



Foreword by Neil Grundon

This is the first time that our Company has produced an Environmental Report. It has been prepared as honestly and as accurately as present company systems allow.

We have highlighted areas of which we should all be proud and also those that need attention. I am convinced that we will build on our successes and see genuine environmental improvements year on year.

Contents

	Page
<i>Introduction</i> _____	2
<i>Brief Overview of Environmental Performance Indicators for the Waste Management Sector</i> _____	3
<i>Climate Change</i> _____	4
<i>Transport</i> _____	7
<i>Water Use</i> _____	8
<i>Land Use and Wildlife</i> _____	9
<i>Regulatory Compliance</i> _____	11
<i>Environmental Management Systems</i> _____	11
<i>Waste Minimisation/Resource Productivity</i> _____	12
<i>Neighbourliness</i> _____	14
<i>Summary</i> _____	16



Introduction

By Stephen Roscoe, Technical Director

Why have Grundon decided to produce a Corporate Environmental Report? It is important that the reasons for our decision are understood by the readers of this (and subsequent) reports, because this understanding will provide an insight into why we have reported in the manner we have, why we have targeted particular indicators and, most importantly, how we intend to use the information.

Typically, Corporate Environmental Reports are produced by large, national or international organisations for the purposes of informing shareholders, investors, customers and other stakeholders such as pressure groups. It is fair to say that within Grundon – by virtue of our size and compact structure – we are able to communicate directly and on a personal basis with shareholders, investors and our large, corporate customers. Consequently, a Report has limited application in this respect.

The real reasons for producing this report are:

- To identify our environmental impacts and their associated internal costs, with a view to reducing both in future.
- To inform everyone within Grundon of our impacts, so that with better awareness, individual behaviours can be changed.

Therefore there is a clear financial driver underpinning this Report. Producing and distributing this Report is unlikely to generate any significant extra business! The costs associated with compiling the data will need to be recouped by using the information to manage our business better. This will benefit not only the business but also the environment.

It has not been easy to obtain all the necessary information to compile the report. This is in part why we are only now – in 2002 – reporting on our performance for the calendar year 2000. However, using the experience gained over the last two years we intend to report again in early 2003 on our performance in the years 2001 and 2002. Hopefully the second report will develop on those areas where we have been unable to fully report and I am confident we will also be able to report improvements in our performance.

I wish to thank everyone within Grundon who assisted in compiling and producing this Report, but in particular Mark Baker - Monitoring Manager, who has diligently researched the data and spent many hours on this project.

Brief Overview of Environmental Performance Indicators for the Waste Management Sector

All companies have a responsibility towards the environment. That responsibility is now widely acknowledged, and most forward-looking companies have, or are putting into place, specific management practices aimed at minimising negative environmental impacts and maximising their contribution to environmental quality.

The purpose of this and subsequent reports is twofold:

1. To identify the main environmental impacts associated with our business, and
2. Provide information showing our progress in dealing with these impacts.

Many other waste management companies also produce Environmental Reports. In order to provide a consistent means of reporting on these issues, the Green Alliance¹ has developed a set of environmental performance indicators for the waste management sector.

The indicators were developed in conjunction with waste companies and leading waste organisations, and have been endorsed by eleven waste companies, as well as by the Environmental Services Association, Friends of the Earth, the Institute of Wastes Management and Waste Watch.

The development of a set of agreed indicators of environmental progress can build on and improve current environmental reporting by helping to:

- provide a consistent means of reporting environmental progress in key areas
- provide a set of measurements that are readily understandable to company stakeholders
- work towards, as far as possible, comparability of data across companies.

Indicators are just as valuable to those inside a company as those outside. By providing a clear picture of trends, they will help to:

- identify the most significant environmental impacts and focus resources appropriately
- clarify a company's environmental goals and assist with the setting of targets
- communicate a company's environmental goals and progress to all its employees.

The indicators developed by the Green Alliance are grouped into categories such as Climate Change, Transport, Water Use etc. Within each category, there are Stage 1 and Stage 2 indicators. In this our first environmental report, we have only reported on the Stage 1 indicators, for which the information is more readily available.

“the waste management sector provides an important environmental service by dealing with the waste generated by society”

¹ Green Alliance; “indicating right: environmental performance indicators for the waste management sector” www.green-alliance.org.uk



Photograph by Pat Shirreff-Thomas

Scope of this Report

When compiling this report, we have included the following waste facilities / depots:

- **Vehicle Depots:** Banbury, Beenham, Bishops Cleeve, Colnbrook, Ewelme
- **Landfill Sites:** Beenham (Stages 3 & 4), Bishops Cleeve, Knowl Hill, Tanhouse, Wheatley, Ewelme No 2 and Midgham
- **Waste Transfer / Materials Recovery Facilities:** Ewelme Special Waste Transfer, Ewelme Skip Waste MRF, Colnbrook MRF
- **High Temperature Incinerator:** Colnbrook Clinical & Hazardous Waste Incinerator

We have **not** included our aggregate extraction and merchandising operations within the scope of this report.

Climate Change

Indicator 1: Total greenhouse gas emissions divided by tonnes of waste handled

This indicator requires us to calculate our total greenhouse gas emissions to assess the impact of our activities on global warming / climate change. We include the following 'direct' emissions to atmosphere:

- Landfill gas escaping from our landfill sites, including emissions from our landfill gas flares and electricity generating engines fuelled by landfill gas. This has been independently measured by Golder Associates Ltd, using special equipment and computer models.
- Exhaust gas from our vehicles, including road going cars and lorries as well as landfill and site vehicles. This is calculated from the quantity of fuel used in the year.
- Emissions from the Clinical Waste Incinerator. These are measured continuously using special equipment situated inside the exhaust stack. We also include emissions created when we burn natural gas to heat up the plant after shut-downs.

As well as these direct emissions, we have also included 'indirect' emissions. Electricity use in our offices, workshops and waste facilities contributes to global warming because electricity is generated by power stations burning coal, oil and gas.

All these emissions are made up of a number of different gases. For example, landfill gas contains methane and carbon dioxide as well as a large number of other gases at low levels. The emissions from the incinerator contain carbon dioxide and nitrogen oxides. Emissions from vehicles are mainly carbon dioxide. To simplify matters, we 'convert' these different gases into carbon dioxide so that the impacts from our various activities can be compared and Grundon can also be compared with other waste management companies. The various emissions from our activities are expressed in terms of tonnes of carbon dioxide (CO₂) equivalents (see Table I1).

The indicator suggests we should divide our CO₂ figure by the total number of tonnes of waste 'handled'. We have made an assessment based on quantity of waste received at Grundon landfills, transfer stations etc. and the quantity of waste delivered by our collection vehicles to other waste facilities, with adjustments as necessary to prevent double counting.

We estimate that Grundon handled approximately 530,000 tonnes of waste in 2000.

Therefore we have calculated this indicator as 306,994 tonnes of CO₂ / 530,000 tonnes of waste

- **0.579 tonnes of CO₂ per tonne of waste handled (or 579 kilogrammes of CO₂ per tonne of waste handled).**

Table I1: Calculation of Carbon Dioxide Equivalents (analysed by activity and location)
All figures are tonnes of CO₂ equivalent per annum

Activity Generating Emissions						
Location of 'Activity'	Electricity Usage	Diesel Consumed	Landfill Gas Emissions	Natural Gas Consumed	Release from Clinical Waste Incinerator	Total by Location
Colnbrook Depot	1,149	1,929				3,078
Beenham Depot	86	1,608				1,694
Ewelme Depot	176	2,503				2,679
Bishops Cleeve Depot	33	1,206				1,239
Banbury Depot	27	1,609				1,636
Ewelme No.2 Landfill	51	201	3,300			3,552
Bishops Cleeve Landfill	77	436	4,540			5,053
Knowl Hill Landfill	11	119	190,000			190,130
Beenham Landfill	7	289	35,300			35,596
Wheatley Landfill			2			2
Tanhouse Landfill			2			2
Clinical Waste Incinerator				1,375	60,958	62,333
Total by 'Activity'	1,617	9,900	233,144	1,375	60,958	
TOTAL ANNUAL EMISSION OF CARBON DIOXIDE EQUIVALENTS						306,994 tonnes

This table summarises a detailed assessment of the global warming potential of our landfill sites as reported by Golder Associates (UK) Ltd. Site specific emissions monitoring was undertaken in accordance with draft Environment Agency methodology. Emissions were determined using flux boxes at a variety of locations including exposed waste, capped waste, restored areas, slopes and fissures. The report did not assess the Midgham landfill, because this site is a very small inert landfill from which emissions will be negligible in comparison to the large putrescible waste sites.



Photograph by Pat Shirreff-Thomas

Indicator 2: Amount in tonnes of landfill gas and the proportion of gas being flared, used for power generation, or passively vented

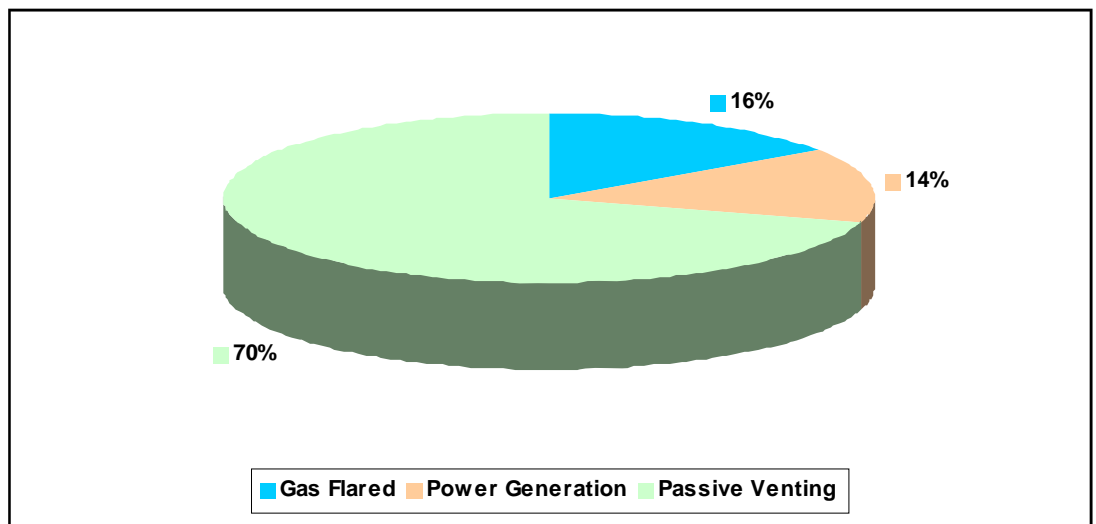
The purpose of indicators 2 and 3 is to demonstrate our overall approach to landfill gas management and to encourage electricity generation where possible.

Landfill gas flares were operating at our Beenham and Bishops Cleeve landfill sites during 2000. The flare at Beenham is operated by an adjoining roof tile manufacturer, who extracts landfill gas for use in the drying kilns. The flare burns gas surplus to the requirements of the kilns. The flare at Bishops Cleeve has been installed primarily to control odour and operates at low suction pressures – it has not been optimised to extract the maximum quantity of landfill gas. Summerleaze Re-Generation Ltd. operate an electricity generation scheme at the Beenham site, using engines fuelled by landfill gas. The figures used in the following calculations are based on estimates provided by Summerleaze for the Beenham site and on actual flow measurements from flare service records at Bishops Cleeve.

- 5,026 tonnes of landfill gas flared at the two sites
- 4,522 tonnes of landfill gas was used for power generation

In order to calculate the total quantity of landfill gas being emitted to atmosphere from our landfill sites, we have made reference to the work undertaken by Golder Associates (UK) Ltd. The modelled emissions from the surface of the landfill sites, from the engine and from the flares have been combined.

Chart I2: Proportion of gas flared, used for power generation or passively vented
(expressed as a percentage of total emissions to atmosphere from landfill)



- 32,036 tonnes of landfill gas were emitted to atmosphere, of which
- 22,489 tonnes were passively vented.

Indicator 3: Total energy generated in Megawatts

Data supplied by Summerleaze for the Beenham generation plant indicates:

- **A total of 5.2 Megawatts of electricity was generated in 2000.**

This is approximately enough electricity to supply 8,200 homes.

In Future:

The calculation of carbon dioxide equivalents is fairly robust for vehicle emissions and the clinical waste incinerator. The work undertaken to assess landfill gas emissions, whilst being reasonably accurate, will require regular re-appraisal as the methodologies improve and the sites develop. However, the cost of the landfill gas assessment is quite high and we cannot undertake this for every report. The calculation of 'tonnes of waste handled' needs to be more accurate and we will investigate ways on improving the quality of the information.

We expect to see improvements in our performance in future. We have an investment programme for the replacement of the older vehicles in the collection fleet, which will improve fuel efficiency and therefore reduce global warming emissions.

The reported landfill gas emissions for our Knowl Hill landfill are particularly high due to a large operational area of uncapped waste. We expect to be able to restore large areas of the site soon and we have plans for the installation of a gas collection system and high temperature flare. We are planning to extend the gas collection systems at both the Knowl Hill and Bishops Cleeve landfills. An extension to the gas collection system at Beenham landfill may enable the installation of a larger engine, which could improve upon the amount of electricity generated.

Transport

Indicator 7: Fuel used divided by miles travelled

The climate change indicators have quantified the impact of our transport activities in terms of carbon dioxide emissions. Obviously this is directly related to how much fuel our vehicles consume. The purpose of these two transport indicators is to monitor how efficiently we use fuel and to track improvements in fuel efficiency, driver efficiency and logistics.

For the purposes of this indicator we have concentrated on the 150 vehicles in the waste collection fleet and ignored the fuel consumed by non-road going site vehicles and by cars / vans (which represents only 16% of our fuel use). However, it is important to note that the climate change indicators include ALL fuel use.



Fuel used in 2000 was 3,304,727 litres, including all diesel and unleaded petrol consumed by the collection fleet. The 150 collection vehicles covered a total of 4,597,000 miles in the year

- **Fuel used divided by miles travelled is 0.72 litres per mile (equivalent to 6.31 mpg).**

Indicator 8: Fuel used divided by tonnes of waste handled

Tonnes of waste handled have previously been calculated for Indicator 1 as 530,000 tonnes.

- **Fuel used divided by tonnes of waste handled is 6.24 litres per tonne.**

Indicator 9: Tonnes of waste transported by rail or water as a proportion of the total waste transported

- **All waste was transported by road in 2000.**

In Future:

We need to try and include cars and vans when calculating the quantity of fuel used. The fleet replacement programme should improve the fuel use figures and the impending changes in taxation of company cars should encourage drivers to opt for more fuel efficient vehicles. We have investigated transport by rail for one contract with a waste producer in Scotland, but for a variety of reasons rail transport was not economically viable. For specific wastes, notably incinerator residues, rail transport is an option we will consider in appropriate circumstances.

Water Use

Indicator 10: Amount of water used divided by tonnes of waste handled

Measurement of water use has proved difficult. Invoices are a confusing mix of (inaccurate) estimates and actual readings. Frequently they cover both waste and aggregate operations, in which case the consumption by aggregate operations will be a very large proportion of the total. Consequently we have no reliable method of measurement. It is apparent however that water consumption associated with our waste activities is low.

In Future:

A possible solution to this lack of information is to estimate water use based on number of employees / toilets etc. and try to devise a system to measure water use for the next report. Direct measurement of water use will also be investigated. However, this indicator is not considered a priority for further development because improvements in other indicators offer the more immediate prospect of significant improvements and financial reward.

Land Use and Wildlife

Indicator 11: Actual or planned uses of restored land

For the landfill sites that are the subject of this report - i.e. sites that have been operational since 1990 - we have restored 80% of the landfilled area. See Table I11. Where aggregate extraction precedes landfill, we have NOT included aggregate extraction areas in our calculations, because this is a factor often outside our operational control.

The policy at Grundon is to restore sites to an appropriate end use, sympathetic to local environs and to incorporate any specific requirements identified by both internal and external consultation. Although agricultural grazing is the predominant end use, alternatives have been adopted in recognition of specific local circumstances. For example, our Knowl Hill landfill will be restored back to woodland. The Tanhouse landfill is adjacent to our Colnbrook Depot and MRF. The original restoration scheme has been amended to allow us to use the old landfill as a depot / office / MRF facility and as a construction compound for the Lakeside Energy from Waste facility.

The figures demonstrate that only 20% of our landfilled area has not yet been restored. The reasons for this – other than where the non-restored area is the active disposal area - are as follows:

- At the Bishops Cleeve landfill we have been unable to complete landfill operations on a joint boundary with an adjacent landfill. Our landfilled areas have been partly restored (temporary clay cap) but we are awaiting developments on the other site and are unable to proceed.
- At Ewelme and Knowl Hill we are constrained by the cell layout. Temporary caps have been placed on non-restored areas until such time as adjacent landfill areas are filled and restoration of the whole area can proceed.

Table I11: Restoration Status and Planned Use of Landfill Sites
All figures are in Hectares

Site Location	Site Status	Area Landfilled	Area Restored	Restored %	Land Use
Beenham Stage 3	Closed	18.00	18.00	100%	Agricultural
Beenham Stage 4	Operational	5.40	4.40	81%	Agricultural
Bishops Cleeve	Operational	10.00	7.00	70%	Agricultural
Ewelme No.2	Operational	9.25	5.00	54%	Agricultural
Knowl Hill	Operational	3.10	0.00	0%	Woodland
Midgham	Operational	2.50	2.50	100%	Lakes & Reedbeds
Tanhouse	Closed	2.28	2.28	100%	Industrial
Wheatley	Closed	6.00	6.00	100%	Agricultural
Totals		56.53	45.18		
AVERAGE				80%	



Indicator 12: Number of partnership projects as a proportion of total sites

In all cases the restoration has been to an end use agreed in conjunction with the Planning Authority. We have not formally involved outside parties in deciding end use at a site. However, during the Planning Application our end-use proposals are agreed with interested parties such as English Nature and local Wildlife Trusts and the final end use will incorporate their suggestions and ideas.

Examples of where we have worked with outside parties to promote wildlife diversity and to protect habitats include:

- Gloucestershire Wildlife Trust have planted 105 native English fruit trees in an orchard at the Bishops Cleeve landfill.
- Relocation of a badger sett at Bishops Cleeve, in conjunction with Gloucestershire Wildlife Trust, MAFF and Gloucestershire Badger Group.
- Hedge laying at the Beenham landfill.

Indicator 13: Number of trees and length of hedgerows planted

In order to present a clear picture of our achievements, we have provided two figures - totals for the period 1990 to 1999 inclusive and the numbers for 2000. This not only demonstrates our commitment in the past but also allows us to track year on year progress. See Table I13.



Table I13: Trees and hedges planted

Site Location	1990 to 1999 inclusive		Year 2000		Notes
	Trees Planted (number)	Hedgerow Planted (linear metres)	Trees Planted (number)	Hedgerow Planted (linear metres)	
Beenham Landfill	775	255	0	300 *	Extensive tree planting around site entrance, flare and gas engine compounds. Improvements to existing hedgerows and planting of new. * Extensive hedgelaying on road frontage, as opposed
Bishops Cleeve Landfill	145	0	0	0	Includes 105 native English fruit trees planted in orchard plus approx. 40 trees and shrubs planted to
Ewelme No.2 Landfill					
Knowl Hill Landfill	3,000	440	0	0	Extensive tree planting at strategic locations to screen site. Establishment of woodland on old inert landfill. Hedgeplanting around site compound and along re-aligned footpath.
Midgham Landfill	0	0	0	0	
Tanhouse Landfill	0	0	0	0	
Wheatley Landfill	94	185	0	0	Small copse of 74 trees plus specimen trees in hedgerow. Hedgerow very well established.
Beenham Depot	180	0	0	0	Approx. 180 trees and shrubs planted to screen site boundary and car park.
Colnbrook Depot	150	0	0	0	Approx. 150 trees and shrubs planted to screen site boundary and car park.
Ewelme Depot					
Totals	4,344	880	0	300	

Indicator 14: Volume of green waste composted

- **No green waste was composted in 2000.**

In Future:

There are no real data collection issues associated with these indicators. There may be some limited opportunity to engage in partnership projects at our current landfill sites, but greater opportunity exists when seeking to extend existing facilities or secure new sites. We have plans for extensive tree and hedge planting at our landfills and other sites and these will be reported in future. Grundon have secured a Planning Permission for a Composting Facility at our Beenham depot and we look forward to reporting progress in this respect.

Regulatory Compliance

Indicator 16: Number of enforcement notices

This indicator requires us to declare any prosecution or enforcement notice, either of which is indicative of deficiencies in our management systems.

- **No enforcement notices were served on Grundon by any regulatory authority in 2000.**

In Future:

We aim to ensure that the operation of our business is compliant with all legislation.

Environmental Management Systems

Indicator 18: Registered sites as a proportion of total number of sites

Formally accredited environmental management systems can be regarded as the ultimate demonstration of a commitment to minimising impacts. Whilst this view is not unanimously supported by the waste industry, the purpose of this indicator is to show the level of commitment to and success in attaining registration.

- **In 2000, no site or activity was registered or operating within a formal environmental management system.**

Grundon consider that all our sites are operated to current best practice, even where this is not a requirement of the site licence or authorisation. Our internal management and IT systems are configured around compliance with environmental, transport and health and safety legislation. We annually review our environmental impacts by a combination of site specific reports and the compilation of returns for the EA e.g. Inventory of Substances Released (ISR) returns for the clinical waste incinerator.



Photograph by Pat Shirreff-Thomas

As well as our internal systems, our activities are regulated and inspected by the Environment Agency, in addition to which many customers conduct their own audits of our sites and management systems. We are pleased to report that neither mechanism regularly identifies any deficiency.

In Future:

It is likely that the implementation of the EC Integrated Pollution, Prevention and Control Directive will require formal environmental management systems at regulated facilities. We anticipate therefore that we will be introducing accredited systems at our larger facilities in due course.

Waste Minimisation/Resource Productivity

Indicator 19: Relative amounts of materials recovered from the waste stream as a proportion of total waste handled

This indicator records the amount of waste going for re-use, recovery and recycling, rather than for final disposal. It enables us to monitor the changing nature of our waste management activities.

Three waste facilities recovered a total of 20,651 tonnes of materials during 2000 – our Colnbrook Materials Recovery Facility, the Ewelme MRF and the Ewelme Special Waste Transfer Station. The following data has been extracted from our site returns to the Environment Agency and are actual tonnages measured over the weighbridge:

- **The Colnbrook MRF recovered 14,132 tonnes, comprising 12,789 tonnes of mixed paper; 1,203 tonnes of metal; 18 tonnes of aluminium cans, 122 tonnes of plastics.**
- **The Ewelme MRF recovered 5,215 tonnes, comprising 2,200 tonnes of soils; 435 tonnes of metal; 231 tonnes of wood; 2349 tonnes of hardcore plus various miscellaneous items.**
- **The Ewelme Transfer Station recovered 1,304 tonnes, comprising oils, solvent recovery, fluorescent tube recycling, precious metal recovery, battery recycling, gas cylinder recycling/reuse.**

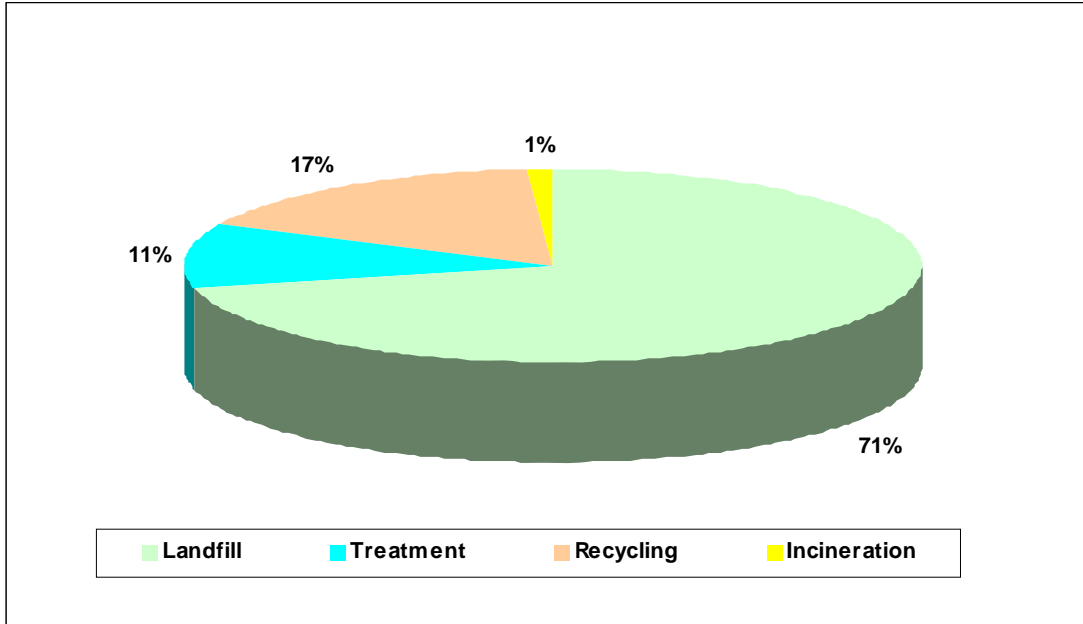
Expressed as a percentage by weight of all the material handled at each site, we recovered 16% of inputs at Colnbrook, 20% at Ewelme MRF and 17.4% at the Ewelme Transfer Station. Information on waste disposal and recovery for the Ewelme Transfer Station is provided in Chart I19.

We have not been able to determine the quantity of recyclable materials delivered direct to processors, but it is small in comparison to the outputs from Ewelme and Colnbrook. Using the 'waste handled' figure of 530,000 tonnes from Indicator 1, the result of this indicator is;

- **We recovered 3.9% of total waste handled in 2000.**

Photograph by Pat Shirreff-Thomas

Chart I19: Disposal route for wastes from the Ewelme Special Waste Transfer Station
(expressed as a percentage of total waste quantity disposed)



Indicator 20: Amount of company’s own waste arisings

This indicator is aimed primarily at identifying solid waste created by our offices, so that we can track year on year increases or reductions.

- **We have been unable to identify the actual quantity of waste generated by our own activities.**

This is because our own vehicles are not usually fitted with bin weighing devices and we do not record individual weights.

In Future:

There is an increase in the number of waste producers who require us to recycle their waste wherever possible. We are also looking to improve our waste processing systems and to find new outlets for recovered materials so that we can improve upon the recovery rates at our facilities. New recovery facilities will be constructed at Beenham and elsewhere and the operation of these facilities should see substantial increases in the quantity of waste materials recovered and recycled..

We will need to identify our internal waste streams and try to develop a way of recording this information. This is unlikely to happen until all our collection vehicles are fitted with bin weighing devices, but we will examine other ways of reliably estimating our waste production.



Neighbourliness

Indicator 24: Number of complaints divided by number of sites

The number of complaints we receive is a good indication of our environmental performance, subject to certain limitations.

There is no formal system for the central recording of complaints, although Site Managers are required to record details in their Site Diary of complaints made direct to the site. Usual practice is for complaints to be dealt with at site level by the responsible manager. If necessary a Director or senior manager will intervene if the complaint is serious or persistent.

We are aware that some complaints about our activities are made to the regulatory authorities. We do not always receive notice of these complaints, usually on the grounds that they are unfounded. When we are informed, the level of detail provided is often very poor and we are unable to ascertain the validity of the complaint. In some cases the complaint is made anonymously and we are not able to identify even basic facts such as location of the complaint in relation to our site.

Nonetheless, we take any complaint seriously and will investigate it as far as possible. Our policy is to communicate with the complainant wherever possible or to provide information to the regulatory authorities if the complaint has come via this route.

To compile the data for this indicator we have searched internal records, EA Site Inspection Reports and also contacted Environmental Health Officers. However, we cannot guarantee to have included all complaints at all sites. Despite this, we feel it is better to report what we can than to not report at all.

- During 2000 we averaged 2.4 complaints per site.

Table I24: Complaints received in 2000

Location	Number of Complaints	Nature of Complaint
Beenham	0	
Bishops Cleeve	5	Mud on road (3); odour (2)
Colnbrook	1	Dust
Ewelme	2	Dust (1); ragwort (1)
Knowl Hill	8	Odour (6); litter (1); flies (1)
Midgham	0	
Tanhouse	0	
Wheatley	1	Ragwort (1)
Total	17	



Indicator 25: Number of sites with liaison committees as a proportion of total number of sites where they would be appropriate

The larger Grundon landfill sites – Ewelme, Knowl Hill and Bishops Cleeve – all have liaison committees, who meet at regular intervals. The Ewelme committee addresses all of the licensed activities at the site – landfill, waste transfer and waste recycling. We do not consider it appropriate to convene liaison committees at any other sites at this time. This is because the sites are either too small, or their impacts are negligible and the level of local awareness / concern is low.

In our experience the committees are useful and allow a frank exchange of information and opinions. At the more established sites the meetings are usually a forum for dissemination of information and discussion of future plans. At newer sites, where local interest (and opposition) is high, the meetings are an opportunity to address concerns and build a working relationship with local residents and others interested in our activities.

Grundon have an open door policy at all our sites and we welcome visits by schools, local residents and customers.

In Future:

We need to establish a co-ordinated procedure for recording complaints and the outcomes. We will review the requirement for liaison committees at other sites as necessary.

“meetings are an opportunity to address concerns and build a working relationship with local residents”

Summary

The compilation of this report has generated information that is not only interesting but is also of great value in a business context. However, it has been apparent that our internal procedures and systems require modification not only to make existing data more readily available, but also to collate new information so that we can be more confident when reporting in future.

Continual improvements in our environmental performance are an intrinsic part of the business. The indicators will help us to track changes and also to identify those areas where we can improve on financial performance.

We welcome your comments or questions on the Report. In the first instance, please contact Mr. Stephen Roscoe at the Estates Office, Beenham on 01189 714040 (telephone) or estates@grundon.com.

Registered Office:

Grundon Waste Management Ltd
Goulds Grove
Ewelme
Wallingford
Oxfordshire
OX10 6PJ

Telephone: 01491 834311

www.grundon.com

Registered in England number 4245965

The Grundon logo is a registered trademark