

CASE STUDY



QUALITY AUTOMOTIVE ENVIRONMENTAL SERVICES. AT YOUR SERVICE.

CUSTOMER

This branded franchise was one of Canada's first quick-lube businesses and has grown into one of the largest automotive service providers in the country. It offers fast, warranty-approved, no-hassle service to keep cars running longer.

CHALLENGE

A group of 85 quick-lube shops needed reliable used oil collection to keep operations running swiftly. The shops, built for utility and efficiency, use small, on-site holding tanks to store the waste oil from oil change servicing, which require regular collection to stay in service. In the retail business, it is also especially important that the appearance of the shops is esthetically pleasing to their customers who appreciate a tidy environment. The quick-lube operators were seeking a supplier that could:

1. Ensure the tanks did not fill up so the shops could continue to service their clients without delay
2. Improve the shops' corporate and environmental image

THE SOLUTION

Terrapure dedicated a qualified representative to develop a solid understanding of the company and its challenges, acting as the customer's single point of contact for all waste management needs. This helped Terrapure create the best customer experience possible for the lube shops.

Terrapure assessed the challenges and developed custom schedules to service each shop's tanks, optimizing the collection time for each location. This meant used oil was picked up on a set schedule at appropriate intervals without shop owners having to call or worry about their tanks reaching capacity.

Terrapure also developed customized certificates to be displayed in the lube shops noting their commitment to environmental protection and sustainability through the recycling of their used oil.

THE RESULTS

By partnering with Terrapure, the lube shops have been able to:

- ✓ Continue offering the highest levels of customer service
- ✓ Improve efficiencies by ensuring tanks never reach full capacity
- ✓ Highlight their sustainability to their customers with a certificate that quantifies how much oil they have recycled with Terrapure

The partnership between the lube shops and Terrapure has been so positive that when the national franchise owners decided to endorse another environmental solutions provider, a group of locations opted to stay with Terrapure. The shop owners enjoy the proactive and dedicated nature of the service, positive relationships and commitment to sustainable practices.

CASE STUDY



IMPROVING ENVIRONMENTAL AND FINANCIAL PERFORMANCE TOGETHER

CUSTOMER

As a pioneer of many technologies used in the oil sands industry today, this mining operator is one of the largest in Canada. It is a major producer of crude oil from oil sands, responsible for 15 percent of Canada's total oil requirements, with daily production of up to 350,000 barrels of crude oil.

CHALLENGE

This oil sands mining operator can generate upwards of 4.2 million litres of used oil annually, with a large fleet of vehicles and equipment that requires regular maintenance. Additionally, the company was in search of a waste management partner for all of its waste streams that could assess its needs and develop a customized solution so the company could remain focused on its core business.

The mining operator was challenged to find ways to implement more environmentally sustainable practices for its used oil and reduce its carbon footprint. With environmental and safety regulations becoming increasingly more important and companies being more scrutinized, the company was also looking for ways to improve its corporate reputation.

SOLUTION

In 2011, the oil sands mining operator approached Terrapure to address and improve its waste management process, including fleet waste, to achieve both financial and environmental gains. After an initial consultation, Terrapure's Technical Services team visited the site to investigate the various waste streams and work directly with the customer to develop a customized solution for its used oil and hazardous waste management needs.

To better manage the used oil generated by the vehicle and equipment fleet, Terrapure installed larger tanks at the company's facility. The tanks use a web-based beacon system with remote, real-time monitoring of each tank's oil level, which allows Terrapure to schedule fewer pick-ups, proactively as required, as opposed to standard weekly pick-ups. As part of the hazardous waste management program, Terrapure collects oil filters, bulk antifreeze, grease, rags, absorbents, aerosols, batteries, light bulbs and small electronics on a regular basis for proper recycling or destruction.

Additionally, Terrapure found ways to reduce waste by repurposing plastic totes in which the customer receives antifreeze to be used as receptacles for automotive-related waste, such as absorbents, filters and plastics. This not only diverts these totes from disposal, it also helps the customer reduce costs by avoiding disposal and the renting of new receptacles.

RESULTS

Terrapure provided the customer with a certificate quantifying its sustainable waste management efforts due to the changes in its approach. In total, the oil sands mining operator has recycled over 4 million litres of used oil annually since 2011 through re-refining. By reusing these natural resources and repurposing other materials such as the plastic totes, Terrapure has helped the customer enhance its environmental sustainability and reduce its carbon footprint.

By implementing larger tanks and partnering with a local transportation company, Terrapure also facilitated an increased volume for each shipment of used oil for recycling, minimizing travel time on more high-risk highways and optimizing operational efficiencies.

Now, with more efficient processes and a more environmentally responsible and sustainable waste management solution, this oil sands mining operator can worry less about its waste management needs and more about protecting and growing its bottom line.

For more information about our services contact us at terrasurenv.com/contactus

