

Sustainability Report

2025

GRUNDON



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Foreword from Toni Robinson

We are pleased to unveil our second Sustainability Report, which outlines the progress we've made in 2024 and our ongoing vision for what lies ahead.

Our goal is to cultivate a vibrant future in which our business activities contribute positively to the environment and the communities around us, ensuring sustainable growth that benefits all stakeholders.

Last year was the first time we publicly documented our sustainability targets and commitments as part of our roadmap in building this future. However, it's evident from discussions with colleagues that we've been actively pursuing these initiatives for quite some time. For example, whilst on paper we only formalised our volunteering policy in 2024, many of us have been engaging in volunteering days for quite some time now.

Our focus for 2025 is to continue to embed our sustainability visions within all our projects and normal business activities. A pivotal change has been the alignment of our company objectives with these foundational pillars, which guarantees that the commitments detailed in this report are actively reflected in our projects, thus driving our business forward in a sustainable direction.

Although we break down this report into the four distinct elements – planet, people, customers and communities – it's vital to keep in mind that they are all interconnected; each element relies on the others for existence. An example of this is our work with customers to tackle challenging waste, including the Reusable Sharps Container Service detailed on page 21.

Moreover, our continued commitment to invest in and expand our fleet of electric waste collection vehicles (EVs) means many more customers will benefit from net zero collections, helping to further lower the carbon impact for both customers and us.

To allow us to successfully develop innovative facilities and technologies, we need the right people in place to ensure we meet this vision. Achieving this goal requires intentional effort; we must consistently focus on training and developing our employees while also prioritising their wellbeing through appropriate policies and opportunities.

I trust this report will provide you with an insight into our commitment in driving the business forward to ensure that we continue to reduce our impact on the planet and work with our stakeholders in building a sustainable future.



Toni Robinson,
Risk & Sustainability Director



2024 in numbers

Our commercial waste
collection vehicles

11,159,722KM

that's

14 TRIPS

TO THE MOON

AND BACK!



All of these journeys were
certified CarbonNeutral®

411 HOURS

spent delivering
education and
engagement to customers

10 YEARS

since we adopted
CarbonNeutral® certification

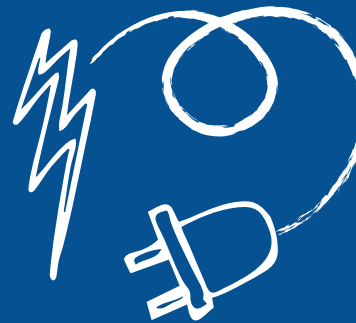


11,308 MWh

of electricity generated
within our own facilities

11,110

We used
of this to self-supply our
own sites. This is a CO₂
saving of approx.
228 tCO₂e



35

employees started
new apprenticeships

15

employees completed
apprenticeships

11.5%

REDUCTION

in Scope 1 and 2 emissions

2.17%

reduction in energy
usage across
our sites



£247,506

funding provided to local
community projects



Accreditations



United Nations SDGs

The Sustainable Development Goals (SDGs) are the blueprint to achieve a better and more sustainable future for all. They address the global challenges we face, including those related to poverty, inequality, climate change, environmental degradation, peace and justice.

Through the work we do at Grundon, and the many projects we are involved in, we contribute to all of the SDGs. While many of our initiatives are rooted in local communities, their positive effects extend far beyond, driving sustainability and progress on a much wider scale.

You will find the icons used throughout this report, to demonstrate some examples of where we have worked towards these goals.



Our PLANET



When it comes to sustainability, we believe in tangible commitments that really make a difference. From our ongoing investment in electric vehicles to harnessing the latest AI technologies; our focus is on delivering the changes which make a real contribution to the fight against climate change.

And while communities around the world are benefitting from our decade-strong CarbonNeutral® fleet certification programme, closer to home our focus for 2025 is on further reducing emissions and increasing our own renewable energy infrastructure.

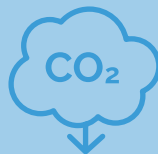
Target

Reduce our Scope 1 and Scope 2 emissions by 5% year-on-year against our 2022 baseline, in line with science-based targets

Commitments



Obtain planning permission for a solar farm at Beenham and progress towards construction



Reduce CO₂ emissions produced from our commercial fleet by 5%



Continue electrifying the fleet and diversify by introducing zero emission skip, rolonof and articulated vehicles



Establish a facility to process difficult to recycle materials such as paper towels and compostables



Engage with suppliers to improve activity-based data and enhance Scope 3 accuracy



Increase the amount of electricity supplied to sites from our own renewable generation assets

Implementation of Greenly

As the saying goes, “if you can’t measure it, you can’t manage it”.

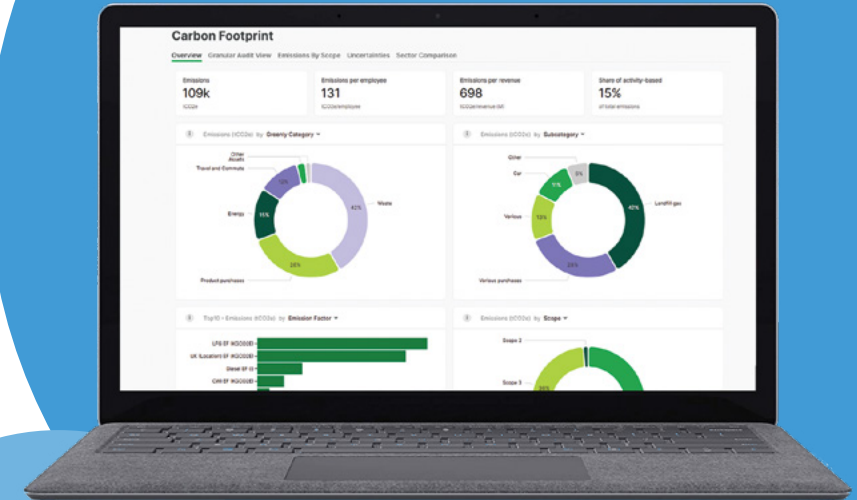
As we strive to better understand our carbon footprint, we are taking some enabling steps so that we can effectively reduce our impact on the planet.

One of these is our new partnership with Greenly, a carbon accounting software platform which helps businesses like ours to gather, report and better reduce our overall emissions.

One of the hindrances to action is a need for evidence and reliable data to share with stakeholders. Greenly will assist our current efforts by enabling a comprehensive assessment of our emissions profile and making gathering data easier. This is done through a collaborative environment with different internal users able to share relevant data easily. This provides powerful insights into our emissions, enabling year-on-year tracking and the capability to split by emission source.

One highlight is the ability to track our financial emissions more accurately through tagging of cost codes. This means we can, over time, tackle supply chain emissions and contribute towards a wider green economy.

So far, the software has been helpful in calculating our Scope 1 and 2 emissions, as it has allowed us greater control and eyes on the data that we were handling. We have already issued an Employee Commuting Survey via the platform, which has helped streamline the process and gather useful data.



“It has allowed us greater control and eyes on the data that we were handling”

greenly



Scope 1 and 2 emissions

Scope 1 emissions are direct greenhouse gas (GHG) emissions that we, as a business, generate from sources we own or control.

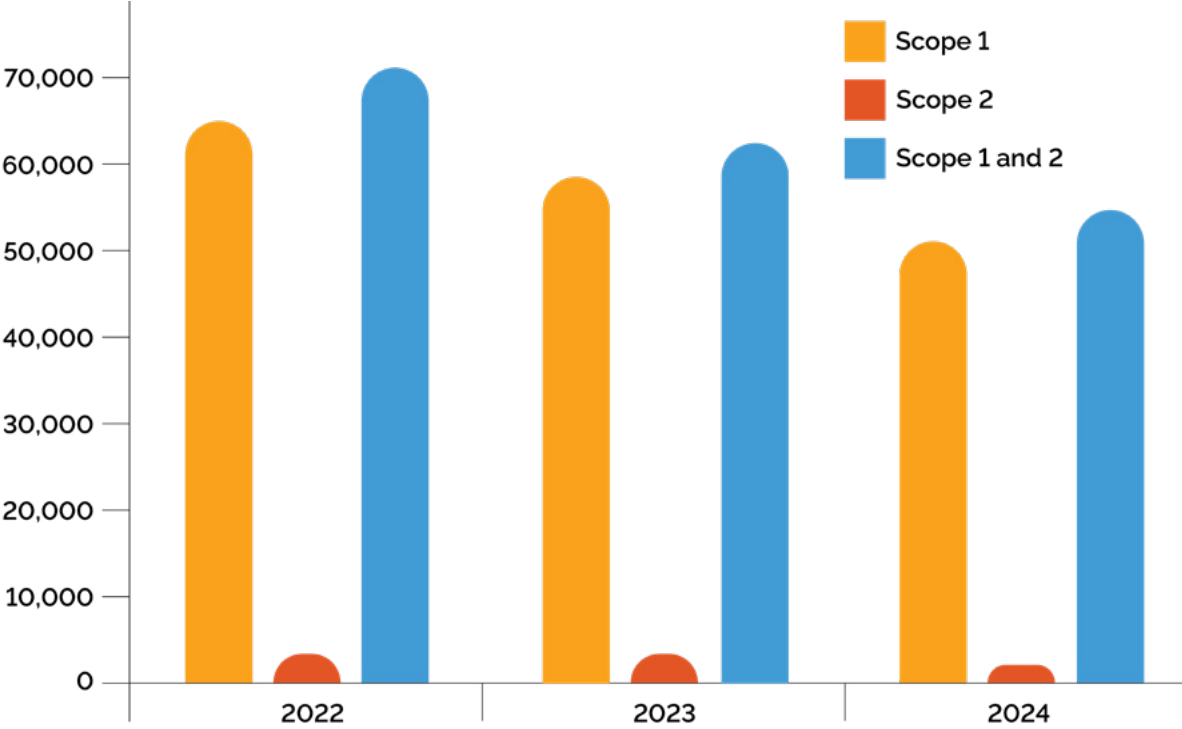
Scope 2 emissions are indirect GHG emissions from the energy we purchase and use, such as electricity, steam, heat or cooling.

We set ourselves a target to **reduce our Scope 1 and Scope 2 emissions by 5% year-on-year against our 2022 baseline**

THE RESULTS ARE IN...

BETWEEN 2022 AND 2023, we reduced our total Scope 1 and 2 emissions by **20%**

BETWEEN 2023 AND 2024, we reduced our total Scope 1 and 2 emissions by **11.5%**



Driving SUSTAINABILITY forward

Our commitment to driving more sustainable waste collections continues to grow from strength-to-strength.

We began 2024 with a further £6.5 million investment in decarbonising our vehicle fleet and followed that up with a £750,000 investment to install the latest driver training technology.

Together, these combined efforts have delivered impressive results – 2024 saw a **342% increase** in the number of kilometres travelled by our electric waste collection vehicles (EVs) versus the year before.

These figures computed to a trebling of fuel savings of over 300% – in 2023 our EVs saved the equivalent of 10,629 litres of diesel and in 2024 that rose to 32,629 litres of diesel saved.

Overall, for every kilometre travelled per litre of diesel, there has been a year-on-year increase of 11% – partly due to the increased distance travelled by the EVs and partly as a result of improved driving standards which helped boost fuel efficiency.

2024 saw a
342% increase
in the number of
kilometres travelled
by our EVs



3 GOOD HEALTH
AND WELL-BEING



8 DECENT WORK AND
ECONOMIC GROWTH



11 SUSTAINABLE CITIES
AND COMMUNITIES



13 CLIMATE
ACTION



Driving SUSTAINABILITY forward

Those improvements are also due in no small measure to 2024's fleet-wide rollout of the Samsara Connected Operations Platform, an Artificial Intelligence (AI) led driver safety programme.

The technology, which includes Dual-Facing AI Dash Cams providing instant feedback to drivers via **AI-led in-cab audio alerts**, is designed to help drivers improve safe driving habits, encourage good behaviour and reduce incidents such as braking sharply or driving too close to the vehicle in front.

Looking ahead, we're planning further investment to expand our EV fleet, including **electrifying our rolonofs, skip vehicles and articulated tractor units**; and additional training for our in-house team of EV mechanics and engineers.



“We are delighted that all the work we are doing is paying dividends. Our EVs are a huge plus for our customers in helping them to meet their own carbon saving targets and, as more and more cities adopt low carbon, low emission and clean air zones, our electric vehicle fleet is giving us a clear competitive and sustainable advantage.”

Chris Double, Regional Operations Manager





Our CarbonNeutral[®] fleet celebrates **10 YEARS**

In 2024, we marked 10 years of our CarbonNeutral[®] fleet certification programme.

Since 2014, our commercial fleet, company cars and vans have travelled over 61 million miles, enabling us to offset the equivalent of over 115,000 tonnes of carbon through purchasing carbon credits.

Working with Climate Impact Partners, we have made a real difference to communities around the world, supporting nine projects, including ecosystem restoration, poverty alleviation and community development.

7 AFFORDABLE AND CLEAN ENERGY



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES



13 CLIMATE ACTION



In India, our support for the installation of micro-sale rooftop solar panels and battery storage units has benefitted an estimated

44,901 people

by reducing exposure to indoor air pollution, lowering household energy costs, and cutting time spent collecting fuel.



In Kenya, Uganda and India, our commitment has seen over

75,000 efficient cookstoves

distributed to local communities to help improve the wellbeing of families and reduce indoor air pollution.

Our PEOPLE



We could not be the successful business we are today without our people; individuals who go above and beyond every day to deliver excellence in customer service, who support their colleagues at every step, and who give their time to local communities and charities.

2024 has seen us stride forward with success, achieving our first Investors in People **'We invest in Wellbeing'** accreditation and holding our first-ever Grundon Graduation Day for apprentices, where we celebrated some remarkable success stories. With further investment in training and employee engagement programmes, we can't wait to see what 2025 delivers.

Target

Implement improvements in our wellbeing programme to ensure we move towards achieving Silver Investors in People Award by 2027

Commitments



Provide opportunities for colleague feedback by introducing regular surveys and improve engagement scores by 20%



Reduce the turnover of employees in the first year of tenure by 20%



Ensure that 5% of our employees are on apprenticeship schemes



Improve safety culture by increasing near miss reporting by 20%



Launch new training platform and develop competence matrix for all employees



Be shortlisted for an apprenticeship award in our trading area

APPRENTICESHIPS

at Grundon

Our apprenticeship programme continues to be a remarkable success, with graduates achieving impressive milestones in their careers.

Apprentices range from new starters aged 16, through to junior and middle management employees, up to Board level with the most senior apprentice being our Estates Director.

The comprehensive training and hands-on experience they receive means our apprentices are equipped with the knowledge and confidence needed to excel in their professions, with line managers praising their strong work ethic, technical proficiency, and ability to adapt to new challenges.

Offering apprenticeships enables us to grow our own future talent pipeline, emphasised by the fact many have secured full-time positions and/or been promoted to leadership roles, demonstrating their skills and dedication.

Recently, out of 12 employees who passed their apprenticeships, 10 achieved distinctions – **well above the national average.**

In September 2024, we celebrated their success with the first-ever Grundon Graduation Day.



Managing Director, Clayton Sullivan-Webb, presented each apprentice with a certificate, a personalised apprenticeship lanyard, and a bespoke 'Apprenticeship Graduation' hi-vis, saying they should all be "immensely proud" of their achievements.



Apprenticeships SPOTLIGHT ON:

Sam Eastwood

Sam completed his Level 3 Team Leader apprenticeship in 2024, gaining promotion to Regional Sales Manager during that time. He says:

“From day one, Grundon saw my potential and gave me the support I needed to develop new skills/knowledge. I've progressed from a Sales Executive up to my new role in just seven years.”



Julia Wronska

Julia completed a Level 4 Sales Executive apprenticeship and her dedication and sales prowess earned her a permanent role in the sales team.

She has been the sole salesperson at Bishop's Cleeve throughout the majority of her time with us and has been so successful she won Grundon's 2024 Salesperson of the Year Award.



Brandon Maxwell

After successfully achieving his Level 2 HGV Technician qualification, Brandon has moved up to study at Level 3.

His exceptional problem-solving skills and adaptability have supported him in his position as an apprentice in the HGV Technician environment, where he is recognised as a key contributor to the team's success.



Grundon achieves accreditation for **WORKPLACE CULTURE**

Having made it one of our goals for 2024 to achieve the Investors in Wellbeing accreditation, we are delighted to say **we did it!**

The '**We invest in Wellbeing**' accreditation from Investors in People, demonstrates our commitment to employee wellbeing and includes a three-year action plan to help us boost wellbeing initiatives even further.

Activities included launching a Take Time team to help support colleagues and move the action plan forward, as well as communicating wellbeing initiatives through policies, training and internal communications. The accreditation, which highlighted our positive workplace culture, followed a detailed assessment programme; including an online employee survey and focus groups, as well as an evaluation of our existing wellbeing strategy.

“ The accreditation marks a significant milestone for Grundon and underlines our dedication to promoting a healthy and positive workplace. Our ambition is to reach the higher echelons of accreditation and, by working together as one team, I believe we can create an even more vibrant and supportive environment for all our employees. ”

Bev Capewell, Head of HR



Making MOVEMBER count

Fifty-six employees stepped up to the challenge to 'Grow a Mo' as part of the Movember Foundation's annual fundraising campaign.

Thanks to our pledge to donate £25 for everyone who took part, a hair-raising £1,400 was donated to the charity, which raises awareness for men's health issues, including mental health, suicide prevention, prostate cancer and testicular cancer.

As part of our commitment to mental health, we encourage everyone to offer a listening ear to colleagues every day of the year.

£1,400

donated to Movember
Foundation

56

employees stepped
up to 'Grow a Mo'



VOLUNTEERING on a plate

2024 saw the strengthening of our relationship with London-based food redistribution charity The Felix Project.

We launched our corporate volunteering programme, not only enabling our employees to lend a hand at the charity's depots but also extending the invitation for customers to join us too.

Grundon continues to provide free waste collection services for the charity's five depots and connects it with other food and retail customers, helping ensure that surplus food and goods can be used, not wasted.



Hannah Walton, from KERB, was among those who joined us for a customer volunteering day and said:

“It was incredible to get the opportunity to work with The Felix Project, to learn about the work they do and to feel we were giving something back.”



Our CUSTOMERS

Across our customer portfolio, some organisations have worked with us for 30+ years, while others have come on board more recently. Together, they have one commitment in common – a desire to do the very best they can when it comes to increasing their recycling opportunities. And that is where we come in.

From determining innovative new ways to manage different waste streams, to tried and tested events such as waste awareness days and education programmes, we continue to invest in our people and our facilities so we can deliver absolute excellence for all our customers.

Target

Increase the average recycling rate across our customer base by 5% against our 2023 baseline



Commitments



In line with the Simpler Recycling legislation increase the amount of food and glass being collected by 10%



Provide customers with additional opportunities to recycle by launching our RecyclePlus service



Provide customers with a Re-Use and Repair facility for products that can be donated back into the community



Launch a new online portal that meets our customers' needs



Offer a new Circular Economy service that provides customers with the opportunity to purchase products that are made directly from their waste



Launch a Social Value portal to provide our customers with the ability to deliver meaningful change in the community, including volunteering opportunities

HEALTHCARE: reusable sharps containers

With NHS Trusts tasked to achieve a 50% reduction in carbon emissions from waste management by 2026, **we launched a new reusable sharps container service to help boost carbon savings.**

Sharpak Zero™ reusable containers save an average 87% of the carbon used within the lifetime of a container, **preventing the disposal of millions of single-use containers every year.**

Trials in two ICU units at Hammersmith Hospital, part of Imperial College Healthcare NHS Trust, saw savings of 1.26 tonnes of CO2e in eight weeks compared to disposal of existing single-use sharps containers.

The containers, which are fitted with an identifying barcode to track usage, have been developed in partnership with Inpress Precision, specialist manufacturer to the medical and healthcare sector.

After 10 uses, the container is granulated for reprocessing into new containers and, after 10 cycles of 10 uses, it is granulated again and used in other products – ensuring the plastic is never wasted, only borrowed.



“Reusable sharps containers are proven to reduce carbon emissions and, importantly for busy nursing staff, they do not require changes to existing sharps container disposal routes.”

Andy Stratton, Commercial Manager – Clinical

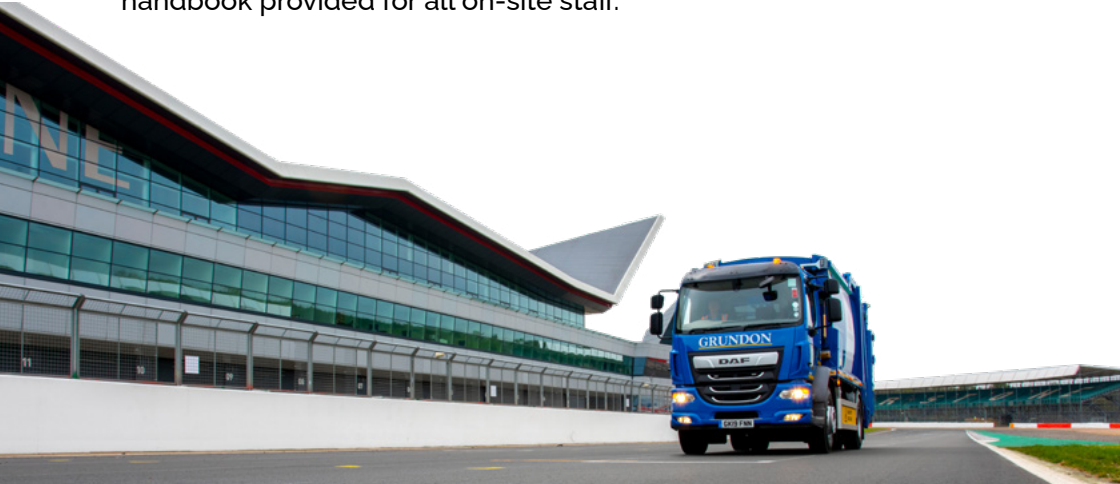


SILVERSTONE

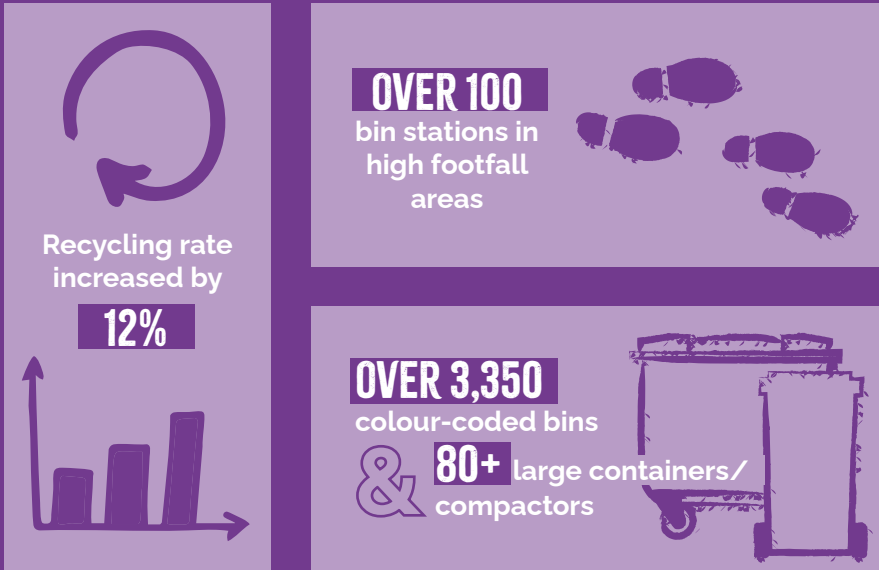
Grundon is proud to have worked with Silverstone race circuit for nearly four decades, managing recycling and reprocessing for year-round events, including the world-famous Formula One British Grand Prix.

The four-day race weekend attracts around 480,000 visitors and Grundon teams – complete with electric waste collection vehicles – work on-site 24/7 throughout the event to prioritise waste opportunities.

Education and training for key stakeholders and partners is essential to success, with regular meetings to highlight latest initiatives and a waste handbook provided for all on-site staff.



2024 SUCCESS IN NUMBERS



WASTE SENT TO ENERGY FROM WASTE



KERB serves up SUSTAINABILITY successes

As a membership organisation for owner-operated street food businesses, KERB puts sustainability high on the agenda.

Its flagship operation is London's Seven Dials Market, home to 20 independent traders and two bars.

The team works with Grundon to maximise recycling and reduce waste, taking a proactive approach through a waste education programme focusing on trader engagement.

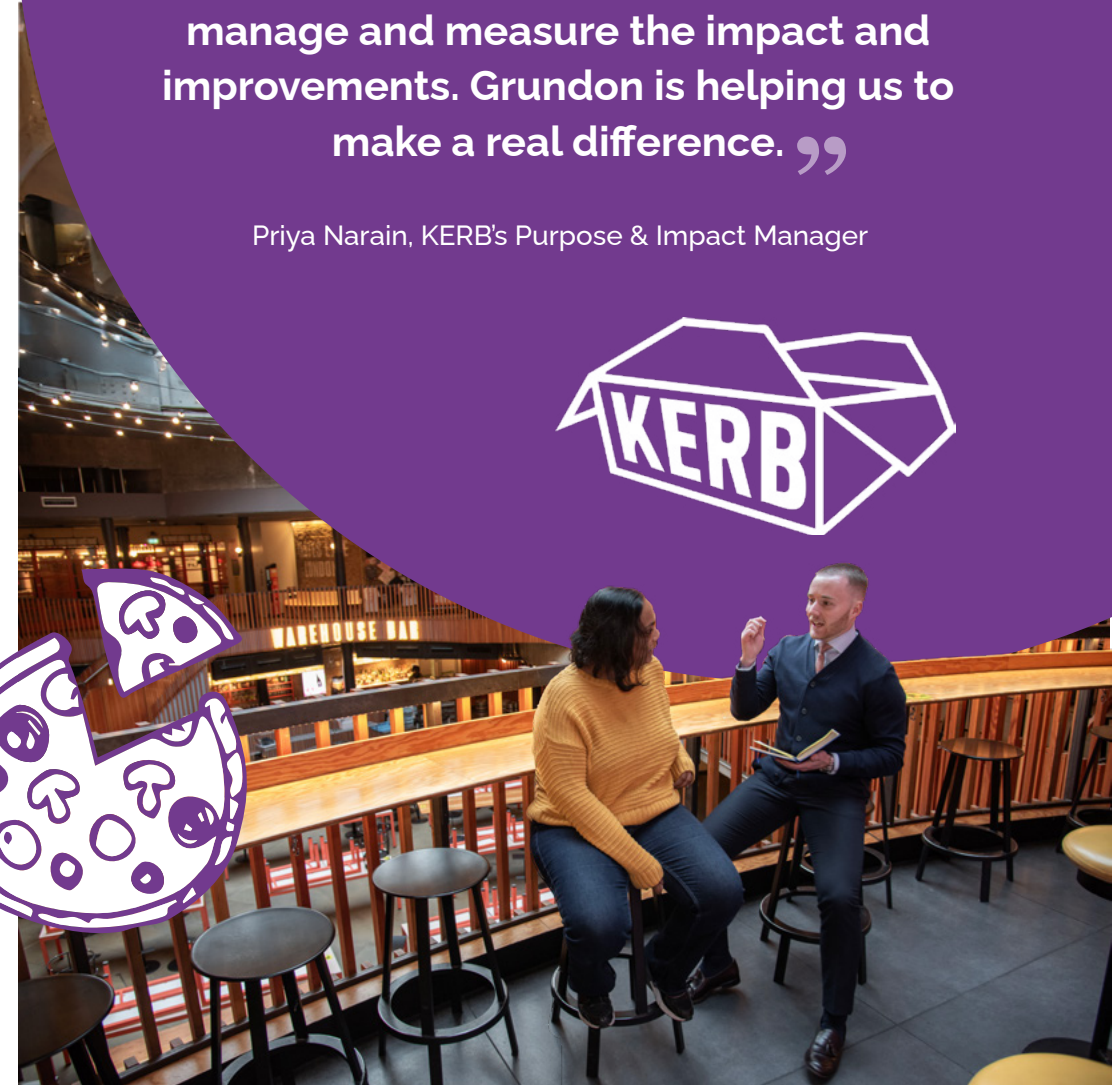
Quarterly audits help identify where improvements can be made and, in early 2024, these revealed significant amounts of food waste were being thrown away in general waste.

Within the year, by providing kitchen caddies to all outlets and increasing education and training, food waste segregation had more than doubled, achieving annual savings of £8,000.

Overall recycling also rose by 13.3%.

“Having the audit reports makes it easier to talk to our leadership team and manage and measure the impact and improvements. Grundon is helping us to make a real difference.”

Priya Narain, KERB's Purpose & Impact Manager



INVESTING in the future

In summer 2024, **we invested £2.5 million** in a major modernisation project at our Materials Recovery Facility (MRF) in Colnbrook.

The two-month refurbishment programme saw equipment upgraded to the latest infra-red optical sorters, a new metering bin installed to increase the flow of materials, and a raft of other improvements.

Owen George, Commercial & Resource Strategy Manager, says: "This project was all about investing in **state-of-the-art technology** to optimise recovery rates and put us in a stronger position for the new legislative waste changes coming in."

Other changes included an overhaul of the ballistic separator (separating flexible waste items from rigid ones) and a wider eddy current to improve the capture of aluminium cans.

“Primarily, the biggest performance impact has been the new infra-red optical sorters, which have enabled us to unlock greater capacity and improve the composition data, meaning we have more information around the breakdown of materials. In turn, that allows us to make further ongoing improvements and support our customers with improved data.”

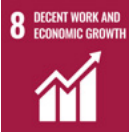
Owen George, Commercial & Resource Strategy Manager

Benefits include:

25% increase in throughput of materials

Additional 100-200 picks per minute

Improved data on composition of waste



NHS Carbon Strategy WORKSHOP

When we're working with our customers, we always like to go the extra mile with events and activities which really add value.

In May, we invited Liam Hogg, Head of Waste & Resource NHS England, to be our keynote speaker at a special one-day workshop designed to highlight Grundon's approach to the NHS Carbon Strategy.

Attended by around 45 sustainability and facilities management professionals from NHS Trusts, the event included an in-depth look at how our managed waste services and products can help Trusts work towards the NHS's 60:20:20 waste segregation targets.

Also highlighted was our new short training video for NHS Trusts. This fills a much-needed gap in waste education by helping employees at all levels to understand the importance of correct clinical waste management.

“ The data we supply is critical in helping Trusts with their carbon reporting, enabling them to see where successes are being achieved and where more work needs to be done. **By working together, we can really make a difference.** ”

Becky Lillywhite, Contract Manager – Clinical Waste



Our COMMUNITIES

Operating from 13 different locations across the southern half of England, we take great pride in giving back to local communities and the people that support us. Be it litter picking or conservation work; helping at charity events, or working with public bodies; our commitment stretches far beyond our boundary gates.

Looking ahead, our goal is to make that difference count in as many ways as we can and to continue to support our employees as they take their volunteering opportunities to the next level. Together, we can do so much.

Target

Ensure we have a positive impact on the communities that we operate within by supporting a minimum of 25 events each year



Commitments



Increase the number of employees participating in volunteering activities by 12%



Implement a measuring tool that will allow us to track our social value impact



Formally partner with 2 secondary schools and one further education college to offer work experience opportunities



Offer 10 offenders and ex-offenders work opportunity experience and employ at least 2 ex-offenders after release



Continue to support environmental bodies on projects to either improve the life of communities or aid nature conservation



Promote biodiversity by managing our sites sensitively and identifying opportunities to support projects in the local community

Driving police AWARENESS of LGVs



Last autumn, our Bishop's Cleeve operation hosted a safety training day for 13 police officers from the Forensic Collision Investigation Unit (FICU) at South Wales Police and Gwent Police.

Focusing on Large Goods Vehicles (LGVs), the training aimed to increase the officers' understanding of LGV operations, legislation and compliance; as well as increasing their knowledge of issues such as blind spots, reversing and spatial awareness.

Topics covered included key aspects of LGV safety, equipping officers with the knowledge to spot potential issues, either when these vehicles are on the roads or following involvement in traffic collisions.

“Grundon's valuable support, advice and information will be incredibly useful to us in our day-to-day roles.”

Karl Painter,
Lead Participating Officer
from the FICU



EXPANDING our work with prisons

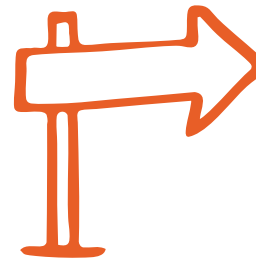
2024 saw the start of a new day release work experience and training programme for prisoners at HM Prison Ford, in West Sussex.

Under the Release on Temporary Licence (ROTL) scheme, they work alongside employees at our facility at the nearby New Circular Technology Park in Ford.

The programme exemplifies our commitment to social responsibility and the positive impact of providing second chances to those seeking to rebuild their lives, and we are delighted to say we have since offered two permanent roles to ex-offenders.

We have also continued to expand our existing partnership with HM Prison Huntercombe in Oxfordshire, providing valuable hands-on training and mentoring experience, which not only enhances prisoners' employability but also fosters a sense of responsibility and purpose.

Many participants have gone on to secure stable employment upon release and the partnership has not only benefitted the individuals involved but has also contributed to reducing re-offending rates and promoting community safety.



4 QUALITY EDUCATION



8 DECENT WORK AND ECONOMIC GROWTH



Grundon DIGS DEEP for Woodoaks Farm



We are long-time supporters of the fantastic work that takes place at Woodoaks Farm, situated in Colne Valley Regional Park near Maple Cross.

Its vision is to create a dynamic and sustainable food and farming hub, with a year-round education and activity programme designed to empower people to become countryside champions, wildlife warriors and food and farming heroes.

We donated £20,000 to install two new magnificent barn doors at The Black Barn, a 16th Century Grade II listed barn, enabling it to be used for events and educational activities.

That's alongside the £40,000 previously donated for fencing to protect newly-planted hedgerows at the farm, owned by the Soil Association Land Trust.

Recently, some of our employees joined the Farm's own volunteers and helpers from Chiltern Rangers CIC, together spending time coppicing trees and clearing woodland areas in preparation for future educational visits.

“We had such a brilliant day and felt as though we really made a difference.”

Kirsti Santer,
Head of Marketing
& Communications



Donating gifts to share some **FESTIVE CHEER**

Well done to our generous colleagues who donated over 200 new or gently used toys to our company-wide Christmas Toy Drive.

The children's gifts – from board games, puzzles, and craft sets to sensory toys, soft toys, and books – were donated to children and families in need via Northwick Park Hospital and Princess Alice Hospice.



Donations also included presents such as hand creams and chocolates for parents too.



Big beach **CLEAN-UP**

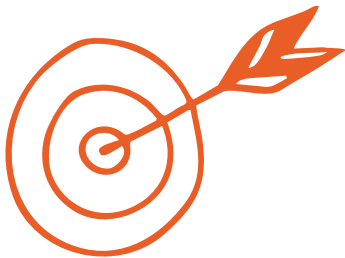
Our relationship with Gloucestershire-based Forest Green Rovers (FGR) Football Club is going from strength-to-strength – not just on the pitch but in the community too.

We're big supporters of the FGR Ambassador Scheme, which partners with 60 different schools, providing opportunities for students to participate in sustainability initiatives and learn about protecting the planet.

Last July, we joined a group of young ambassadors for a big beach clean-up at Weston-super-Mare, providing sacks and hi-vis vests as they scoured the beach collecting discarded waste.



A round-up of our 2025 targets and commitments



Our planet	Our people	Our customers	Our communities
<p>Obtain planning permission for a solar farm at Beenham and progress towards construction</p> <p>Reduce CO₂ emissions produced from our commercial fleet by 5%</p> <p>Continue electrifying the fleet and diversify by introducing zero emission skip, rolonof and articulated vehicles</p> <p>Establish a facility to process difficult to recycle materials such as paper towels and compostables</p> <p>Engage with suppliers to improve activity-based data and enhance Scope 3 accuracy</p> <p>Increasing the amount of electricity supplied to sites from our own renewable generation assets</p>	<p>Provide opportunities for colleague feedback by introducing regular surveys and improve engagement scores by 20%</p> <p>Reduce the turnover of employees in the first year of tenure by 20%</p> <p>Ensure that 5% of our employees are on apprenticeship scheme</p> <p>Improve safety culture by increasing near miss reporting by 20%</p> <p>Launch new training platform and develop competence matrix for all employees</p> <p>Be shortlisted for an apprenticeship award in our trading area</p>	<p>In line with the Simpler Recycling legislation increase the amount of food and glass being collected by 10%</p> <p>Provide customers with additional opportunities to recycle by launching the RecyclePlus service</p> <p>Provide customers with a Re-Use and Repair facility for products that can be donated back into the community</p> <p>Launch a new online portal that meets our customer needs</p> <p>Offer a new Circular Economy service that provides customers with the opportunity to purchase products that are made directly from their waste</p> <p>Launch a Social Value portal to provide our customers with the ability to deliver meaningful change in the community, including volunteering opportunities</p>	<p>Increase the number of employees participating in volunteering activities by 12%</p> <p>Implement a measuring tool that will allow us to track our social value impact</p> <p>Formally partner with 2 secondary schools and one further education college to offer work experience opportunities</p> <p>Offer 10 offenders and ex-offenders work opportunity experience and employ at least 2 ex-offenders after release</p> <p>Continue to support environmental bodies on projects to either improve the life of communities or aid nature conversation</p> <p>Promote biodiversity by managing our sites sensitively and identifying opportunities to support projects in the local community</p>

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