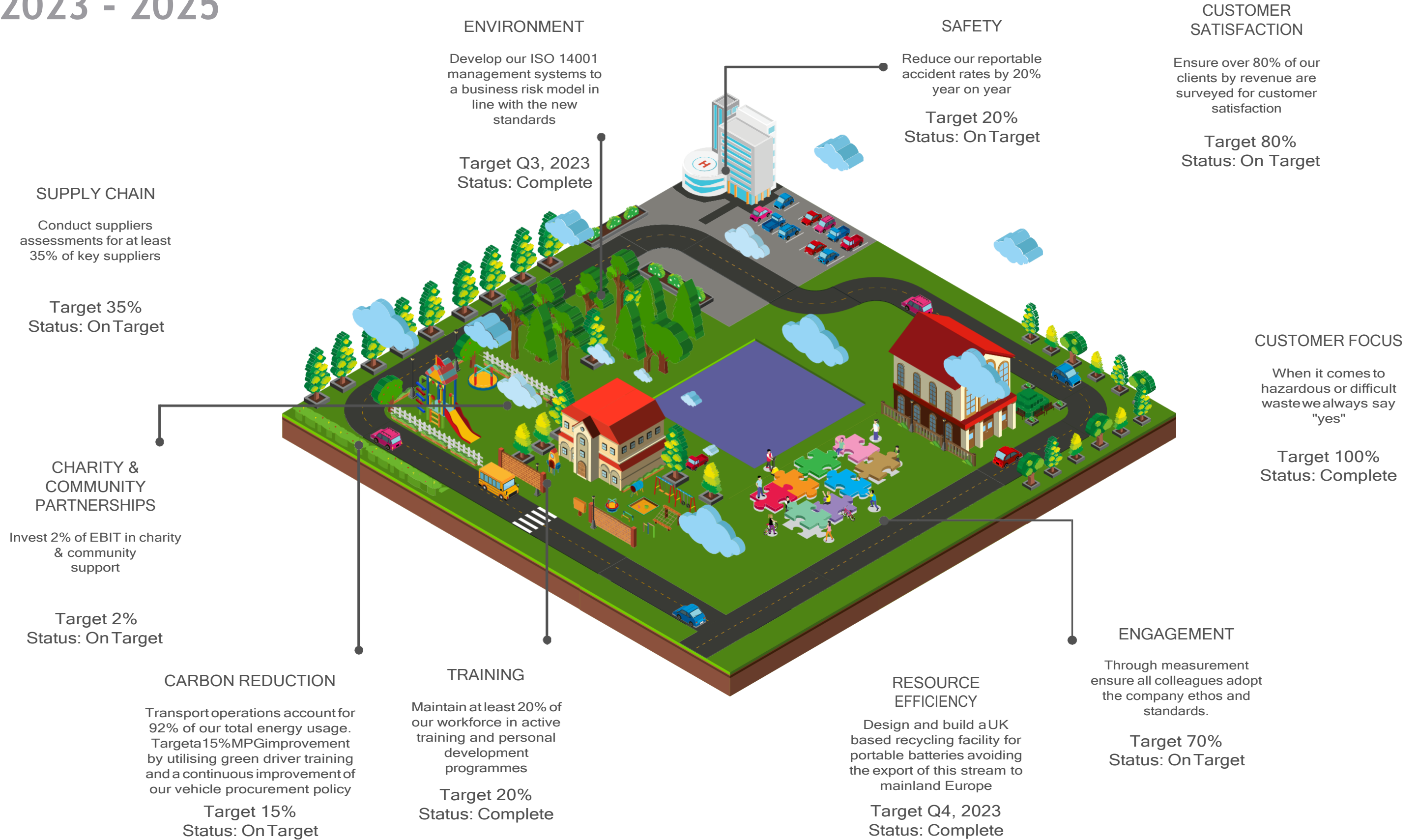


Sustainability Targets 2023 - 2025



Sustainability Targets

2023 - 2025

Our Strategy

BROADENING AND DEEPENING OUR RECYCLING CAPABILITY	BUILDING AN EFFICIENT AND EFFECTIVE BUSINESS	ATTRACTING, RETAINING AND DEVELOPING TALENTED PEOPLE	DEVELOPING STRONG RELATIONS WITH OUR CUSTOMERS	GROWING AND INVESTING FOR FUTURE CHALLENGES
We develop new recovery, recycling and reuse facilities to meet the ever changing demands of our clients.	We are committed to increasing productivity and efficiency to ensure best value for our clients by adopting the latest technology and processes.	We are fully aware that any business is only as good as its people. By fostering a culture of team-work, collaboration and well-being we aim to create an environment where everyone can contribute to realising our ambition.	We thrive by effectively solving the environmental challenges of our clients. This entails identifying risk, providing advice, ensuring legal compliance, providing a reliable service, treating the waste and minimising disposal whilst recovering value.	We are committed to the long-term provision of recycling and reuse solutions. By investing in new processes for new streams we aim to ensure growing recycling and reuse rates with a reducing carbon footprint.
HIGHLIGHTS OF 2023	HIGHLIGHTS OF 2023	HIGHLIGHTS OF 2023	HIGHLIGHTS OF 2023	HIGHLIGHTS OF 2023
We invested over £6m in capital projects including 3 new recycling centres	We increased collection density by 23% during the year, we have continued our investment in IT, leading the sector in live time account access via the myWaste app.	We introduced a new training programme that ensures that from initial induction and throughout their career, every employee benefits from continual invest in internal and external training supported by regular assessment.	We continue to invest in our Service Centres as well as our Client Support. Every Client now has a personal Account Manager knowledgeable in their sector as well as free access to our Technical Support Team.	The business grew by over 18% during 2023. With the investment in new sites and the expansion of existing infrastructure we have been able to pass on the benefits from the economies of scale.

Our Sustainability Targets

DESCRIPTION		TARGET	STATUS
PEOPLE			
Safety	Reduce our reportable accident rates by 20% year on year	20%	On Target
Engagement	Through measurement ensure all colleagues adopt the company ethos and standards. Achieve a minimum 70%	70%	On Target
Training	Maintain at least 20% of our workforce in active training and personal development programmes	20%	Complete
Charity & Community Partnerships	Invest 2% of EBIT in charity & community support	2%	On Target
CUSTOMER			
Satisfaction	Ensure over 80% of our clients by revenue are surveyed for customer satisfaction	80%	On Target
Customer Focus	When it comes to hazardous or difficult waste we always say "yes"	100%	Complete
Supply Chain	Conduct supplier assessments for at least 35% of key suppliers	35%	On Target
CIRCULAR ECONOMY			
Environment	Develop our ISO 14001 management systems to a business risk model in line with the new standards	Q3 2023	Complete
Resource Efficiency	Design and build a UK based recycling facility for portable batteries avoiding the export of this stream to mainland Europe	Q4 2023	Complete
Carbon Reduction	Transport operations account for 92% of our total energy usage. Target a 15% MPG improvement by utilising green driver training and a continuous improvement of our vehicle procurement policy	15%	On Target