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# **SUSTAINABILITY REPORT 2022/2023**





# We are creating a better future for generations to come



This report outlines actions taken to support our three core values – People First, Protect Our Planet, and Profit For Purpose and provide our customers with a better waste management solution in 2022. It also includes our continued strategy for creating shared value (CSV) in 2023.

In 2022 we began to upgrade our fleet and processing equipment to increase efficiency and grow our material recovery capabilities. We also improved our recovery rates by working with customers to identify problem materials and offer a sustainable alternative.

We've secured financial support for the redevelopment of our new, on-site materials recycling facility, which will facilitate our vision to build a better future for generations through decarbonisation and our circular economy strategy. These benefits are reinvested into developing a sustainable business and the people within and across the local community spectrum through our shareholder profits and NGO partnerships.

I'm incredibly proud of the work we have all achieved, and I look forward to bringing further positive changes to the business this year.



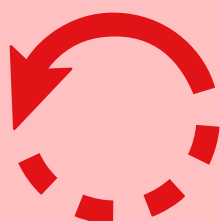
"We improved our recovery rates by working with customers to identify problem materials and offer a sustainable alternative."



# 2022 Sustainability Highlights

**100,000+**

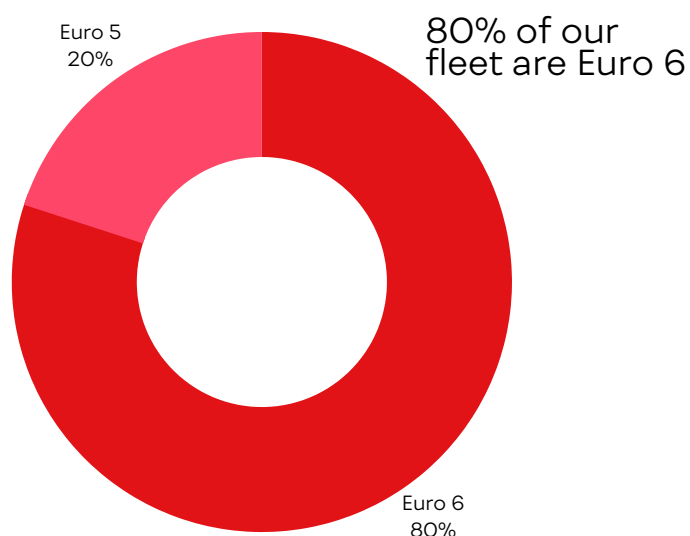
tones of material  
recovered



Two of our drivers  
passed their HGV  
licences through  
our Driver  
Development  
Programme



Achieved  
ISO14001  
(Environmental  
Management)  
re-certification



**95%**

Successful waste  
collections. 4% include  
from May 2022

**83%**  
of customers would  
recommend us



We undertook a carbon report from Frith Resource Management to understand our carbon impact. We will continue to reduce our emissions using the report.

# People First - Health and Wellbeing

## Health assessments

We understand how important our employees' health and wellbeing are. In 2022, we set out to further improve our people's day-to-day health by launching our annual health screening assessment.

A professional healthcare provider came to the site to undertake a series of checks, including blood pressure, BMI and risk assessment for conditions such as stroke, heart disease and diabetes. The series offered people the chance to speak with a medical expert, learn practical top tips and get referrals where needed, all on-site.

## Career progression and support

Last year, we launched our Driver Development Programme, open to anyone at Tom White who wanted to test for their HGV Class 1 or Class 2 licence.

In April 2022, we congratulated our first programme graduate, Enya, who passed her Class 2 in just twelve weeks. Our second graduate, Luke, six months later, achieved his Class 1 licence.

We also introduced regular development and progress review within departments and prioritised internal progression wherever possible to improve employee wellbeing and retention.



"I've been at Tom White's for four years and earned three promotions. The support, training, and development I received from my managers helped me progress quickly. They see my potential and are committed to developing my skills. Tom White is where I'm meant to be"

**Jodie Maxwell,  
Customer Success Manager**

# People First - Safety and Compliance

As we operate in a high-risk industry, we continue to prioritise the Health & Safety (H&S) of our team, our customers and the public. To ensure our workforce and the people are kept safe throughout 2022, we:

- Retained our external certification to the SafeContractor standards.
- Invested in a new fleet with advanced safety features and software to help our drivers reduce the risk of at-fault road collisions.
- Introduced weekly hazard spotting to increase H&S awareness. We took a top-down approach, so everyone on site would be aware of how to spot and report hazards in the workplace.

## A fleet for safer working

We've introduced seven new vehicles to our fleet in 2022 including two Econic RCVs

### **Direct view**

The low seating position of the driver, the wide cab and the additional safety assistance systems offers a clear view of the road and pavements in all directions.

### **Low-entry concept.**

The low entry is safe and gentle on the back and joints and allows the driver to enter and exit the cab from the traffic-free side of the road



# Protect Our Planet - Circular economy

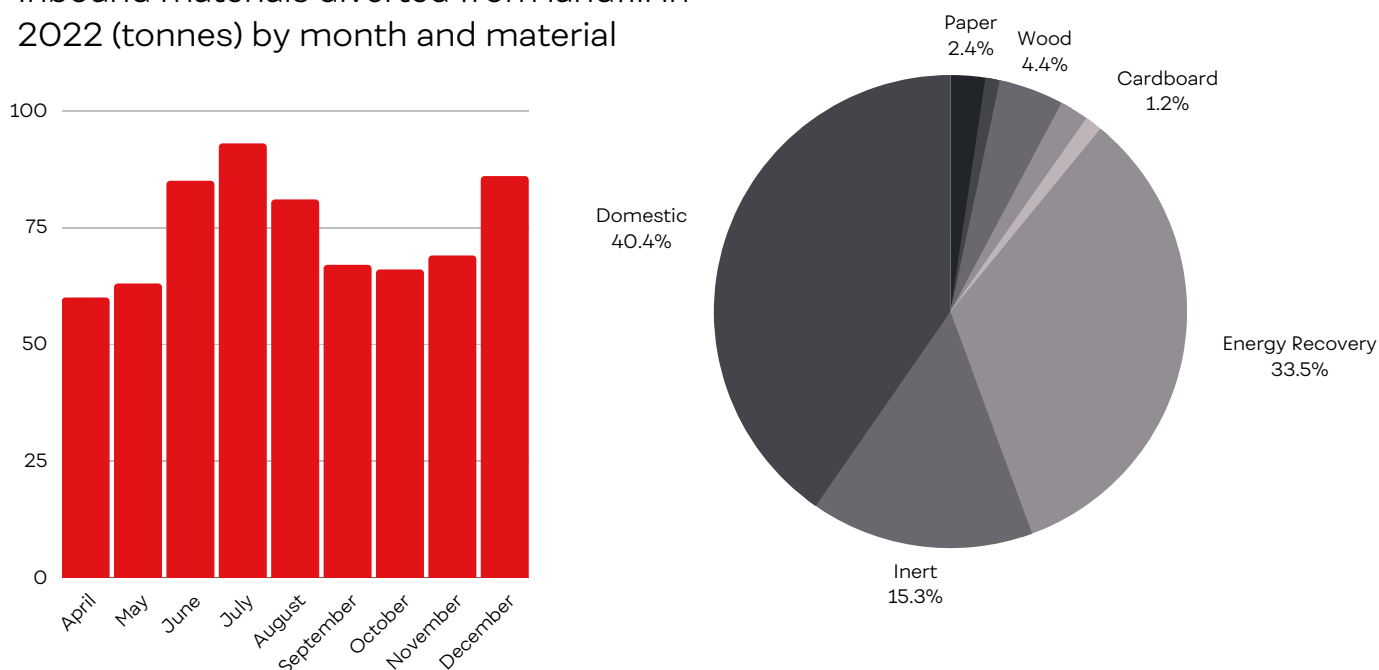
Tom White recycled more than 103,000 tonnes of material in 2022 right here in the UK.

We invested in UK waste-to-product solutions to help support the circular economy and reduce our reliance on raw materials in manufactured products. Our supply chains remain within the UK – we collect waste across Warwickshire, recover materials at our site in Coventry and send materials to UK processors. We also introduced capacity management to gain better insight into material commodities and invested in external material sampling reports to ensure materials met environmental disposal standards.

The more we recycle, the more resources we have to redesign, manufacture, purchase, reuse and recycle, extending the life of materials and reducing the impact on our natural resources. Recycling also reduces emissions from the intensive mining and manufacturing processes of raw materials.

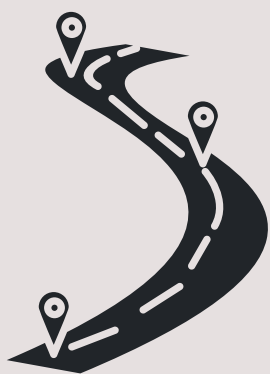
An important factor affecting how much we can process and recycle is contamination, or unacceptable items mixed in with recyclables. Tom White aims to reduce inbound recycling contamination by investing in technology solutions and educating consumers on what items can—and can't—be recycled to help them better understand the materials in their supply chain.

Inbound materials diverted from landfill in 2022 (tonnes) by month and material



# Protect Our Planet - Climate impact

In 2022, we started our carbon reduction strategy and have implemented a range of measures over the last 12 months. These include:



Rerouting our trade waste collections to improve efficiency and reduce distance travelled



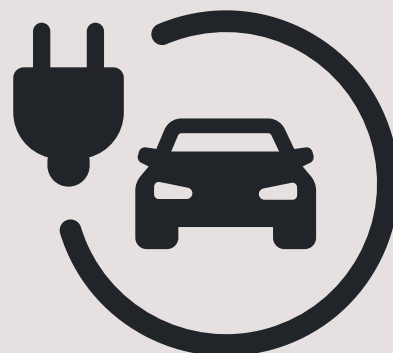
**80%**  
of our fleet is  
a Euro 6  
vehicle



We have reduced our operating area to lower our operational carbon footprint.

**15-mile operating area**

We replaced our company cars with hybrid models to reduce reliance on fossil fuels and installed electric charging points on-site.





# Profit for Purpose - Community

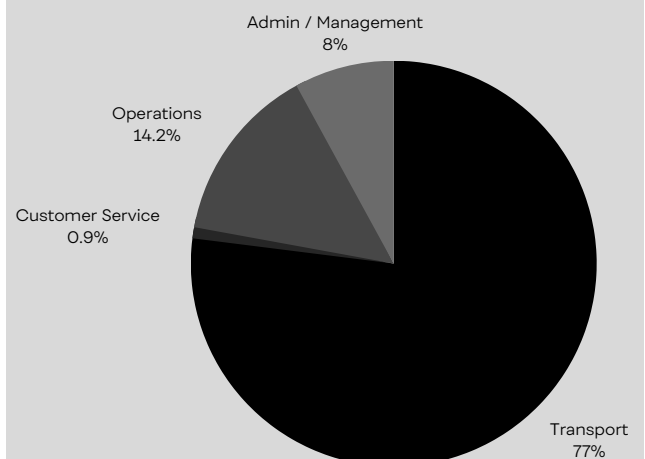
## Blooming in Warwickshire

Environmental community group Southam in Bloom needed our help transporting plants and flowers for displays across the town. The group, made up of volunteers, relies on donations and funding to complete their summer and winter planting programmes. We donated our Click and Clear vehicle to help the group create beautiful wildflower displays, encouraging biodiversity and boosting community wellbeing.



## Creating local opportunities

In 2022, we invested in growing our operations to better support our customers while creating local job opportunities. We offered 178 candidates roles within Tom White across five departments. 65% of those roles have stayed on with the company.





# Profit for Purpose - Community

Tom White is 2022's official International Children's Games sponsor.

We pledged £5,000 to provide all athletes with reusable water bottles and bags to contribute towards a more sustainable Games and help reduce the use of plastic during for this year's tournament.



**Councillor Abdul Salam Khan,  
Deputy Leader, Coventry City  
Council and Chair of  
International Children's Games  
Stakeholder Board, said:**

"I'd like to thank Tom White for the generous contribution to the Games. Without all of the contributions from our sponsors, young athletes would not get this unique experience and the event would not be possible."

## Employee local litter pick



Earlier this year, a group of Tom White volunteers and their families joined Ash Greener Friends, a local clean-up group to clean up Longford Park. They collected several bags of waste in the children's park, including 18 bottles and cans found under a slide enjoyed by many young children. There was also a large amount of litter in the river, filling two trolleys pulled from the water.

# Profit for Purpose - Customer

## Company Partnership - Fortum and Cephas Court

Fortem, a national repairs and maintenance contractor who works with housing associations and local authorities across the country and one of our customers asked us to support the conversion of Cephas Court. We donated a builder's skip with exchanges to remove inert waste, rubble, soil and other construction waste to make way for a pleasant recreational area for the community.

The materials from the site were sorted at our facility in Coventry, just three miles from the project and diverted from landfill through UK suppliers.



## Employee Waste Awareness Workshops

What can and can't be recycled alongside the impact our waste has on the planet can be challenging and confusing for businesses and their employees, so we offer an Employee Waste Awareness Workshop to help customers understand the benefits of recycling and why "every can matters".

In 2023 we plan to offer regular account management reviews to assess waste goals and help you get there by auditing where materials can be replaced with more sustainable alternatives.

**83%** of customers would recommend us to a friend

Average service success rate on trade waste collections in Dec was

**95%**

# Accreditations

At Tom White, we want to provide our customers and team with external verification of our health, safety and compliance performance to demonstrate our sustainability leadership and commitment to continuous improvement.

What we've achieved so far:



What is it?

The real Living Wage is the only UK wage rate voluntarily paid by businesses.

Why is it important to us?

We introduced the real Living Wage not only because it's the right thing to do but because we're committed to demonstrating the importance of our team by providing them with fair pay.



What is it?

SafeContractor is an accreditation scheme which recognises an organisation's capabilities for health and safety.

Why is it important to us?

The health and safety of our employees is a critical element of our value, People First. Being SafeContractor accredited demonstrates our commitment to the wellbeing of our team and customers.



What is it?

ISO 14001 is an internationally agreed standard that sets out the requirements for an environmental management system

Why is it important to us?

Keeping track of our environmental performance helps us identify the most efficient use of our resources and how to continue our carbon reduction to support our Protect Our Planet value.



What is it?

FORS Bronze assesses drivers' and vehicles' compliance, health and safety, ensuring businesses are environmentally responsible operators.

Why is it important to us?

Achieving our FORS Bronze allows us to demonstrate to our customers that we are consciously taking action to implement safety, efficiency and environmental protection best practices.



# 2023 Priorities

Our sustainability objectives, supported by our core values, set out steps to achieve a better waste management solution for our customers, help develop our people and reduce our impact on the planet's natural resources.



## People

Detailed reporting to monitor more KPIs around health, safety and wellbeing

IOSH training for managers and supervisors

NEBOSH & WAMITAB training



## Planet

Introduce separate material recycling routes to increase recovery

Total service reroute to optimise collection journeys and reduce emissions

Break ground on MRF redevelopment

Implement energy saving initiatives



## Purpose

Account Management Reviews (see page 10)

Participate in local business events on circular economy

Grow our investment in NGO and community partnerships