



Product Profile

REDUX – FOOD WASTE RECYCLING IN VANCOUVER AND CHILLIWACK, BC

THE CLIENT

For more than fifty years, West Coast Reduction (WCR), the mother company of Redux, has been providing a vital service for the food processing industry in the Lower Mainland of British Columbia.

Today, Redux currently operates two modern rendering facilities in the area, where they create safe, environmentally friendly solutions for food waste recycling. Redux is a Vancouver-based, family-owned and -operated business, and has quickly become the largest independent renderer in Western Canada.

They work with farms, feedlots, restaurants, butcher shops and supermarkets, which all produce byproducts that have traditionally gone to waste. Redux takes those byproducts and creates valuable ingredients for everyday products, while at the same time helping to keep local communities clean and sustainable.

THE PROBLEM

Rendering facilities are busy places with lots of moving parts, but unfortunately the odor they emit is not for everyone. According to Carolina Morua, Procurement Buyer for Redux, the production facilities in Vancouver and Chilliwack often require equipment upgrades and maintenance.

Whether that means replacing large components like augers or silos, or simply consulting with the onsite maintenance crew to improve the workflow of the processing assembly, Redux is looking for vendors that will not...



HELICAL WORKS CO

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QUALITY SOLUTIONS YOU CAN COUNT ON



Helical Works Co prides ourselves on our ability to not only build top quality steel fabrication, but also on our ability to build strong, long-lasting, relationships with all of our customers. Regardless of scale or complexity, we work hand in hand with our customers to help them achieve their goals.

only provide the exact parts and equipment that they need in a timely manner and at a reasonable price, but they are also looking for vendors that will actually visit their facilities to service the equipment and share their expertise.

Carolina explained how difficult it is to convince some vendors to make onsite service calls, due to the unpleasant smell at their facilities.

THE SOLUTION

When Redux calls Helical Works, they actually show up. Helical not only provides quality products at affordable prices, but they also provide prompt and friendly service.

According to Carolina, Helical has become one of Redux's top suppliers of parts, equipment, and industrial services due to their overall integrity and commitment to quality. In recent months, Redux has received an auger replacement at their Vancouver facility and a new silo complex complete with conveying systems at their Chilliwack facility.

These two major product replacements were not only manufactured by Helical Works but installed by them at Redux's production facilities.



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Carolina explained that Redux's policy of requesting at least 2-3 quotes for every order is sometimes cumbersome, but Helical is always very responsive in communication and very competitive in pricing.

Furthermore, for Carolina, the fact that Helical responds quickly to her requests for a site visit is significant, since other vendors often do not comply with those requests.

Redux relies on the technical expertise of the Helical personnel.

“We’re always grateful for Helical’s knowledge and support. They provide us with helpful suggestions and different ways to improve our production.”

THE OUTCOME

The two rendering facilities of Redux continue to provide a valuable and vital service for food waste recycling in the Lower Mainland, and Helical Works has become a trusted partner for them by supplying key products and timely services.

“We’re really happy with Helical,” said Carolina. “When we have vendors like them, we like to give them work. We know we can rely on them, because they’ve been there for us before.”

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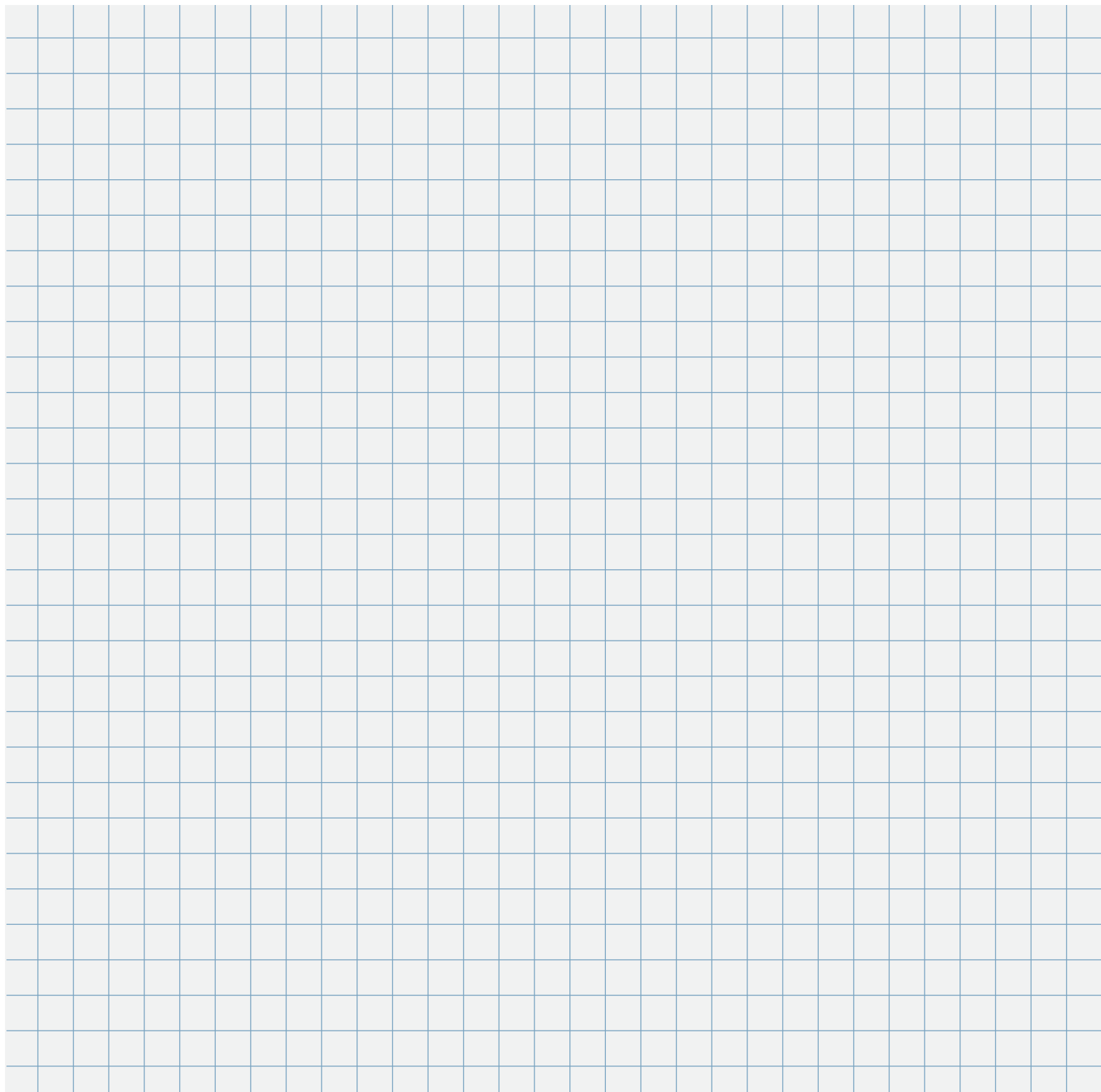
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