

BINDER



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About Us



Established in 1964, Binder is a family-centric business committed to delivering fast, reliable and environmentally responsible services with the customer at the heart of everything we do.

Easily accessible from the A14 and A12 we are proud to provide support to a community of over **25,000 clients across the breadth of Suffolk, Norfolk, Essex and Cambridgeshire**, with emergency support available 24/7.

All aspects of our business are accredited to the international standard ISO 9001. We operate an Environmental System to ISO 14001 and are accredited by the Environment Agency with IPPC Licence No. RP3536SW.

**A trusted partner to
over 20,000 customers
across East Anglia**

Our team of professionals bring unparalleled levels of experience across our specialist areas of operations, boasting exceptional levels of customer service and care. From design, through to installation and ongoing maintenance, we provide a complete care solution in partnership with a range of manufacturers for customers relying on off mains drainage.

We strive to go beyond environmental standards to improve waste management processes in the most economic and environmentally sensitive way by introducing innovative, efficient and technologically effective solutions for our customers.



Our History

Founder Wallace Binder grew up in Suffolk on the family's farm and worked on all aspects of farming. This demanded a look at the income and diversification and after supporting a friend with a part-time project, Wallace identified a gap in the market for an affordable concrete ring for septic tank installation. He spent evenings and weekends developing a new solution, eventually leaving the family farm to pursue his business idea.

In 1964, Wallace founded Binder Precast-Concrete, providing concrete rings to homes and businesses across Suffolk.

The move to **Progress Works in Claydon, Suffolk** took place in January 1966 and the business developed new concrete products to expand its product range. Further diversification took place and other products were made including the development of the oblong concrete ring, which remained a staple product for many years.

Binder Filler Maintenance was incorporated in 1972 to supply and service the pumps that were used in the septic tanks and further diversification took place in 1978 when Binder Filter Maintenance took delivery of a complete package sewage treatment plant, manufactured in Finland.

Binder Construction was born in 1980 and in 1986 all divisions of the business were incorporated to become Binder Ltd.

In 1988 the business purchased its very first tanker, servicing residential homes and businesses with septic tanks and sewage treatment plants across **Suffolk, Essex, Norfolk and Cambridgeshire**. This developed the need for our own sewage treatment plant at our works to enable us to service breakdowns out of normal hours.

The family business continues to expand and now employs over 90 staff offering a **wide range of services including installation, maintenance and repair, tankering and an onsite treatment facility**.

A family-run business with over
60 years of industry experience.



Timeline of **Binder Ltd.**

1963

Wallace Binder began development of concrete ring product.

1964

Binder Concrete formed. Development of square concrete ring.

1966

Moved to Progress Works in Claydon, Suffolk. Expansion of concrete product line

1968

Diversified into high level land drains and purchased the first sewage treatment plant. Binder Filler Maintenance formed and began servicing pumps. Grew team to a total of 8.

1978

First of three UK companies to take delivery of a package sewage treatment plant from Finland.

1980

Binder Construction formed. Began supply and installation of sewage treatment plant systems.

1986

All divisions of the business were incorporated into Binder Ltd.

1988

Purchased first tanker and built on-site sewage treatment plant at Progress Works

1991

First BSI accreditation – achieving ISO 90001.

2007

BSI Environmental management accredited – ISO 14001.

2009

Grandson Ed Binder joined the business

2013

BSI Occupational Health & Safety Management accredited – ISO 18001.

2014

Shaun joined Senior Management team as Director

2021

BSI Occupational Health & Safety Management accredited – ISO 45001 – superseding 18001 accreditation.

2022

Employ over 90 people, Granddaughter Jenny Binder joined the business as Financial Controller.

Our **company values** are centred around the following principles:



Maintaining exemplary standards of business practice within all aspects of our work.



Operate in a sustainable manner and contribute positively to the local community and wider environment.



Understand our responsibility towards the health and safety of employees and all our stakeholders.



Promote a culture of continuous improvement, by refining standards and enhancing customer satisfaction.

Compliance

As legislation and industry regulation becomes more complex and the burden of compliance grows, you need to ensure that the company you use is protecting your business.

At Binder, we always go the extra mile to keep systems operational, compliant and safe from prosecution.

We act quickly when problems occur to ensure that the environment is protected and a cost-effective solution is achieved. We keep the relevant agencies informed of our clients' intentions and deliver the required results as promised.



Safety & Sustainability

Safety and sustainability are of paramount importance to us as a business.

We are committed to delivering high quality, professional services and all aspects of our business are accredited to the international standard ISO 9001. All of the standards we hold ensure quality, environmental friendliness, safety, reliability, efficiency and interchangeability. All within the most cost-efficient manner.

Our team of highly skilled engineers are qualified in specialist areas and both Richard, Charles and Ed Binder are WAMITAB (Waste Management Industry and Advisory Board) certified for Waste Management Operations.



ISO9001 certified business

As an ISO9001 certified business, we have implemented all Quality Management System specifications within our company, across our Facilities, Workforce, Training Procedures, Customer Services and Equipment

Our ISO9001 accreditation ensures that our business continues to be managed efficiently, our team remain motivated and above all, our customers stay satisfied.



ISO14001 certified business

Achieving our ISO14001 accreditation shows that we are dedicated to using systems that show not only our care taken towards environmental wellbeing, but also to efficiency in our business. At Binder, we have attained the ISO14001 qualification by clearly demonstrating our commitment to reducing waste and harmful environmental effects, while also continually improving our own environmental management and focus for the future.



BSI ISO 45001

Binder is accredited with BSI ISO 45001:2018, a globally recognised standard for occupational health and safety. This certification demonstrates our commitment to safe installation, maintenance, and servicing of sewage treatment plants in line with manufacturer guidelines and industry regulations. By implementing a structured OH&S management system, we proactively identify and mitigate workplace hazards, ensuring a safe environment for employees and customers.

Our accreditation reflects our dedication to regulatory compliance, continuous improvement, and high safety standards, reinforcing our role as a trusted provider of sewage treatment solutions while prioritising health, safety, and operational excellence.

Safety & Sustainability



Alumus SafeContractor

Having WorkSafe Contractor accreditation shows Binder's commitment to achieving excellence in health and safety. This qualification proves exceptional standards towards employee and customer wellbeing and comfort, while also reinforcing our focus to create a safe working environment for all employees and customers.



Fleet Operator Recognition Scheme (FORS)

Binder holds the Bronze accreditation which represents businesses that employ good practice and comply with the requirements laid out by the FORS Standard. This includes demonstrating dedication to driver and vehicle safety, combined with improving operating practices through effective monitoring of fuel and tyre usage.



Constructionline accredited

Being awarded the ConstructionLine accreditation displays Binder's dedication to giving customers a top-quality service, ensuring that they receive the highest standard of maintenance, installation, and product possible.



Mission Zero Quality Standard

Binder is proud to have achieved the Mission Zero Quality Standard, a framework focused on zero collisions, zero emissions, and zero prohibitions. This accreditation, based on a thorough legal compliance audit and industry best practices, also meets key contractual requirements such as TfL's Work-Related Road Risk (WRRR) and CLOCS standards, reinforcing our commitment to safety and sustainability in the road fleet sector.



SMAS Worksafe Contractor

Binder has been awarded the SMAS Worksafe accreditation as a contractor. This accreditation means the business demonstrates the necessary health and safety laws outlined in the criteria.



CLOCS Champion Member

As CLOCS Champion Binder is recognised for our commitment to road safety, sustainability, and legal compliance throughout our operations. The accreditation follows a comprehensive audit based on industry best practices and ensures we meet essential standards such as TfL's Work-Related Road Risk (WRRR) and CLOCS guidelines. This achievement reinforces our dedication to upholding the highest standards of safety and environmental responsibility in our fleet operations.

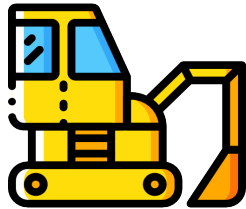


Cyber Essential Scheme

Binder holds this accreditation in line with the Cyber Essential Scheme which shows our dedication to cyber security and ensuring our data and IT systems remain maintained and protected in accordance with GDPR and data laws.

Safety and sustainability are of paramount importance to us as a business.

Our Services



Installation

We install sewage treatment systems for residential and commercial customers. Our surveyors will specify the systems best designed for the job.



Jetting & Drain Surveys

We provide affordable water jetting services that can immediately clear grease, sludge, and other debris from both residential and commercial drain lines.



Tankering

We operate a fleet of vacuum tankers for emptying septic tanks, sewage treatment plants, cesspools, pumping stations, interceptors or grease traps.



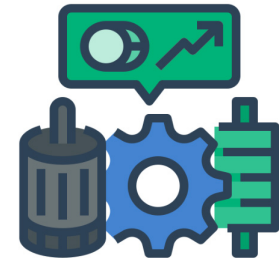
Grease Management

Our Grease Removal Unit (GRU) services help to prevent drain blockages and nasty smells



Servicing & Refurbishment

Our servicing packages and annual maintenance services are essential to increase the longevity of the system and reduce the risk of costly repairs.



Sales Department

In our stores we stock treatment plants, septic tanks, pump stations, pumps as well as numerous spares and refurbished parts and spares.

Installation

Installing a new wastewater system is an investment in your property.

With a thorough understanding of industry regulations and years of experience, we guarantee independent advice when installing or replacing your system. We work with a number of leading manufacturers and our technical experts will advise on every detail of your installation including size, location, discharge procedures and regulatory requirements meaning you can rest assured our team will complete your installation in an efficient and worry-free manner.

At Binder, we guarantee independent advice on multiple wastewater systems to assist you in your choice.

We are not tied to any single manufacturer, this enables our accredited installation department to provide a smooth, end to end service where we can install any system

Our surveyors conduct an initial site survey to produce a comprehensive report and system design. Throughout your project our consultants, advisors and technicians provide the most efficient and worry-free process. Our thorough understanding of local regulations ensures rapid processing by your local council and the very best solution for every situation.

Our technical experts will be able to advise on the following:

- ✓ Size of the plant
- ✓ Location of the plant
- ✓ Discharge location
- ✓ Building control regulations
- ✓ Consent to discharge

FREE
site survey

Klargester
Accredited Installer

WPL
DIAMOND
A WCS Group Company

HABA
ENGINEERING
since 1993



Tankering

Our diverse fleet of 2,000 to 6,000 gallon vacuum tankers are fully equipped to empty septic tanks and treatment plants, each carrying 40 metres of suction/delivery tubes as standard.

Regular emptying of your sewage treatment plant is crucial to the life of the system. Plants that fail to have regular emptying carried out are far more likely to suffer from costly failure.

We encourage customers to follow manufacturer guidelines and book an annual empty. If you have a smaller system, more frequent emptying may be recommended.

As part of our business tankering services, we empty grease traps for customers in various industries including hotels, takeaways and other hospitality and food and beverage businesses.

**We empty 100
tanks a day**



Jetting & Drain Surveys

We provide drainage solutions across East Anglia and can help you whatever the problem, time or location. Our expertise and technology allows our team to be on-hand for any job no matter how big or small to keep your home or business running!

Our custom-built Jet-Vac jetting unit is capable of carrying up to 800 gallons of water, and features a high pressure industrial hose able to jet up to 200 metres in a single run.

In addition to the unit's primary capabilities, it is also designed to deal with waste water, either through its normal hoses or via the gully sucking arm. Up to 1,000 gallons of waste can be removed whilst the gully is kept live by returning water.

In addition to our jetting services, we provide drain surveys to monitor and identify issues within your draining system as a result of persistent fault or to maintain and evaluate cleanliness and effectiveness.

We deploy high-tech CCTV inspection units for both general condition sewer surveys and pre-lining inspection surveys for fibrous tree root, scale and lateral cutting services.

Engineers carry out a comprehensive evaluation, producing a report on the site's drainage systems, verifying the integrity, cleanliness and operational effectiveness



Servicing & Refurbishment

Available for
emergency
breakdowns

24/7

In order to keep your wastewater system operating as efficiently as possible, it is important to maintain regular inspections and servicing by our specialist maintenance department.

A well-maintained plant optimises the effectiveness of your wastewater system and means any potential issues can be dealt with promptly.

Regular maintenance ensures that the manufacturer's warranty remains in place and also ensures underground and often hidden elements are in prime working order. When treatment plants are working well, they are one of the most environmentally friendly types of drainage systems.

Faulty or poorly managed sewage plants create problems for the customer and can have a detrimental impact on the environment. Pollution is of course a serious matter, and if your treatment plant is found to be causing a problem you may find that the Environment Agency will be in touch.

At Binder we carry out over 13,000 maintenance visits every year, using our extensive repertoire of specialist equipment to attend to each system in the most appropriate way.



At Binder we carry
out over **10,000**
maintenance visits
every year



Our highly qualified and skillful engineers carry out sewage treatment plant commissioning, maintenance and repairs to a wide range of wastewater systems. These include package sewage treatment plants, sewage pumping stations, rainwater harvesters, kitchen drainage pumps, grease traps, food sediment traps and biological treatment systems.

At Binder we repair, modify, redesign or refurbish existing systems that have failed or are showing signs of wear. If the unit has stopped working we will evaluate the problem, advise on the practicability of its refurbishment and provide a quotation to carry out the works required to extend the life of your system.

We have an onsite workshop with over **£500,000** of stock from various manufacturers, allowing us to easily source new and refurbished parts for customers.

Grease Removal Services

Our grease management services help to prevent drain blockages and nasty smells by cleaning and safely disposing of the waste. We cover a broad range of markets, including hospitality venues, schools, hotels and guest houses, healthcare facilities, and food processing businesses. Not only can we help maintain your system, but we dispose of this waste at our own treatment site, providing you with an end-to-end maintenance-to-disposal service. We supply, install, service, and empty grease management systems to ensure efficient operation and compliance with regulations.

Grease Removal Units

Grease removal units (GRUs), are an essential part of any commercial kitchen or food production business preventing greases, fats and oils from entering the drainage system.

This can often build up making them ineffective and a source of unpleasant smells as well as becoming very difficult to dispose of.

Grease removal units (GRUs) are mechanical devices installed under kitchen sinks in commercial settings. They require electricity to operate, as they include a heating element that allows grease to rise to the top while water remains at the bottom. These units can be installed either internally or externally but are always positioned above ground. Regular maintenance ensures they continue functioning effectively, preventing grease, fats, and oils from entering the drainage system.

Grease Traps

Unlike grease removal units, grease traps can be fitted internally or externally and can be installed either above or below ground. These systems use baffles to separate grease from wastewater, holding back fats while allowing water to drain through. Proper maintenance is essential to prevent blockages and ensure smooth operation.

Biological Dosing

To support our grease management services we provide a supply of natural cleaning products. As part of our ongoing commitment to the environment, our biological dosing enzyme is specifically designed to break down fats and grease, keeping drains running clean while offering an environmentally friendly alternative to harmful chemicals.

We work with these leading partners

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Treatment Site

We operate our own waste treatment site at Claydon in Suffolk, registration number RP35365W. This is an activated treatment plant that processes sewage and oil contaminated water. We are one of the only wastewater providers to have our own site in East Anglia which means we can guarantee the highest quality and best value service to our customers.

Liquid waste is treated at our facility, approved by the Environmental Agency, and after treatment is returned to the ground as agricultural fertiliser. Moreover, water is purified to high quality standards and safely introduced into streams and rivers, or can be used for irrigating crops.

Sampling

At Binder we are able to undertake sampling and analysis of wastewater samples. The analysis is carried out by an independent laboratory which has UKAS accreditation

In order to remain compliant with the Environmental Agency 'Consent to Discharge to a water course' regulations, an analysis of wastewater samples may be undertaken. These samples will be tested for elements such as 'Total Suspended Solids', 'Ammoniac Nitrogen' and 'Biochemical Oxygen Demand'.

Analysis may be required prior to provision of an upgraded treatment plant where additional facilities are added to a scheme or before advising on grease management solutions.



Sales Department

Here at Binder, our trained and experienced staff will assist you in choosing the product that best suits your liquid waste management needs.

We are not tied to any one manufacturer and we pride ourselves in providing independent advice to find the solution that best suits your specific requirements.

We hold a comprehensive range of stock equipment so that when you order from us, you will receive it quickly and efficiently. Whether you are not on mains drains or require a rainwater harvesting systems or separator, we specialise in the design, specification and supplying of the products that will provide the best solution.

We are happy for you to buy as much or little as required and will do our best to offer a sustainable, competitive service.

Many of the items sold directly also need servicing and maintenance. Many of our customers have had a long-term relationship with us over many years, confident in the knowledge that they receive an uncomplicated service that fulfils their waste water requirements.

We supply a wide range of products from leading manufacturers including Sewage Treatment Plants, Septic Tanks, Pumping

Stations, Rainwater Harvesters, Grease Traps, Grease Removal Units, Oil Interceptors, Submersible Pumps, plus a number of spares and refurbished parts.

Although we work with many manufacturers, our advice is completely independent. This means you can rest assured that we will apply our expertise to find the right solution for your needs.

Who we work with



Commissioning

If you have recently installed a new sewage treatment plant, separator, pump station or rainwater harvesting system, the appropriate mechanical and electrical commissioning is required by an approved contractor to validate warranty.

We highly recommend having one of our expert engineers to carry out a comprehensive inspection of your system both electrically and mechanically. Following this review, the engineer will provide a report on the checks they have carried out, and where necessary complete any corrective measure required to get your system operational.

Why work with us?

With a broad range of products and years of industry knowledge, we are the hassle-free choice when it comes to choosing a system for your home or business.

As part of our service we will:

- ✓ Complete a site visit free of charge and with no obligation
- ✓ Expert analysis of your needs based on aspects including location, ground condition and the size of the proposed site
- ✓ A key contact for the entire process who can guide you through the project
- ✓ Provide only high-quality products from leading manufacturers
- ✓ Provide a solution for every application - including complex projects and challenging sites
- ✓ Apply our knowledge of relevant consent, regulation and permissions

Products

We supply a wide range of products as well as natural cleaning products, spares and accessories including:

- ✓ Septic Tanks
- ✓ Sewage Treatment Plants
- ✓ Pumping Stations
- ✓ Rain Water Harvesters
- ✓ Oil Interceptors
- ✓ Grease Separators
- ✓ Biological Treatment
- ✓ Spare Parts



Our Customers



Our Leadership Team

Established family-run business based in Claydon, Suffolk trusted by customers for over 60 years.

We pride ourselves in providing a truly personal service with customer service at the heart of everything we do. That's why we continue to be first the choice for thousands of loyal customers.



Wallace Binder
Chairman & Founder

Wallace established the Binder business back in 1964 and has over 60 years experience in the industry. He sits on the British Water board of advisors alongside the Environmental Agency, providing expert advice regarding the maintenance of package and water treatment plants.

The initial business offering included producing concrete products including sections for septic tanks before diversifying into installation and maintenance. As technology improved, the business expanded it's services to include manufacturing and servicing of sewage treatment plants.

Fast forward to 2024 and the business now employs over 90 staff and offers a wide range of services including installation, maintenance and repair, tankering and an onsite treatment facility.



Charles Binder
Director of Construction
& Sewage Works

Charles is the eldest son of Chairman Wallace and started work at Binder at 16 years old. He completed his bricklaying apprenticeship top in class, and moved into installation at 21.

Furthermore, Charles is WAMITAB (Waste Management Industry and Advisory Board) certified and has over 40 years experience in the installation of waste water plants.

He has worked with leading manufacturers in package treatment plants. He specialises in complex installations and has managed major projects across East Anglia.



Richard Binder
Director of Servicing,
Tankering & Finance

Richard is the youngest son of Chairman Wallace Binder and started working for the business at just 16 years old. He is the CPC license holder for the company and has primary responsibility for servicing, tankering, accounts and stores.

Richard is WAMITAB (Waste Management Industry and Advisory Board) certified for Waste Management Operations and holds a Transport Managers Road Haulage certification with CILT (The Chartered Institute of Logistics and Transport).

Our Leadership Team



Shaun Prendergast
Director of HR & Sales

Shaun joined the business in 2011. He has a wealth of knowledge in all aspects of wastewater treatment, maintenance and installation for a vast variety of clients.

Shaun spent the first 26 years of his career working for both a local authority and subsidiary of Anglian Water managing the maintenance and repair of local village pumping stations and treatment plants across Suffolk.

Shaun joined Binder as an electrician and moved into the role of Director after just 3 years. His responsibilities include HR Management and managing commercial operations such as tendering, installation and refurbishment.



Ed Binder
Director of Operations

Ed joined the business at 18 years old, soon after he left school and is a qualified electrician. He has worked in every department of the business and is responsible for IT, Compliance, Marketing and operations particularly within the tankering and servicing departments.

Ed has worked his way up through the business and before his role as Director he worked with a variety of commercial customers in his role as Key Account Manager.

He is responsible for auditing in addition to ensuring Binder remains compliant with various accreditations and policies. Ed is also WAMITAB certified and holds the IOSH Managing Safely certification, an HGV license and holds a Transport Managers Road Haulage certification with CILT (The Chartered Institute of Logistics and Transport).



Jenny Smith
Director of Finance

Jenny, a Certified Chartered Accountant, brings over a decade of expertise to her role as Finance Director at Binder. After 11 years at Scrutton Bland, where she managed a diverse portfolio of clients across construction, agriculture, and property sectors, Jenny joined Binder in 2022. As the daughter of Richard Binder, she's been connected to the business her entire life.

In her role, Jenny leads the financial team, focusing on reviewing financials, strategic planning, and exploring new opportunities for growth and diversification. With a keen eye for efficiency, she drives initiatives that enhance the company's financial performance and long-term success.



**A family-run business with over 60 years
of industry experience.**

Binder Limited

Progress Works,
Old Ipswich Road,
Claydon, Ipswich,
Suffolk,
IP6 0AG

Tel: 01473 830582
Fax: 01473 832175

Web: www.binder.co.uk
E-Mail: info@binder.co.uk



Company Name: Binder Ltd
Company Trading Name: Binder Limited
Company Registration Number: 02079553
Company Unique Tax Reference (UTR) : 13450 01044