

**The
Reconomy
Sustainability
Review
2018/19**



Welcome



Reconomy is the UK's leading provider of outsourced waste management and resource-led services. We provide a comprehensive, tech-enabled waste reduction and environmental management service which is delivered through our network of pre-approved supply chain partners.

We aim to be recognised as the UK's leading sustainable business operating in the environmental services sector. Thanks to our national reach, extensive supply chain and diverse client-base, we are uniquely positioned to influence the resource management and sustainability practices of all those we interact with.

This document summarises our many recent achievements and future aspirations, reflecting our commitment to fully integrate sustainability into all our business activities.

Proud to be associated with:



Our sustainability strategy

Sustainability is core to our overall business strategy, and we believe this makes us a better company to work for, to do business with and to invest in. The three core values that underpin our strategy are:



Environmental

We will continually seek to reduce our impact on the environment and lead the industry by working with clients and suppliers to develop circular solutions, reducing materials used and increasing the value of materials to be disposed of.



Social

Through our unique position within the waste industry, we work in partnership with both customers and suppliers to invest in and build community relationships. To directly benefit our local communities, we will continue to promote volunteering, reduce the skills gap and assist with overcoming barriers to employment.



Business

To ensure compliance and maximise efficiencies, we will work with our suppliers, voluntary groups, community social enterprises and SMEs (small to medium-sized enterprises) to develop innovations through partnerships that focus on the needs of our customers now and in the future.

2018 at a glance



42% / 58%
male / female

gender split across supervisors and senior managers

£2m

of VCSE (voluntary, community and social enterprise) spend

£158m*
revenue

+81
net promoter score



2,000+ hours
of training provided to staff



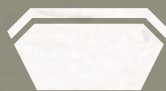
30%
business growth



66%
of staff members employed locally



80%
of 2018 spend was with SMEs



Responsible for over
100,000
waste movements per month

Over
5,000
customer site visits made



20+
internships and apprenticeships



Social value

For Reconomy, increasing social value and improving business resilience means increasing the number of social enterprises and third-sector organisations in our supply chain.

It also means working with more socially responsible businesses for the goods and services we procure, as well as the direct and indirect employment of people from 'hard-to-reach' backgrounds.

**Our aim is to generate
£1m social value in 2019
and £2m by 2020.**



Our objectives

- Sector employment support
- Profit reinvestment
- Community engagement / volunteering
- Health, safety and well-being - zero harm.



Key achievements

- **£306,258** of social value delivered to local communities
- **1%** profit before tax (PBT) committed to community investment
- Over **£5,000** fundraised by our employees
- **975 hours** of volunteering activities achieved
- **32%** employee participation in community volunteering activities
- **29** key staff trained to identify signs of modern slavery.



Environmental value

With the continuing and seemingly relentless need for ever decreasing and scarcely available materials, plus the existing and potentially catastrophic impact of climate change, valuing the environment has never been more critical.

For Reconomy, environmental responsibility is a fundamental commitment that goes beyond compliance.



We continue to explore solutions that reduce the environmental impact of our customers, as well as our own.



Our objectives

- Tackling climate change
- Ensuring customer and supplier compliance
- Moving the industry toward a circular economy
- Reducing our environmental impact.



Key achievements

- **100%** renewable energy used at Reconomy's head office
- Zero waste to landfill achieved for **82.5% of B&I customers**
- **52 hours** of WasteSmart training given to staff
- Single-use plastic cups **eliminated**
- **94%** of all managed waste diverted from landfill.



Business value

Sustainability makes us a better, more resilient business and reduces risk, whilst engaging clients, suppliers and our own people.

Outstanding customer service, integrity, investment in talent and supplier partnerships – all underpinned by innovation – are helping us to add value to our business.

Digitisation and tech-enabled solutions are just some of the ways we are innovating and leading sustainability in our industry.



Our objectives

- Use technology to drive efficiency
- Have informed and proactive employees
- Develop a sustainability procurement framework
- Customer centricity - maintain a high net promoter score.



Key achievements

- **70%** of Reconomy suppliers are SMEs
- **35% (male) / 65% (female)** company-wide gender split
- **80** cross-department buzz sessions delivered to **250 staff**
- **8** mental health first aiders trained
- **694** supplier site visits made
- Average of **2 internal promotions** per month.

Changing lives



The Reconomy Social Value Programme (RSVP)
is our invitation to you, to join us on our journey
to give back to communities both locally and nationwide.



Bridging gaps for young people leaving care

Through our partnership with the National House Project, we are providing jobs, internships and work experience to young people leaving care.

**Could they find a career within
your business or supply chain?**



Breaking barriers for hard-to-reach groups

In partnership with RMF, we have created Reconomy FreshStart to provide training and employment support to vulnerable groups including ex-military and ex-offenders.

**Can you help us provide a new
start for those needing a chance?**

Want to discover more?
Please R.S.V.P. to rsvp@reconomy.com

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