Environment

from waste to resource



FCC Environment

Sustainability Report 2020

Welcome to FCC Environment
from waste to resource



Front cover
Gemma Green
Buckinghamshire Waste
Awareness & Education Manager

This page
Alan Shayler
Banksman at Bletchley



United Nations
sustainable development goals

The United Nations has adopted 17 global goals to build a better world by 2030. Together with our employees, customers and partners, we are contributing to many of the goals, from clean energy to sustainable cities and climate action.

Foreword

Paul Taylor
Chief Executive Officer
FCC Environment UK

Last year will go down in history as a state of emergency not seen since the last war, and I would like to thank every one of the staff that makes up FCC Environment for helping to deliver essential services at a time of national crisis.

As a business, we have not just stayed afloat; we have progressed. Despite tough conditions, we triumphed in the prestigious British Safety Council International Safety Award 2020. We mobilised collection operations in Central Bedfordshire and HWRC management in Kent, and also formed a new partnership with iCon, to invest into our energy business and the formation of Green Recovery Projects.

Our achievements show a robust, adaptable business, but the underlying story is all about our people. While Key Worker status enabled us to keep vital services running, our staff were under enormous pressure to ensure the safety of colleagues, members of the public and other businesses. They responded by adapting, supporting each other and displaying a strength of spirit that has been rewarded by a huge outpouring of goodwill from the public.

FCC Environment has always thrived thanks to the strength of its people. In 2020, this has done us proud, and we look forward to 2021 knowing we are hardy, flexible, and prepared.



Who We Are and What We Do

After an unprecedented year of change for us all, living through a global pandemic, our sector has now been given Key Worker status, with the value we deliver to society widely recognised by the public and politicians alike.

FCC Environment is a modern, progressive company that prides itself on innovation. We focus on UK infrastructure and match steady growth with a commitment to employees that has been rewarded with multiple awards.

As the UK prepares to revolutionise the way it recycles with the adoption of DEFRA's Resources and Waste Strategy, we are preparing for change. Our diverse range of infrastructure continues to grow, enabling us to extract maximum value from waste that cannot be recycled. Increasingly, our contracts include new ways to add value – reuse and community initiatives feature highly on our agenda. We also actively participate in debate and consultation around future policy.

Our vision is to create sustainable, carbon-neutral communities. Our portfolio of strategic brownfield land holdings can play a significant role that will unlock land for development, create jobs and boost productivity, while also promoting economic growth.

While contract wins make the headlines, the seamless running of day-to-day operations is a testament to the professionalism of our teams on the ground. We look to the future, encouraging apprentices and young people to learn with us, as we thrive from their enthusiasm and fresh ideas. As our staff take care of collections and sites, our industry-leading health and safety programmes take care of staff.

United Nations
sustainable development goals





Business & Municipal Services
FCC Environment provides a wide range of environmental services across the UK and delivers a superb level of service to both business and local authority customers. Our facilities manage commercial, industrial, municipal and third party waste, ensuring consistent throughput and a thriving business model.

Recycling
Our award-winning household waste recycling centres and materials recovery facilities provide the highest quality materials for reprocessing into new products. Our food waste collections provide valuable green energy and return nutrients to British farmland, supporting a restorative, circular economy.

Green Energy
Our energy recovery capacity continues to grow, helping to keep Britain's lights on without costing the earth. The heat and electricity generated by our facilities replaces the need for fossil fuels and imported energy, while providing a safe and sustainable disposal route for non-recyclable wastes.

Waste Processing
We provide a fully-comprehensive service to all our customers, managing complex and hazardous waste streams as well as providing advice on compliance, waste reduction and circular economy opportunities. Our customers value our cost-effective, trouble-free and dependable service.

Land Development
Our vision is to create sustainable, carbon-neutral communities. At the heart of this process is the need to build on effective partnerships – in close liaison with the community – to respond to housing needs, and create employment, training and education opportunities, all within sustainable developments.

The Political Landscape

Legislative and economic drivers encourage investment in infrastructure and market growth. As we emerge from the lockdowns of the last year, we will begin to navigate the human and economic impact. In the meantime, proposed new legislation will have a major impact on the activities of our sector.

The Environment Bill

When passed, the Environment Bill will introduce a number of significant pieces of legislation, including the Deposit Return Scheme (DRS), Extended Producer Responsibility (EPR) for Packaging Waste, consistent recycling collections, and the implementation of the Office for Environmental Protection.

It has been suggested that the Bill will receive Royal Assent in the autumn, around the time of the 26th UN Climate Change Conference of the Parties (COP26) in Glasgow.

Resources and Waste Strategy

In 2018, the government published its Resources and Waste Strategy for England – a 25-year plan for the sector to eliminate avoidable waste of all kinds by 2050. While the government remains committed to the strategy, there is not scheduled to be a review and revision until late 2023 or early 2024.

Net zero

Environment is a key priority for this government, and every sector is expected to demonstrate its commitment to reaching the 2050 net zero target quickly. While the waste sector has nearly halved its carbon emissions since 2008, work is still needed to reach the government target of a 78% cut by 2035.

78%

While the waste sector has nearly halved its carbon emissions since 2008, work is still needed to reach the government target of a 78% cut by 2035



Tackling waste crime and enforcing regulation

The waste management industry widely acknowledges that greater resources are needed to tackle waste crime.

While some progress has been made, the last year saw an increase in fly-tipping, as the number of enforcement actions dropped. The industry should be calling for additional, ringfenced resources and tougher enforcement as soon as possible, especially in advance of changes like the DRS, which has the potential to be targeted by serious, organised criminals.

Devolved administrations

The Scottish Government has committed to becoming a zero-waste society with a circular economy. 2025 will see the introduction of ambitious targets, including the reduction of total waste across Scotland by 15% of 2011 levels. Food waste will also be reduced by 33% against 2013 levels, with 70% of remaining waste recycled.

In Wales, the planned waste and resources strategy will see the introduction of business waste regulations in 2021, followed by the UK's new extended producer responsibility system for packaging waste coming into force in 2023. Under Welsh plans for a circular economy, 2025 targets call for a 50% reduction in avoidable food waste, and a 70% household, municipal and industrial recycling rate. Both Scotland and Wales will hold elections in May 2021.

"After a year of necessary operational change to allow us to cope with the challenges of COVID-19, our sector is moving towards a period of extensive policy change. The outcomes will drive the future of our industry for decades to come. FCC Environment is actively engaged with government and other stakeholders to shape these changes and ensure that they really deliver a more resource-efficient UK. As a business, we stand ready to step up to the challenges ahead."

Julie Fourcade
Head of External Affairs, FCC Environment

The race to net zero

Climate change is placing a devastating effect on our world. Over the last two decades, we have seen a dramatic increase in climate-related disasters such as floods and heatwaves and, unless we act fast, the rate of occurrence will only speed up.

The government has set a clear commitment to achieve net zero by 2050, and is calling on industry to show significant progress by reducing UK emissions by 68% by 2030.

Our sector's efforts to move material further up the waste hierarchy have helped the UK to reduce the greenhouse gas emissions associated with waste management by 74% since 1990, delivering the fastest reduction in emissions across the UK economy.

However, despite almost halving our carbon emissions since 2008, waste management still contributes 5% of greenhouse gases.

The greatest challenge for our sector is that most of the benefits of our actions are accounted for elsewhere in the supply chain. For example, while the impacts of the collection and sorting of waste are attributed to our sector, the benefits of reuse and the value of the secondary materials produced are felt elsewhere.

Our sector manages around 221 million tonnes of waste each year, with 45.5% recycled each year. On average:

9,964kg

Each tonne of aluminium recycled saves 9,964kg of emitted CO_2e3

5,828kg

One tonne of textile waste recycled saves 5,828kg of emitted CO_2e3

To further drive the journey to net zero, as a sector we are setting challenging targets:

- **All on-site fuels for recycling, transfer stations, MRFs, composting, AD, and EfW facilities to be replaced with 100% renewable sources by 2040**
- **Divert all organic waste from landfill by 2030 to recycling and energy production through composting, AD and EfW**
- **Increase capture of methane emissions from landfill to 85% by 2030 and 30% oxidation by 2050**
- **All waste transport vehicles to switch from diesel to low-carbon sources and to be net-zero emissions by 2040**
- **All on-site vehicles at transfer stations to switch from diesel to low-carbon sources and to be net zero emissions by 2040**
- **Start fitting carbon capture and storage (CCS) to EfW facilities in 2030, with all new plants fitted with CCS by 2040**

Waste management will play a key role in our journey to net zero. Our role is to effect change where possible, while also collaborating with partners and members of the public to help them meet their own net zero goals.

Eastcroft district heating

Eastcroft Energy from Waste facility is at the centre of the Nottingham District Heating Scheme. It produces heat and power for local users, combusting up to 200,000 tonnes of non-hazardous waste each year and generating 20 megawatts of energy.

Combined, Eastcroft supplies heat and hot water to 4,700 homes and over 100 businesses – as well as diverting 4 million tonnes of waste from landfill and reducing Nottingham's reliance on fossil fuels.

4,700

Eastcroft supplies heat and hot water to 4,700 homes and over 100 businesses



FCC Environment

In Numbers

"We are one of the UK's most trusted resource and waste management businesses. We hold over **100 contracts** with some **60 local authorities** up and down the country, recycling more than **1.8 million tonnes** of waste each year."

United Nations
sustainable development goals



280
UK sites, of which 166 are operational



1.3m
We collect waste and recycling from 1.3 million people in the UK

100
Over 100 major contracts with a total of 60 local authorities

6,000
Business waste customers

3,500
Customer accounts

4,000
Customer sites

7
PFI and PPP contracts (Wrexham, re3, Lincolnshire, Mercia, Buckinghamshire, Allington, Edinburgh and Midlothian)



2,325
Employees

885k
We recycle 885,000 tonnes of wastewater every year



117MW
Our facilities generate 117MW of green energy



1.8m
Tonnes of waste recycled in 2020

Highlights & Investments

2020: Exceptional challenges, outstanding response

At FCC Environment, we already understand the importance of the work our teams are doing and the challenges they face, and we are extremely proud of their ingenuity, commitment and hard work. In 2020, the wider community embraced the idea of waste operatives as key workers, giving them the recognition they richly deserve.

While most of the year was all hands on deck to keep working around COVID-19, we still managed to celebrate, winning industry awards and working in collaboration with our communities on education projects, reuse schemes and innovative problem solving. If we've learnt anything through lockdown and COVID-19 restrictions, it is that neither our business, or our staff, stand still – we are always looking for ways to benefit our community.

United Nations
sustainable development goals



> From my point of view, this is a real-life project with real-life clients, that is superb preparation for the workplace."
>
> **Jon Saward**
> Media Teacher, Suffolk New College

The art of recycling

Students studying media at Suffolk New College have helped to design an effective recycling initiative to raise awareness of rubbish disposal issues.

The brief allowed the students to use their creativity across a range of media, to support the outreach work of FCC Environment and encourage people to recycle.

The opportunity was viewed as an excellent one by both sides – it allowed the young adults to demonstrate their skills in a professional environment and, potentially, use them to help send a powerful, very relevant message in their own community. On the other hand, it helped FCC Environment to better understand the communities, their needs, and how to appeal to them.

The students pitched their projects to FCC Environment for use on its social media channels. Following the success of this project, FCC Environment is looking to challenge art students at the same college to create artwork from recycled items for an exhibition.



Below: Student artwork from Suffolk New College

Covid Resilience

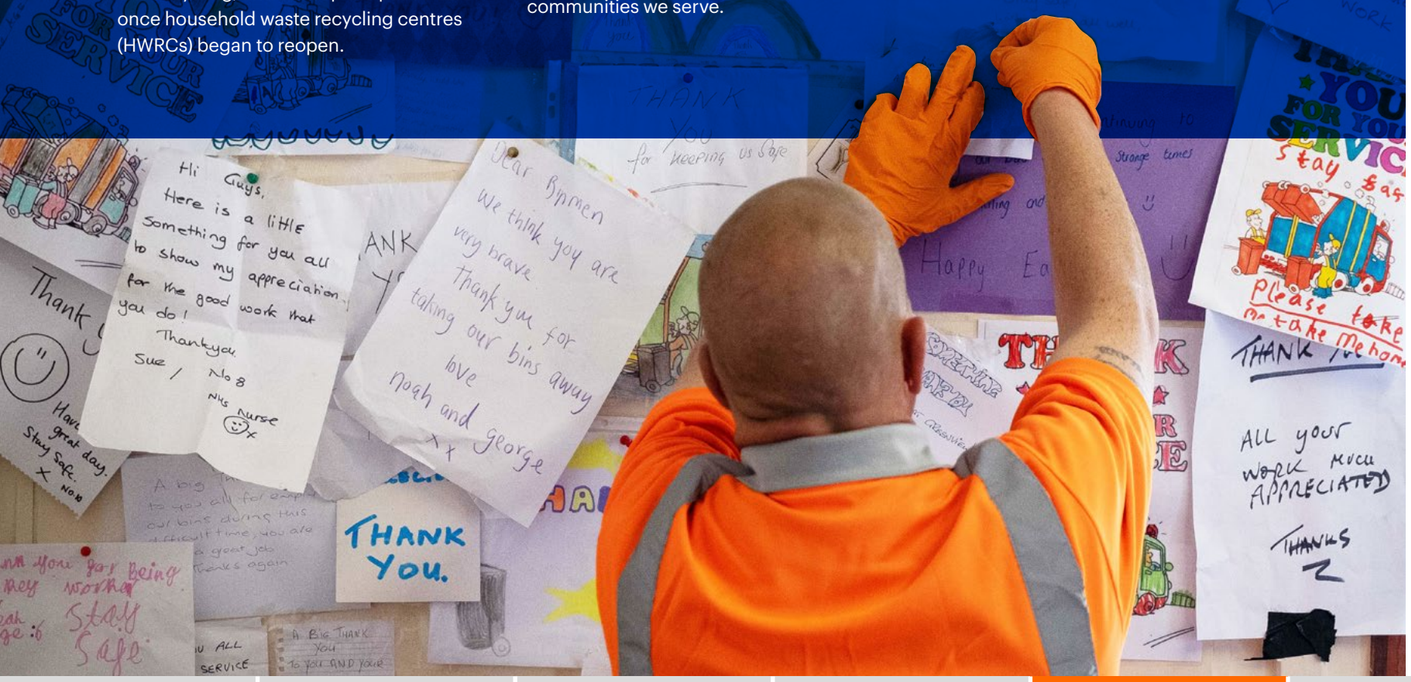
On 23 March 2020, the UK paused. While we started to adjust to the restrictions placed on daily life to keep us safe, the waste management sector ploughed on.

Even in a pandemic, household waste is generated, so we needed to work quickly to ensure that waste collections continued in a safe, effective way. Our staff received Key Worker status and, in challenging circumstances, kept the movement and recycling of materials flowing.

Through the following lockdowns, FCC teams up and down the country maintained a professional service and helped communities to keep going. We supported local authority partners to manage waste and recycling, and to keep the public safe once household waste recycling centres (HWRCs) began to reopen.

While our staff were vigilant in safeguarding the public, as a business our focus remained firmly on the wellbeing of our employees. Many people faced understandable concerns around school closures and the impact of shielding, and we did all we could to support staff. Those who could work from home were encouraged to do so; meanwhile, we followed all available guidance to ensure that our work spaces were COVID-19-safe.

With restrictions lifting over the coming months, we remain hopeful that each stage will be successful. Public recognition of our people has been heart-warming and, as we start to emerge back into a more normal life, we would like to say a big thank you to the communities we serve.



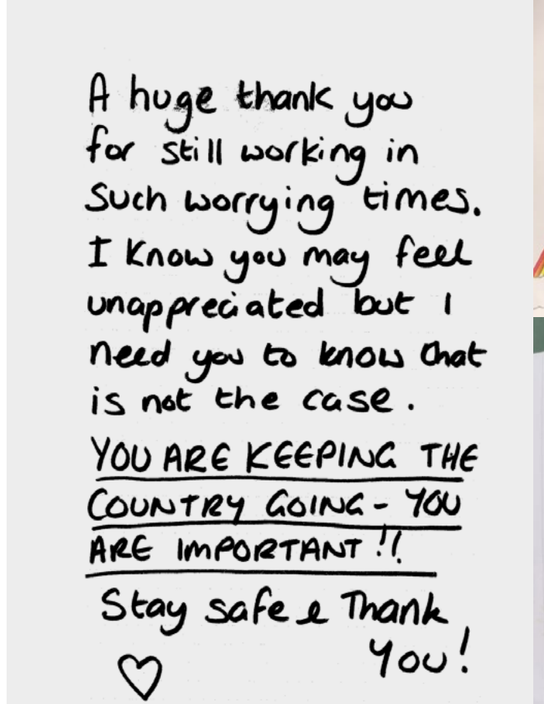
A big **thank you** to the communities we serve



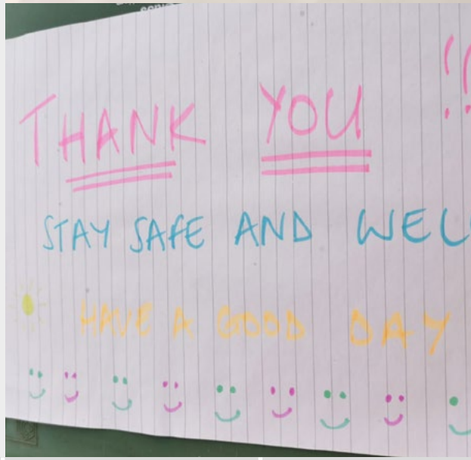












Contract wins

Kent County Council

Kent County Council has awarded FCC Environment a contract for the management and operation of the household waste recycling sites (HWRCs) in the Mid and East Kent areas. The £40 million contract will run for an initial five years, with a view to extend the contract by a further five years. It will aim to improve the recycling rates in the area.

"With 3.5 million visits to our sites every year, this is an important service for Kent residents and a major contract for Kent County Council. I welcome the opportunity to work with FCC to improve recycling rates as part of our net zero ambition for Kent."

Susan Carey
Cabinet Member for Environment

Drumgrey Energy from Waste

FCC Environment is also developing an Energy from Waste (EfW) facility on the Greengairs landfill site in North Lanarkshire, Scotland. The plant will process 300,000 tonnes of non-recyclable waste each year, potentially exporting 25,500,000W of electricity and supplying heating to the surrounding areas. The multi-million-pound, state-of-the-art facility will generate hundreds of jobs through its construction and long-term operation.

300,000

The plant will process 300,000 tonnes of non-recyclable waste each year

25.5m

Greengairs will potentially export 25,500,000W of electricity a year, and supply heating to the surrounding areas



Industry awards

Best Local Authority Recycling Initiative

Winning team

The Lets Recycle Awards for Excellence 2020 awarded Best Local Authority Recycling Initiative of the Year to Torfaen County Borough Council, FCC Environment, and local recycling company Capital Valley Plastics. Their innovative recycling campaign to halt the growth of plastic pollution saw low-density polyethylene packaging collected, separated, and then reprocessed into damp-proof membranes for use within the construction industry.

National Recycling Awards Shortlist

re3 partnership highly commended

The re3 partnership of FCC environment, Bracknell Forest, Reading and Wokingham Borough Councils was shortlisted in an impressive four categories at this year's National Recycling Awards. Longshot Lane and Smallmead sites were both finalists in Best Recycling Facility of the Year, while the ground-breaking 're3cyclopedia' app – which has been dubbed 'the most detailed recycling tool in the UK' – was in the running for Local Authority Success and Innovation Technology.

re3 www.re3.org.uk

re3cyclopedia

'The most detailed recycling tool in the UK'





Lets Recycle Awards for Excellence 2020

East Northamptonshire COVID-19 response

East Northamptonshire Council and FCC Environment were also shortlisted in the 2020 Lets Recycle Awards for Excellence in the category of Individual or Team Contribution in Response to the Coronavirus Pandemic.

"We are delighted to be shortlisted for this prestigious award, which reflects both our partnership with East Northamptonshire and the dedication and efforts shown during lockdown to support the local community and spread some sunshine for people during these difficult times."

Ian Mortimer
Contract Manager, FCC Environment

APSE Best Service Team

Congratulations to East Riding of Yorkshire!

FCC Environment congratulated East Riding of Yorkshire Council for being awarded Best Service Team for the Delivery of a Waste Management and Recycling Service by APSE, the Association for Public Service Excellence. On behalf of East Riding of Yorkshire, FCC operates 10 household waste and recycling centres, three transfer loading stations and the residual waste processing contract within the area.

10
Household waste and recycling centres

3
Transfer loading stations

1
Residual waste processing contract

Case study

Safety first – just add water

Richard Moss, Operations Grounds Supervisor at our Market Harborough collections site, has engineered a plan to save up to 52,000 litres of water a year. Rainwater that would often run into the yard, creating an unsafe environment, is now being collected in water tanks that will be used to maintain the facilities, as well as supplying the local community. For potentially benefitting the safety of employees, the finances of the company and, ultimately, the environment, Richard Moss is a deserving winner of our Environmental Commitment award.

Richard Moss
Operations Grounds Supervisor,
FCC Environment







Right: Key workers were rewarded by Wychavon District Council
Far right: Archer's 276cm sunflower

News in Brief

Eggsellent idea!

When a 70-strong crew of FCC Environment key workers was rewarded by the Wychavon District Council Waste and Recycling team for their continued hard work with the gift of an Easter egg this year, the crew generously chose to donate their gifts to the children's ward at Worcester Hospital and Acorns Children's Hospice.

"We were really touched to receive a chocolate thank you from our council client today, but I was really moved when the team decided to pass them on. The eggs have been delivered and we hope the children enjoy them."

Paul Farmer
Contract Manager
FCC Environment

You name it

When 34 new waste and recycling trucks were commissioned by Central Bedfordshire Council as part of a new contract with FCC Environment, a competition was held to name the vehicles. One eight-year-old with a passion for rubbish and recycling caught the eye of the council through his waste-based YouTube channel. Frank Forster had one of the most unforgettable Thursday mornings of his life when one of the brand-new trucks arrived on his street bearing the name: the FRANK FORSTER!

Flower power

The winner of FCC Environment and East Northamptonshire Council's sunflower competition was two-year-old Archer, whose flower grew to a monstrous 276cm. The aim of the 'Lets Spread Some Sunshine' campaign was to bring the community together by inviting children to create colourful pictures for their local bin and street cleaning crews. In return, they were given sunflower seeds to grow as part of a sunny summer competition.

Below: Eight-year-old Frank Forster and the brand-new truck bearing his name





Case study

FCC Environment joins national fight against ‘zombie batteries’

FCC Environment is supporting the nationwide Take Charge campaign, which urges consumers to recycle dead batteries properly by using specialist battery recycling services. FCC Environment and its local partners are asking residents not to throw disposable batteries away with general waste, as this can cause fires if the batteries are damaged. Instead, they should take them to their local collection points – often in supermarkets or local household waste recycling centres. The campaign is the result of Environmental Services Association (ESA) reports that over a third (38%) of fires at its members’ facilities were caused by lithium-ion batteries alone.

News in Brief

Clean Air Day

Clean Air Day is the UK’s largest air pollution campaign, celebrated on 8 October. For 2020, FCC Environment asked its staff to commit to doing one thing for a week that would have a positive impact on the environment and the air quality around us. Staff responded by going meat-free, walking or cycling to work, or even doing the washing on a lower temperature.

MP visit to Eastcroft

The EfW plant in Eastcroft was also visited by a member of parliament in late February of 2020. Nottingham South MP Lilian Greenwood visited the green energy facility to see up-close how electricity and heat for the local area are generated from household waste.



On the box

FCC Environment’s EfW facility in Eastcroft, Nottinghamshire was recently featured in a Channel 5 documentary entitled The Secret World of Your Rubbish. Episode 3, Season 2 of the popular series revealed the inner workings of the facility and our shift plant operator Alan Palmer and weighbridge operator Paul Brown received starring roles. The plant is one of six of its kind operated in the UK by FCC Environment, 24 hours a day, 365 days a year.

Below: Shift Plant Operator, Alan Palmer, from Eastcroft EfW





> Importantly, reuse moves waste up the waste hierarchy. But it also brings social value, and carbon and community benefits. People visit our reuse shops because they like a bargain, or due to their personal circumstances. But, whatever the reason, we know that providing this service is the right thing to do."

FCC Environment hosts nine reuse shops across the country. Located in, or close to, household waste recycling centres (HWRCs), these were particularly hard-hit when lockdown arrived. But, despite being open for only seven months in 2020, they have bounced back and are now doing even better than ever.

Our reuse shops are managed by charities. For organisations that rely on the income generated by sales to help others, the impact of COVID-19 was devastating. Reuse through our shops and other sources fell from 3,238 tonnes in 2019, to 1,601 tonnes last year. At a time when many people needed more support, resources were slashed. And with storage space limited, valuable items were consigned to the waste stream.

However, many charities took an innovative approach and found new ways to trade. Some offered click and collect services, while others sold higher-quality goods online. Now that shops have re-opened, our sites are the busiest they have ever been!

HWRC reuse gets public seal of approval

FCC Environment and YouGov research suggests that the public would be keen to buy second-hand items such as garden objects, furniture, and other household items from household waste recycling centres (HWRCs). FCC currently operates nine reuse shops at HWRCs across the country, working with charity and local authority partners.

"Many councils have declared climate emergencies, acknowledging their need to act on the causes and impacts of climate change in their bid to help meet net zero targets. More reuse shops at HWRCs – similar to those already working successfully across the country selling goods, from everyday items to the extraordinary – can be one more step in the right direction."

Steve Longdon
Operational Director, FCC Environment

Tools for green-fingered communities

Wigan recycling centres are taking being green to a whole new level, encouraging local residents to donate unwanted garden tools to worthy causes. The Tool Shed Project sends the tools to Garth Prison near Leyland, where inmates are taught how to refurbish them, giving them skills they can use in the future. The tools are then donated to primary schools, gardening groups and allotment associations in the local area, helping to make gardening accessible to everyone in the community.

One tonne of books!

FCC Environment and Wigan Council have celebrated World Book Day by redistributing one tonne of recycled books within the local community. The partnership introduced the initiative less than a year ago, to reuse unwanted books rather than recycle and process them. Unwanted books are collected at the local recycling centres by FCC Environment and are then distributed to groups such as schools, charities, and other groups within the community.



Let's celebrate World Book Day

FCC Environment brand value
Environmental Commitment

Environmental Commitment

Carbon reporting

Over the past two decades, the resource and waste management sector has almost halved its carbon and greenhouse gas emissions, and we continue to collaborate on the journey to net zero.

In 2020, the Environmental Services Association (ESA) commissioned an independent review to decide on the most effective methodology for greenhouse gas (GHG) accounting – the first step towards a framework for the delivery of transparent and verifiable GHG emission reductions. FCC Environment will continue to use the chosen methodology moving forward.

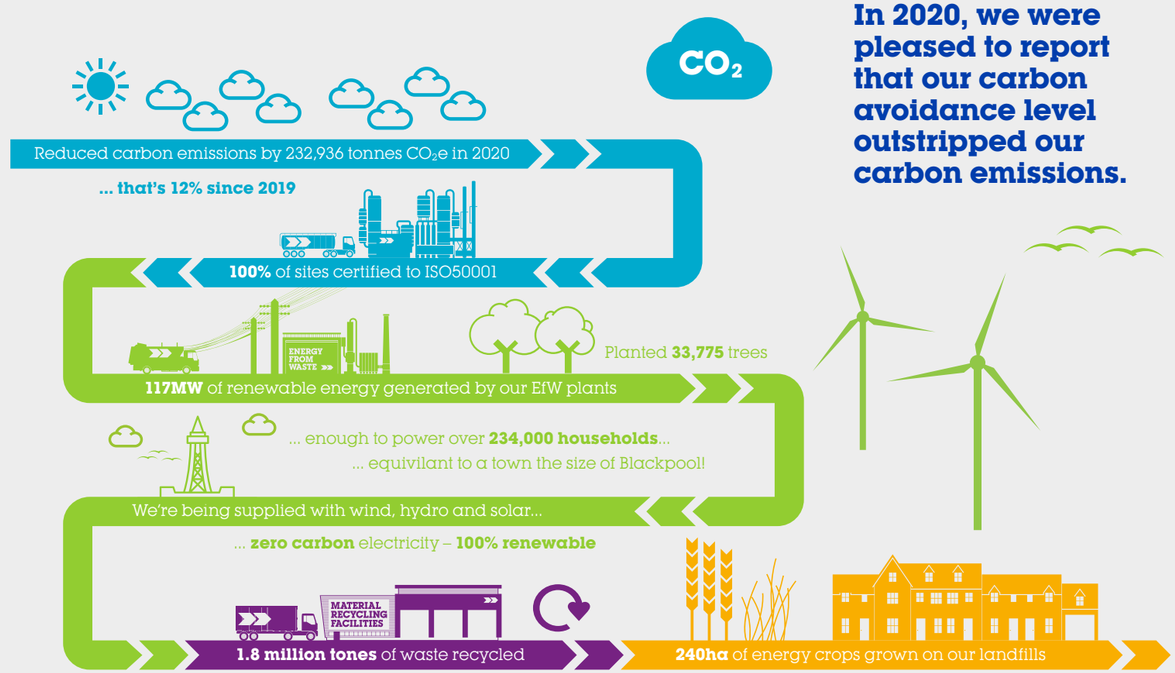
In addition, we intend to report our avoided GHG emissions. Our challenge in waste management is that while the emissions savings achieved by our energy and material recovery operations far exceed our direct and indirect emissions, these savings are recorded elsewhere in the supply chain.

This demonstrates the already significant contribution we play in reducing emissions, and highlights the critical role that our sector will play in achieving a net zero United Kingdom.

Paul Stokes Dip2.OSH, CMIOSH, MIIRSM
Head of Safety, Health, Environment & Quality (SHEQ)

United Nations
sustainable development goals





In 2020, we were pleased to report that our carbon avoidance level outstripped our carbon emissions.

Achieved 19% reduction in emissions since 2018

Carbon emissions

Tonnes CO2e	2018	2019	2020
Total Scope 1, 2 & 3	2,124,702	1,946,419	1,713,483
Avoided emissions	-2,092,772	-2,080,422	-2,124,112

Reporting period covered: 1 January 2020 – 31 December 2020
Scope 1 emissions: Direct GHG emissions from landfill activities, the combustion of waste and fuel in energy from waste facilities and fuel by our fleet.
Scope 2 emissions: Indirect GHG emissions from purchased grid electricity.
Scope 3 emissions: Indirect GHG emissions predominantly from business travel.



Land Development

Collaborative, carbon-neutral communities

FCC Environment is more than a landowner. Our unique portfolio of recycling infrastructure, renewable energy facilities and strategic brownfield land holdings, which all place communities at the centre of development, give us a rare opportunity.

Our ambition – cemented into our strategy – is to enable carbon-neutral communities that exceed UK government plans, and meet the United Nation's 17 Sustainable Development Goals – the gold standard for sustainable economic development.

As a global business, we have extensive experience of housebuilding. Working locally in the UK, community will be at the heart of all our decision-making. We will maximise the use of recycled materials in our land holdings, suppling clean, green district heating to homes and businesses.

Our aim is to do things differently. We manage our construction projects to build communities with a unique focus on sustainability.

> "It's not enough to simply build homes; our agenda is to create jobs, deliver attractive public spaces, contribute to schools and healthcare. We will do more to protect and enhance the environment, deliver affordable, clean energy, promote good health, and reduce inequality."

Land remediation

Land remediation is an important tool in our commitment to building more sustainable communities.

As well as providing wildlife habitats and helping our partners to meet climate change goals, we also provide local communities with enriching green spaces that will benefit generations to come.

1,000 trees for the future

In Chorley, FCC Environment has planted a forest of native trees, including hazel, willow, birch and oak, as part of Chorley Council's plans to tackle climate change. The trees, which flank the River Yarrow, will help to improve biodiversity and air quality, as well as providing shade to water courses.

"We are thrilled to be working with FCC Environment to get more trees planted in the borough. This is another milestone on our journey towards planting 116,000 trees in the borough by 2025 – one for every Chorley resident – and part of our commitment to become carbon-neutral."

Cllr Alistair Bradley
Leader of Chorley Council



10,000 seeds blooming

In September, FCC Environment celebrated its 10,000 LinkedIn followers with a floral tribute – planting 10,000 wildflower seeds at its closed landfill site at Pen Y Bont, north Wales. A team of 10 volunteers gave up their Saturday to plant the seeds. Senior Bid Writer Darren Forster said: "It is a great feeling knowing that our hard work means this area now becomes a better habitat for wildlife and helps to encourage it into the local area."

Contaminated soil treatment

This summer saw the opening of a new contaminated soils treatment facility at Maw Green Landfill Site. The plant will process up to 30,000 tonnes of contaminated soils per year, treating them for future use in restoring the currently operational landfill site.



Land remediation

Landfill restoration creates specialised habitat

FCC Environment's landfill restoration project is providing specially-designed homes for one of the most threatened species in the UK.

Water voles are a priority for conservation action, and their places of shelter are protected. As part of its long-term development at Greengairs Landfill site in Lanarkshire, FCC has relocated water voles into a number of waterbodies around the site's periphery and into a fully-engineered, bespoke habitat.

The purpose-built habitat features water banks, which allow the voles sufficient soft ground for burrowing, and includes open water channels to give the voles quick access to food.



250kt

Operated in partnership between DB Cargo UK and FCC Environment, the terminal will receive up to 250kt a year, with the potential to increase this to 500kt annually.

Construction industry cuts carbon at Cricklewood

FCC Environment's new facility in Cricklewood adds to its capacity to reduce carbon, while also reusing waste soil from major construction projects.

Cricklewood joins two established rail freight terminals at Bow and Barking, which serve the East London and City construction markets, between them handling 500-600kt per annum. Most importantly, transporting waste material by rail will help to reduce the volume of heavy goods vehicles on the country's roads, cutting carbon and reducing levels of pollution.

The new site operates from DB Cargo UK's new rail freight terminal. It will allow FCC Environment to serve the North and West London markets, both of which have seen an increase in construction projects – most notably HS2 and the redevelopment of Euston Station. Sending the spoil on 1,400-1,500-tonne capacity freight trains will remove the need for more than 80 HGVs.

Operated in partnership between DB Cargo UK and FCC Environment, the terminal will receive up to 250kt a year, with the potential to increase this to 500kt annually. From Cricklewood, the spoil will be taken by freight train to FCC Environment's site at Calvert, Buckinghamshire, and reused to restore the former quarry there. Cricklewood will also stock aggregates on site, allowing clients to 'backload' when delivering spoil at the facility, and further helping to reduce the number of journeys made by HGVs through the capital.

"Our new facility at Cricklewood is of strategic importance to London's construction sector and will remove thousands of HGVs from London's already congested road network every year."

Andrew Sumner
Head of Industrial Sales, DB Cargo UK

INTEGRITY
ENGAGEMENT

FCC Environment brand value
People Focus

People Focus

Teamwork leads to highest accolade

For all our high-tech equipment and innovative technology, our people are our strength. In a high-risk industry, we are hugely proud of our achievements in keeping staff safe, particularly through the challenges that 2020 threw our way.

Our headline news was the receipt of the British Safety Council's prestigious Sword and Globe of Honour. Only the very best reach this level, and we are fully aware of the commitment made by the whole team, which led to us joining the ranks for the second time in four years.

Our latest employment surveys reflect our dedication to the wellbeing of our staff. Support is important, but we like to go further. Our people feel part of a team, and are confident that their voice is heard. In a year when we have all felt, to greater or lesser degree, isolated, this is an admirable testament to every individual in the business.

United Nations
sustainable development goals



Birthday wishes for 'best bin woman'

Northamptonshire's 'best bin woman' received plaudits throughout the day as she spent her birthday collecting household waste in Rushden and Ferrers.

Tia Wills was praised for being a positive force throughout the pandemic, and hundreds of local residents flocked to wish her happy birthday and thank the team for all their hard work and positivity through what has been a difficult time for all.

> "She is a lovely, really hard-grafting girl with a smile as wide as Northamptonshire!"
>
> **John Woolston**
> Northamptonshire resident



Health and Safety

Sword of Honour
The peak of health and safety achievement

The British Safety Council Sword and Globe of Honour awards celebrate and reward those organisations that have reached the pinnacle of health, safety and environmental management. Only those organisations which achieve the top grade in their Five Star Audit are invited to apply. In 2020, FCC Environment joined their ranks for the second time in four years.

"These results are testimony to the dedication of all within FCC Environment, and the extraordinary efforts, time and trouble that we put ourselves through to achieve such results, especially through this challenging year."

BRITISH SAFETY COUNCIL Sword of Honour 2020 Winner

COVID-19 challenges

As well as the standard disruption wreaked by COVID-19, the waste management sector faced exceptional challenges. How would we keep members of the public safe, while also safeguarding the staff who remained committed to providing a service?

The Five Star Audit process showed that we train our own employees well, but we responded to COVID-19 swiftly by developing even more robust procedures to protect the public at HWRCs or near refuse vehicles.

Five Star Audit

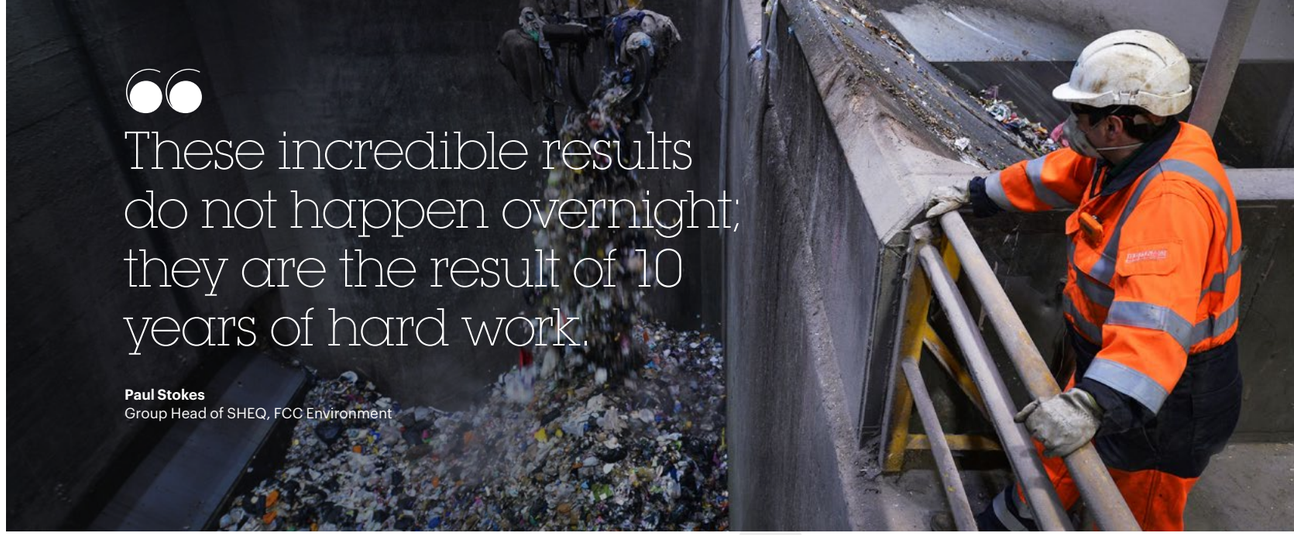
In 2020, FCC Environment decided to submit an application to undertake the Five Star Audit again. And then, COVID-19 struck.

The audit examined both head office functions and sites across the UK, including detailed auditing of management systems:

- **ISO 9001**
- **ISO 14001**
- **ISO 45001**
- **ISO 50001**

Conducting a head office audit virtually was challenging. To overcome this, we built a document repository that aligned with the audit criteria to make it easy to find the necessary evidence.

BRITISH SAFETY COUNCIL Five Star Occupational Health and Safety Audit 2020



Future plans

We check and benchmark that our ongoing improvements are in line with best practice from around the world. Plans for the future include the introduction of a wellbeing programme for the whole company. We want our employees to know that it is alright not to be alright, and that help is available should they need it.

"These incredible results do not happen overnight; they are the result of 10 years of hard work. Achieving the Five Star rating is a great reflection of the dedication of all the FCC teams across the country and shows that our operators have really raised the bar during the pandemic. The award is a testament to the professional attitude and mature approach to health and safety from each and every one."

Achievements

March
British Safety Council International Award (with distinction)
Top 15%

June
Overall Sector Winner
Local Government, British Safety Council International Safety Awards

November
5-star rating
British Safety Council Five-Star Audit

December
Sword of Honour

Employment Survey

Opinions count

At FCC Environment, we aim to make our customers happy, by making sure our staff are happy.

We know that waste management is sometimes a challenging industry to work in – as well as meeting legislative requirements and remembering health and safety essentials, many of our operational staff also interact with the public. Collection rounds are physically demanding and COVID-19 has placed even greater challenges in our way.

But we are resilient, and our latest Employment Survey clearly shows that staff feel supported, valued and able to communicate.

Our topline figures demonstrate overall satisfaction.



How likely is it that you would recommend FCC Environment as a place to work?

8.2

How satisfied are you working at FCC Environment?

8.2

Communication

To feel valued, everyone needs to know that their opinions are heard. Last year was an exceptional year for all, and we were delighted to see that FCC staff feel strongly that their opinions matter, and that managers take the time to communicate.

My manager communicates with me openly and honestly:

8.7

At work, my opinions seem to count:

8.3

Teamwork

Our operational work relies on strong teams to ensure safe working and effective results. Across the company, teamwork is one of our key strengths.

I feel I am part of the team:

8.4

What was the best thing that happened to you this month?

"Engaging with my team regarding matters of health and safety."

"Being recognised officially for my teamwork by my line manager. Things like this really make a difference."

Support

Our culture is based on supporting members of staff, to learn, to grow, and to recuperate during occasional personal problems. This year, the scores in each of these areas reflected our commitment to being a caring employer that builds strong teams.

My manager provides me with the support I need to complete my work:

8.3

I feel I would be supported if I had a personal problem:

8.6

I know what to do if I want to go on a training course:

8.2

"Being able to work from home has helped with my children being at home."

Tackling Modern Day Slavery

The FCC Group is committed to ensuring that there is no modern slavery or human trafficking in its supply chains or in any part of its business.

To ensure this, FCC undertook a comprehensive training programme for all its employees to ensure they were aware of the dangers, able to spot any incidences or recognise anyone in a vulnerable position, and know what safeguarding procedures to take where necessary. All new employees undertake Anti-Slavery e-modules as part of their induction.

Any concerns can be raised by contacting our confidential hotline provider, Safecall. And details of how and what to report are on posters at all our sites, and are available on the front page of our intranet.

Slavery and human trafficking is a growing problem and only by being vigilant as a company can we hope to tackle this.



> “The FCC Group is committed to ensuring that there is no human slavery or trafficking throughout its supply chains.”

Stronger together

On 15 October 2020, FCC Environment joined a parliamentary webinar on Tackling Modern Day Slavery.

The former Prime Minster, the Rt Hon Theresa May MP, who introduced legislation to crack down on slavery in 2015, delivered the keynote speech at the Policy Connect event.

Mrs May described how victims are used as a commodity to make a profit in the same way as drugs and weapons. She stressed that mere references to supply chain transparency and checks on modern day slavery in annual reports was not enough, but that business leaders must ask ‘what are we actually doing behind these statements, and are we really checking our supply chains?’.

Representatives from the waste and resources industry, including FCC Environment, highlighted the sector’s commitment to rooting out and preventing modern day slavery.

Mrs May said it was vital to keep modern day slavery at the forefront of people’s minds and reflected on the good progress that was being made by waste and resource management companies to raise awareness, citing a refuse vehicle in Westminster displaying modern day slavery messages.

Diversity and inclusion

The latest Energy and Utilities Skills Partnership analysis of waste industry statistics shows that diversity in many areas is increasing.

Data for the period between 2016–2019 shows that the percentage of people with a disability, those over 60, and those from Black, Asian or other minority ethnic backgrounds is rising.

The waste sector has an admirable record on the employment of people with disabilities, boasting the highest percentage of people with a disability in the sector. Meanwhile, the number of women employed – already 31.5% lower than the national average – has fallen slightly.

The UK waste industry employed 144,800 people in 2019, a slight increase from 142,000 in 2016. The top three occupational groups are elementary, operatives, and associate professional and technical employees.

When the EUSP's Workforce Renewal and Skills Strategy 2020-2025 was published last year, it identified an estimated 83,000 vacancies that would need to be filled in the waste industry by 2029. This analysis breaks that number down by occupation. In the waste industry, the skilled trades occupations will have the most vacancies to fill – an estimated 32,000.

Energy and Utilities Skills Partnership
Data for the period between 2016 – 2019

ENERGY & UTILITY SKILLS



In numbers

18.1%

The percentage of people with a disability increased from 4.2% to 18.1%, above the UK average of 15.7%

15.8%

The percentage of women in the waste industry decreased by 0.6% to reach 15.8% of the total workforce – further away from the UK average of 47.3%. However, there was an increase of females in professional and process, plant, and machine operative roles

6.9%

The percentage of people from a Black, Asian or other minority ethnic background also climbed up 4.1% to 6.9%, getting closer to the UK average of 11.4%. The waste industry had the second-highest percentage increase

11.9%

The percentage of people over 60 in the industry also increased to 11.9%, above the UK average of 10.4%. In contrast, the percentage of people aged between 16-24 in the industry decreased to 5.2%, leaving a bigger gap between the industry and the UK average of 11.4%

144,800

The UK waste industry employed 144,800 people in 2019

Helping new talent to shine

Graduates bring talent and a fresh approach to our business. They are the managers of the future, and we give them every opportunity to shine. With FCC Environment, we encourage graduates to participate, and we take their ideas seriously.

As well as making sure that our graduates experience the ins and outs of a variety of roles, we also link them up with a mentor from the executive team. Buy-in from FCC directors reinforces how much we invest in the graduates. When they present to the board, even our most senior members of staff attend.

Our last intake of graduates – three women and two men – have all stayed with us. They challenge us, and have shown a real commitment to supporting the business, especially throughout the challenges of COVID-19.

Streamlining processes

For 2020, we switched our assessment process to a custom-built platform and used targeted advertising to attract applicants. The result was a higher standard than ever. Over 300 graduates applied to join us in 2021, with nine chosen from online assessment days and virtual interviews.

The shortlisted applicants worked on a group task, a solo presentation, and interviews with the management team.

Leading the way
Laura Winter

Before taking up her place on the graduate programme in 2019, Laura Winter confesses she had no idea how the waste industry operated. She spent her first nine months on the scheme working with the contract team in Ipswich, and has since become a site supervisor at the Suffolk Transfer Station. Being on the graduate programme has given her a chance to learn different aspects from the ground up, discovering which parts she enjoys most, with support every step of the way.

> The scheme allows you to lead your own learning. There is a fantastic support system, including training and induction, weekly meetings with all the graduates and the head of training, and also with previous graduates still working within FCC. It's been such a dynamic learning experience with lots of opportunities available!"

During Laura's time on the scheme she has:

- ✓ Worked as a recycling operative
- ✓ Performed an admin role to see what goes on behind the scenes
- ✓ Helped the transport manager and drivers develop up-to-date risk assessments and safe working procedures
- ✓ Managed the installation of ANPR cameras onto all 11 sites
- ✓ Reduced paper usage, by helping to digitise our operations



Gareth Williams
BA Business Management & MSc Logistics & Supply Chain Management



Will Soul
BA Honours in History, Masters in International Studies



Konrad Wysocki
BSc Geography & MSc Environmental Policy & Management



Eleanor Peel
BEng Chemical Engineering



Tanya Thrower
Internal Candidate



Laura Winter
BSc Geography

FCC Environment brand value
Doing the Right Thing

Doing the Right Thing

Setting clear expectations for staff, meeting independent targets and making a positive contribution to our local communities help us to stay strong and work sustainably.



United Nations
sustainable development goals



FCC Communities Foundation

FCC Communities Foundation is a not for profit business that awards grants to community, environmental and heritage projects through the Landfill Communities Fund and the Scottish Landfill Communities Fund. Funding is donated by FCC Environment as part of these voluntary environmental tax credit schemes to divert a small percentage of landfill tax to projects in England and Scotland. And FCC Communities Foundation currently operate two main grant programmes:

FCC Community Action Fund (CAF)

Applicants in England can apply for funding of between £2,000 and £100,000, and the total project cost must not exceed £500,000.

184 applicants applied for funding during 2020, and 111 projects were awarded funding totalling £5,222,705.

FCC Scottish Action Fund (SAF)

Applicants in Scotland can apply for funding of between £2,000 and £40,000, and the total project cost must not exceed £250,000.

35 applicants applied for funding during 2020, and 23 projects were awarded funding totalling £658,947.

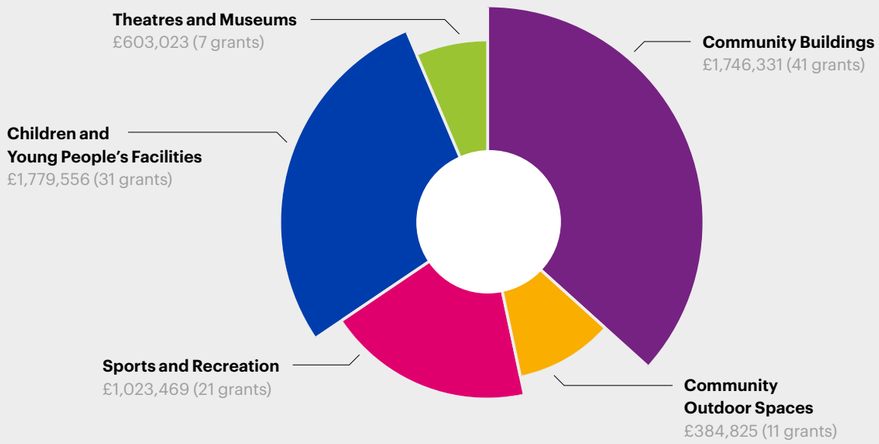
In addition to the grant schemes (left) the Board may, at its discretion, invite national or large regional organisations to submit project details for consideration through the Board's flagship programme. In 2020, the Board approved two grants to Flagship projects, totalling £314,500.

All applications are appraised to ensure funding goes to projects which are compliant with the relevant legislation and deliver positive and tangible outcomes for communities.

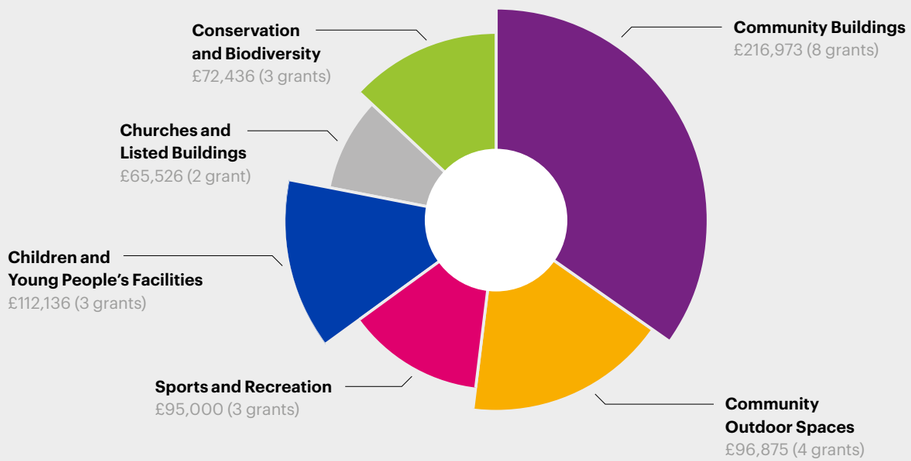
In addition to the new projects funded during 2020, over 120 organisations managed to complete their projects despite lockdowns and COVID-19 restrictions. You can read more about some of these projects over the following pages.



Landfill Communities
Fund Projects 2020 —



Scottish Landfill Communites
Fund Projects 2020 —



rspb giving nature a home

RSPB Snettisham
Storm resilient hide

FCC Flagship
Funding £173,500

RSPB Snettisham Nature Reserve in West Norfolk overlooks The Wash, one of Europe's largest and most wildlife-rich habitats. Every year, hundreds of thousands of geese and wading birds arrive, having flown many thousands of miles from the Arctic Circle. This spectacle attracts 25,000 visitors each year.

In December 2013, a tidal storm surge overwhelmed Snettisham's banks and lagoons, completely destroying two viewing hides in the process. This project involved the replacement of those two hides with a larger, flood-resilient hide.

The RSPB faced the challenge of designing and building a flood-resilient hide that could accommodate approximately 80 people, and that would provide excellent, panoramic views, whilst remaining stable on a shingle surface. The cost of a hide of this nature was greater than the RSPB's crowdfunding had raised, and they approached us with the idea of FCC Communities Foundation co-funding the project. In total, the Board agreed to provide funding of £173,500.

The build was complicated not only by the pandemic, but also by the access across the unstable shingle surface and the need to cease work during ground nesting season, but the hide was finally completed in June 2020.

The opening of the hide and celebration events have been severely affected by COVID-19 restrictions and, although there has been an online virtual opening of the hide, it is not yet accessible to visitors. However, the hide has delivered exactly what the RPSB hoped for, with panoramic views across The Wash to enable visitors, when they are able, to experience the wildlife spectacle whilst protecting the wader roost from disturbance.

Inside the new viewing hide at RSPB Snettisham Nature Reserve in West Norfolk

RSPB Snettisham attracts over
25,000
visitors each year



Melton Mowbray Play Park

FCC Community Action Fund
Funding £100,000

The 'Play Close' Park has provided the community of Melton Mowbray with a place of recreation for over 170 years. During that time, the facilities provided have changed to cater for the community's needs.

The need for the project was highlighted back in 2018 by a group of concerned parents who use the park. They successfully campaigned, gathered support, and worked with the applicants (a registered charity) to bring this project to us.

The project looked to upgrade and replace the old, tired equipment – which was limited in terms of its play values – with the introduction of new equipment and a layout specifically designed to encourage a high level of social interaction.

The project wanted the play area to be inclusive, so that children with disabilities were able to engage in the same activities as their friends, but within their own capacity. By providing accessible equipment where children of varying ages and abilities can play together, the focus on the play area will be inclusivity. Everyone will be able to enjoy themselves, without barriers hindering their learning and development.

Despite initial delays due to lockdown, work progressed swiftly. The play area passed its safety inspection, and opened to the public with a socially-distanced celebration event a few days later.



£5.2 million
FCC Community Action Funding for 111 projects in 2020

Ross-shire, Culbokie, Findon Hall

FCC Scottish Action Fund
Funding £40,000

Findon Hall is a well-used village hall, providing a wide range of exercise classes and activities for all age groups in the village of Culbokie on the Black Isle. However, the hall's 55-year-old roof was porous and in need of replacement, and further work was needed to help make the hall more efficient and to lower annual maintenance costs. The project would allow the village activities to continue and expand, as the life of the hall would be secured for future generations.

The project's delivery was delayed due to social distancing restrictions and difficulty in obtaining materials in the pandemic. However, once work commenced in late June and, with the hall being closed to the public, work progressed swiftly.

The project completed in September 2020, and the residents of Culbokie are delighted with the results. The village hall is warmer and more sustainable, and will have environmental benefits in terms of fuel savings and lower maintenance.







> The style, design and location of equipment ensures it is accessible for less able children, allowing them to play alongside friends rather than feeling separated."

Ulverston
Lightburn Park Playground

FCC Community Action Fund
Funding £40,000

This project was to redevelop and relocate the existing children's playground, which was coming to the end of its life, replacing it with a play area which would provide a range of fun and challenging equipment in a secure and safe environment, and no longer be split by an access path through the park.

The new playground is now located so that dog walkers can still enjoy the park without having to walk through the play area. The larger footprint has allowed for more equipment, with items suitable for a wider age group and pieces suitable for children with additional needs.

Near the playground is a school which caters for pupils aged between 2 and 19, who have learning difficulties. Many of these children have complex needs, including autism, physical difficulties, and sensory impairments. After consultation with the school, the play area has been adapted to include a plastic pod swing, a roundabout that will take a wheelchair, and subtle colours which will not be overwhelming.

New equipment includes a swing designed to take a parent and child, a trampoline with ramps for a wheelchair, and many tactile and sensory elements which enable children of all abilities to play together. Special signage displays visual symbols designed to help autistic children communicate their needs and wants.

The style, design and location of equipment ensures it is accessible for less able children, allowing them to play alongside friends rather than feeling separated. Equipment is zoned into age groups – toddler, junior and older children – and is accessed by size and ability rather than by age ranges. This gives children of all abilities the opportunity to play together.

Museum of Natural History





Right: New modern display cabinets able to preserve the museum's unique collection

Oxford University Museum of Natural History —
Transforming the Main Court

FCC Flagship
Funding £250,000

The museum is popular with visitors, but its Main Court displays had been in situ for 20 years, with few changes. Nowadays, visitors expect exhibits to be displayed in imaginative and appealing ways, with multiple layers of information. The museum wanted to address this through creative interpretations of new displays. The aim was to engage audiences in thought-provoking and meaningful learning by providing new, modern display cabinets able to preserve the museum's unique collection in an innovative and engaging manner.

FCC Communities Foundation provided £250,000 towards the design and manufacture of 10 new display cabinets. The new displays would make better use of the building's beauty, height and space, while preserving the elements visitors value – such as objects of special interest and the 'touchability' of specimens.

Due to COVID-19 restrictions, it was not possible to complete the installation of permanent exhibition displays in the new cabinets, so new temporary displays were commissioned to celebrate the museum's 160th anniversary.

The museum is thrilled with the new cabinets, which have transformed the Centre Court by adding more light and a feeling of space.

Despite restrictions, the museum was able to open during 2020, with an accompanying online presence showcasing the new displays. The temporary displays housed in the new cabinets have enabled the museum to test different layouts and gain feedback before the permanent displays are finalised and installed as part of ongoing redevelopment throughout 2021.



FCC Environment brand value
Forward Thinking

Forward Thinking

Celebrating the spirit of our sector

LARAC is the voice of waste and recycling officers across the UK, representing 294 local authorities. At the start of 2020, LARAC was focusing on the latest government consultations. But, with the arrival of the pandemic, all attention turned to supporting members in the challenge to maintain essential services. Looking back over the year, we celebrate adaptability and resourcefulness.

LARAC Local Authority Recycling Advisory Committee

United Nations
sustainable development goals



As 2020 began, the thoughts of most of the industry were on the Environment Bill and the next round of consultations covering Deposit Return Scheme (DRS), Extended Producer Responsibility (EPR) for Packaging Waste and consistent collections from households and businesses. This followed the first round of consultations in 2019, and Defra had started the next round of stakeholder meetings ahead of planned launch of the second set of consultations in October 2020.

In the first round of the consultations, LARAC undertook a major engagement process with its members, including 5 workshops across England.

These provided a rich source of detailed information on what local authority officers thought on various aspects of the consultations. They were also very informative for those who attended and helped them to formulate their own responses from their respective authority. We had planned to do something similar again in the summer of 2020.

Of course, that all changed as the COVID-19 situation began to unfold and, gradually at first, things started to slow down and get postponed, before the first lockdown was announced and everything stopped – and changed.

Continued >

Lee Marshall
CEO, LARAC

> “The way in which local authorities and their partners – such as FCC Environment – responded to the situation (COVID-19) is nothing short of amazing.”



LARAC Local Authority Recycling Advisory Committee

In terms of the consultations, it meant all stakeholder engagement ceased as government officials and those in the industry moved across to reacting to the impacts of the pandemic. This meant the timetable for their release radically shifted, and it would not be until May 2021 before they eventually emerged.

The way in which local authorities and their partners – such as FCC Environment – responded to the situation is nothing short of amazing. LARAC was one of a number of local authority bodies involved in undertaking weekly surveys of local authority waste services. These showed that throughout 2020, nearly all residual waste services kept running, and after the initial blip in the first week or so of lockdown, most recycling services also managed to keep going. There was some disruption to food and garden waste services, and more so to street cleaning as operatives were reallocated to keep the waste collections going.

The headlines though were more focused on the closure of the HWRCs and the knock-on effects this made on material supply to end markets, such as wood and waste electronics and electrical items. On the one hand, it was not something that was done lightly, but on the other it was a simple decision to make, given the government guidance and laws in place that restricted travel. There was no reason to travel to HWRCs so, therefore, no reason to keep them open when the resources could be used elsewhere.

Again, the way in which FCC Environment and others helped by moving operatives not only between services, but between contracts, showed how adaptable the industry is and how valuable a strong relationship can be between council and contractor.

Going forward, the pandemic has brought about a step change in so many aspects of life. In the waste industry we are likely to see some of the changes that came into HWRCs stay, such as booking systems, as they have been shown to make for more effective operations. It has also thrown some doubt on how a DRS could operate going forward and it will be interesting to see how the industry responds to that in the second set of consultations.

2020 will obviously go down in history for lots of reasons. And it will be easy to forget certain aspects of it as time fades. So, we should hold onto the thoughts and memories of just how well the industry responded, how we all kept the collections going and how much the perhaps forgotten bin men and women were so appreciated by the public. Let's hope that this newfound respect for our industry does not dimmish as we start to move back to a society and life where we mix and meet and go about our daily lives again.



> "2020 will obviously go down in history for lots of reasons. So, we should hold onto the thoughts and memories of just how well the industry responded, how we all kept the collections going and how much the perhaps forgotten bin men and women were so appreciated by the public."

Environment
from waste
to resource

To find out more
call 0844 736 9992
fccenvironment.co.uk