



CASE STUDY

Discover Financial
Services (DFS)

CORPORATE
CLIENT

CHALLENGE

DFS sought a clear understanding of waste generation across key facilities to identify opportunities to improve diversion, reduce landfill disposal, and support long-term sustainability goals.

APPROACH

Waste Not Consulting conducted onsite waste audits at both the call center and corporate headquarters campus, analyzing material types, volumes, and current disposal practices. The audits focused on identifying recoverable recyclables and organics, as well as operational opportunities to improve source separation and infrastructure.

IMPACT

The findings provided Discover with data-driven insights and actionable recommendations to significantly increase diversion, optimize waste systems, and build a roadmap toward stronger environmental performance across its portfolio.

RESULTS

- 01 Call Center:** Identified a **potential diversion rate of 58%**
- 02 HQ Campus:** Identified a **potential diversion rate of 73%**

