Reconomy

2019/20

Reconomy Sustainability Review

Sustainability

Breaking barriers for hard-to-reach groups

Naomi Lee
Reconomy FreshStart candidate

RSVP
Reconomy Social Value Programme

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A warm welcome

On behalf of Reconomy's Board of Directors, thank you for taking the time to read our 2019/20 Sustainability Review.

At the time of publishing this document, we remain in the grip of the Coronavirus pandemic which has had an unprecedented impact on businesses across every industry, without exception.

Though many of the exciting plans that were in place for our 2020 sustainability campaign have had to be postponed or modified, we are still hugely proud of what we have been able to achieve.

As a technology-driven company, we have been able develop and implement new ways of working, moving some of our sustainability projects online and into virtual environments, enabling them to continue in a safe, COVID-secure way.

During the challenges of the pandemic, Reconomy has taken its responsibilities to the local community very seriously. In fulfilling our role as a leading Shropshire Business at this time of National crisis, we are proud to have seen sustainability successes in areas of our business that we were not expecting.

As we plan for 2021 and beyond, we can afford to be cautiously optimistic and take solace in our accomplishments, despite the adversities we have all faced professionally and personally.

We will take all we have learnt this year and move forward stronger, wiser and closer together than ever.

Paul Cox
CEO, Reconomy

At a glance: our 2019/20

96%
of all waste managed diverted from landfill in 2020

£204m
social and local economic value

150,000
waste movements per month

39%*
Business growth

63%
of staff employed locally

83%
of Reconomy suppliers are SMEs

+76
net promoter score

51.1%
reduction in carbon intensity against turnover in 2020

£188m
Social and economic value from SME spend

43% / 57%
male female
Gender split
(whole company)

Based on pro-forma revenue 2020 including Europe. All other statistics for UK Reconomy Group companies only.

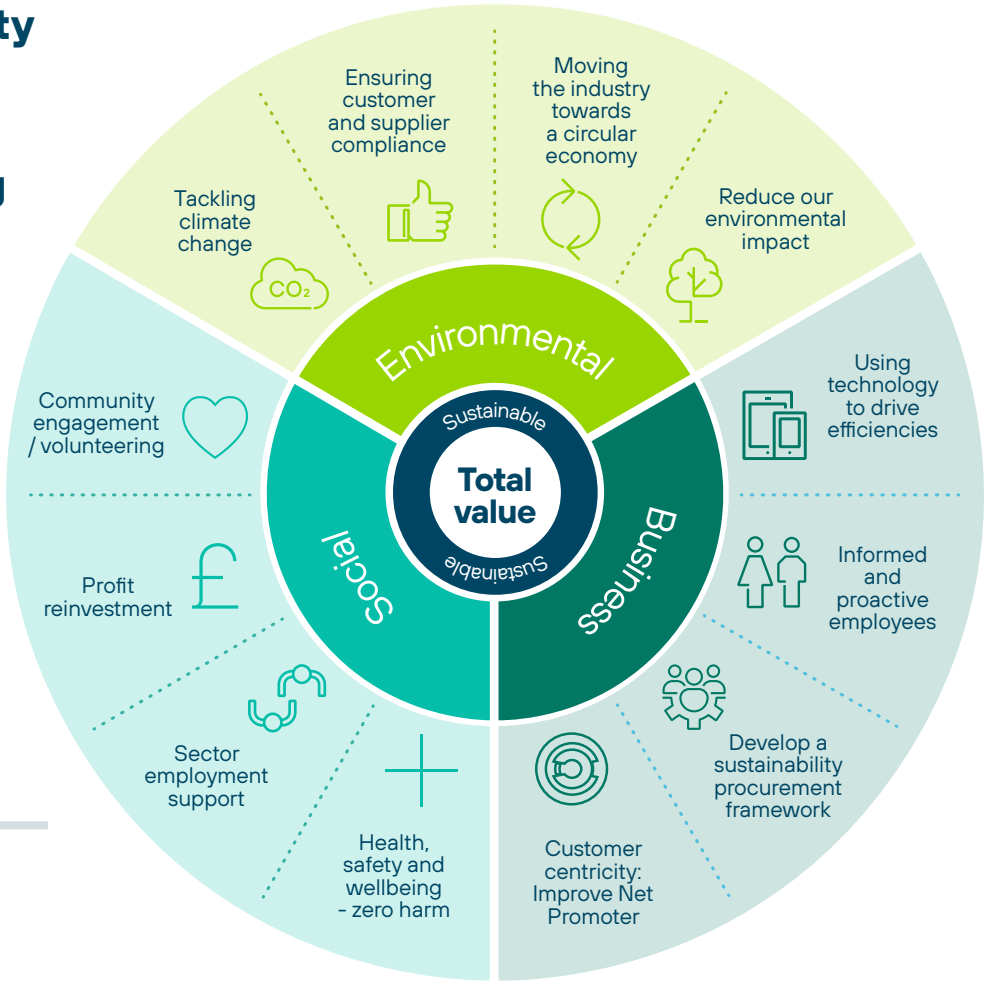
Sustainability deliverables

Our sustainability strategy is split into three core values, enabling us to deliver against Social, Environmental, and Business objectives.

We calculate and verify our impact using the Social Value Portal.

THE SOCIAL VALUE PORTAL

Our latest achievements are as follows...



Social value update

£1.3m
pure social value

91%
Reconomy's spend is with SME suppliers

£26k
donations and in kind

£18k+
fundraised by our employees

1%
profit before tax (PBT) committed to community investment

935
hours of volunteering activities

29
key staff trained to identify signs of modern slavery

£2.6m
of VCSE (voluntary, community and social enterprise) spend

35%
employee participation in community volunteering ctivities

Combined statistics for 2019 and 2020.

Environmental value update

51.1%
reduction in carbon intensity against turnover in 2020

96%
of all waste managed diverted from landfill in 2020

8/10
Zero waste to landfill achieved for 8 out of 10 of B&I customers

100%
renewable energy used at Reconomy and Valpak head offices

336
hours of WasteSmart training given to staff

Combined statistics for 2019 and 2020.

Business value update

441
hours spent on mental health awareness, support and well being

8
Mental Health First Aiders trained

22
internships and apprenticeships

2.5
Average of 2.5 internal promotions per month

4,112
hours of training provided to staff

8,376
customer visits and virtual meetings

450
supplier audits completed

Combined statistics for 2019 and 2020.

Partners and **memberships**

Our numerous memberships and partners enable us to extend the reach of our sustainability strategy and deliver an even greater impact.

Recently announced

Armed Forces Covenant

Reconomy has signed the Armed Forces Covenant we recognise the value serving personnel, reservists, veterans and military families bring to our business and have outlined several ways we can support and honour them.

Corbett Network

Reconomy has joined the Corbet Network who exist to promote and bring together organisations that support ex-offenders. Reconomy has joined the coalition to help us to learn and work with others doing exceptional work in prisoner rehabilitation and reintegration.

RSVP
Reconomy Social Value Programme

Latest developments

The Reconomy Social Value Programme (RSVP) continues to leverage our relationships with customers and suppliers to realise positive change and outcomes within the community.

RSVP has two clearly defined aspects; **bridging gaps** for young people leaving care and **breaking barriers** for hard-to-reach groups.

Our latest RSVP developments are as follows...

Bridging gaps

National House Project

Reconomy was the first commercial partner of The National House Project which helps care leavers make successful transitions to adult life. The first House Project we are supporting is in the City of Wolverhampton, and in 2020 we helped an initial group of care leavers to move from care into their own homes, helping them renovate and decorate their properties as well as develop wider support networks. Reconomy has also assisted with the refurbishment of a community hub that will offer further assistance to care leavers, donating all the facility's white goods.

Gifts for Care Leavers

Every Christmas Reconomy provides support to local charities and initiatives. However, due to the COVID-19 pandemic, this year we wish to do even more to help those in need, particularly those leaving care. There are currently 130 care leavers who are just starting to live independently in Wolverhampton, and with the support of both the House Project and the local Council, Reconomy will be providing each of them with a small Christmas gift: a sustainable (plastic-free) bathroom gift set.

Breaking barriers

Reconomy Fresh Start

Reconomy is committed to socially inclusive recruitment, supporting hard-to-reach groups including ex-offenders, long-term unemployed and ex-military personnel to find meaningful work. Through our partnership with RMF Fresh Start, we have created Reconomy Fresh Start, which offers waste management training and recruitment to offenders in 16 prisons nationwide. This year, Reconomy Fresh Start has helped place five ex-offenders onto a flagship housebuilding site in London operated by Barratt Homes. This full-time team of waste logistics operatives have helped deliver a 15% reduction in waste tonnages across the site. During the pandemic Reconomy Fresh Start has modified its waste training course, allowing it to be delivered to serving offenders virtually, rather than face-to-face.

Modern Slavery

Reconomy is committed to ensuring that there is no modern slavery or human trafficking anywhere within our business or supply chain. This year we reemphasised our commitment to this by becoming a member of The International Partnership for Human Rights (IPHR) Waste & Recycling Working Group. Reconomy is currently the sole outsourced provider of waste services to be a member of this organisation.

2020: A year like no other

Reconomy's sustainability targets, activities and deliverables are each planned to the very best of our ability, with many longer-term projects taking months of preparation before they reach fruition.

> **"The best-laid plans of mice and men often go awry.**

Despite our best efforts to successfully navigate the marketplace using our many years of experience, no one could have anticipated the difficulties and turbulence we would face during 2020. For all of us it has truly been a year like no other.

Because of the Coronavirus pandemic, many of our ongoing sustainability projects and partnerships had to be paused whilst we worked within the resulting restrictions and took the necessary steps to safeguard our employees. Though this has continued to be our priority, we have seen unexpected sustainability wins as a direct result of this shift in mindset.

Easter Eggs

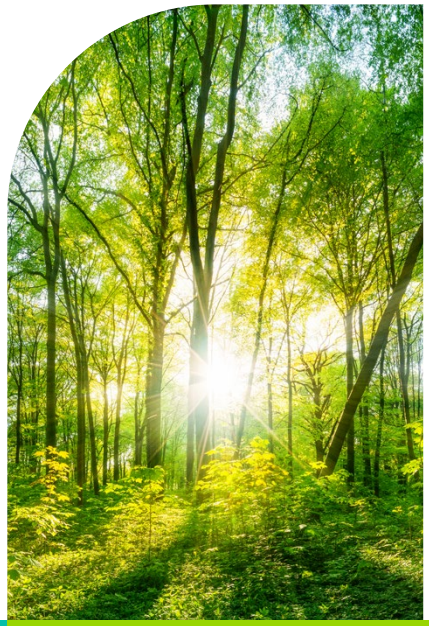
In April 2020 Reconomy donated 250 Easter eggs to a food distribution service in Telford for vulnerable families and a Children's support group in Wolverhampton. The eggs were originally purchased for Reconomy staff as part of the company's annual Easter tradition in advance of the COVID-19 lockdown. After discussions with staff members, it was unanimously agreed that they should be redistributed to local families.

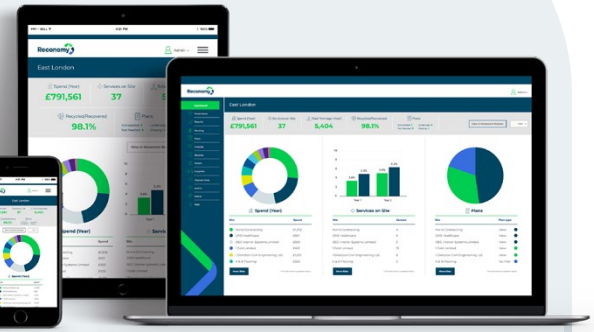
Say Thanks This Summer campaign

To underline our gratitude towards NHS and healthcare workers during the pandemic, Reconomy committed to making a £5 donation for every new skip or container ordered from us during July. **By the end of the month, we had raised £14,600 for our dedicated NHS charity in Shrewsbury and Telford.** The money will help build a new courtyard at the Princess Royal Hospital in Telford, a much-needed outdoor space for hospital staff, patients and visitors to enjoy and relax in.

Carbon usage

The restrictions imposed by lockdown has resulted in many of our regular business activities being conducted virtually and our offices closed. Our carbon footprint has considerably reduced this year and we aim to use this to accelerate our plans to reduce business travel and uptake of renewables as **we aim for zero carbon.**





Technological advancements

Reconomy invests heavily in industry leading cloud technology, so was well positioned to respond to the pandemic and swiftly mobilise a home working strategy. Reconomy's business continuity plans were enacted, worked well and ensured a seamless transition to remote working for our customers and staff. Given the increased prevalence of Cyber threats, Reconomy has continued to invest in and has accelerated areas of its **cyber security roadmap to maintain and optimise our security posture.**

Flexible working

During the pressures of lockdown, we enabled our people to adapt their day to maintain a balance around home and work priorities. To ensure we continue to deliver an excellent service for our customers, we use data to demonstrate productivity and performance. All training has also moved online, including virtual inductions and mandatory e-learning modules.

In this 'new normal' there has been minimal opportunity for face-to-face meetings and contact, so we have set out to achieve a blended way of working, that allows us to remain people-centric, even when working remotely. Safeguarding our people remains core, and so to provide further support, at the start of lockdown **we introduced the BUPA EAP (Employee Assistance Programme) scheme** to help people with their mental health and wellbeing.

Objectives and targets

Social value

Aim	Objective	2021 target
Addressing the Skills gap and Supporting Employment	Maintain an effective intern / work experience programme	5 funded apprenticeships for care leavers
	Help break down barriers to employment - focus on care leavers and hard-to-reach Groups	Generate £2million of social value through RSVP
	Raise awareness, engagement and understanding	50% of employees to have completed at least 1 Supply Chain Sustainability School training module
Building community relationships	Involve all employees in our volunteering programme - 1 day paid per year	40% of our people volunteering
	Total value of community investment - cash, volunteer hours and materials / services	Maintain 1% of profit before tax community investment

Objectives and targets

Environmental value

Aim	Objective	2021 target
Tackling climate change	Measure and reduce our carbon footprint (science based)	Reduce carbon intensity by 12% on 2019 levels
Reduce our impact	Develop and implement industry leading Reconomy Environmental Programme	Launch the Reconomy Environmental Programme
	Work with customers and suppliers to reduce materials used (minimise waste)	Report on and set re-use, recycling and recovery rates target
	Move industry towards a circular economy	Work with the Supply Chain Sustainability School to develop and implement cross-industry circular economy activities
	Continue to work towards zero to landfill	96% recycling rate

Objectives and targets

Business value

Aim	Objective	2021 target
Improve the customer experience	Implement an ISO management system across the Reconomy Group	Integrate safety into the Management System and apply consistently across the Group
Developing our supply chain	Implement a sustainable procurement framework (based on ISO20400)	Fully implement the sustainable supplier charter with new and existing suppliers
	Monitor the percentage of our supply chain that are SMEs and measure spend	Maintain over 80% of supply chain to be SME
	Identify and increase the number of voluntary, community and social enterprises (VCSE) in our supply chain	2% of preferred suppliers to be VCSE

Looking ahead

If this year has demonstrated anything it is that nobody can predict the future. That said, by reacting swiftly and decisively when faced with the pandemic, Reconomy will move through 2021 with cautious optimism.

We will take all we have learnt this year and move forward, particularly in relation to the ways we use technology as part of our day-to-day business. This technology-led approach will also drive new ways of supporting our local community, for example by offering our employees the opportunity to participate 'virtual volunteering' to support lonely or isolated members of the community.

Having witnessed the positive impact on our carbon emissions, we will ensure these new ways of working become 'business as usual' by reducing travel and prioritising virtual meetings. To oversee this and other environmentally focused activities, we are delighted to announce that we will be launching a new dedicated climate and environmental programme in 2021.

Our close working partnerships with organisations such as The National House Project continue to grow, with plans already in place to support the next group of Wolverhampton care leavers into their own homes. We will also be launching a new Social Enterprise Company that will offer employment for hard-to-reach groups at Reconomy, customer and supplier sites

The challenges of 2020 have not reduced or diminished our sustainability ambitions, and we are committed to redoubling our efforts over the next 2 years so that we do not lose ground. **We hope you will accept our invitation to join us.**

Diane Crowe
Head of Sustainability and Social Value

Get in touch

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Reconomy

Valpak
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