

people, planet, profit

2021 sustainability report



Foreword

In 2021, the operations of SUEZ recycling and recovery UK began to emerge from the long shadow of COVID-19. We managed to put more waste to good use and stepped up our support for communities while increasing turnover and profit.

This contribution to our triple bottom line – people, planet and profit – was achieved despite ongoing pressures of staff absences and other uncertainties. Great credit is due to our people for the resilience and commitment they've shown.

However, it's not back to business as usual and cannot be for any company committed to sustainability. As our own transformation for the circular economy shows, embedding our triple bottom line strategy in every aspect of the business requires continuous reinvention and renewal.

During the year, we renewed our purpose: **Building a sustainable future that doesn't cost the earth** is an aim that our people can relate to every day. We all work to preserve material resources, put them to best use and recover value from residual waste. As we do so, we protect the environment, serve our customers and support local communities.

We made significant advances on all fronts during 2021.

People

Last year's report described the accelerated roll-out of our extensive wellbeing programme. In retrospect, the pandemic showed the great foresight of our employees' Wellness for All charter and its emphasis on mental health. We have continued to focus on wellbeing as well as safety, as we sustained our strong health and safety performance.

We also recognise that the positive, safe and progressive culture we are nurturing needs to be inclusive. Innovative and vibrant businesses embrace diversity and celebrate the different aptitudes and contributions of all their people. My fellow directors and I are fully committed to our new diversity and inclusion plan, its networks and initiatives.

Our people stepped up again for our national charity partner Macmillan Cancer Support, raising more than £160,000 – the highest annual total yet, and the company's combined funding for local communities rose by nearly a third to £4.2 million.

Planet

It is notable that we not only diverted more than six million tonnes of waste from landfill, but we also reduced the carbon intensity of our activities.

Re-use of discarded household goods should play a central role in a circular economy. In Greater Manchester, we launched the Renew Hub for refurbishing items for re-sale in the community. Across all 29 re-use shops we operate for local authorities, more than 418,000 items were salvaged.

Meanwhile, by the year's end, a site sustainability action plan (including measures to boost biodiversity) was in place for 99% of our 300-plus locations, overseen by a local sustainability champion, following the launch of our sustainability champions network.

Profit

The long-term viability of our business hinges on how we serve the circular economy. With 25,000 commercial customers and 75 local authority contracts, we increased our turnover by more than 13% to £928 million for the year.

As we spend money with small and medium-sized enterprise suppliers and social enterprises, provide employment and train apprentices, and invest in local communities, we generate social value. In 2021, for every £1 of expenditure, we created £2.22 of social benefit.

While winning new contracts, we also increased customer satisfaction significantly since our last survey two years ago, not least because of improved communications and relationship-building.

We will continue collaborating with them, our supply chain, all our people and stakeholders as we embed triple bottom line deeper across our business in 2022 and beyond.

John Scanlon
Chief Executive Officer
SUEZ recycling and recovery UK

People

- + More than 200 employees completed our **First Aid for Mental Health Awareness course** and 20 are qualified Mental Health First Aiders
- + Developed the first accredited **professional driver course covering wellbeing at work**, delivered to over 500 drivers
- + More than **70,000 hours of learning**
- + **Inclusion and Diversity Network launched**
- + 1,500 employees completed **Unconscious Bias training**
- + Welcomed **55 apprentices**

Planet

- + **More than six million tonnes diverted from landfill for re-use, recycling or recovery**
- + **Over 418,000 items sent for re-use**
- + **1.3 million tonnes recycled**
- + **1.7 million megawatt hours of electricity to power 469,000 homes, plus 322,000 megawatt hours of thermal energy**
- + **8% more carbon avoided for every tonne of our customers' carbon emitted**
- + **More than 26,000 trees planted**
- + **A sustainability champion and site action plan for almost every location**

Profit

- + **Turnover up 13% to £928 million**
- + **25,000 businesses and 75 local authority contracts served**
- + **Customer satisfaction score rose to 84%**
- + **Contract wins ranged from Kensington to Cumbria, Monmouthshire to Angus**
- + **£270 million spent with small and medium-sized enterprise suppliers, including £494,000 with voluntary, community and social enterprises**
- + **£2.18 billion of social value generated**

2021 sustainability report

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01 Introduction

The triple bottom line

Over the last year, we have continued to embed the triple bottom line in our business, balancing the interests of people, planet and profit.

This report outlines the progress made in 2021, but also recognises that our sustainability is a journey of continuous improvement, innovation and ongoing change.

Our journey began, not when we formally launched the triple bottom line strategy to our people in 2020, but more than a decade before. Our business has been transformed over that time. SUEZ recycling and recovery UK has become a multi-faceted enterprise – developing new technologies, generating electric power for the national grid, and producing heat and manufacturing fuels for industry, to cite a few examples. By focusing on the value of waste as a resource to be conserved and managed, we have pioneered the circular economy in our industry.

Over the last few years, we have broadened our understanding of value to encompass social value, alongside the economic and environmental benefits that come from responsible management, recycling and recovery of material resources.

These three strands of sustainability – social, environmental and economic – align with our purpose as a company as well as the triple bottom line strategy:

PEOPLE being socially accountable, both on a global and local level.

PLANET being environmentally sustainable, preserving and enhancing the environment.

PROFIT being a financially viable business, today and into the future.

Renewed purpose

Sustaining progress requires regular review and renewal of commitment, especially given the growing challenges we all face – environmental and societal, as well as economic.

Climate change, population growth and overexploitation are contributing to resource depletion, biodiversity collapse and pollution of our natural environment, and social division and exclusion.

Our vision – to live in a world where there is no more waste – recognises this reality.

We understand that our company exists to preserve, restore and protect our planet and the resources on which life and society depend.

So, our purpose – which we redefined in 2021 – is no less than building a sustainable future that doesn't cost the earth. What we do every day makes that purpose real and practicable. We preserve resources, optimise the use of materials and recover value from waste – all the while protecting the local and wider environment, as we serve our customers and support local communities. We do this for the benefit of the planet and people, as well as sustaining the viability of our business.

This is an enterprise that requires collaboration among our 5,700 people, and with our customers and supply chain partners. Our four core values – respect, team spirit, commitment to the environment, customer focus – promote this collaboration and guide us in all our daily activities.

Building a sustainable future that doesn't cost the earth

Our values



RESPECT

We care, we can be our authentic selves, we're compassionate, we're ethical and we're honest. We act to keep everyone safe and well.



COMMITMENT TO THE ENVIRONMENT

We preserve, restore and protect our planet. We act to reduce, reuse, recycle and recover resources.



TEAM SPIRIT

Together, we work, we collaborate, we problem solve, we support, we encourage and we celebrate.



CUSTOMER FOCUS

We're dedicated, focused and creative. We innovate, we advocate and we collaborate with our customers for the environment.



Principled action

Just as we did when settling on our values, we engaged our employees when identifying how we can make the greatest impact for good, collectively and individually at site level.

Our agreed headline commitments show how we can best apply triple bottom line thinking in our business.

Having considered these themes, our employees submitted more than 200 suggestions for priorities and behaviours at local level to deliver on those commitments. These ideas clustered around 10 main topics, giving us the sustainability principles that we now follow.

They mainly relate to what we can and should do as individuals and teams – as well as supporting the wider plans of the business – from cutting out single-use plastics to interacting with the community and taking action for nature. The sustainability principles also help harness support for our local sustainability champions and site action plans.

Championing sustainability

Our 2020 report described the launch of our network of sustainability champions – volunteers who lead grassroots action at our sites. The response has been enthusiastic.

By the end of 2021, 99% of our locations had an active champion and a plan in place to put our 10 sustainability principles into action.

The activities and achievements that result are more easily captured in our People and Planet app, which recorded 2,761 such actions around the country – from litter picks and careers events to tree planting and site tours for visitors.

Our sustainability champions communicate these locally and more widely – with support from colleagues designed to promote their work at regional level – and the data also feeds into our company-wide calculation of social value.

Our sustainability principles

1 Avoid unnecessary single-use items or packaging

2 Reduce paper use

3 Lower our utility use

4 Reuse

5 Recycle

6 Purchase sustainably

7 Travel smarter

8 Connect with our community

9 Take action for nature

10 We all play our part

Reporting and accountability

Over recent years, we have been refining how we measure our performance – from the calculation of carbon emissions arising from our diverse activities – and those we avoid on behalf of our customers – to the social value we generate for local communities. This new framework also governs how we report our performance in terms of environmental, economic and social impacts.

To guide us, and for added accountability, we are supporters of the United Nations Global Compact Network UK, Social Enterprise UK, Social Value UK and the UK Business and Biodiversity Forum.

There is another aspect to tracking performance and being accountable for it. We judge our progress against ‘critical success factors’, by which we measure and reward performance. Embracing social value and environmental sustainability as well as profitability, these criteria are consistent with the triple bottom line approach.

From top to bottom of our organisation, this is how we are embedding our commitment to social, environmental and economic sustainability.

Our critical success factors

- ✔ Safety and wellbeing
- ✔ Engaged and empowered people
- ✔ Social value
- ✔ Sustainable environment
- ✔ Profitable business
- ✔ Continuous improvement
- ✔ Digitalisation and data accuracy
- ✔ Customer loyalty

02 People

socially accountable

If our company and people are to be socially accountable, we must all be engaged and empowered as employees.

This section outlines what we have done to nurture this positive culture during 2021 while fulfilling our social responsibilities to our own people and the communities we serve.

Our employees

At the year-end, SUEZ recycling and recovery UK employed just over 5,700 people, little changed from the year before.

Alongside safety and wellbeing, there was an added focus in 2021 on inclusion and diversity, as well as on enhancing the employee experience. We recognise that people and businesses thrive when individuals feel that their wellness, creativity and continuous learning are valued and supported – and their efforts contribute to a greater societal and environmental good.



Safety

Called Safety in Mind, our comprehensive health and safety programme was devised with the input of employees across the organisation a decade ago. It is designed to promote a positive safety culture. As well as training, this involves 'Safety in Mind conversations' when team members can discuss any aspect of safety, 'near miss' reporting and investigation and 'vigiminutes' – assessments of tasks to identify hazards and prevent accidents.

This industry-leading programme has underpinned a significant improvement in safety performance – especially over the last five years, when the three main indicators for incident frequency and severity fell by around half.

We maintained our strong health and safety performance in 2021. There were no improvement notices or prosecutions arising from incidents, though one prohibition notice was issued by a Health and Safety Executive enforcement officer. This concerned a workshop where emery cloth was found near a lathe. A review found there had been a failure to instruct employees at this site not to use emery cloth. We revised the procedures to prohibit this form of hand metalworking and provided more suitable polishing equipment.

Our performance indicators, which are incident rates based on hours worked, were affected by a data improvement exercise regarding the hours worked. This improved the accuracy of hours worked, but had the effect of increasing measured incident rates. The incident frequency rate, for example, increased despite a small reduction in the number of lost-time incidents. There was one injury event more than in 2020, prompting a slight rise in the indicator for RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) incidents, which are reportable under statutory regulations.

The severity rate indicator also increased due to two long-term absences following incidents towards the end of 2020. One resulted from an employee stepping into the road in front of a bus, while another colleague fell into a vehicle wash pit after removing the safety barrier. Further pit coverings have been added as an additional control measure. Excluding these two long-term absences (amounting to 486 days), the underlying total is 136 days lower than in 2020.

There can be no let-up in our efforts to encourage safe behaviour and drive down risk. Our management system for health and safety was re-certified against the international ISO 45001 standard, following independent assessment. We also undertook a health and safety culture assessment during the year, which showed positive views that we will continue to reinforce. In the survey, 96% of respondents felt they had sufficient knowledge to identify hazards, 93% recognised that health and safety was a critical success factor for our company, and 81% said they received feedback after reporting near-miss events.

37,527 SAFETY IN MIND CONVERSATIONS

14,069 VIGIMINUTES

13,304 NEAR MISS REPORTS

733 MANAGERIAL SAFETY VISITS

Wellbeing

Our wellbeing programme had its origins in the Wellness for All charter drawn up by our employees in 2019. It recognises the importance of wellness in the workplace and beyond it, and how we must empower our people to maintain a healthy work/life balance.

In 2020, we accelerated the programme amid the pandemic, and last year appointed a dedicated Wellbeing and Inclusion Manager.

Mental health training was the first priority of the charter. By the end of the year, more than 500 of our people had completed the half-day course in mental health awareness, and we had more than 20 qualified Mental Health First Aiders, trained to level 3 standard.

Our regular Wellness for All webinars tackle specific challenges and aids to wellbeing. We hosted 47 over the year, on topics ranging from sleep essentials for shift workers to positivity and mindfulness. These can be viewed anytime on YouTube by employees and family members.

Several developments are designed to extend the reach of the programme. We recruited wellbeing and inclusion ambassadors. These volunteers advise colleagues in our regions on the support and resources available – from our bespoke benefits platform to 24/7 counselling.

We also created wellbeing messaging and videos to be shared in toolbox talks with our operational employees. For our drivers – around 1,500 employees – we designed the first ever Certificate of Professional Competence course on mental health and wellbeing at work, in partnership with training provider Golden Tree. By year-end, more than a third of our drivers had completed the Jaupt-accredited course – which covers issues such as sleep, nutrition and alcohol – and they gave very positive feedback.

Supporting mental health

Awareness of the challenges to mental health confronting people across our society has grown markedly in recent years. Our people share that concern. When employees across the business drew up our Wellness for All charter and consulted colleagues, they identified mental health as their clear priority.

THE MISSION

To support the mental health of our people

Openness about mental health is helping to erode the age-old stigma that clings to non-physical illness. We set out to raise awareness of the issues, encourage people to discuss their problems, and signpost them to the support we and others can provide.

OUR SOLUTION

Awareness training

Our company's first step was to introduce a First Aid for Mental Health Awareness course. Our human resources team began rolling out this half-day course towards the end of 2019. With the onset of COVID-19, the need to bolster the wellbeing of our people – from key workers to those on furlough, working at home or sheltering – was never greater. We quickly reconfigured the course for delivery online, adding an extra section on emotional resilience. The move online also allowed us to accelerate the roll-out of the training and a wider programme of wellbeing support.

Wellbeing programme

Supporting mental health is now at the heart of a holistic approach to employee wellbeing. Our ongoing Wellness for All webinars – which ran weekly through 2020 – tackle a wide range of topics. Many are closely entwined with mental wellness, such as anxiety, exercise, sleep, meditation and yoga.

We also enhanced our WeCare employee health and wellbeing support service, which includes 24/7 advice and counselling, and developed a bank of literature and guidance on wellbeing.

Further developments

In 2021, we appointed a dedicated Wellbeing and Inclusion Manager. The supportive culture we are nurturing embraces minorities – ethnic, LGBTQIA+, disabled or neurologically divergent.

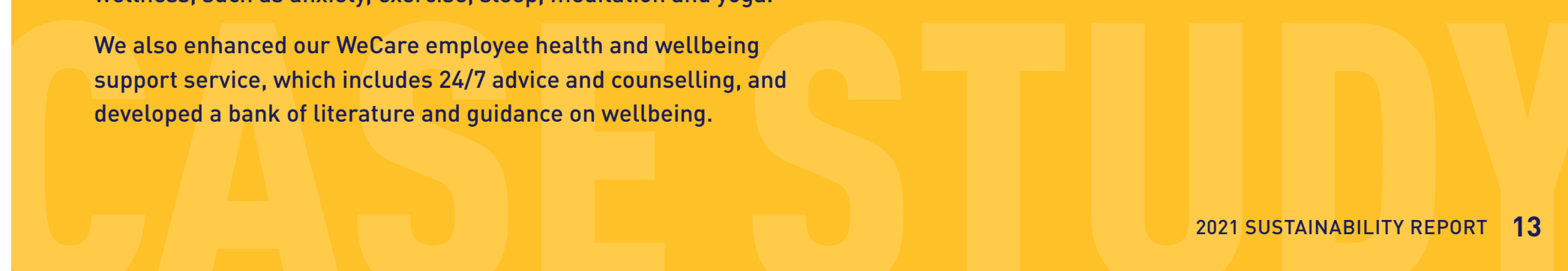
Frontline staff can be harder to reach. The Certified Professional Competence (CPC) course for drivers, which we developed with our training partner, is the first to cover wellbeing and mental health. Wellbeing is also addressed in 'toolbox talks', and we recruited volunteer regional ambassadors for wellbeing and inclusion.

THE RESULTS

Mental health is now a normal topic of everyday conversation within our company

- ⊕ By the end of 2021, the First Aid for Mental Health Awareness course had been completed by over 500 of our people.
- ⊕ More than 80% of employees in a company-wide survey felt that the wellbeing support programme had been beneficial to them.
- ⊕ Wellness for All webinars continue to be well attended, and they can be watched on demand by employees and family members.

Wellbeing roadshows at sites across the country are the next stage as we embed mental alongside physical health in policy and practice, with the help of our re-named health, safety and wellbeing reps.



Inclusion and diversity

Our inclusion and diversity plan was launched with strong support from senior leaders. They recognise that a successful and sustainable business needs to attract, retain and engage all the talent available within our communities.

In a series of ongoing listening sessions, board directors heard colleagues from minority groups describe their lived experience. All are members of our 50-strong Inclusion and Diversity Network, which meets quarterly to review inclusion and diversity activities and planning.

More than 1,500 employees across the business had completed unconscious bias training by the year-end. The course has been well received.

Through webinars and other events, we raise awareness of different areas of diversity, including autism, dyslexia, LGBTQIA+, and cultural festivals, such as Diwali.

Three additional networks have been formed for ethnicity, LGBTQIA+ and disability. Members provide support, make suggestions for how we can improve as an employer and help raise awareness.

To track our progress as an inclusive organisation, we began asking employees to share personal information on ethnicity and other aspects of diversity. We donate £2 to our charity partner Macmillan Cancer Support for everyone who updates their profile. Around 30% have so far.

We also opted to produce an ethnicity pay gap report – the equivalent of the mandatory gender pay gap report. This will help inform our action to develop more employees from minorities for senior roles.

Training

The pandemic accelerated the shift to online training. Our learning and development team has digitalised 90% of our wide offering. In the process, we have improved the quality of training, whilst increasing accessibility, saving travel time and costs, and reducing our carbon footprint. Over the year, 70,280 person-hours of learning were completed, equivalent to 12 hours per employee.

Training needs are identified and requested by line managers and employees, often in annual performance development reviews. A completion rate of 99% was achieved, and these generated 1,450 learning and development requests for current courses. A further 370 requests involved 11 new training areas to be added to the learning and development catalogue in 2022.

We delivered 70,000 training modules over the year, 5,000 of them in person. New mandatory training was rolled out company-wide in unconscious bias, cybersecurity and GDPR data protection. There were also 61 internal webinars attended by more than 2,900 colleagues.

70,000 TRAINING MODULES
DELIVERED



Opportunities

An equal opportunities employer, we also aim to widen the career opportunities for employees – for example, through talent management – and new recruits.

We operate dedicated schemes for interns and work placement experience. In 2021, we provided 16 placements under the government's Kickstart scheme. Our company has stepped up apprentice training in recent years. In 2021, we signed up another 55, working across a wide range of functions. We also co-designed and delivered an apprentice exchange programme with Unilever.

In addition, we work with the Business Disability Forum and Leonard Cheshire charity to provide work experience, and job offers where possible, to disabled people.

We value the skills of ex-military personnel, have stepped up our recruitment efforts, and set up an active support network for veterans and their families across the company. More than 230 employees are veterans. The Defence Employer Recognition Scheme awarded us its **silver medal** in September.

Several of our contract teams work closely with local employment initiatives. In Surrey, for example, we create opportunities for prison leavers with the New Futures Network. Our involvement ranges from sponsoring a bicycle repair workshop in HMP Ford to job offers. In October 2021, we shared our experience at an employers' summit, and our regional manager met Justice Secretary Dominic Raab to discuss how the government could improve the process for employers.

A fresh start

Between a quarter and a third of UK prisoners re-offend, a rate that rises to **more than 57% for adults serving less than 12 months**. Employment alone reduces the likelihood of reoffending by 9.5% and helps address other factors, such as homelessness and isolation. Employers can play a part in tackling this societal challenge.

THE MISSION

To help former prisoners reintegrate into society

As a major employer committed to social responsibility, SUEZ recycling and recovery UK aims to support the communities where we work by forging partnerships and creating training and job opportunities for disadvantaged groups. We also strive to recruit from the widest talent pool, including prison leavers, some of whom have transferable skills from previous careers but find it hard to get back into the world of work.

OUR SOLUTION

Finding the synergy between re-use, rehabilitation and recruitment

In 2017, with support from the New Futures Network – which brokers relationships between prisons and employers – our Surrey team began working with HMP Ford, in neighbouring West Sussex. Our programme, which is fully supported by Surrey County Council, set out to provide opportunities for worthwhile employment for both serving and released prisoners.

We began by sponsoring the refurbishment of the bicycle repair shop at HMP Ford, doubling the number of workbenches so more prisoners could be trained in these valuable mechanical skills. Bicycles discarded at the 15 community recycling centres across Surrey are sent to be refurbished in the workshop and then sold back to the community through the county council's network of Revive re-use shops.

As prisoners near the end of their sentences, we also offer job opportunities – along with training and the chance to gain qualifications – at waste management facilities operated by SUEZ through the Release on Temporary Licence (ROTL) programme, commonly referred to as day release.

THE RESULTS

A second chance in life with sustainable employment

In its first full year, 314 bicycles refurbished by Ford inmates were sold through Revive shops. By its fifth year, the programme diverted nine tonnes of bikes for re-use and 23 prison leavers had been offered permanent employment contracts, as of October 2021. In that month, we also promoted the benefits of the programme at New Futures Network's employers' summit.

While salvaging discarded bicycles and generating income to support Surrey County Council's recycling service, the programme is helping offenders gain skills and employment, re-building their lives and self-esteem. We are also recruiting and developing talent that could otherwise be lost to society.

We hope to extend the training, refurbishment and re-use activities to other goods, such as waste electrical items, and to replicate the partnership in other parts of the country, starting with HMP Send for women, in Surrey.

“Whilst Her Majesty's Prison and Probation Service can provide all of the initial training and development for release back into society, our partnerships with companies like SUEZ are pivotal in completing the process and enabling the men at HMP Ford a second chance in life with sustainable employment.”

— Andrew Davy, Governor, Her Majesty's Prison Ford

Recognition

Our company has been consistently ranked among the UK's best employers. In 2021, our people were recognised for their excellence with a series of industry awards:

- + Five of our younger employees were listed among the sector's rising talent in [the letsrecycle.com](https://www.letsrecycle.com) '35 under 35' awards. Molly Bell, a Technical Plant Engineer at our Teesside energy-from-waste facility, was in the top three.
- + Our human resources team was highly commended in the CIPP Annual Excellence Awards in two categories – [best coronavirus crisis response](#), and people analytics.
- + Teesside's energy-from-waste team achieved bronze and silver Better Health at Work awards for employers in the North East and Cumbria.
- + Our excellence as an employer was endorsed by the Greater Manchester Good Employment Charter.



Our communities

One of our sustainability principles is to connect with the local community. Everyone is encouraged to take part in, or organise, at least two events per year – often as a volunteer. Following feedback from our employees in 2021, each employee is entitled to a day's paid volunteering in 2022 for a good cause, which also triggers a £5 company donation to Macmillan Cancer Support.

These activities, which are in addition to our charity sponsorship and funding of community projects, range from litter picking to working with local schools and hosting visits at our sites.

Examples of environmental action over the year include:

- + Beach clean-ups at St Anne's North Beach in Fylde, Long Rock Beach in Penzance and on the Isle of Man.
- + De-littering the Huddersfield Broad Canal and Eton Canal, plus sections of the Tame Valley, around our Teesside energy-from-waste facility, and in the park beside our headquarters in Maidenhead.
- + Improving local green spaces – planting nearly 400 trees in Salford and cutting back overgrown vegetation in St John's Church graveyard in Huddersfield.

Funding

Our financial support for communities is provided through various channels, including contractual commitments, company donations and corporate trust funds.

All told, this community funding exceeded £4.2 million in 2021 – almost a third up on the year before and a small but important part of the social value we generate.

- + Twenty-one community and voluntary sector groups shared £220,000 in awards via the **Recycle for Greater Manchester Community Fund** and a further £100,000 was donated to the **Mayor's Charity**.
- + Kirkby Neighbourhood Community Fund allocated our **£55,000 donation among eight local groups**.
- + The **Doncaster Environment Fund** benefited to the tune of £15,000, shared among 10 projects.
- + The Lancashire Environment Fund was able to support 60 projects with its £1.1 million contribution.
- + The **St Dennis and Nanpean Community Trust** received a £67,880 contribution from SUEZ.
- + SUEZ Communities Trust awarded more than £1.5 million from the Landfill Communities Fund to 57 projects across England and £1 million from the Scottish Landfill Communities Fund to 36 projects across Scotland.

In addition, we support various charities through employees fundraising and corporate donations. **The sums raised more than doubled in 2021 to exceed £181,000.** Our national partner is Macmillan Cancer Support. The main event in 2021 was our Big Climb, which saw SUEZ teams climbing hills from Surrey to Scotland. Our combined efforts **raised more than £160,000** – the highest annual sum yet – taking the cumulative support since 2013 to just under £0.5 million by the year's end.

£4.2 MILLION DONATED OR INVESTED
in local communities across UK

£160,000 RAISED FOR
MACMILLAN CANCER SUPPORT
by SUEZ staff

Our society

Education

Our company has long championed education, locally and nationally. We provide [online resources for students and teachers](#), and – in normal times – our outreach team visits schools to support curriculum lessons and careers events, while our sites host many tours by school groups.

Outreach activity resumed towards the end of the year, renewing links with local schools and enabling new ones. In September, for example, we began sponsoring the literacy and numeracy programme of the [ClementJames Centre](#), an award-winning charity that works to empower young people in one of London's most disadvantaged communities in Kensington. We have already recruited one member of staff and are creating apprenticeships as part of a long-term relationship with the centre.

Thought leadership

SUEZ experts are active in industry bodies and forums, and they offer advice on national policy reform and the challenges facing our customers.

We also commission original research and host events to illuminate issues critical to the circular economy. In 2021, these efforts included:

- + Two days of [events at Glasgow's COP26](#) focusing on key issues absent from the conference agenda – resources and consumption – in partnership with the Green Alliance, Aldersgate Group and ReLondon.
- + Joint research with the British Chambers of Commerce on [business attitudes to social value](#).
- + [A guide to maximising social value](#) through local authority procurement, produced with consultants Eunomia.
- + Our continuing webinar programme (launched amid the pandemic in 2020) explored different aspects of the triple bottom line in 28 webinars with 3,560 attendees.
- + [An interactive digital map](#) showing recycling performance by local authority area.
- + Recommendations to [curb microplastic pollution from car tyres](#) were set out in a report co-authored with environmental research practice SOENECS.
- + A SUEZ customer conference attended by over 70 delegates.

28 WEBINARS HOSTED
with 3,560 attendees

03 Planet

environmentally sustainable

Our planet's resources are being consumed at a rate that is unsustainable and the UK must **reduce its consumption by three quarters by 2030** to meet planetary limits. Global heating, population growth and urbanisation are accelerating this depletion, along with environmental pollution and the loss of biodiversity.

The sustainable future we are building puts the world's material resources at the centre of a circular economy. Our business model is designed to conserve resources and capture their value along the waste chain for the circular economy through re-use, recycling and energy recovery. While maintaining the highest standards of environmental protection, we also strive to reduce the carbon footprints of our customers and our own operations, and to protect, restore and enhance biodiversity.

In 2021, we collected 1.82 million tonnes of waste and more than 10.42 million tonnes of waste materials were transferred or treated through our facilities – an 8% and 2% increase on the previous year respectively. Throughput was boosted by our takeover of refuse collections in Somerset from April 2020, the re-opening of customers' factories and offices, and of household waste recycling centres, as pandemic restrictions lifted.

Of the 8.2 million tonnes of inbound waste we received in 2021, 68% was directed through SUEZ facilities. The remaining 32% was delivered to third party facilities to enable us to provide local solutions and avoid transporting waste further than necessary, helping to minimise the carbon footprint. Of the total waste delivered into our facilities by third parties, 89% was provided by small and medium waste companies using SUEZ facilities to support their business activities.

More than 6.7 million tonnes were diverted from landfill for re-use, recycling or energy recovery – a substantial increase, reflecting the COVID recovery. Our people managed this increased activity amid ongoing COVID-related restrictions and staff absences.

Re-use

Re-use should be at the centre of the circular economy. Of all our activities, this was the most disrupted in the pandemic as household waste recycling centres and re-use shops closed. They experienced record demand on re-opening in spring 2021.

In Greater Manchester, there was a further boost as we were able to launch three new outlets and the industry-leading Renew Hub.

SUEZ has more than a decade of experience developing re-use operations. Operating 29 re-use shops nationwide, we help local authorities increase the range and volume of materials diverted from landfill, and integrate this activity into the local economy. In Surrey and Doncaster, social enterprises are also involved. October saw the opening of a new Surrey outlet dedicated to selling usable paint, with the proceeds going to our charity partner Macmillan Cancer Support.

Over the year we recovered and diverted more than 418,000 items from landfill to reuse.



A network for re-use

Building a network for re-use across the country to further the circular economy.

THE MISSION

To put re-use at the heart of the emerging circular economy

Re-use sits near the top of the waste hierarchy, but its role has been downplayed in national policy and local strategies for managing waste and material resources.

SUEZ recycling and recovery UK believes that discarded goods – not least the millions of tonnes of household waste items that end up in recycling centres each year – should be reused to generate economic, environmental and social value as part of the circular economy.

OUR SOLUTION

A re-use hub and shop network linked to community projects and partners

We operate household waste recycling centres on behalf of local authorities and also collect 'bulky items' in some areas. From furniture to electrical goods, many items are suitable for re-use, when cleaned and repaired.

At the end of 2021, we operated 29 re-use shops, often located at household waste recycling centres, where these recovered goods are sold to local residents. In several areas, such as Doncaster and Surrey, social enterprises providing training and jobs for local unemployed or ex-offenders, are also involved in our re-use activities.

Our most comprehensive and ambitious re-use strategy yet is being rolled out in Greater Manchester.

As part of our contract with the Combined Authority, and its 50-plus social commitments, we have developed a central hub for re-use. The Renew Hub – which opened in July 2021 – houses pods dedicated to refurbishing white goods and small electrical items, furniture and bicycles. These are operated in partnership with local organisations able to run workshops and train apprentices and volunteers in vital skills for the green recovery. The hub will also offer a 'click and collect' function, and space for hosting school visits, community groups and corporate events by the end of 2022.

The Renew Hub serves a network of re-use shops, with all sales proceeds recycled back to good causes within the city region. We are committed to donating, every year, £100,000 to the Greater Manchester Mayor's Charity tackling homelessness, and £220,000 to the Recycle for Greater Manchester (R4GM) community fund. This supports projects by third-sector and community organisations aiming to reduce waste and increase recycling and re-use.

Our aims are:

- To reclaim and renew the value of household items, through repair and upcycling, avoiding the destruction of these resources through disposal.
- To provide goods to residents at affordable prices for their homes and gardens.
- To create jobs and skills for local people in the green economy.
- To involve and support community groups, social enterprises and like-minded businesses, and charities in activities that benefit the local economy and society.
- To promote public understanding of the circular economy and the role of re-use and waste reduction in advancing sustainability.
- To host educational activities, workshops, events and provide a creative space for residents at the re-use hub.

THE RESULTS

Over 2,000 tonnes of items diverted for re-use

In 2021, following the re-opening of household waste recycling centres and re-use shops nationally in spring, we managed to divert just over 2,000 tonnes of items for re-use.

We estimate that for every tonne put to good use, we realise around £13,750 in environmental, economic and social benefits – more than £28.5 million in a year disrupted by the pandemic.

In our first year of operation in Greater Manchester, some 300 tonnes were distributed through the first three Renew shops to open – in Trafford, Salford and Oldham. A further 50 tonnes were donated to various charities who offer furniture packs at little to no cost to those most in need. More than 20 green jobs were created, with more to come. The R4GM Fund supported 21 community group projects in its first round through our £220,000 contribution.

In Doncaster, more than 20,000 low-income households have benefitted from low-cost, good-quality furniture and electrical goods. Our partner, Doncaster Refurnish, has provided work placements for more than 60 trainees and 100 ex-offenders.

In Surrey, our five Revive shops generated a gross revenue of more than £700,000 from the sale of items for re-use and a total financial benefit (excluding social value) to Surrey County Council of £323,000.

Recycling

Recycling levels rose sharply in 2021, as operations returned to more normal patterns, following the fall in commercial and industrial waste collections and staff shortages due to COVID-19. In total, we sent more than 1.3 million tonnes for recycling – comprising of 458,000 tonnes of food/green waste and 914,000 tonnes of other materials.

Recovery

The sharp escalation in oil prices and energy costs in early 2022 has underlined the pressing need for greater security and diversification of supply to renewable sources.

In 2021, we sent 5.4 million tonnes of waste for recovery. Of this, 2.32 million tonnes were processed through our energy from waste facilities and 1.5 million tonnes were processed through our other facilities – to produce biomass for recovery, refuse derived fuel and solid recovered fuel or to be used in landfill restoration – with the remaining materials sent to external facilities for similar recovery.

SUEZ recycling and recovery UK generated more than 1.7 million megawatt hours of electricity – enough to power more than 469,000 homes for a year – and a 7% increase on 2020. In addition, we produced a further 322,000 megawatt hours of thermal energy for our industrial partner, Sembcorp.

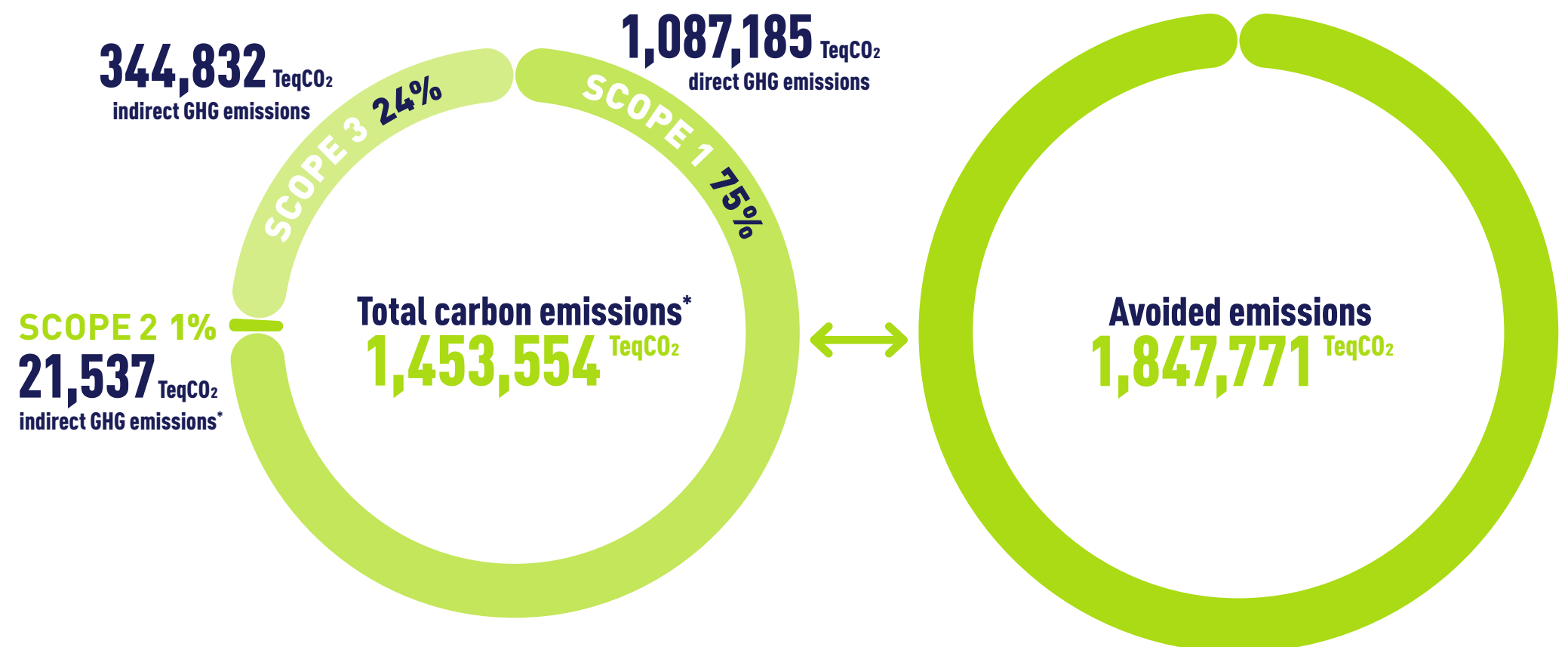
The alternative fuels we manufacture from waste also displace fossil fuels, mainly in industries like cement. In 2021, we produced more than 700,000 tonnes of alternative fuels.

Towards net zero

SUEZ is committed to achieving net zero carbon emissions in our operations by 2040, in line with the Environmental Services Association strategy for our sector. We report on our scope 1, 2 and 3 emissions annually, as well as those we help our customers avoid through recycling and energy recovery.

Reflecting the greater volumes of waste materials handled, our carbon emissions increased in 2021 by 2.78% from 1.41 million TeqCO₂ (equivalent tonnes of carbon dioxide) to 1.45 million TeqCO₂[†]. However, our carbon emissions intensity per tonne of waste handled decreased by 0.3% due to operational improvements implemented as part of our journey towards net zero.

Furthermore, the total emissions avoided for our customers through increased recycling and energy generation rose by 10% to 1.85 million TeqCO₂. Thus, for every tonne emitted, we helped our customers avoid 1.27 TeqCO₂ – an 8% increase on the previous year's 1.18 TeqCO₂.



* Location based emissions

† The figure for carbon emissions published in our 2020 report has been revised using refined methodology.

We continue to explore ways to reduce the carbon intensity of our operations, propelled through the efforts of our sustainability champions and strategic actions.

Power

Since 2015, our sites have been powered by 100% renewable sources. Eight of our sites also benefit from electricity solar panels, which generated 235 megawatt hours in 2021. Our continuing LED lighting replacement programme saw around 9,300 lamps installed at 64 waste processing sites, saving more than 9,000 tonnes of carbon annually.

Transport

We transport some 1.3 million tonnes of residual waste by rail each year from Merseyside and Halton to our energy-from-waste facility in Teesside. This saves around 1,000 HGV journeys and 127,000 tonnes of CO₂ emissions. Most waste must be moved as well as collected by road transport. We have an electric-powered refuse collection vehicle, following a successful trial, along with five electric vans. Electric charging points had been installed at 27 sites by autumn 2021. We are reducing fuel consumption with the help of efficiency platforms and exploring low-carbon fuels such as hydrated vegetable oils, as well as electrification of mobile plant.

Travel

Following its introduction the year before, a new company car policy prompted a 58% increase in electric vehicles, which now make up more than two thirds of the fleet. Our sustainable business travel target is to limit journeys to no more than half of 2019 levels, even as work patterns are fully restored. Partly due to the pandemic, travel over the year remained at 29% of that level.

Supply chain

Our Supplier Awards recognise and encourage advances in environmental practice, social value and safety, as well as innovation and collaboration. The winners ranged from plastic-saving container tags to vehicle features designed to protect cyclists and pedestrians – and included LED specialist Feilo Sylvania, which won our innovation award.

Innovation

With energy giant BP, we are involved in one of the UK's first industrial clusters for carbon capture, usage and storage. Our Teesside energy-from-waste facility is part of the [East Coast Cluster](#), which won government backing in October 2021, putting it on course for deployment in the mid-2020s.

Promoting biodiversity

Taking action to improve the natural environment at every SUEZ location is one of our eight headline commitments. We can all play our part by volunteering for local projects and helping implement biodiversity action plans.

Almost every one of our 300-plus sites had a plan in place – overseen by its sustainability champion – by the end of 2021. Already, our employees have enhanced or created habitats for diverse wildlife by:

- + installing numerous bat, bird and owl boxes
- + re-wilding unused areas within our sites
- + installing beehives, hedgehog houses and bug hotels
- + planting fruit trees
- + creating [wildlife and wellbeing areas](#)
- + [supporting local schools and groups](#) with their own wildlife and nature projects

Other partnerships are being formed. BeeOdiversity is analysing pollen from our hives at Teesside energy-from-waste facility each quarter. The results are an indicator of air quality within a five-mile radius and can inform recommendations to improve biodiversity further.

These local biodiversity activities are in addition to the company's ongoing landfill restoration works. Since 2002, some 2,000 hectares of land have been restored, which involved planting 287,000 trees and 13,000 metres of hedgerows. In 2021, a further 16 hectares were restored – in landfilled areas at Packington in Leicestershire, Cannon Bridge in Cornwall and Stoneyhill in Aberdeenshire. Additionally, more than 26,000 trees were planted, mostly at Cannon Bridge, along with 565 metres of hedgerow.

SUEZ joined [Get Nature Positive](#), an initiative to enhance nature by the government-backed Council for Sustainable Business. Our Environment and Sustainable Development Lead chairs the working group on biodiversity of our industry body, the Environmental Services Association.

170+ SUSTAINABILITY CHAMPIONS
overseeing biodiversity action plans at our sites

16 HECTARES OF LANDFILL RESTORED

26,000 TREES PLANTED

Environmental protection

SUEZ is committed to sustaining exemplary environmental performance. Our integrated management system and procedures govern all operational activities. In addition to regular internal audits, they are independently certified each year to the international standards for environmental (ISO 14001) and quality (ISO 9001) management.

Our sites operate under environmental permits issued by the regulatory authorities. None were subject to enforcement actions.

The Environment Agency ranked 291 of the 295 permitted sites we manage in England as within its compliance bands A to B. At the remaining four sites, corrective action plans have been implemented, where necessary, to improve the compliance rating. Sites operated in Wales (three), Scotland (15) and the Isle of Man (one) are all highly rated for compliance.

04 Profit

financially viable

Our business case is sustainability. Its three dimensions – environmental, social and economic – can only co-exist in a circular economy. Therefore, the long-term financial viability of SUEZ depends on our capacity to serve this circular model by ensuring that the value within our customers’ material resources is preserved through re-use, renewed through recycling or recovered to provide energy.

In this section, we outline our financial performance in 2021, commercial developments during the year and the social value we generated.

Our performance

Although still operating under the shadow of the pandemic in 2021, SUEZ recycling and recovery UK increased its turnover by more than 13% to £928 million.

£928 MILLION
TURNOVER

Our customers

SUEZ recycling and recovery UK deals with waste materials from one out of every three households in the UK at some point in their journey from kerbside to treatment.

We serve 25,000 businesses and 75 local authority contracts – from Cornwall to the Highlands.

Disruption due to the pandemic abated over the year, though operations did not return to pre-2020 patterns. For example, the number of commercial and industrial waste bin lifts increased to more than 6.3 million, but remained more than a fifth lower than in 2019.

Our customer satisfaction score increased several points to 84% since our last survey in 2019. This reflected our measured success in building relationships with customers, who commented on the quality of our communications updating them on local issues and wider policy changes. Our customer effort score rose from 74% to 78%, boosted by improvements in our contact data for industrial and commercial customers.

There were several notable commercial wins during the year:

- + New local authority contracts commenced with Coventry City Council (green waste), Essex County Council (residual waste), Monmouthshire County Council (residual waste, dry recycling and green waste), Royal Borough of Kensington and Chelsea (residual waste, dry recycling, green waste and food waste), Solihull Council (green waste) and West Oxfordshire District Council (dry recycling). Walsall Metropolitan Borough Council extended our contract to 2024.
- + In Scotland, Angus Council extended our contract for dry mixed recycling by 15 months and we retained our contract for processing waste wood for Aberdeenshire Council.
- + We began our new eight-year contract in Kensington and Chelsea. Worth £13.5 million, it involves refuse collection, recycling and street cleansing. SUEZ has served the 93,000 residents of the royal borough for a quarter century, achieving satisfaction ratings above the national average. Electric vehicles are being introduced to support the council's aim to be carbon neutral by 2030.
- + Long-term contracts signed in January with Wheelabrator Technologies – to provide up to 500,000 tonnes a year to three proposed energy-from-waste facilities in Leeds, West Bromwich and Kent – will increase our resilience as a business and our capacity to put customers' residual waste to good use.

6.3 MILLION
BIN LIFTS

84% CUSTOMER
SATISFACTION SCORE

Our assets

We operate a network of facilities across the UK carrying out a diverse spread of activities – from materials recycling to energy-from-waste, wood processing to alternative fuels manufacture, composting through anaerobic digestion to the gasification of waste.

The company invested £18.5 million in our facilities and fleet in 2021. This involved increasing production capacity for solid recovered fuel, upgrading landfill gas-to-energy engines, on-board camera systems for vehicles and electric charging infrastructure.

We began operating two transfer stations in Monmouthshire, and a household waste recycling centre.

Three more of our energy-from-waste facilities were accredited to the asset management standard ISO 55000, taking the total to nine.

Making business better

The triple bottom line demands that businesses balance the interests of shareholders (return on investment) with those of other stakeholders – customers, employees and the wider public, all of whose futures depend on a sustainable way of life.

The proposed Better Business Act would amend Section 172 of the Companies Act to impose such a legal duty on directors.

In September, SUEZ recycling and recovery UK [joined the coalition of businesses](#) waging this campaign to update the law in line with the new business culture that seeks to make business work for everyone.

We believe that the Better Business Act is an opportunity for the UK to demonstrate UK leadership on the global stage. It aligns with the government’s ambition to ‘build back better’ after the pandemic, while creating a competitive advantage, driving innovation and accelerating progress to net zero.



Our supply chain

In 2021, we introduced a new sustainable procurement plan, as our total spend of £454 million on goods and services recovered to pre-COVID levels.

Our supply chain accounts for 24% of our carbon emissions and 40% of the social value we generate.

In tender evaluations, we introduced a 10% minimum weighting of the score based on environmental and social criteria. We also updated our supplier code of conduct in line with our evolving priorities and launched an awards scheme to recognise suppliers' achievements. The categories cover safety and wellbeing, social value, environmental responsibility, innovation and collaboration.

Spending with small and medium-sized enterprises bounced back, increasing by 11% to almost £270 million. This means that at least 59% of our total supply chain spend directly supports the local economies where we operate.

Almost £495,000 of our spend was with social enterprises.

£454 MILLION TOTAL SUPPLY CHAIN SPEND

59% SUPPLY CHAIN SPEND WITH SMES

Saving carbon with LED lighting

As part of our net zero strategy, we collaborate with our supply chain on initiatives to reduce our carbon footprint, and celebrate the contributions made by our suppliers.

THE MISSION

To reduce environmental impact and save carbon

We set out to reduce the environmental impact of lighting our facilities by investing in the most efficient options available.

OUR SOLUTION

Partner with lighting specialists Feilo Sylvania Europe

Having researched potential partners, in June 2020 we approached lighting specialists Feilo Sylvania Europe to recommend an energy-saving solution for our sites.

Based on its initial proposal following a survey of five facilities, we expanded the commission for the replacement of existing lighting by LED lamps to cover a total of 64 locations.

The most cost-effective option was to lease-hire the new units over a period of 48-60 months, with the financial savings from reduced energy use paying for the monthly leasing costs. Also, the new fittings require no maintenance and are covered by Sylvania's warranty.

Installation work began in January 2021. In all, 9,304 LED lamps were fitted – mainly in high bays, bulkheads and weatherproof housings. The programme was carried out in eight phases, by a national network of contractors.

THE RESULTS

9,000 tonnes of carbon savings

The electric power saved over a year exceeds one megawatt. We estimate that equates to more than 9,000 tonnes of carbon savings.

These were achieved – and the quality of lighting at our processing facilities improved – without diverting capital expenditure from other priorities.

The initiative contributed to our triple bottom line and Sylvania was the winner in the Delivering Innovation category at our inaugural SUEZ Supplier Awards in June.



The electricity saved over a year exceeds one megawatt

CASE STUDY

Valuing our contribution

We continue to measure and track the overall value for society we generate through our activities. Our 'social profit tool' (developed with social value specialists, Loop) has 88 key performance indicators to capture environmental and economic benefits as well as social impacts.

For 2021, this social value total exceeded £2.18 billion – some £200 million higher than in 2020. That increase was shared across our triple bottom line of people, planet and profit, with environmental impact enjoying the highest proportionate rise of 15.5%.

What we spend as a company has a positive, multiplier effect. The social value ratio for 2021 was £2.22 – the beneficial value generated for every pound spent. It has fallen slightly from the previous year's £2.27 (revised upwards following a recalculation) as spending resumed in other areas, such as facilities, after being curtailed during the pandemic.

Reporting of socially valuable activities improved across the company, thanks to our People and Planet app. These smaller-scale but important local contributions generated £2.3 million extra social value in 2021 and helped us hit all but one of the related key performance indicators.

£2.18 BILLION
TOTAL SOCIAL VALUE
CREATED IN 2021

£2.22 SOCIAL VALUE
RATIO

£146.12 MILLION
SOCIAL IMPACT

£267.58 MILLION
ENVIRONMENTAL IMPACT

£1.77 BILLION
ECONOMIC IMPACT



05 Performance data

People

Human resources

		2021
Total employees	Nº	5,733
Total male employees	Nº	4,867
Percentage of male employees	%	85
Total female employees	Nº	866
Percentage of female employees	%	15
Percentage of women in management positions	%	25
Veterans employed (ex military)	Nº	232
Apprentices employed	Nº	55
People achieved 10-year service in the year	Nº	129
People achieved 20-year service in the year	Nº	47
People achieved 30-year service in the year	Nº	12
Total people trained	Nº	3,132
Total training hours	hrs	70,280
People trained in first aid for mental health awareness	Nº	204

Health and safety

		2021
RIDDOR incidence rate	Nº	396
Injury severity rate	Nº	124
Injury frequency rate	Nº	7
H&S prosecutions	Nº	0
H&S improvement notices	Nº	0
Prohibition notices	Nº	1
Safety in Mind conversations	Nº	37,527
Vigiminutes (dynamic risk assessments)	Nº	14,069
Managerial safety visits undertaken	Nº	733
Near misses reported	Nº	13,304

Social value

		2021
Social value ratio	£	£2.22
Total social value	£B	2.18
Societal benefit of social impact (social return on investment)	£M	146.12
Societal benefit of environmental impact	£M	267.58
Societal benefit of economic impact	£B	1.77

Communities

		2021
Monies contributed to good causes	£M	4.2
Projects supported by SUEZ Communities Trust (England)	Nº	57
Monies granted/contributed by SUEZ Communities Trust (England)	£M	1.5
Projects supported by SUEZ Communities Trust (Scotland)	Nº	36
Monies granted/contributed by SUEZ Communities Trust (Scotland)	£M	1.06
Projects supported by Lancashire Environmental Fund	Nº	60
Monies granted/contributed by Lancashire Environmental Fund	£M	1.17
Recycle 4 Greater Manchester Community Fund and donation to the Greater Manchester Mayor's Charity Fund	£	320,000
Monies granted/contributed by SUEZ Doncaster Environment Fund and Forum	£	15,000
Monies granted/contributed by SUEZ to St Dennis and Nanpean Community Trust	£	67,880
Monies granted/contributed by Kirkby Neighbourhood Community Fund	£	55,000
Visitor centres	Nº	13
Monies raised for charity	£	181,689

Planet

Environmental compliance

		2021
Sites permitted by the Environment Agency (England)	Nº	295
Sites in bands A and B	Nº	291
Percentage of sites in bands A and B	%	98.6
Sites in bands C and D	Nº	4
Percentage of sites in bands C and D	%	1.4
Average score per assessment report	Nº	0.49
Sites permitted by the Department of Environment, Food and Agriculture (Isle of Man)	Nº	1
Sites permitted by the Scottish Environmental Protection Agency (Scotland)	Nº	15
Sites permitted by Natural Resources Wales (Wales)	Nº	3
Environmental enforcement notices issued	Nº	0
Environmental prosecutions received	Nº	0

Carbon

		2021
Scope 1 direct greenhouse gas emissions	TeqCO ₂	1,087,185
Scope 2 indirect greenhouse gas emissions (location based)	TeqCO ₂	21,537
Scope 2 indirect greenhouse gas emissions (market based)	TeqCO ₂	-
Scope 3 indirect greenhouse gas emissions	TeqCO ₂	344,832
Total emissions (location based)	TeqCO ₂	1,453,554
Total emissions (market based)	TeqCO ₂	1,432,016
Emission per tonne handled (location based)	TeqCO ₂	0.12
Emission per tonne handled (market based)	TeqCO ₂	0.12
Avoided greenhouse gas emissions	TeqCO ₂	1,847,771
Net emissions (location based)	TeqCO ₂	-394,217
Net emissions (market based)	TeqCO ₂	-415,755
Emission avoided per tonne of carbon emitted (location based)	TeqCO ₂	1.27
Emission avoided per tonne of carbon emitted (market based)	TeqCO ₂	1.29

Energy

		2021
Total electricity generated	MWhe	1,750,132
Electricity generated from landfill	MWhe	282,604
Electricity generated from energy-from-waste, gasification and anaerobic digestion	MWhe	1,467,528
Thermal energy generated	MWhth	322,198

Biodiversity

		2021
Area of land restored	ha	16
Trees planted	Nº	26,010
Hedges planted	m	955

Waste

		2021
Total waste collected	kt	1,821
Municipal waste collected at kerbside	kt	683
Municipal waste collected at household waste recycling centres	kt	710
I&C waste collected (including sub contract)	kt	428
Total waste transferred and treated through our facilities	kt	10,420
Total waste sent for treatment	kt	8,268
Total diverted from landfill for re-use, recycling or recovery	kt	6,765
Total sent for re-use	kt	2.08
Total items sent for re-use	Nº	418,824
Total sent for recycling	kt	914
Total sent for food/green waste recycling	kt	458
Total sent for recovery [†]	kt	5,391
Total sent for disposal	kt	902
Total waste treated at SUEZ facilities	kt	5,654
Total compost produced	kt	71
Total alternative fuels produced	kt	739

[†] Waste sent to energy recovery, alternative fuel production (biomass, solid recovered fuel and refuse derived fuel) and landfill recovery.

Profit

Financial

		2021
Annual turnover	£M	927.7
Investment in facilities, research and development	£M	18.5
Landfill tax recovered	£M	39.4
Total supply chain spend	£M	454.4
Supply chain SME spend	£M	269.5
Supply chain SME spend	%	59
Voluntary, community and social enterprise spend	£	494,720

Services

		2021
Municipal contracts	Nº	10
Households served by municipal collections or treatment services	Nº	9,459,600
Households served by municipal collections	Nº	841,500
Households served by municipal treatment services	Nº	8,731,100
Treatment contracts	Nº	65
Total local authority contracts	Nº	75
I&C customers	Nº	24,636
I&C customer lifts (inc. subcontracted)	Nº	6,336,396
Collection visits to I&C customers	Nº	3,426,417
I&C lifts per visit	Nº	1.85

Education

		2021
External webinars facilitated	Nº	28
External webinar attendees	Nº	3,560

Infrastructure

		2021
Operational non-hazardous landfill sites	Nº	5
Operational landfill sites accepting wastes for restoration / recovery activities	Nº	4
Closed landfill sites	Nº	74
Transfer stations (permitted)†	Nº	81
Composting facilities	Nº	6
Materials recycling facilities (permitted)	Nº	15
Household waste recycling centres	Nº	115
Re-use shops	Nº	29
Energy-from-waste facilities	Nº	10
Gasification facilities	Nº	1
Mechanical biological treatment facilities	Nº	1
Refuse derived fuel facilities (permitted)	Nº	13
Solid recovered fuel facilities	Nº	2
Wood processing facilities	Nº	6
Street sweepings recycling facilities	Nº	3
Anaerobic digestion facilities	Nº	1
Heavy vehicles (>3.5t)	Nº	947
Vans	Nº	379
Cars	Nº	80
Electric cars	Nº	178
Operator compliance risk score (OCRS)	Nº	8 licences (all green)
Fleet prosecutions	Nº	0
Fleet public enquiries	Nº	0
Prohibitions (PG9s)	Nº	2
MOT pass rate	%	98

† Includes multi-activity sites



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