

Impact Report

Our Commitment to Sustainability and Social Impact

This report highlights our journey towards sustainability in 2023/2024, detailing our achievements in reducing environmental impact, fostering social value, and upholding the highest standards of governance.

Transforming Waste
into **Resource**

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We believe
our responsibility extends
beyond simply managing waste.

Thoughts From our MD

“We have strived to make a positive difference at every level of our operations and within our teams”

Dear Colleagues, Partners and Stakeholders, welcome to the inaugural Impact Assessment Report for Waste Experts.

As I reflect on the past year, I am filled with immense pride in the progress we've made at Waste Experts and the **impact we've had not only within our sector but also the communities we serve**. Our journey has not been without challenges, but I am delighted that we've achieved growth, fostered innovation, and remained unwavering in our commitment to creating sustainable waste management solutions, this Impact Report stands as a testament to the **hard work, dedication and passion** that each member of our team has brought to our mission, and I want to personally thank everyone for their contribution. Without our fantastic team **none of this would have been achievable**.

Over the past year, we've undertaken numerous initiatives that embody our core values to Nurture our People, Enhance Communities and Protect the Planet. From investing in our teams and facilities, pioneering new technologies and expanding our community outreach programs, we have strived to make a **positive difference at every level of our operations and within our teams**. This report highlights the milestones we've achieved, the challenges we've faced, and the lessons we've learned along the way.

Looking ahead, I am excited about the opportunities that lie before us. We remain committed to continuing our journey of growth, innovation, and positive impact, ensuring that Waste Experts stays at the forefront of sustainable waste management solutions. I am confident that, together, we will build on the strong foundation we've established and **continue to make a lasting difference** in the years to come.

Of course, this journey is not just about our business; it extends into the wider communities where we live and work. We must all recognise that the decisions we make often have far-reaching consequences, and I am committed to ensuring that our business and my own actions reflect these values of; **Nurture our People, Enhance Communities and Protect the Planet**.

Thank you for your ongoing support and dedication to our shared mission. I look forward to working with all of you as we continue to **drive change and create a more sustainable future**.



Shaun Donaghey
Managing Director



Nurture
OUR PEOPLE



Enhance
COMMUNITIES



Protect
THE PLANET

Our Values



Honesty

We are open and transparent in all of our activities, with encouragement of open discussion on decisions made within the business that impact on employees, profitability, and our local community.



Reliability

We are dedicated to delivering consistent and dependable waste management solutions. Our clients can trust us to meet their waste disposal needs with precision. Reliability is the cornerstone of our commitment to customer satisfaction.



Responsibility

We take full responsibility for the impact of our actions on the environment and the communities we serve. We adhere to the highest ethical standards and prioritise safety and compliance in all aspects of our operations.



Sustainability

At the core of our values is a commitment to sustainability. We strive to minimise the environmental footprint of waste management by promoting and implementing sustainable practices.



Flexibility

Our commitment to flexibility allows us to respond promptly to the ever-changing needs of our clients and the environmental landscape.



Our Mission

To lead the waste and recycling sector by providing innovative solutions that minimise environmental impact, protect our communities, and uphold the highest standards of corporate ethics.



Our Vision

To create a future where waste is minimised, resources are conserved through a circular economy, and our staff and wider communities thrive together, demonstrating that social responsibility and profitability can coexist harmoniously.

Sustainability In Numbers

23,847

Tonnes of
Landfill Diversion



513

Hours of
Volunteering



288

Hours of
Training Delivered

Environmental Stewardship

Our strategy is firmly grounded in safeguarding the environment for future generations. In collaboration with Industry Council for Electrical Recycling (ICER) we have developed a net-zero strategy tailored for the WEEE sector. Our vision is to **create a world where waste is minimised** - a goal that might seem counterintuitive for a Waste Management business. However, a sustainable future relies on embracing a circular economy. In this model, unwanted items are no longer automatically classified as waste. Instead, they are given a second life, or, as a last resort, valuable raw waste items are recovered for reuse.

With the recovery of critical raw materials, we can help mitigate the environmental damage caused by excessive resource extraction, which is depleting rare earth metals worldwide. **Waste Experts is committed to bridging the gap between material extraction and consumerism.** We tackle the challenges of fast tech by partnering with producers to advance eco-modulation, enhance repairability, ensure material transparency, and promote innovations that maximise material recovery.

Social Responsibility

Waste Experts believes in the importance of giving back. We have established dedicated local partnerships with charities to provide support wherever possible. Through our employee volunteering programme, we are cultivating a culture of responsible citizenship. **We prioritise the well-being of our employees** with a strong Mental Health First Aid Team and initiatives designed to offer support when needed, including our affiliation with Andy's Man Club.

Social value is at the heart of everything we do as an organisation, driven by the belief that these efforts are simply the right thing to do. From sustainable procurement and hiring locally to organising social events, social value underpins our approach. What was once considered a 'nice to have' has evolved into a meaningful, essential, and permanent commitment to how we conduct our business. **Social value represents the contribution we make to society that extends far beyond financial profit.**

Business Value

Our dedication to prioritising value for our stakeholders over shareholders reflects our belief that adopting sustainable practices will not only improve our operational efficiency but also open up new opportunities for innovation and growth. Demonstrating this commitment, Waste Experts has submitted the B-Corp Impact Assessment and is currently awaiting evaluation. This milestone will **solidify our mission to be a business that acts as a force for good.**

We aim to build trust with our customers, suppliers, communities, and employees by operating and reporting with complete transparency. To achieve our goals, we recognise that all businesses must embrace change. True progress can only be achieved if we all commit to making changes, **no matter how big or small.**

We are committed to conducting our operations with people and the planet at the forefront of our objectives. Our vision is to **create a business that future generations can take pride in being part of.** As we, as leaders, eventually step into retirement, we strive to leave behind a legacy that will continue to inspire and thrive for many generations to come.

Meaningful Contributions

Making a Difference

As always, we are thrilled to share the latest updates on our initiatives, success stories, and organisational developments. To our colleagues, customers, and suppliers, **your unwavering support and dedication to our chosen charities have been truly inspiring.** This generosity has been especially meaningful during the cost-of-living crisis, which has placed financial strain on so many.

One of the most impactful highlights of the year has been our work with local foodbanks. From volunteering in warehouses and collecting Easter eggs and selection boxes to attending the Welcome Centre AGM to explore how we can **better support their efforts**, we have sought to make a tangible difference.

A particularly moving example is the contribution of our driver, Andrew, in the week leading up to Christmas. Andrew worked alongside staff and volunteers to deliver essential supplies to **323 households, supporting countless individuals** - some households including up to eight family members. Along with food, he distributed toiletry packs, cleaning supplies, home starter kits, bedding, and Christmas meal vouchers.

Not stopping there, Andrew went above and beyond by returning in his own time to help deliver 14 donated bikes to children, **ensuring they received these special gifts in time for Christmas.**



Leading the Way

At Waste Experts, we live up to our name by providing support and guidance to our customers at every opportunity. From speaking about the challenges of renewables to addressing an audience at the **Houses of Parliament** regarding our work on the recyclability of vapes, our team consistently seizes opportunities to **inspire and educate.**

We are dedicated to shaping the future of sustainable recycling by engaging with the next generation - whether through career events at schools or inviting teams to visit our sites.

In addition, we collaborate with regulators to promote best practices and are active participants in the waste and resource panel with DEFRA. As proud members of ICER, Waste Experts has led various working groups to set and elevate standards across the recycling sector.

Letter From NHS

Cleaning Up Our Communities

Our team recently participated in a beach clean-up along the Roker and Seaburn coastline, as well as a litter pick in Roker Park. In total, we covered 39 miles of beaches and parks, collecting 27kg of rubbish, which was sent for energy-from-waste processing. Among the haul, we found 21 vapes, which were sent to our Huddersfield site for proper treatment in compliance with regulations.

Additionally, in Huddersfield, our team dedicated 3 hours to collecting litter in the local area. They successfully filled 10 bags with rubbish, helping to improve the cleanliness of our community around the Huddersfield facility.

Supporting Our Communities

After consulting with our entire workforce, Waste Experts has partnered with several charities, with a special focus on the Co. Durham and Darlington NHS Trust, a cause close to the heart of everyone at our organisation. The incredible work they do to bring joy in challenging circumstances has received full support from all our teams.

This support has included donations of pyjamas and an afternoon tea event for International Women's Day. During the event, our very own Emma Butler delivered a powerful and inspiring speech, leaving everyone feeling empowered and motivated.

DEAR WASTE EXPERTS,

Just a small note to say a big THANK YOU, for donating the lovely selection of PJs that our young patients on the ward can use.

We had 2 little boys in today who weren't expecting to sleep, so their Dinosaur & Superheroes PJs certainly cheered them up!

Thanks so much for thinking of our ward, it was very much appreciated.

Kind regards

Enhancing Facilities

Our recycling site in Huddersfield is the *heart* of our operations.

In 2022, our Head of Operations, Charlie Butler, committed to transforming our employee facilities to provide the best possible environment for our operations team. Throughout the year, we worked tirelessly to bring this vision to life, and the results speak for themselves: we are proud to now offer some of the **best welfare facilities for all our employees.**



It's like a different site, the guys could not believe how much of an improvement has been made."

Josh Ratcliffe
Plant Processing Manager



Supportive Organisations



Sustainable Procurement

Environmental

“The earth will not continue to offer its harvest, except with faithful stewardship. We cannot say we love the land and then take steps to destroy it for use by future generations.”

John Paul II



We take pride in the progress made over the past 12 months in advancing our supply chain management. **Emma Drury**, our Supply Chain Manager, has played a **key role in securing the best deals** with our suppliers while ensuring they adhere to our rigorous compliance standards.

Our Supplier Code of Conduct is now in place with **over half of our suppliers**.

The Road to Net Zero

Policy
All policy actions achieved.

1

2
Re-use of Components
Achieve >50% re-use of inbound materials

3
Treatment
Maximum of own power from Solar/Wind etc.

4

Procurement
Minimum 90% procurement spend is restricted to certified Net Zero suppliers.

5

Plastics
Minimum 80% plastics used to replace virgin plastic.

6

Recovery
All incineration via Carbon Capture options.

7

Logistics
All transport using electric or low emissions.

2040
Net Zero achieved.

8

Waste Experts | Impact Report

Waste Experts has been collaborating with **ICER (Industry Council for Electrical Recycling)** for several years, contributing to a range of projects. Our most recent work has focused on establishing a certified standard for the WEEE sector to **achieve Net Zero.**

The Business Case for *Action*

The move towards net zero is no longer optional for businesses; it is a necessity. Net zero targets are already enshrined in UK law, making it inevitable that companies will be required to take action. Additionally, more and more producers are demanding net zero plans and actions from their suppliers, and this will increasingly extend to the WEEE sector. As Mark Carney, Governor of the Bank of England, stated: **“Firms that adjust their business models to the transition to a net-zero world will be rewarded handsomely. Those that fail to adapt will cease to exist.”**

This specification provides an opportunity for the sector to get ahead of the curve. Many within the WEEE industry may fall under scope 3 emissions for other organisations. As such, having an accurate assessment of our own carbon contribution and cost will become increasingly vital as other stakeholders transition to a net zero world.

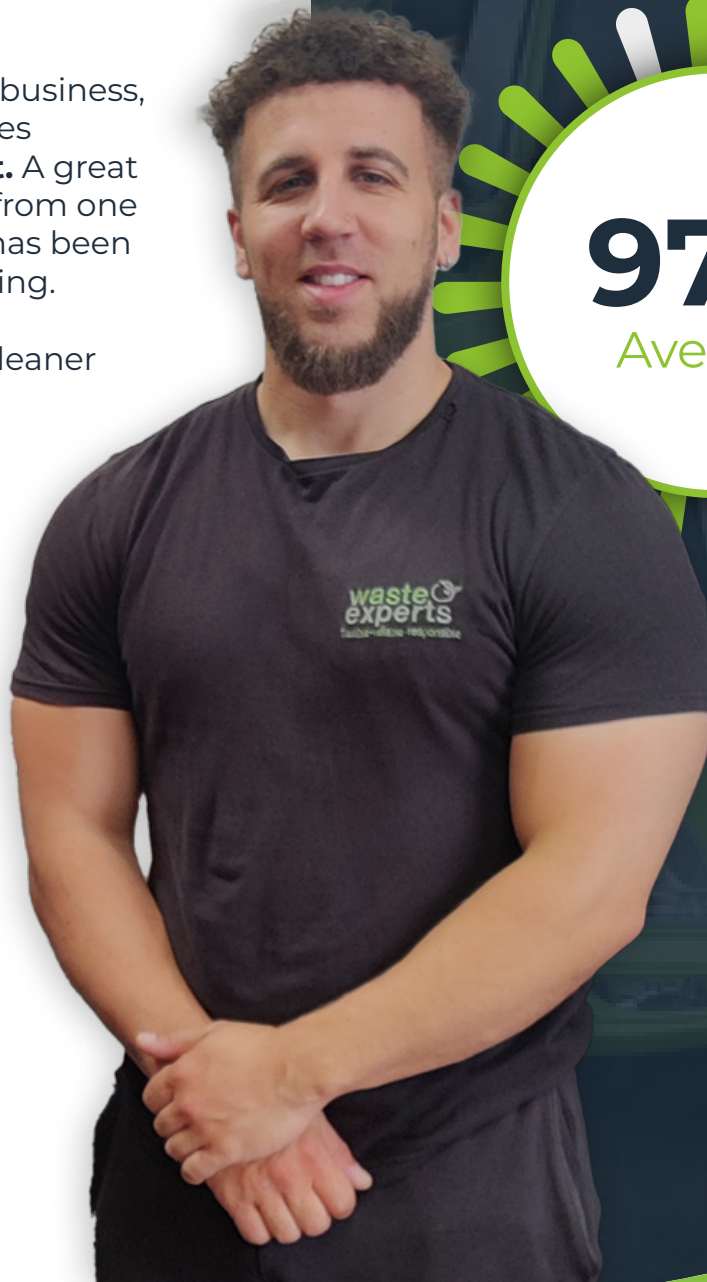
Driving Sustainability

Beyond our role as an environmental business, we strive to ensure that all our activities **minimise their impact on the planet**. A great example of this commitment comes from one of our drivers, Kamen St Hilaire, who has been exceeding our targets for cleaner driving.

While transitioning our HGV fleet to cleaner fuels remains a challenge, we actively work with all our drivers to carry out collections as sustainably as possible. Using real-time telematics to monitor vehicle performance, we ensure **every effort is made to optimise** driving practices.

Kamen consistently leads the way, topping the leaderboard for cleaner driving and maintaining an **impressive average of over 97% throughout the year**.

His dedication highlights the difference individual effort can make in achieving our **sustainability goals**.



97%
Average

Social Values

“Try not to become a man of success, but a man of value. Look around at how people want to get more out of life than they put in. A man of value will give more than he receives. Be creative, but make sure that what you create is not a curse for mankind.”

Albert Einstein

Fostering Engagement

Our employee survey assessed engagement with business objectives and showed positive alignment with environmental and social responsibility goals, along with support for individual ESG pursuits.

10-20 Hours Annually
70%
Participated in Training

86%
Felt aligned with our goals

82%
Felt fully supported

70%
Understand our Duty of Care



Education

71% of employees have no higher-level education.



Balance

69% of employees felt they have a healthy work-life balance.



Opportunity

22% of employees are women.

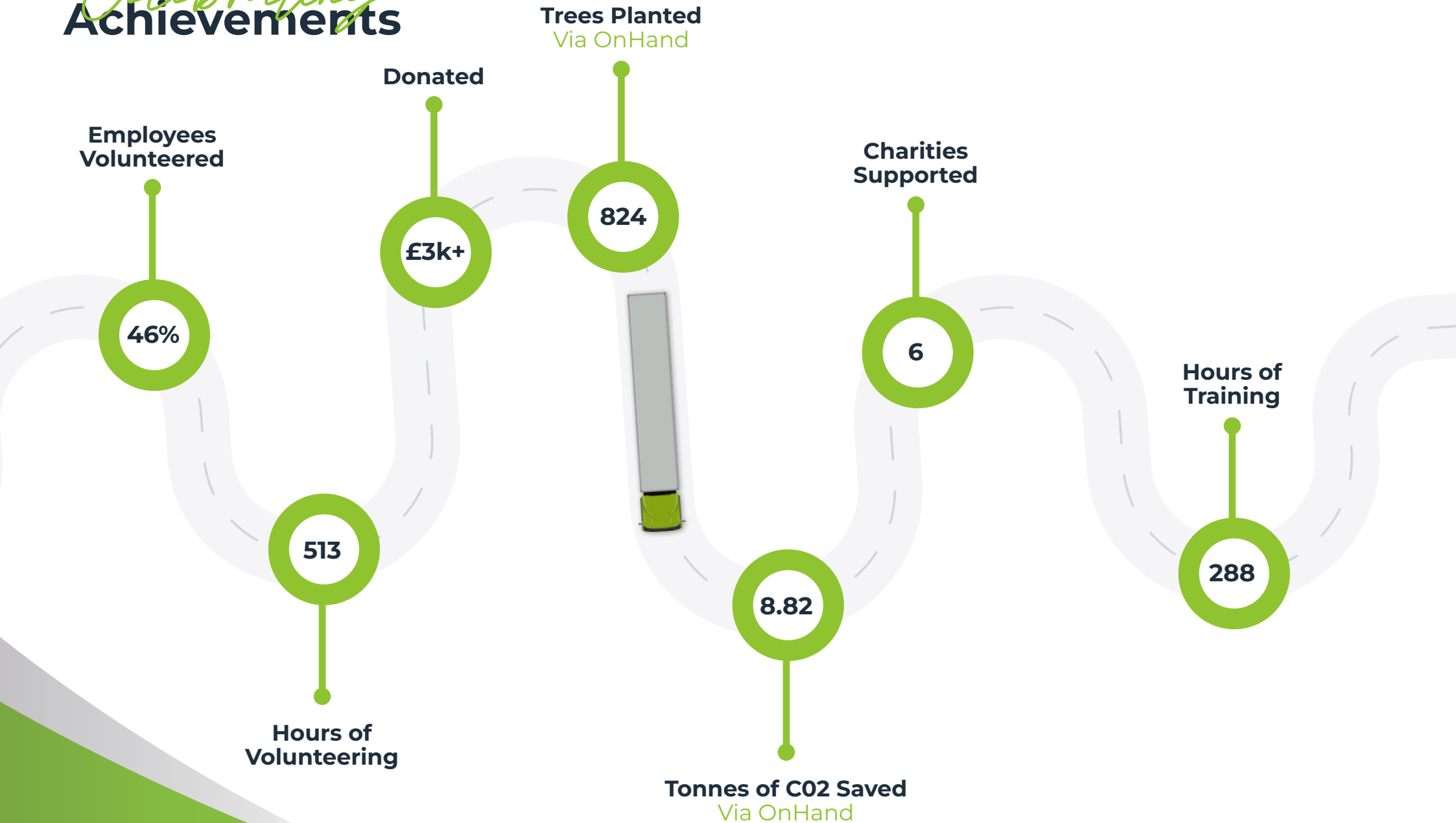


Performance

85% of employees feel fully informed regarding their performance.



Celebrating Achievements





Governance

“There is a universal respect and even admiration for those who are humble and simple by nature, and who have absolute confidence in all human beings irrespective of their social status.”

Nelson Mandela

Recognised Excellence



Shaping Perspectives

As we strive for a Circular Economy, **recycling remains vital** - not only for extending the life cycle of secondary raw materials but also for reducing carbon emissions associated with the mining and extraction of primary resources.

Scope 1&2	CO ₂	CH ₄	N ₂ O	CO ₂ e
Tonnes of WEEE Collected				5387.45
Per Tonne WEEE Collected	0.109	0.000	0.001	0.111
Per Mile Travelled	0.001	0.000	0.000	0.001
Per Employee	7.76	0.01	0.10	7.89



Diverted
From Landfill



Secondary
Raw Materials

- **Steel**
2207.532
- **Non Ferrous Metals**
389.37292
- **Aluminium**
360.77232
- **Cardboard**
165.274
- **Copper**
51.63594



waste
experts

flexible - reliable - responsible

Transforming Waste
into **Resource.**

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