

# DOW Estarreja: “We wanted a problem-solving and ethically responsible company”

In Estarreja, a small city in the northern region of Portugal, DOW has a production plant where DMI (methyl diphenyl isocyanate) is produced, a key raw material used in the production of rigid polyurethane foams and elastomers. This generates 4 main types of complex and sometimes hazardous waste: Phenco/urea, MCB, Solvents and aniline. It requires an expert to deal with the processing, managing of that specific waste and to comply with legislation and administration. We talked about this challenge to Ixaso San Juan, Strategic Sourcing Specialist and Renata Santos, EH&S/ES&S Delivery Leader & Site Quality Systems Specialist.



## Turn DOW's sustainable ethics into practice

“Dealing with sensitive and hazardous waste has to be done in the right way and about 10 years ago we no longer could do it ourselves. The best way was to outsource this business to an expert who could turn DOW's sustainable ethics into practice.

This special service was granted to Indaver because of their multinational overview, their European waste market knowledge and their alignment with (inter)national legislation. They brought total relief in the entire administration including permits. By implementing new sustainable solutions for waste streams that were formerly mixed, they showed their excellence. We wanted a problem-solving and ethically responsible company and we found one”.

## All is properly done

“Indaver was chosen because of their capabilities. We heard good references from our colleagues at DOW Terneuzen, The Netherlands and Germany. Besides this advantage, Indaver is present in Portugal with a transfer station and has state-of-the-art high temperature installations in Antwerp, Belgium. Even today, the transfer station in Abrantes proves to be key in handling our waste. Along the way Indaver developed a strong mind-set on how to deal with our waste because they really understood the complexity and the characteristics of our waste. This vision resulted in the most sustainable solutions which makes Indaver a partner, not merely a supplier. We strive for a win-win partnership in which we help each other. What we really appreciate is that all is done properly, from onsite waste management up to administration. We know the waste is handled and managed

in a reliable, sustainable and ethical way. It all comes down to trust. Transparency, commitment and ownership is why we are partners. We value them because they work for us like they are one of us.”

## Operator on site embodies the partnership

“Our operator on site Amilcar Diogo is the face of Indaver working daily together with us. He knows how to handle the PPE waste. He manages the waste storage area, puts the labels on the waste drums, takes care of the segregation and goes the extra mile. We can always rely on him because he is accountable, responsible and fast. He understands the impact of his work, thinks with both cost-efficiency and sustainability in mind and that is an enormous advantage. Everybody knows him and respects his work. He takes pride in his job and gets the recognition he deserves. During the years, people changed jobs, waste legislation changed, but we have evolved together and entrusted in Indaver's problem-solving attitude. Recently, when we had an incident in the harbor, Indaver again proved to be the right partner for which we granted them the Sustainability Award 2015. Gustavo Lucena, our Project Manager at Indaver, really knows how to deal with critical situations. He communicates all decisions with us openly and in full transparency. His commitment is a big added value.”

## Support to achieve DOW's sustainability goals 2025

DOW has a history of operating business in a fair, safe, ethical and sustainable way. Goals were set for 2005, later on for 2015 and now for 2025. Its goals is to impact

population and society with new technologies. They want to improve the quality of life by innovation and technology eg. Water accessibility and quality together with other companies and authorities. We rely on Indaver to advise us on the newest waste treatment technology also for new waste streams and the overall best solutions. Recycling and segregation options need to be looked into if possible and we expect support in case of rerouting. We demand their pro-active vision, propose alternatives and foresee changes in legislation.

## What added value brings Indaver's transfer station @ Abrantes?

Back in 2006 Indaver built and today still operates and owns a transfer station in Abrantes, strategically located in the middle of Portugal. In 8 compartments, hazardous waste like liquid solvents, packaged lab and pharmaceutical waste, plus aerosols are stored. 2 operators, João Leitã and Sérgio Narciso are responsible for the weighing of the waste, the repackaging, the labelling, putting the foil around the waste and stacking it correctly before preparing all transport documentation.

Having a transfer station to store waste is extremely important for DOW because the waste does not need to be stacked on their site. It can be removed immediately and therefore minimizes all risks on site.

When the load is prepared for shipment, the Indaver Customer Services department is notified and a date for treatment is fixed. Then the loads are put into sea containers and brought to the port of Lisboa by truck. There they depart by ship to the port of Antwerp which takes a couple days. Upon arrival, the waste is transported to the High Temperature Installations of Indaver nearby or to reliable partners.