

## Challenges:

WWHRS is a passive energy recovery technology which effectively extracts waste heat energy from used shower water to pre-heat the incoming cold mains feed. This simple solution offers one of the best 'pound for points' ratios of any SAP measure and is a true 'fit and forget' product, which can ultimately save up to 67% of the energy cost each time a shower is used (regardless of heat source).

The Recoup Pipe+ HE is the most specified product and is also the highest scoring product in its' class on the SAP 2012 database. When incorporated in new-build dwellings, WWHRS can often show SAP improvements of between 3-7% (and even up to 10% for larger properties) and therefore is one of the most cost-effective SAP measures available.

As a company committed to reducing energy consumption in the built environment, Recoup believe that the collaborative approach being taken by the School can drive industry to constantly seek new ways to improve sustainability, reduce their carbon footprint and save energy.

## Impact:

- **Sustainability champions:** Having seen the potential benefits of the School from their first engagement event (hosted by Barratt Developments), Recoup nominated a sustainability champion from within the organisation to help form and progress the company vision for sustainability and effectively disseminate this information to others within the company and the supply chain.
- **Sustainability Charter:** Recoup used the self-assessment and action planning process to help them to develop a Company Sustainability Charter that can be adapted and evolve with the business.
- **Company approach:** Recoup's sustainability champion works to disseminate the information contained within their action plans, and taken away from events, to the relevant colleagues within the organisation, ensuring all relevant departments are made aware of the latest information available.
- **Green focused offices:** In 2016 Recoup built a new, dedicated 'green' office & studio space as a hub for our growing team. Recoup have always offer flexible working conditions with the ability to work from home for most employees being available. However, with a growing team came the requirement for dedicated office & studio space with both permanent and hot desks. The build is highly insulated with a 'green roof'; warm-on-dim LED lighting; an energy efficient hot water system; dual flush toilets; dedicated waste recycling; and access to showering facilities, which of course have WWHRS installed.
- **Green travel options:** Being in Norwich allows for great transport links for London-based meetings. Where possible, for meetings further afield, Recoup block-book meetings and carpool. Employees are encouraged to cycle to work, and stay fit and healthy, and Directors' car has been insured and made available to employees for use as a pool car for those instances when cycling or public transport is not appropriate. All company cars are Hybrid to reduce emissions further.

## Fact box



### Company

Recoup WWHRS

### Founded

2012

### HQ

Suffolk, UK

### Website

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

### Main contacts

Dr Ellis Maginn

### Services

Wastewater heat recovery

### About

**Recoup WWHRS** are the UK's market leader for Wastewater Heat Recover systems from showers, and supply a range of highly efficient, SAP-listed WWHRS products to the UK construction market.

They supply to many UK National housebuilders in England, Scotland and Wales, and have a Sole-Supplier Agreement with **Barratt/DWH** for the UK and are included in standard specification on around 50% of all Barratt/DWH house-types. They also have a UK Supply Agreement with **Redrow Homes**. As well as residential dwellings, they have solutions suitable for commercial new build; hotels; student accommodation builds; gyms & leisure facilities: retrofit and Passivhaus.

## Value gained:

- **Understanding of customer requirements:** Recoup believe the School (through supplier days, workshops and the resources available) has helped them to gain an insight into the priorities, and pressures faced by their residential developer customers, along with a better understanding of the sustainability drivers of the major housebuilder clients.
- **Enhanced reputation** Social media and marketing of their activities with the School has helped to enhance Recoup's reputation and this has led to new business opportunities and engagement with potential new customers.
- **Evidencing improvements:** Recoup believe that their activities in relation to the School is helping to demonstrate their commitment to this agenda in tender and pre-tender docs and the Company Sustainability Charter.
- **Reduced bills:** By implementing their green office space and travel options, Recoup have benefited from reduced energy and fuel bills.

## Future Proofing:

One improvement which Recoup WWHRS would like to see within the School in the future is greater opportunities for networking at the events. While, there is the opportunity to informally network during lunch and breaks, a dedicated networking event would be of use, and could potentially save the on the time, expense and emissions require to travel and meet with those individuals who are collectively attending these events. Perhaps, if attendees were asked ahead of time if they would be willing to set aside some time dedicated to meeting new suppliers, then their details could be circulated, and meetings set up beforehand.