



Sustainability Report

2024

GRUNDON



Contents

Foreword from Toni Robinson 03

A message from Neil Grundon 04

2023 in numbers 06

UN Sustainable Development Goals 07

Accreditations 08

Our planet 09

Our people 16

Our customers 21

Our communities 26

An overview of 2024 30

Foreword from Toni Robinson

As the first director to hold a position specifically focused on sustainability within our company, I feel a unique privilege and duty to lead our collective journey towards a more sustainable and equitable future.

Since our inaugural Corporate Environmental Report in 2000, Grundon has remained steadfast in its commitment to pave more sustainable and restorative pathways for our planet and its people.

As a family-owned business, we are dedicated to leaving the planet better off for future generations. We recognise that the corporate decisions we make today have an impact on society in the future, and this responsibility underpins our decision-making process to ensure we minimise our environmental impact.

I am thrilled to share Grundon's first Sustainability Report with you.

This report is structured around four critical areas of sustainability, each one detailing specific targets and commitments that Grundon pledges to meet and exceed.

It's essential to note that these sections are interconnected, with actions in one area influencing others, forming a cohesive network of environmental responsibility throughout our operations and goals.

A pivotal aspect of our strategy lies in redefining the concept of waste as being the start of new resource cycles. We're working with our customers and suppliers to see waste as an opportunity, seeking innovative solutions for the various waste streams produced.

Our dedicated employees are integral to our sustainability journey. Their passion and efforts have been essential for the progress we've made these past two decades and have significantly shaped the ambitious targets we set for the future.

It is our ongoing mission to be the employer of choice, attracting and nurturing talent that shares our vision of a sustainable world.

At Grundon, we do not see sustainability as a challenge to be overcome but as an opportunity to lead, inspire, and make a lasting difference on the planet we all share.

I sincerely hope this report both informs and inspires confidence in our commitment to a sustainable legacy.

Toni Robinson
Risk & Sustainability Director



A message from Neil Grundon

As waste management experts, our role is to work out the best disposal route for anything from asthma inhalers to plastic milk bottles, cardboard to tonnes of food waste.

We do that through investment and innovation, enabling our facilities and our teams to deliver excellence and expertise to meet the demands of our customers and help them on their carbon reduction journeys.

Technology is key and, as the UK's largest independent family-owned waste management company, **we have never been afraid to do things differently** – from introducing wheelie bins to the UK for the first time, to developing the world's first closed-loop aerosol recycling facility. We are always determined to lead from the front.

Long before many organisations were even thinking about monitoring carbon emissions or calculating their carbon miles, we had already embarked on tracking our environmental impact.

I sometimes think there is a synergy between a magician and the waste industry – because to a large degree we both make things disappear.

Those results show that, even though our business now manages 60% more waste, we emit less than a quarter of the total equivalent amount of CO₂ than we did back in 2000.

A pretty impressive result by any standards – environmental or otherwise. Not that we are resting on our laurels.

This Sustainability Report shows you how we are making a difference. It's about customers and communities, innovation and investment, and bringing our commitment to life. It talks about our successes in measuring and reporting our Scope 1 and 2 emissions and looks at the challenges of embracing Scope 3 emissions reporting, you can read more about this on page 11.

It outlines how we are combining the latest developments, such as our electric waste collection vehicles (some of which are powered by the very waste they collect), with the exciting opportunities that Artificial Intelligence can deliver by setting new standards in waste segregation and data management.

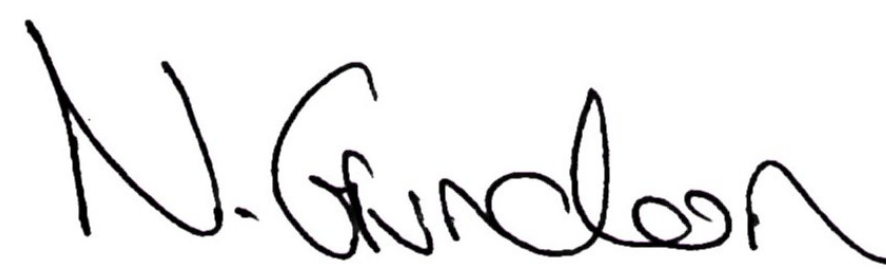
By sharing all this information and much more, we hope you will be able to understand more about the positive changes we are making for today's tomorrow.

I want to end by saying that, for me, this is a very personal journey.

As the third generation of the Grundon family to lead this business, as well as being a father of five, I am determined my children won't inherit a world that's worse off than when they came into it.

For us, sustainability isn't just a conversation, it's a mandate. Which is why our business is totally committed to achieving net zero and helping customers to do the same – for the benefit of the planet and for us all.

Join us on the journey to that destination.



Neil Grundon
Chairman



“As the third generation of the Grundon family to lead this business, as well as being a father of five, I am determined my children won't inherit a world that's worse off than when they came into it.

Neil Grundon
Chairman



2023 in numbers

404

education and engagement sessions delivered to customers

59.6%

average recycling rate across our customer base



£215,632.69

directly contributed towards community projects within the local vicinity of our sites

9 years

since we adopted CarbonNeutral® certification across our entire road-going vehicle fleet

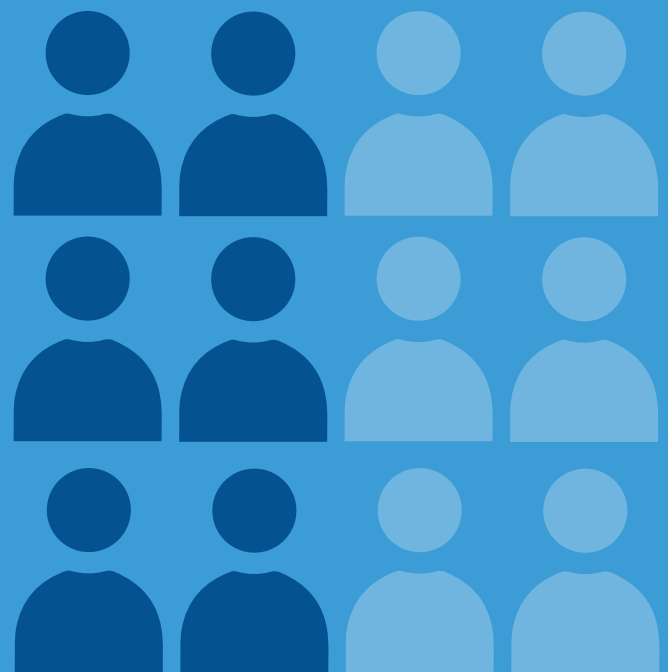


79%

reduction in carbon since 2000

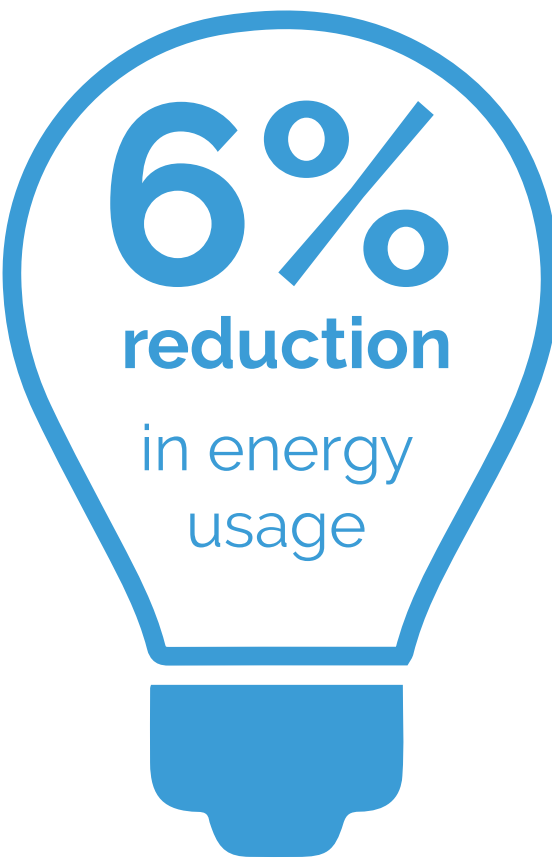
while growing the business by over 270%

and doubling our number of employees



6%

reduction in energy usage

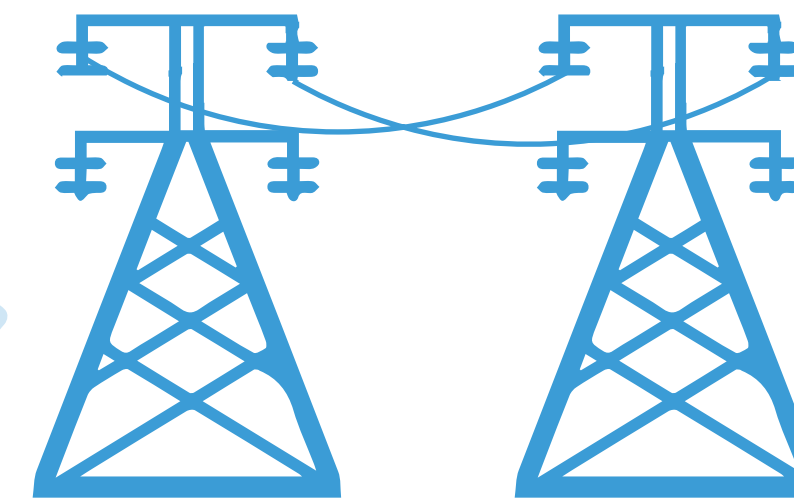


93%

customers said they would recommend Grundon

12,676.12 MWh

power generated within our own facilities



1231.73 MWh

was used to self-supply, with the remainder exported to the National Grid

30

Safety Champions in place across Grundon sites

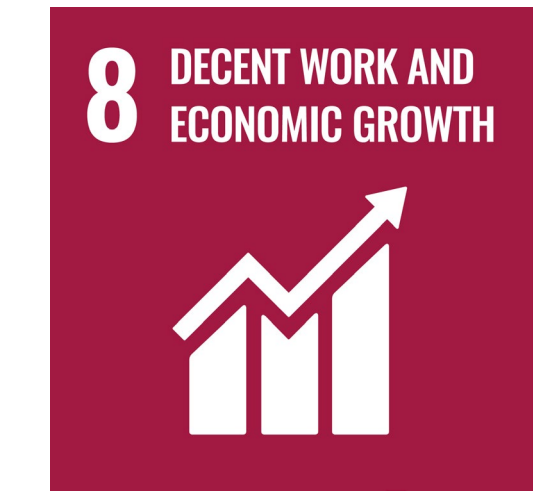
28

employees undertook apprenticeships

UN Sustainable Development Goals

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.



SUSTAINABLE DEVELOPMENT **GOALS**



Accreditations



PAS 99 Integrated Management Systems CERTIFIED IMR 573501	ISO 9001 Quality Management Systems CERTIFIED FS 573498	ISO 14001 Environmental Management CERTIFIED EMS 66670	ISO 45001 Occupational Health and Safety Management CERTIFIED OHS 573500	ISO 50001 Energy Management CERTIFIED ENMS 634844
--	--	---	---	--

Our planet

From measuring carbon emissions to investing in electric vehicles, our commitment to sustainability is clear and non-negotiable. Find out more about just some of the initiatives we've put in place to help fight climate change – for ourselves and our customers.

Target

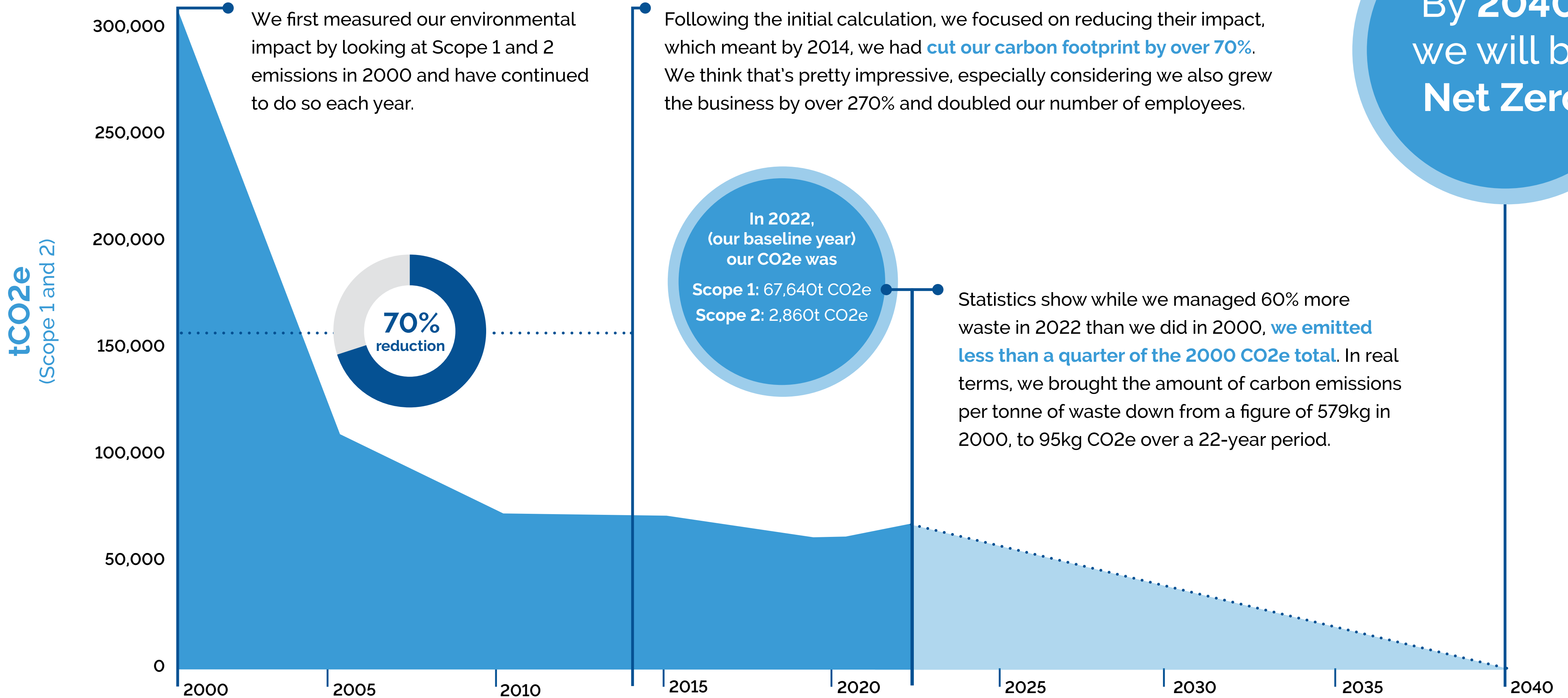
for 2024

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



Reducing carbon since 2000

Scope 1 and 2 tonnes of CO2 equivalent (CO2e)



Scope 3

We're now turning our attention to the reporting of Scope 3 emissions, a task that is recognised as being somewhat challenging. We know that obtaining good quality, credible emissions data will not only be complex, it is also likely to include an element of uncertainty and discretion.

Customers can be rest assured our goal is to portray (as far as possible) an accurate picture.

We know all companies are judged on their emissions reporting. We think it's important to recognise that a business like ours, which has actively reduced carbon for many years, is in a very different position to an organisation just starting its carbon journey.

We believe carbon commitments are easy if you still have 'low hanging fruit' to pluck. If however, you have spent the last two decades already sharing the benefits of a successful 'carbon harvest' with your customers, then the remaining fruit at the top of the tree will inevitably be harder to reach.

Our Scope 3 for 2022 was 39,445t CO₂e, this was 36% of our total emissions

Within our calculation we considered all relevant categories.

We continue to work hard to climb that ladder.



Our certified CarbonNeutral® fleet



2024 will mark **10 years** since we signed up for a **CarbonNeutral®** fleet certification programme - the first of the major waste industry players to do so.

Our carbon offsetting programme has helped support communities around the world, from **Guatemala and India, to Uganda and Kenya**. We've helped deliver **community reforestation and water infrastructure programmes**, focused on renewable energy projects and enabled skills training for local people.



Across **Uganda, Kenya and India**, over **75,000 efficient cookstoves** have been delivered to the heart of communities, helping improve the wellbeing of families and reducing indoor pollution.

And in Guatemala, we've enabled the **installation of 16 wind turbines**, generating over **700,000 MWh** of clean energy for the grid.



Investing in decarbonisation

Grundon invested £2.5m in a private wire from Lakeside Energy from Waste facility to create a fully electrified treatment process for refuse derived fuel (RDF). The new infrastructure is expected to save over 700 tonnes of CO₂e emissions per year.

In 2023, Grundon committed to supplying 100,000 tonnes per year of RDF to a local Energy from Waste facility, allowing it to be diverted from landfill. Conventionally, the treatment of waste into a suitable fuel is carried out using diesel powered equipment, however, this was identified as a significant decarbonisation opportunity.

With limited grid capacity available, Grundon invested in a private wire and an electrified treatment process, which ensures that the whole waste-fuel treatment process is itself powered by energy derived from waste.

The new infrastructure is not only expected to deliver significant carbon savings, but it has also enabled future decarbonisation projects on site.

Expected to
save
700 tonnes
of CO₂e per year



Powering the future

At our headquarters in Benson, Oxfordshire, we've installed a 100kw solar panel system. During the summer months, the system supplies 100% of the energy required for the majority of the working day – this includes powering the office and charging electric cars! Across the entire year, it is capable of providing around a third of the office's energy consumption – and even more if the sun keeps shining!

Within the first few months, these roof-mounted solar photovoltaic panels delivered a remarkable 20-30% reduction in our normal energy grid consumption.

Periodically, we expect to generate enough energy for our HQ to be self-sufficient and be able to export excess electricity to the National Grid.

20-30%
reduction in our
normal energy grid
consumption



Using customer waste to power electric waste vehicles

In summer 2023, we unveiled our new electric waste collection vehicles (EVs) – achieving what at the time was an industry-first, by powering one directly by electricity generated from the customer waste we collect.

Our Colnbrook depot is now home to two LGV EVs which, after depositing the non-recyclable waste from their daily collection rounds into our Energy from Waste (EfW) facility, simply plug in to the EfW to recharge ready for the next day.

For every tonne of waste deposited, around **620kWh of power is generated** and, given that each collection is around five tonnes of waste per round, it means each vehicle delivers enough fuel to **generate 3,100kWh of energy per day**. That's enough to power an average-sized house for a year, as well as charging the vehicles themselves.

We now have a total of **six LGV EVs** across our operating area and we're **investing around £6.5 million a year** to further decarbonise our vehicle fleet so we can deliver ever more sustainable waste collections for our customers.



Our people

With over 830 employees across 15 locations, we are incredibly proud of our people and the contributions they make, not just to our business, but to customers and local communities.

We applaud their hard work and, in turn, we provide a raft of initiatives to support them at every stage; from training and career development to wellbeing programmes and promoting good communications throughout the company.

Target

for 2024

Achieve Investors in Wellbeing accreditation and develop an action plan in line with recommendations



Developing talent through apprenticeships

Recognising the importance of developing and upskilling both our current and future workforce, since 2022 we have been on a mission to expand the range and availability of apprenticeship opportunities within Grundon.

From only three apprentices in early 2022, we have now seen just **under 50 new and existing colleagues** commence apprenticeship schemes; varying from Sales, Technicians, Business Administration and our highly successful Team Leader Level 3 programme.

Apprenticeships offer a unique opportunity to learn while earning, with successful learners not only attaining a recognised apprenticeship qualification at the end of their programme, but also often attaining additional industry accreditations or qualifications.

Successful learners in Grundon have not only expanded their knowledge and applied their learning within their current roles; we're delighted to have recently seen three apprenticeship graduates move into their first managerial roles.

that's **5%**
of our
workforce

3 apprenticeship
graduates
recently moved
into their first
managerial roles



Enhancing colleague communication

At Grundon, we recognise the vital role of internal communications, which prompted a **£25,000 investment** in the development of GrunHub, our bespoke internal communications platform, in 2020 amidst the challenges of COVID-19. This digital platform is specifically crafted to **engage and connect our workforce** and continues to serve as a centrepiece to building a well-informed and connected Grundon community.

In 2023, in response to colleague feedback on improvement opportunities, we invested a further £10,000 to give the platform a more modern interface and built a dedicated mobile app.

Colleagues enjoy the broadcasting of timely company news, weekly activities, monthly prize draws and the opportunity to support various charities through the platform.

£25,000 investment

GrunHub



Safety Champions

Our Safety Champions play an important role in keeping everyone safe.

Tasked with promoting a strong health and safety culture across the business, they provide a bridge between colleagues, managers and the Safety, Health, Environment and Quality (SHEQ) team, helping ensure concerns can be raised and addressed.

Each Grundon location has at least one Safety Champion (30 in total at the end of 2023), all of whom receive extensive training, including the RoSPA Safety Representatives course and the NEBOSH Award in Health & Safety at Work, as well as training on topics such as risk assessment and manual handling.

Regular activity ranges from conducting site walkabouts to identify any potential hazards, to holding twice-monthly safety chats with colleagues; together with monitoring and participating in incident investigations, and supporting managers with activities such as Tool Box Talks.

They also take part in Safety Champions meetings, where issues such as health and safety performance, policy updates and any accidents or incidents are discussed; and a Safety Champion representative attends the bi-annual Management Review meetings, reporting to the Grundon Board and Senior Leadership Team.

Making a difference

When one Safety Champion suggested introducing defibrillators, Grundon embraced the idea and now every one of our sites has a defibrillator installed



Safer roads for all

Road Safety Week is an annual campaign run by Brake, the road safety charity. Every year, Grundon's Transport Training Team spends the week visiting local organisations to spread the important message about staying safe at all times, whether that's as a driver, pedestrian or fellow road user.

In 2022, the Highway Code was revised to include clarity on which road users have priority. With a workforce of over 800 employees, who use various methods of transport in their professional and personal lives, the decision was taken to turn the focus for Road Safety Week 2022 to our people.

Our expert team of Transport Trainers spent the week visiting numerous Grundon sites, empowering colleagues to learn about the new Highway Code and how it may affect them.



Our customers

“Grundon’s customer service has been second-to-none.”

Kyla Hyett,

General Manager at Gloucester Food Dock

“Grundon came up with solutions that enabled us to start pushing boundaries ...and has continued to demonstrate new ways of working that exceeded our goals.”

Peter Watts

Managing Director at Rockvolt

Not our words, but those of our satisfied customers – here are just some of the ways we deliver customer service excellence and award-winning innovation.

Target

for 2024

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



Inhaler recycling

Innovative ideas are key to cutting carbon and, in 2023, Grundon launched the UK's first proven nationwide inhaler return and recycling scheme.

With some 73 million inhalers dispensed every year by the NHS – estimated to account for 4% of all NHS CO2e emissions – the ability to recycle inhalers and repurpose the greenhouse gases they contain, is expected to deliver significant carbon savings.



Successfully trialled with a number of NHS Trusts and Health Boards across England and Wales, the service has already **won a prestigious Sustainability Award** from the British Aerosol Manufacturers' Association (BAMA).



Ascot Racecourse



In just **12 months**, we helped Ascot Racecourse become a winner by increasing overall recycling at its prestigious Royal Ascot event by **20%**.

From waste education training sessions to **new waste sorting tables**, we put a firm focus on correct segregation and made sure the team was on track for success.



Just a snapshot of results shows an incredible **809% increase** in the amount of food waste collected, while mixed recycling rose by **55.6%** and glass recycling was up **35.6%**.

At the same time, we cut waste **disposal costs** and, in June 2023 alone, saved **126,560 kgs of CO2e**, equivalent to planting 641 trees.



No surprise then, that the success was recognised by **The Green Apple Awards**, announcing **Grundon and Ascot Racecourse** as joint winners of an **International Silver Green Apple Environment Award** for their entry **Achieving a Winning Result for Waste Management at Ascot Racecourse**.

Howzat for a great recycling rate!

Grundon is proud to be the sustainability partner for Gloucestershire County Cricket Club (GCCC), working hand-in-hand with the club as it strives to meet its ambitious environmental goals.

Already bowled over by an increase of nearly 60% in its recycling rates, the success story is due in part to a combination of more bins and increased signage across the team's home ground in Bristol's Seat Unique Stadium.



Increase of
nearly
60%
recycling
rate

“It’s fundamental for us to have a reliable waste management partner because it is a relationship which is probably at the heart of our whole operation.”

Neil Priscott
GCCC's Chief Operating Officer



Artificial Intelligence

Do you know your PET from your HDPE?

Grundon is boosting its recycling capabilities by harnessing the power of Artificial Intelligence (AI).

With an AI robotic picker installed at its Materials Recovery Facility (MRF) in Bishop's Cleeve, near Cheltenham, in 2022, Grundon is speeding ahead with improved sorting and recovery of HDPE and PET plastic.

Deploying sorting technology means greater volumes of raw materials can be captured and returned into the circular economy, ready to be made into new products.

The picker can target and pick up to

80 items
a minute



Our communities

As an independent family-owned business, we put huge value on being part of local communities and supporting charitable projects across our operating region.

Whether it's organising staff charity volunteering days, contributing to wildlife-friendly gardens, promoting health awareness events, or giving a boost to the future stars of the waste industry – we're determined to make a positive difference.

Target

for 2024

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



Creating opportunities

We believe in reaching out into local communities and for us, that means working with HMP Huntercombe Prison, near our Oxfordshire HQ, to provide employment opportunities for prisoners under the Release on Temporary Licence (ROTL) scheme. We're delighted to report that off the back of this scheme, we've now supported someone into full-time employment. This successful project is now set to be expanded to prisons across our operating area.

Blooming in Banbury

Blooming in the heart of Banbury is Bridge Street Community Garden, part of Banbury Community Action Group, it is a sociable space where people can connect with nature. Thanks to our grant* of over £13,000, the team built nine new raised planter beds, filling eight of them with pollinator-friendly shrubs and creating a wildlife pond in the other, making a real difference to the local natural environment.



The Vench

A sunken trampoline, a pizza oven, a hot water system and a new accessible entrance ramp are just some of the benefits our £35,000 donation* has helped provide at The Lockleaze Youth and Play Space – known locally as The Vench in north Bristol.

This vital
community centre
is hugely popular
with visitors



*We worked with local environment and community charities Groundwork South and Trust for Oxfordshire's Environment (TOE) to support these projects via grants from the Landfill Communities Fund (LCF).



Windsor Lions

Supporting local communities in and around our operations is our way of giving back, so when Windsor Lions asked us to support their free Prostate Cancer Screening Event, we happily made a donation.

Over 1,000 local men attended and for one, providing a simple blood sample led to an early diagnosis and subsequent successful removal of his cancerous prostate. In total, almost 70 men who took part received vital follow-up investigations, highlighting the event's role in men's health awareness and emphasising the need for regular screenings.



Crisis

Every Christmas, we support Crisis, the national charity for people experiencing homelessness, by providing free waste services. Here's what Matt Downie, Chief Executive, had to say about our support:

On behalf of all our guests, thank you for your continued support of Crisis at Christmas supplying us with delivery and collection of clinical waste bins, allowing us to safely run healthcare services for our guests and keep our centres safe.

Signposting future generations to a career in waste

We're keen supporters of CareersFest, an Oxfordshire careers fair organised by Oxfordshire Local Enterprise Partnership (OxLEP) to help students aged 15+ look at their career choices.

Working alongside OxLEP, we've been evaluating our work experience offerings with an aim to enhance engagement with local schools to support children with informed career choices.

We might be biased, but we think a career in the waste industry offers plenty of exciting and fulfilling opportunities and we attend events every year to help get that message across.



35 under 35

Every year, we support the waste stars of tomorrow by sponsoring the 35 Under 35 awards programme organised by Letsrecycle.com and part of the Future Talent Hub at the annual Resource & Waste Management Expo.

One such star in 2023 was Mark Garvey, CEO of Whitespace Work Software, who said:

We're focusing on the huge opportunities for automation in an industry that is largely driven by manual processes. If technology can improve the services provided, then everybody wins.

The awards celebrate professional excellence, industry innovation and those who give back to their company or community – all great qualities that Grundon is proud to be associated with.



A round-up of our 2024 targets and commitments

Planet

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

- Purchase only C-rated and above electrical items
- Further develop procurement policy in aim of reducing emissions from key suppliers
- Convert one site to 100% HVO
- Ongoing commitment to CarbonNeutral® certification
- Double the number of electric waste collection vehicles in our fleet, from 6 to 12
- Focus on obtaining credible Scope 3 emissions data

People

Target

Achieve Investors in People Wellbeing accreditation and develop action plan to address the recommendations

Commitments

- To be ahead of apprenticeship national averages of success and achievement rates
- Improve employee engagement by achieving a minimum 70% registration rate on our internal communications platform GrunHub
- Implement a volunteering policy and have at least 5% of our workforce participating in volunteering activities
- Continue to upskill our Safety Champions to spread health and safety messages
- Continue to report on gender pay gap each year and increase number of female employees
- Promote safety interactions to continue reducing accident frequency rates

Customers

Target

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

Commitments

- To ensure we deliver excellent customer service by maintaining or improving on our satisfaction score of 93%
- Increase the number of engagement and education sessions by 10%, from our baseline of 404 sessions in 2023
- Support customers to promote circular economy and moving waste up the waste hierarchy through ongoing innovation
- Upgrade customer portal to provide accurate data on carbon and social value initiatives
- Launch an updated Customer Service Charter to ensure we continue meeting customer expectations
- Collaborate with at least 12 customers a year on projects to enhance social value in our shared communities

Communities

Target

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

Commitments

- Offer 10 offenders and ex-offenders work opportunity experience and employ at least 2 ex-offenders after release
- Formally partner with two secondary schools and one further education college to offer work experience opportunities
- For every customer who joins us on a volunteering day at Felix Project, we will donate funds to the equivalent of 29 meals delivered
- Continue to support environmental bodies on projects to either improve the life of communities or aid nature conversation
- Promote biodiversity by managing our sites sensitively and identifying opportunities to support projects in the local community
- Minimise nuisance impact within the local vicinity of our facilities

GRUNDON

Thames House, Oxford Road
Benson, Wallingford
Oxfordshire
OX10 6LX



01491 834 311



info@grundon.com



www.grundon.com

