It also merged with Merck & Co. in 2009. With drugs, vaccines, biological therapies, products and services for humans and animals, MSD and Intervet/Schering-Plough Animal Health provide innovative treatments to improve the health of humans and animals in over 140 countries. Indaver also manages the entire waste package for MSD Belgium. At European level, Indaver manages approximately 19 000 tonnes of waste for the MSD Group through its TWM services.