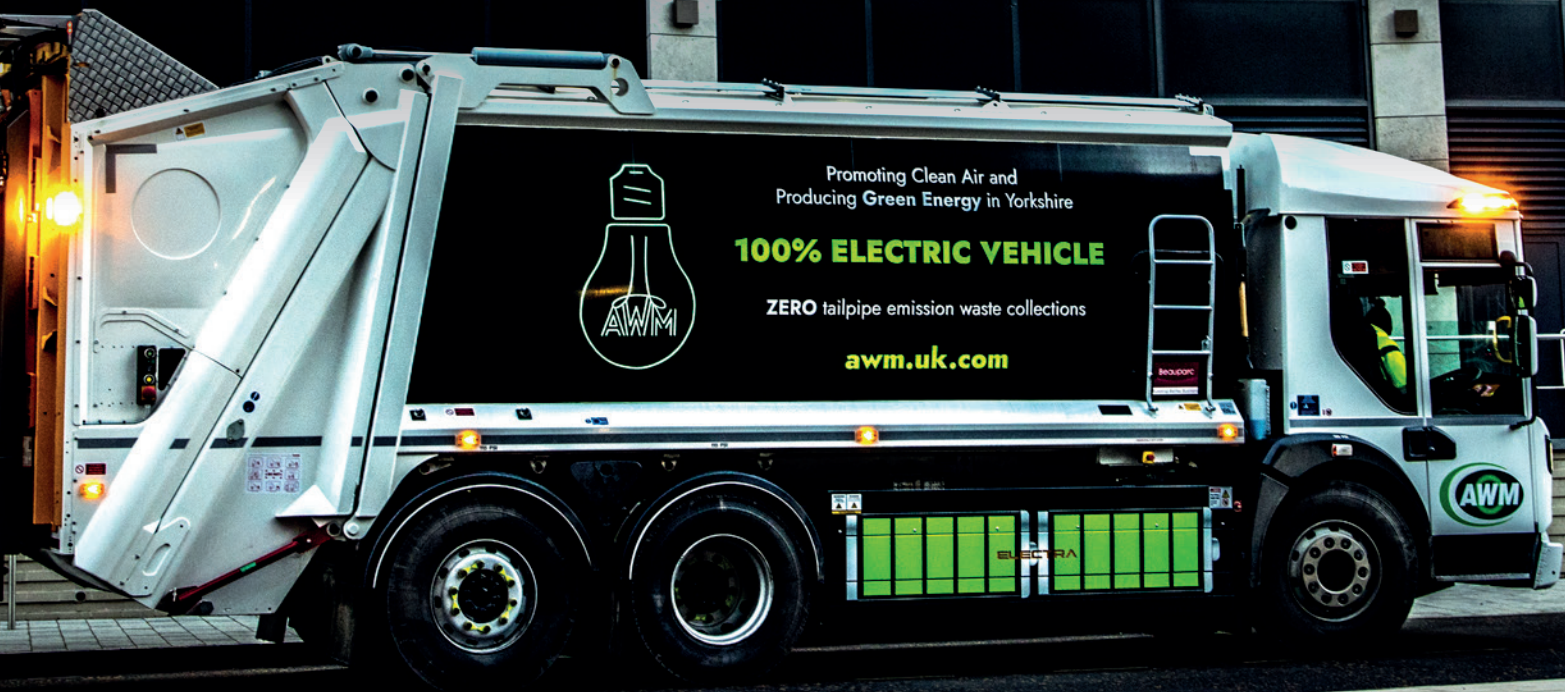


# Beauparc

S U S T A I N A B I L I T Y   R E P O R T   2 0 2 3



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Business Snapshot

Beauparc is at heart, a circular economy business; extracting resource value from materials discarded by our customers. It has grown rapidly to become one of the largest waste management companies across Ireland, the UK and the Netherlands, handling approximately 4.3 million tonnes annually. Founded in 1992, in Beauparc, Co. Meath, with a team of two people, the Group has expanded and diversified over the last 30 years. Today, Beauparc employs 2,899 people and serves a diverse range of public, private and commercial customers across all three jurisdictions. In August 2021, funds managed by Macquarie Asset Management ('MAM') Group acquired Beauparc to support its long-term growth plans through investing in the transition to a circular economy.

By leveraging Beauparc’s established position at the centre of the waste value chain, our aim is to play an even greater role in the circular economy. With Macquarie’s support, we have begun transforming and investing in new and existing facilities to expand our recycling and recovery capabilities beyond paper, metals, and plastics.

We supply utility services to homes, businesses, communities, and oversees facilities across 70 locations, including waste collection, processing and disposal, energy generation, smart waste solutions, hazardous waste management, and food composting.

At Beauparc, we believe that great leadership is always underpinned by a strong value system. As one of the leaders in our industry, we believe in shaping the best possible future for our friends, our families, and our communities. This is why, as we continue to expand and diversify, our core philosophy will always remain the same: to balance customer satisfaction with environmentally sustainable practices. Unrivalled customer service and a commitment to sustainability remain the bedrocks of our philosophy.

Changes in the way we think of and manage resources means there is much to be gained environmentally, economically, and socially, from realising the value contained within our waste. However, this objective must be balanced with the pressing need to reduce greenhouse gas emissions. It is our ambition to lead the field in circular economy principles and improve services to our community and customers at the same time as reducing our carbon footprint.





## Our Mission

To build better businesses through creative innovation, clear vision, and a commitment to sustainability. As we continue to expand and grow, Beauparc remains firmly committed to being a key player for the circular economy, focusing on circular solutions and extracting resource value from materials we manage.

## Our Structure

The Group is built from acquisitions and mergers – through this approach, we retain a lot of links with local communities and existing customer relationships. Several tenders sought by Beauparc are delivered through local businesses, with some being pursued at national levels.

The Group and Ireland Head Office is based in Dublin on Ballymount Road Upper. The main services in Ireland include waste collection activities, refuse derived fuel (RDF), and solid recovered fuel (SRF) manufacture, waste transfer, recycling and treatment.

The UK Head Office is based in Leeds at Associated Waste Management Ltd, with multiple other locations across the country. The main services in the UK, similar to Ireland, also include waste collection activities, refuse derived fuel (RDF), and solid recovered fuel (SRF) manufacture, waste transfer, recycling and treatment of various wastes.

The Netherlands Head Office is based in Rotterdam at Renes Recycling B.V., which offers collections and the processing of paper, plastics and green waste from local authority and private-company clients.

## Group Overview

Beauparc is one of the leading environmental services companies through its waste collectors and processors in its core markets, operating via a range of locally recognised brands in Ireland, the UK, and the Netherlands.

**Acumen**  
Waste Services

**AWM**

**FUTURE STREET** | **Bigbelly**  
AUTHORISED SOLUTIONS PROVIDER

**Bioverda**  
SUSTAINABLE ENERGY

**B&M**  
Waste Services

**JWS**  
www.jws-waste.co.uk

**IPM**  
INTEGRATED PLASTIC MANUFACTURING

**IPR**  
Irish Packaging Recycling

**RENES.NL**

**LSS**  
WASTE MANAGEMENT

**MC ELVANEY'S**  
Waste & Recycling  
Your Recycling Partner

**MIDUK**  
RECYCLING

**MOUNTAIN**

**newEARTH**  
SOLUTIONS

**Panda**

**PEAK WASTE**

**SCOTWASTE**  
RECYCLING

**Epanners**  
LIMITED

Tyrone Energy Limited

**WSR recycling**







## CEO Letter

Dear Stakeholders,

I am pleased to present our second Annual Sustainability Report. Throughout 2023 Beauparc's principal aim was to grow our business by balancing customer satisfaction with sustainable practices.

We are committed to:

- A safe place of work
- Advancing the circular economy
- Supporting our people
- Achieving excellence in environmental stewardship
- Resource recovery
- Engaging with the communities we operate in
- Renewable energy generation

Through these commitments, we contribute to our business aims and also support our customers in achieving their sustainability goals.

**"As we move forward, we remain steadfast in our dedication to sustainability".**

2023 has been another year marked by high energy costs and heightened climate concerns, the progress we have made on our journey toward sustainability has become even more relevant to our business and stakeholders.

In our sustainability report you will find detail on the significant steps we have taken to integrate sustainability throughout our business. However, I would like to highlight some significant milestones achieved in 2023:

### Employee Well-being:

In 2022, we made "zero harm" our top priority. The emphasis placed on the health and safety of our nearly 3,000 employees across 58 locations has allowed us to substantially reduce our Lost Time Injury Frequency Rate (LTIFR) in 2023. However, while the improvement is welcome, we cannot and will not become complacent on safety.

### Emissions Reduction:

In 2023, we published our Net Zero Plan, which commits our business to achieving net zero for our scope 1 and scope 2 emissions, by 2040. While I am happy to report that we have made a highly successful start to our net zero journey - through improving efficiency and switching our electricity supply to renewable energy providers - the next stage of reduction, which will be the decarbonisation of fleet emissions will be challenging.

### Circularity and Resource Recovery:

We remain focused on circularity and have achieved regulatory approvals for significant increases in our processing capacity in 2023. This will enhance our ability to extract more resources from the materials we collect. We have also invested in new technologies to ensure that we extract maximum value from waste.

### Renewable Energy:

We made significant progress in growing our renewable energy generation. This year we installed almost 2MW of solar generation as part of our overall strategy to provide at least 20% of our energy requirements from roof mounted solar.

### Looking Ahead:

As we move forward, we remain steadfast in our dedication to sustainability. We are making good progress on the new Corporate Sustainability Reporting Directive (CSRD) requirements, and we will be fully compliant when the new reporting requirements commence in 2026. We are focusing on climate resilience for our business for the coming year and working on climate risk assessments for our facilities. We are well positioned for long-term growth and investment in the circular economy, and we will continue to innovate, collaborate, and drive positive change through the efforts of our team.

Thank you for your continued support as we work together to create a more sustainable tomorrow.

**Brian McCabe**  
Chief Executive Officer



## 2023 ESG Highlights

- Published our first Group sustainability report.
- Published our Net Zero Plan setting out the roadmap to reaching net zero on our Scope 1 and Scope 2 emissions by 2040 through investments in renewable energy.
- Commenced a change risk assessment programme in the UK, completing risk assessments at a number of locations.
- Secured more than 400,000 tonnes in additional permitted waste processing capacity.
- Secured planning and licensing for the Knockharley expansion, as well as planning for an expansion of the Littleton composting facility.
- Installed 2 MW of solar capacity on rooftops across locations.
- Helped to achieve national end-of-waste status for aggregates in Ireland.
- Reduced our overall Group CO<sub>2</sub> emission intensity (Scope 1 and Scope 2) by more than 6%.
- Launch of Group virtual SHEQ training campus and learning management system for employee training and development.
- Publication of Group HR and DE&I policy.
- Establishment of Group central HR department.
- Introduction of employee performance & development reviews.
- Partnership with the Lighthouse Charity to support our employee wellbeing.
- Reduction of Group lost time injury frequency rate by 38% from 2022.
- Establishment of Group business management system centralising access to Group documents and resources.
- Participated and completed GRESB Infrastructure Assessment in 2023, achieving a score of 77%.



- GRI offers a pragmatic and comprehensive approach to sustainability reporting. Detailed information about how we are addressing GRI can be found in the Appendix.
- ESRs – Under the Corporate Sustainability Reporting Directive (CSRD), the first set of European Sustainability Reporting Standards (ESRSs) have been developed which set out the detailed disclosure requirements under the CSRD by the European Commission. These new standards are important as they provide a standardised regulatory reporting framework and have been adopted by the EU Commission in June 2023. Beuparc is actively preparing for CSRD and as part of our preparations, we have identified what we need to report under the first set of ESRs, covering environmental, social, and governance topics. We will be required to publish our first CSRD compliant report for our financial year in 2026 (based on our 2025 performance), we see value in preparing in advance to ensure we have time to gather reliable and accurate information internally across our businesses.

## Reporting Period

This Report covers the financial year ended December 30, 2023. All references in this Report relate to the 2023 financial year, unless otherwise noted.

## ISO Accreditation

To ensure our management systems meet stakeholder expectations, we are certified against the following standards across our UK<sup>1</sup> and Ireland<sup>2</sup> sites:

- ISO 9001 – Quality Management Systems
- ISO 14001 – Environmental Management Systems
- ISO 45001 - Health and Safety Management Systems

During 2023, we have made continued progress in moving from site level certification to single ISO certifications, for the Republic of Ireland and the UK. This alignment of certifications has been undertaken to ensure consistency across all the Group's sites to a minimum baseline level. The three different ISO certificates are applied across the Group, with the exception of three business units and one site. In 2024, we are actively progressing to bring all of our Group ISO certifications under one system as we expand to have all of our sites with ISO certifications.



## About This Report

We are pleased to share the second edition of our Sustainability Report which contains centralised information on our sustainability performance in a manner that is transparent and accessible to all stakeholders. Much of the data in this report is derived from sources such as ISO and regulatory reporting with checks being done on selected performance indicators by internal and external auditing, with ultimate sign-off from our Board. Sustainability reporting continues to evolve, in line with the changing regulatory and reporting landscape both at EU and global levels. This year, as part of our second reporting cycle, we have built on the reporting frameworks from last year to ensure consistent provision of information and transparency on our sustainability performance:

<sup>1</sup> UK – All locations are aligned with ISO 45001, 14001 & 9001 with the exception of Renes, Peak Waste, Tyrone Energy and Clover Nook (these locations will be incorporated in 2024). Acumen, B&M, and JWS are currently independently certified and will be added to the UK Group certificate in 2024.

<sup>2</sup> Ireland – We currently hold a Group certificate for 14001 & 45001, of which 95% of all sites are certified under one, or both certificates. McElvaney's is currently independently certified for 14001, & 9001 and will be incorporated into the Irish Group certificate in 2024.



## Achievements, Awards & Memberships

We are proud that our sustainability activities have been recognised by industry leaders and our peers, some of our 2023 achievements include:

- Waste Management Company of the Year (Chamber of Commerce of Ireland)
- Overall, Company of the Year (Chamber of Commerce of Ireland)
- Finalist in the 2023 Repak Awards

We are also active members of the following organisations:

- Chamber of Commerce members
- Chartered Institute of Wastes Management (CIWM) members
- Cré (Composting and Anaerobic Digestion Association of Ireland)
- Environmental Services Association (ESA)
- European Federation of Waste Management (FEAD)
- Irish Waste Management Association (IWMA) members
- Irish Government's waste expert advisory group
- Irish Government's waste capacity group
- LARAC members
- Logistics UK
- NSAI's Aggregate Standards Committee
- NSAI's Circular Economy Expert Committee

## Beauparc's Sustainability Strategy

As we continue to expand and diversify, our core philosophies will always remain the same: To balance customer service with environmentally sustainable practices.

Our strategy is based upon our corporate requirement of meeting Net Zero by 2040 across the Group, whilst also bringing our people and our customers along with us. Reducing emissions depends on us decarbonising our operations and offering a low-emission, circular alternative to managing our customers' waste, diverting it away from landfill towards more sustainable recycling and recovery options.

Our employees play a central role in enabling our transformation and we seek to empower them with continuous learning and development opportunities, as well as engaging with our key external stakeholders on sustainability topics that matter to them most. All our efforts are underpinned by strong governance structures, which is why we are working hard to ensure internal reporting of key sustainability metrics is consistent, and we are constantly seeking ways to improve and expand on this.



## Materiality Assessment Methodology

In 2022, we carried out a materiality assessment as part of our sustainability strategy development to assess the sustainability issues, responsibilities, risks, and opportunities that are most important to Beauparc. The exercise, led by external consultants, provided valuable insights into the expectations of all stakeholders, informing our overall sustainability strategy.

From a longlist of 15 material topics, the following eight were identified by stakeholders as the most important:

- Employee Health, Safety and Wellbeing
- Waste Management, Circular Economy, and Plastics
- Climate Change & Carbon Management
- Employee Training & Development
- Diversity & Inclusion
- Customer Satisfaction
- Community Relations
- Anti-corruption, Business Ethics, and Compliance

The results of the 2022 materiality assessment provided the basis for our strategic framework for sustainability and the structure for our reporting. We are committed to reviewing and updating our materiality assessment over time as our business, the environment, and our stakeholders' expectations evolve. The materiality assessment involved a benchmarking exercise of industry-specific topics, engaging with our stakeholders, such as our employees, customers, suppliers, and industry bodies to gather their perspectives on the list of sustainability topics. We plan to incorporate Double Materiality in line with CSRD as part of our next materiality assessment.

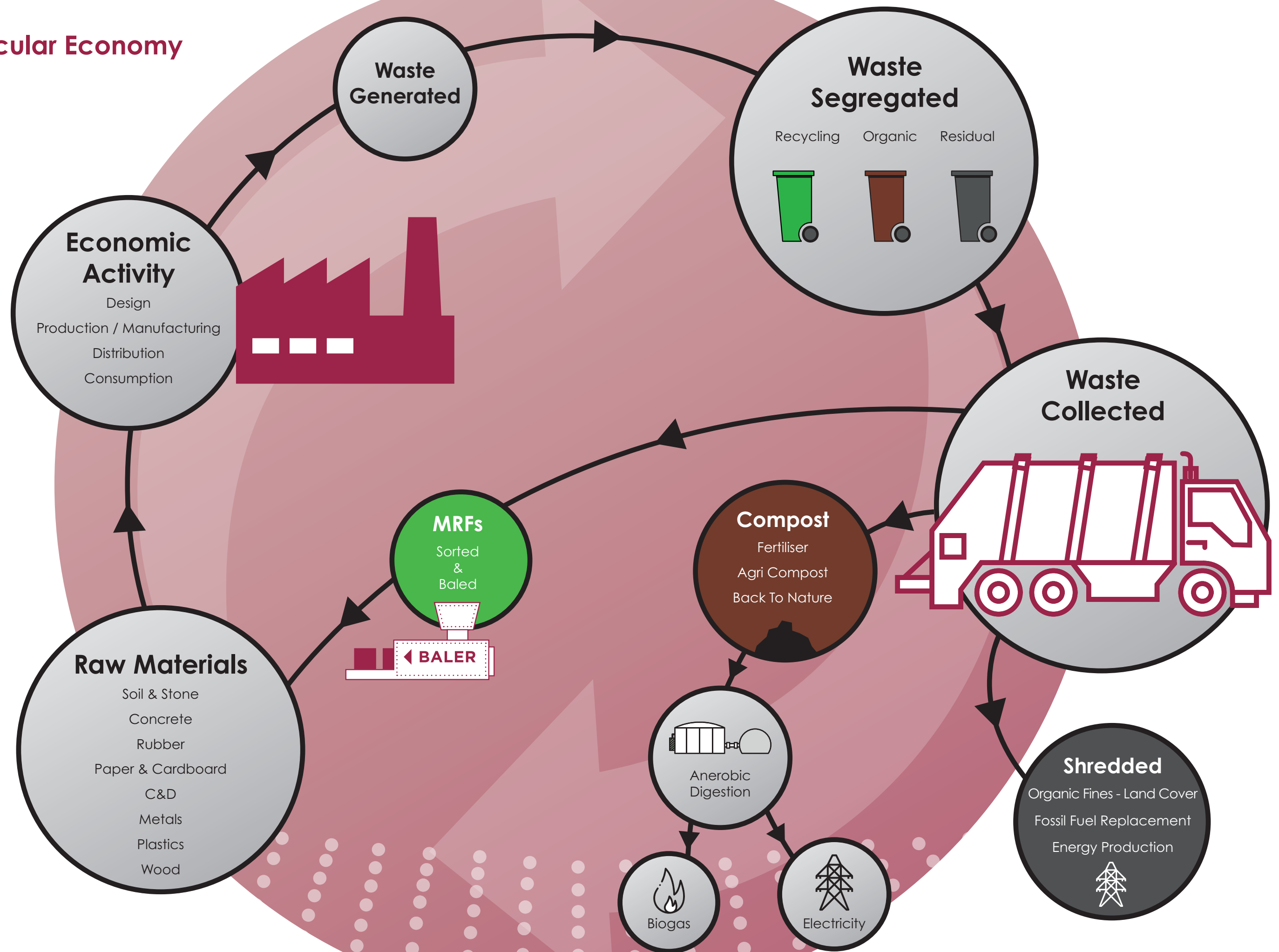
As we move into our second year of reporting, we continue to evolve how we report on our material topics. This year, we have grouped our topics into three key themes: Planet, People and Governance. These themes encapsulate the fundamental focus of Beauparc's day-to-day operations, and we believe that these resonate most with our key stakeholders.

## Planet

In this section we outline our commitment to environmental stewardship and the preservation of our planet's resources. As an environmental services business, we recognise the critical importance of adopting sustainable practices to mitigate our impact on the natural environment and in enabling a circular economy. We have also embarked on a process of assessing the risks to our business operations posed by a changing climate and will develop mitigation plans appropriate to the identified risks. Within this section, we explore the efforts we have made to date in promoting circular economy initiatives across the group, combatting climate change through our Net Zero Plan to 2040, safeguarding biodiversity, and proactively considering the environmental impacts of everything we do. Through transparency and accountability, we aim to demonstrate our commitment to preserving the planet for both current and future generations.



## Circular Economy



## Waste Management & Circular Economy

### SDG 12 – Responsible Consumption & Production

Given the nature of our business and the amount of waste we process on an annual basis, Beuparc can act as an enabler for the transition to a more circular economy. We can help achieve this through ensuring we extract as much secondary value materials from the waste that we manage. Beuparc is constantly seeking to invest in new and innovative technologies which can increase our recycling capabilities, as well as employing new methods for recovering resource value from waste materials.

Long before the terms Sustainability and the Circular Economy were commonly used, we were a resource recovery company. Whatever phraseology is applied, we are and will always remain fully focused on recovering resources. As a committed environmental professional I am proud of the leadership role Beuparc plays in assisting society achieve its sustainability goals by maximising the recovery of resources for the circular economy.

#### David Tobin

Director of Sustainability, Circular Economy and Regulatory Affairs



In order to expand the volume of waste that can be recycled across the locations in which we operate that would otherwise go to landfill, we must increase the processing capacity within our facilities. Improving the efficiencies of separating out recyclable waste is one way in which we can expand the capacity of our facilities, and we have done so through embracing new technologies across a number of our facilities. We have also explored adding additional waste streams to our operations, such as construction and demolition waste.

## Expanding Capacity

We seek to maximise resource recovery and place waste at the highest value point on the waste pyramid, which is why we continuously strive to increase processing capacity, with a specific target of 400,000 extra tonnes by 2026. In 2023, we achieved this target by securing regulatory approvals for an additional 484,000 tonnes in Ireland and 25,000 tonnes in the UK.

At Beuparc, we are working hard to match the European Commission's Waste Framework Directive regulatory target for a 55% municipal waste recycling rate by 2025, stepping up to 60% by 2030 and 65% by 2035. Our mission is always to harvest as much resource value from waste as possible. Increasing the processing capacity across our operations is a key component of fulfilling this ambition. By increasing the amount of waste we can process at our facilities and therefore divert from landfill, we are contributing to achieving these ambitious recycling targets.

Despite the challenges presented by the planning and environmental permitting systems, we have achieved several expansion approvals at a number of our facilities in Ireland and the UK. These include;

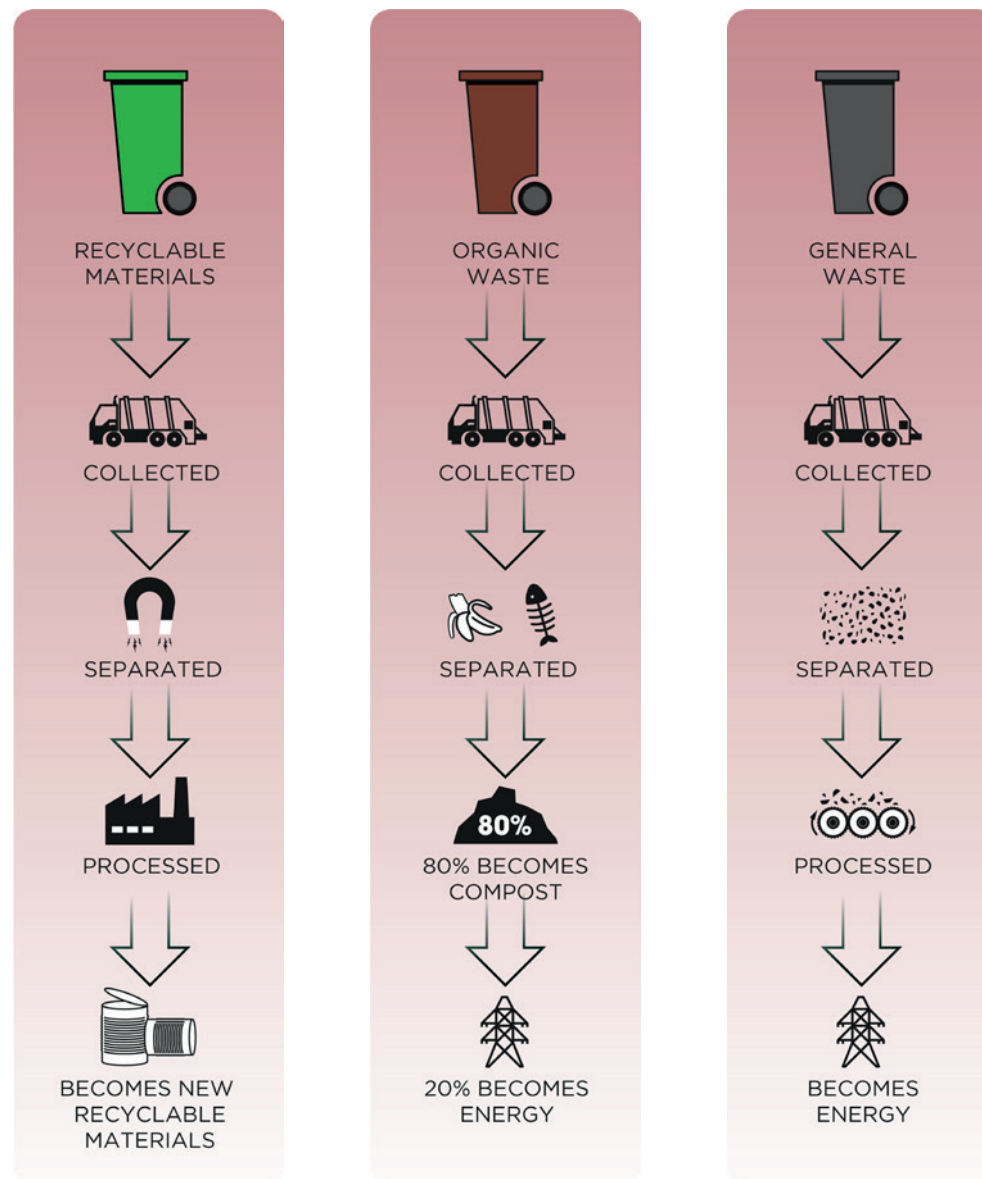
- Donegal Civic Amenity ~ 24,500 tonnes increase
- Littleton, Tipperary ~ 36,000 tonnes increase
- Knockharley ~ 240,000 tonnes increase
- Cappagh and Canford ~ 300,000 tonnes increase

In addition, we have also sought planning permission for increased processing capacity at our existing Ballymount site.

Our Knockharley site also plays a pivotal role for circularity within the construction sector. This site recovers large amounts of construction and demolition waste. In addition, this site also stores incinerator bottom ash (IBA) for processing. The IBA can then be repurposed into recycled aggregate within the construction industry, producing more sustainable concrete and asphalt. Provision of this additional processing capacity across our facilities enables us to not only deliver more circular economy solutions to our customers, but also to ensure we are maximising the potential resource value of the waste that we manage.

In 2023 the Circular Economy (Waste Recovery) Levy was introduced, which was a welcome addition to the growing number of policies and strategies the Irish government are introducing to enable the transition to a more circular economy. The goal of this regulation is clear: to reduce the amount of waste sent for incineration and landfill and provide an incentive to recycle more materials. To achieve this, a waste recovery levy of €10 per tonne was introduced for 'recovery' activities, alongside an increase in the existing 'landfill levy' to €85 per tonne. This levy will play an important role in the diversion of waste from landfill and incineration and into recycling instead.





## Circular Economy Innovation

Our business is at the centre of converting discarded resources into new products and we are well advanced towards realising our ambition of becoming Europe's leading circular economy company. Annually we manage 4.3 million tonnes of discarded resources. We advise our commercial customers on how to maximise their recycling rates. We participate in government forums on recycling. We trade in recyclate, produce solid recovered fuel (SRF) for the cement industry, recover and sell gypsum to plasterboard manufacturers, produce wood chip for new wooden products, refuse derived fuel (RDF) for energy from waste (EfW), and manufacture compost. In the coming years, our business will place significant focus on diverting IBA from landfill and towards circular economy solutions.

Our business plays a critical role in enabling a more circular economy across our operations. In 2023, we focused our strategic investments on installing robotics and AI within several of our facilities in Ireland. This advanced technology enables us to increase the yield of the recyclate that we can recover from waste and re-introduce as valuable products within the circular economy.







Strategic Investments into  
Robotics and Artificial  
Intelligence (A.I.)

## How It Works

The sorting technology installed in 2022 was developed by Recycleye, a UK-based start-up, in partnership with Fanuc, one of the largest robotics manufacturers with a global presence. The materials recovery facility (MRF) in Dublin operates 20 hours per day, 5-6 days per week, and the machines have the capacity to pick and place over 3,500 items per hour.

The equipment is capable of scanning, detecting, and picking out materials across 28 waste stream classes. A camera system linked to an artificial intelligence (A.I.) model classifies each item. Optical separators normally use near infra-red (NIR) technology to identify items, as different materials react differently to light, the reflection of each item is used to identify the material. A.I. systems use a mixture of size, shape, colour, printing, and branding, to identify items; this is especially useful for identifying cartons as the plastic coatings make accurately identifying them with NIR especially difficult. The Recycleye robots and enclosures are bespoke, fabricated and customised to fit within existing quality control (QC) areas and to work in tandem with human operators.

## What Are the Results?

The installation output is improving as the A.I. model improves. For example, we aim to recover 500 tonnes of containers from beverage cartons each year. We have already seen an increase in the effectiveness of introducing A.I. as the machine recovered 3 tonnes of material each week in June, increasing to 5 tonnes per week in July and more than 9 tonnes per week at present.

## Where Does It Go

The sorted beverage carton materials are sent onwards to The Alliance for Beverage Cartons and the Environment's (ACE) specialised facility in the UK where all carton components are broken down and fully recycled. The specialist paper mill treats the cartons at the front-end of the pulping process and increases the dwell time so paper fibres can be fully removed from the other materials comprising each package. It is our ambition that the development of all new facilities and significant upgrades will include the use of robotics as a key component of operations.



## Construction & Demolition Waste

In 2023 we welcomed the Environmental Protection Agency (EPA) publication of the 'National End-of-Waste Criteria for Recycled Aggregates'. This allows us at Beauparc to provide a new outlet where we can take construction and demolition waste, re-process and re-introduce it back into the circular economy. This guidance criteria provides a framework which may see up to half a million tonnes of aggregates diverted from waste and back into the construction industry, which is currently Ireland's largest waste stream.



## Collaboration & Engagement for a Circular Economy

We value Beauparc's proposition as an enabler of the circular economy, and also the role in which we must play to drive innovation and positive change in the waste industry as a whole. We are active players in our industry and engage through several key partnerships and professional collaborative working groups. Beauparc participates in the national Waste Advisory Group formed by the Department of the Climate and Communications (and the Resources Waste Advisory Group in the UK), to actively participate in quarterly discussions that aim to introduce more recyclable materials to the market, advise on recovery streams, and to encourage policies that will alter the waste sector for better. Other industry groups we are involved in include the National Standards Authority of Ireland (NSAI) Expert Group on Aggregates, where we sit on the aggregates standards committee and the Irish Government's Capacity Advisory Group to advise on national-level waste capacity issues. We are members of the Irish Waste Management Association in Ireland and the Environmental Services Association (ESA) in the UK.

As an environmental services company, we have the unique opportunity to work with a variety of companies, communities and organisations in Ireland, the UK, and the Netherlands. Engaging these stakeholders on circular economy principles is a key component of our work, and we enjoy being on the ground speaking face to face with these people. In 2023, we had a presence at both Electric Picnic and Download festivals to educate attendees about the importance of a circular economy and the role recycling can play, as well as running educational campaigns with some of our larger building service contracts.

Our customers seek a sustainable and forward-thinking partner to operate and manage their waste and bring added value to them. At Beauparc, we work in partnership with them to manage their waste in the most sustainable and efficient manner while ensuring statutory compliance and promoting the use of innovative 'environmentally friendly' technology. We are committed to delivering a customer-tailored reliable service, putting quality and efficiency at the forefront of all that we do.

**Paul O'Brien**  
Corporate Accounts Manager Ireland



## Construction & Demolition (C&D) Solutions Case Study

The lack of source segregation of construction and demolition waste was resulting in inefficient recycling. Working with our customers, we developed a service to offer a means of better managing commercial waste onsite, reducing customer CO2 emissions, and improving their sustainability strategy.

Having engaged with key players in the construction of data centres that produce substantial volumes of waste, we installed a number of waste collection systems to segregate at source, such as specialised waste skips, teleporter tipper skips as well as concrete bins to extract any excess concrete waste onsite. In addition to this, we provided staff training and safety equipment of the highest standard at these construction sites. We are highly adaptable to the forever changing skills and competencies needed in the construction industry through our training and up-skilling programmes for staff.

Ensuring health and safety onsite of all operatives involved is a key priority throughout the duration of all our projects. We implement a three-tier warning system and enforce strong communication / reporting structure<sup>3</sup> towards any minor breaches and an automatic site ban for major breaches. We also provide Leadership in Energy and Environmental Design (LEED)<sup>1</sup> reports on a monthly basis for our customers in line with their end of year goals. This reporting mechanism provides a framework for healthy, efficient, carbon and cost-saving green buildings, in terms of providing a rating system to certify sustainable buildings and neighbourhoods.



## Responsible Procurement

We are in the process of developing and growing our procurement team across the Group. Our goal is to establish a robust governance structure within this department, making it a key driver in promoting sustainability and responsible procurement practices throughout the business by the end of 2024. Some of the ongoing initiatives are outlined below:

### Wheelie bins

In our efforts to standardise wheelie bins across the Group, we are prioritising sustainability within our supply chain. By consolidating to a single main supplier for plastic bins across our UK companies, we are ensuring consistent quality and streamlining our procurement processes to align with our sustainability goals.

In Ireland, where operations involve commercial and residential collections, our approach requires careful consideration. Nonetheless, we are committed to standardising our commercial bin procurement processes to match those in the UK by the second quarter of 2024. While plans for residential bins will unfold later in the year, we anticipate most of our bins will adhere to the same specifications, furthering our sustainability objectives.

### Bale Wrapping

Until recently, we had used plastic cores in Ireland for all the bale wrap consumed within our operations. Our use of bale wrap equates to approximately 12,000 rolls of bale wrap per year as a group, over half of which was plastic cord. We targeted this specific supply chain item in 2023 and are now proud to say that 100% of our bale wrap is comprised of cardboard cores.

### Company Car Policy

At Beauparc, we recognise that the use of company cars is integral to the smooth functioning of our day-to-day activities across locations. To minimise our environmental impact on roads, we will introduce a new company car policy in 2024, ensuring all vehicles provided are hybrid or fully electric vehicles.



Sustainability in my role as a procurement professional is crucial. It ensures responsible sourcing, minimises environmental impact, and strengthens long-term business resilience. By embracing sustainable practices, I feel proud to contribute to protecting our planet and securing a stable future for our company and its supply chains.

**Rosa Franco**  
Group Procurement Manager



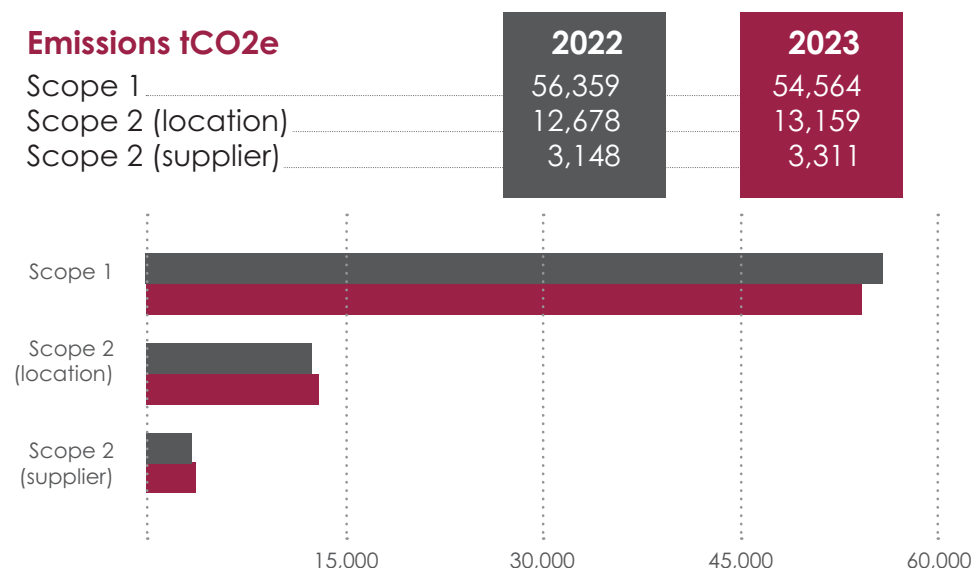


# Climate Change & Carbon Management

## SDG 13 – Climate Action

Climate change is one of society's biggest challenges. It is also a concern to our business and the wider economy. As an environmental services business, Beauparc is committed to taking responsibility for our contribution towards climate change. As a large energy user, it is our goal to actively reduce the footprint associated with our everyday activities while also working collectively with other businesses to share knowledge.

In 2023, Beauparc continued to make progress towards our target of achieving Net Zero by 2040. Through Group efficiencies and switching our electrical supplies to renewable energy we have reduced our overall carbon intensity by almost 6%. Following the quantification of our Scope 1 & 2 emissions<sup>4</sup> across the Group, we are going one step further and having these reviewed by an independent third party in this year's report. An independent third party are in the process of completing the initial quantification of our Scope 3<sup>5</sup> emissions due for publication in 2024 to ensure our overall greenhouse gas (GHG) reporting is robust.



The changes in 2022 data resulting in the decrease of emissions are due to changes in the published emissions factors updated annually. The restatement of the 2022 baseline was conducted to include historical data for businesses acquired in 2023 allowing for the normalisation across 2022 and 2023 data. Our Net Zero plan will adapt to reflect growth in our business reinforcing our commitment to meet our Net Zero goal.

<sup>4</sup> Scope 1 (direct emissions) emissions are those from activities owned or controlled by your organisation. Examples of Scope 1 emissions include emissions from combustion in owned or controlled boilers, furnaces and vehicles; and emissions from chemical production in owned or controlled process equipment.

Scope 2 (energy indirect) emissions are those released into the atmosphere that are associated with your consumption of purchased electricity, heat, steam and cooling. These indirect emissions are a consequence of your organisation's energy use but occur at sources you do not own or control. (Source: [https://www.ipcc.ch/site/assets/uploads/2018/02/ipcc\\_wg3\\_ar5\\_annex-i.pdf](https://www.ipcc.ch/site/assets/uploads/2018/02/ipcc_wg3_ar5_annex-i.pdf))

<sup>5</sup> Scope 3 (other indirect) emissions are a consequence of your actions that occur at sources you do not own or control and are not classed as Scope 2 emissions. Examples of Scope 3 emissions are business travel by means not owned or controlled by your organisation, waste disposal, materials or fuels your organisation purchases. Deciding if emissions from a vehicle, office or factory that you use are Scope 1 or Scope 3 may depend on how you define your operational boundaries. Scope 3 emissions can be from activities that are upstream or downstream of your organisation. More information on Scope 3 and other aspects of reporting can be found in the Greenhouse Gas Protocol Corporate Standard.

Sustainability reporting in my role is key to transparency and encouraging collaboration across all areas of ESG both within the business and outside, supporting our sustainability journey and the transition to Net Zero by 2040.

**Eponine Hanlon**  
Sustainability Coordinator



## Our Climate Strategy

In response to the climate challenge, Beauparc have set a Group-wide target to reach Net Zero by 2040, achieve a 42% reduction by 2030, and have developed a related net zero plan. The development of our formal net zero plan for the entire Group has also been progressed, and it aims to underpin our decision making around climate change and carbon management related issues.

**2021**

Beauparc commences emission compilation

**2022**

Beauparc completes 1st year of data reporting and capture

Initiates the installation of rooftop solar

**2023**

Achieves external verification of scope 1 & 2 emissions data

Commences net zero roadmap

Acquires electric and CNG powered vehicles

Commences business wide solar installation programme

**2024**

Publishes net zero plan

Achieves external verification of 2023 data

Expands on solar installation roadmap

Commences measurement of scope 3 emissions



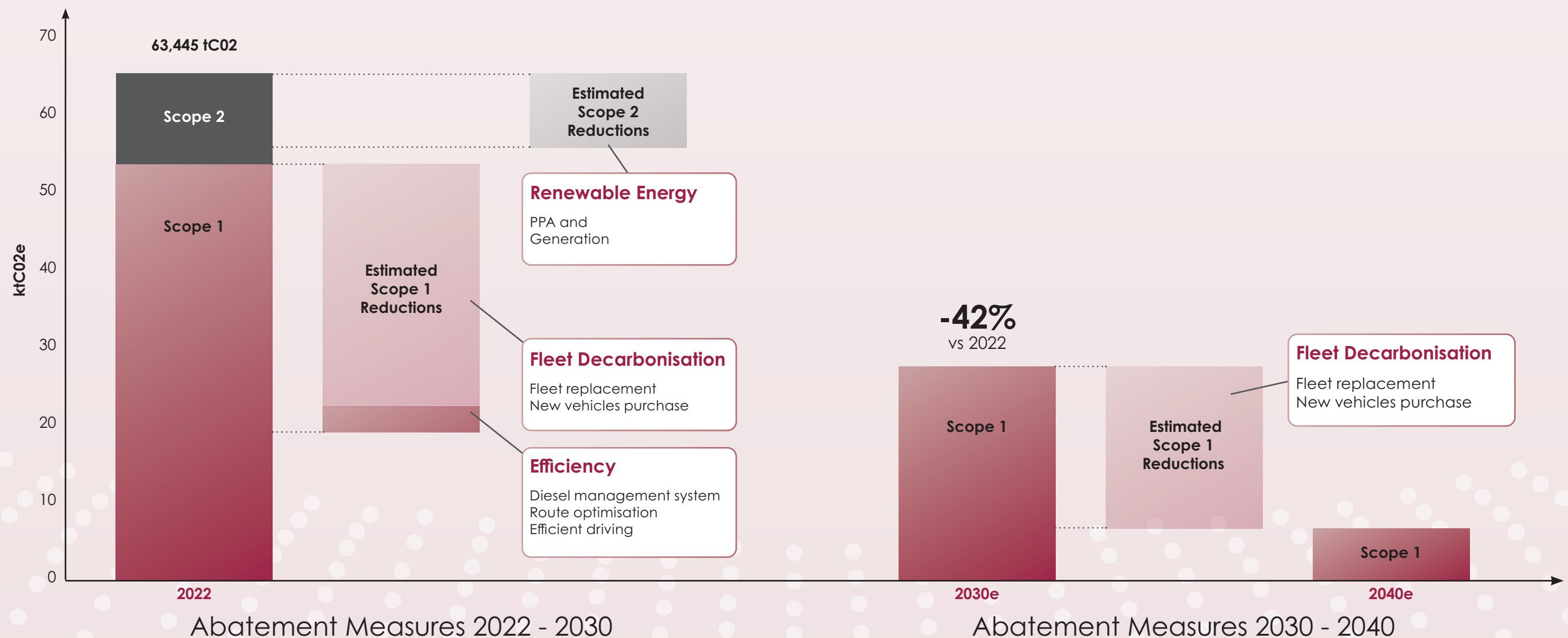
Phase one of our approach targets Net Zero scope 2 emissions by 2027 with the introduction of a number of energy efficiency measures, including the rollout of more solar installations on our facility rooftops. During 2023, we installed an additional 2 MW of solar panels on our rooftops, generating over 550 MWh of solar energy in total for the year, with an additional 3.5 MW of solar energy instalments in the pipeline for delivery in 2024. We are prioritising sites with the highest energy consumption and thus greatest offset potential, with smaller locations being upgraded later as part of our strategy to have solar installations included alongside all future planning permissions.

Furthermore, we are securing Power Purchase Agreements (PPAs) and green energy contracts with our suppliers for grid-sourced energy, as well as introducing energy management system (EMS) across all our locations. EMS ensures that all reporting of energy consumption is consistent across the Group and will assist us in being transparent in our disclosures.

Phase two will accelerate our focus towards reducing our scope 1 emissions (i.e., fleet emissions) through transitioning away from diesel-powered vehicles and rolling out vehicles which are powered by hydrotreated vegetable oil (HVO), compressed natural gas (CNG), and biomethane. These vehicles will complement the expansion of our electric vehicles (EVs) which we have already invested in for both operational and collection purposes.

In 2023, we partnered with Gas Networks Ireland (GNI) to commission Ireland's first publicly accessible CNG fuelling station located in South Dublin, with a second location planned for the end of 2024. Not only will this facility form part of Ireland's expanding CNG infrastructure and provide public access to an alternative fuel source, but it will also enable the national transition to lower carbon fuelling of vehicles without significant retrofitting of existing vehicles.

From 2023 onwards, our ambition is to only purchase new vehicles which are powered by low or zero carbon fuels. Our long-term vision is to power our fleet with biogas which is produced and consumed locally.





Sustainability is taking a strategic role in ensuring we carry out our operations in accordance with regulatory compliance and strive for continual improvement to protect and enhance the environment around us.

**Kimberley Aukland**  
Group Head of Environmental UK and Netherlands



**Bioverda** is our landfill gas-to-energy operation which extracts waste gas from extinct and live landfills in Ireland and converts it into electricity which is supplied to the national grid. Most of the gas is produced from the breakdown of organic material which would otherwise be released into the atmosphere as emissions. Instead, Bioverda captures these gases and converts them into electricity on nine landfills in Ireland.

**Tyrone Energy** is our biomass-to-energy facility in Northern Ireland, which converts waste wood products that would otherwise go to landfill into electricity. This energy is then supplied to the national grid for use. This facility is an example of how Beuparc is actively enabling both a circular and low-carbon economy.



## Progress on Reducing Our Scope 1 & 2 Emissions

As a business managing 4.3 million tonnes of waste annually, fleet diesel and the electricity consumption associated with the processing of waste are our main sources of Scope 1 and Scope 2 carbon emissions. As part of our efforts to reduce our emissions, we now have a total of 7 electric HGVs and 25 CNG HGVs. This investment will not only reduce our tailpipe carbon emissions, but also reduce NOx, SOx, and other particulate emissions associated with air pollution.

An essential component of our business is the production of renewable electricity. In 2023, we generated 71,601 MWh of renewable energy on-site from Bioverda, Tyrone Biomass and our solar panel installations. As our energy consumption for the Group was approximately 51,000 MWh in 2023, we produced 20,600 MWh of surplus energy last year, contributing to the national grid systems.

**Solar** has been a key point of progress in the last year with the introduction of new roof mounted solar photovoltaic (PV) panels on our Cappagh facility, adding an additional 331.47 MWh of solar capacity to our portfolio of renewable energy. We intend to continue the roll out of PV panels across more facilities in 2024, such as Rathdrinagh and Fassaroe in Ireland, and Barkston and Caythorpe in the UK.

## Climate Change Risk Assessments

In the UK, the Environment Agency requires all sites permitted before April 2023 to complete a climate change adaptation risk assessment by 1st April 2024. Beuparc undertook these risk assessments for each of our sites that fall under such criteria in the UK. The assessments evaluated exposure to risks associated with increased temperature, changes in precipitation, and flood risk. Risks were assessed based on the latest climate change projections, site location and operational practises. The information collated from the risk assessments will help us develop mitigation strategies against the future potential impacts of climate change.





We have initially built a portfolio of risks such as flood, fire, heat, and sea level rise, assessing individual sites for specific susceptibilities. The next step is to focus active mitigation measures to reduce harm to our operations. We will also explore the rollout of these assessments across Irish sites following completion across the UK. The climate-risk assessments have been carried out in line with the climate-based legislation (Climate Change Act) framing the requirements of such assessments.

The key risks highlighted for our UK premises to date relate to increases in temperature leading to a reduction in water for use in firefighting, dusty conditions, odour and an increase in the combustibility of materials. Potential for increased rainfall also emerged, which can lead to increased surface water and flooding issues, overwhelmed drainage facilities, and an increase in stormy conditions which could pose a multitude of additional hazards.

Following the identification of these risks, our team can now begin to take the appropriate proactive steps to create a plan to mitigate the impacts of these projections to ensure minimal disruption to our operations. Additionally, following completion of the mandatory risk assessment in the UK, we will extend the climate risk assessment process to all sites, and incorporate into the Beuparc Risk Register, with a target completion date of 2025.

## Protecting Our Environment

While we endeavour to maintain the highest standards throughout our value chain, we are cognisant that occasional issues may arise. As such, we employ an “open door policy” ensuring our neighbours can communicate complaints freely and openly. We also have a complaints response procedure and are increasing employee awareness by distributing posters and leaflets to remind employees about the importance of being environmentally conscious in our operations and activities. Monitoring emissions, adhering to emissions limit values (ELVs) and training our employees in adhering to environmental compliance all contribute to a continued decrease in potential complaints.

In 2023 we ran a series of monthly awareness campaigns and training sessions to engage our workforce on the importance of environmental compliance, among other topics through our new Learning Management System (LMS). The campaigns focused on reducing odour, noise, litter, dust emissions and the importance of pest control at our sites. We believe that training our workers on these matters has helped to reduce the number of site-related complaints we receive.

All our sites have a complaint log, and we track and monitor complaints made against the facility, contained in our Annual Environmental Reports (AER). This helps us determine how impactful our operations are on our neighbours. All our EPA licensed facilities in Ireland publish a specific AER which is publicly available. Looking ahead, for 2024 we will continue to track and monitor the complaints made against our facilities and build on the strong “open-door” relationship with those that live and work in areas we operate in.

## Biodiversity

We commenced the development of our Biodiversity Policy in 2023. Beuparc strongly support the principle of biodiversity net gain for new developments, which is coming into effect in various jurisdictions in the next 12 months. We have an environmental and social responsibility to the conservation of natural habitats and native species to aid in protecting biodiversity and halting its decline. Beuparc are also a member of the ESA's biodiversity working group, which is seeking to develop an industry-wide approach to biodiversity in the UK. The new Biodiversity Policy will reflect our commitment to preserving, enhancing, and protecting biodiversity as we continue to develop infrastructure and conduct operations. This will be achieved by considering our biodiversity impacts, as well as the mitigation/enhancement measures to the ecosystems around the sites we manage. All our employees are responsible for ensuring their actions are aligned to this new policy. In 2024, we will work towards setting specific targets and objectives for nature and biodiversity, which will be signed off by our senior leadership team.

My role supports our sustainability efforts by ensuring that Beuparc activities play an important part in a healthier planet for me, my family, friends and for future generations. My role helps promote responsible resource use, circular economy and aligns with my ethical and environmental values.

**David Naughton**

Group Head of Environmental Ireland





Sustainability goes beyond a mere concept; it encapsulates the essence of our values and principles, particularly emphasising safety, not only for our employees but also in the way we conduct our operations.

#### Jade Saleh

Group Head of Health and Safety  
(UK & Netherlands)

#### Adam King

Group SHEQ Director



## Employee Health, Safety & Well-Being

The full launch of the five steps in our 'Safer Together Roadmap' has seen a positive shift in the risk profile of the business, with incident severity significantly reducing. At the start of 2023, the Lost Time Injury Frequency Rate (LTIFR) Rate at Beuparc stood at 7.6, reducing to 4.6 by the end of 2023. The focus on leading indicators such as raising Hazards, Incidents and Threats (HITS) driven by site tours which are attended by all in the business has seen a positive impact on lagging indicator statistics. In 2023, our people raised over 12,000 HITS and undertook 1,500 tours with the main causation of HITS driving our trainings to ensure our critical risks are at the forefront of the training we deliver to our people.

The Safety, Health, Environment, and Quality, 'SHEQ Campus' of the Beuparc Academy was launched in 2023 as part of our 'Safer Together Programme'. This is a dedicated virtual learning platform which contains all relevant resources and learning materials that our employees need to advance their knowledge and awareness of all things SHEQ-related. We also saw the completion of the DuPont Sustainable Solutions (DSS)<sup>1</sup> training course in 2023 with the senior leaders across our business.

The Academy has brought a wealth of training and development for our people with the roll out of our Learning Management System (LMS). The LMS now houses many safety awareness courses, such as work at height, fire safety, electrical safety, and LOTTO. Furthermore, each month a key topic is showcased, collating related training courses and materials.

To expand the accessibility of our training and educational materials, they are now offered in four additional languages alongside English, namely, Dutch, Romanian, Polish, and Lithuanian. Our aim is to make sure that all our employees, represented in a diverse workforce, can fully understand, learn, and internalise essential knowledge and skills. Throughout 2023, our employees completed an impressive 28,500 training courses Group-wide, totalling approximately 21,000 training hours exclusively through LMS training.

## People

Sustainability lies at the heart of everything we do at Beuparc. We place importance on the welfare and empowerment of our people throughout all aspects of our operations. We prioritise the health, safety, and well-being of our employees through various initiatives which are tailored to the unique challenges we face in the waste management industry.

We are committed to enhancing the skills and expertise of our workforce through targeted training and development programmes, which also supports their career progression. Embracing diversity, equity and inclusion is integral to our ethos as we strive to cultivate a workplace that values and celebrates our differences. We actively engage with local communities and stakeholders in our value chains to foster collaborative relationships that help to drive positive environmental and social impact.





In 2024 we will be focusing on expanding each 'house' within the campus from the ground up. Our goal for 2024 is to finalise our 'Fleet Academy' and fully launch our internal leadership programme. This has been launched with a new Beauparc digital induction through our SHEQ Reporting system where all new and existing employees are being re-inducted and re-onboarded into the business.

Practical trainings completed in 2023 included the delivery of the 'Institution of Occupational Safety and Health (IOSH)' training to all our managers and supervisors. We also commenced our fleet academy trainings, ensuring our drivers have received all relevant trainings, including on-the-job mode training, annual assessment training and post incident training. Other driver training includes 'Safe and Fuel-Efficient Driving' (SAFED) and is supported by the creation of our new Beauparc Group driver handbook due to be completed in 2024.

Additionally, the creation and development of the Beauparc Electrical Standards commenced in 2023 and is due to be finalised and rolled out with training supported by DSS in 2024 as well as the soft launch of our the new 'Personal Protective Equipment' (PPE) Standards requiring a minimum of five pieces of PPE (High visibility clothing, hard hat, safety boots, gloves and safety glasses) further protecting our people as a last line of defence and improving standards.

The launch of our internal awards in 2023 (the second step in our 'Safer Together Roadmap') has improved engagement with our people. These awards recognise our staff for their contributions and innovations in safety. In 2023, we presented 10 of our people with awards for innovative ideas and positive actions, and this has been fully supported through the launch of our<sup>7</sup> governance programme, ensuring continuous consultation and engagement that helps us move in a positive direction along the Bradley Curve<sup>2</sup> and reduce harm across all operations.

In 2024, we intend to focus on critical risk analysis to further reduce our overall risk profile and create a safer place to work. We will apply activity task analysis to aid us in identifying gaps in safety controls to further improve Safe Systems of Work (SSOW). This will be supported through further training courses such as:

- Driver Mode Training
- Mobile Plant and Equipment
- Maintenance and Hotworking
- Incident Response
- Contractor Control
- Control of Substances Hazardous to Health (COSHH)
- Confined Spaces

Furthermore, a full Beauparc safety induction video, aimed at our people and contractors, will be introduced into the business in 2024, covering the full risk profile of the business, our safety rules, and controls. From a wellbeing perspective, we have launched our Wellbeing Portal which offers key contacts and options for support, including monthly topics of focus, linked to internationally recognised campaigns. In addition, we continue our partnership with the Lighthouse Club<sup>8</sup> to offer our colleagues a 24/7 wellbeing support line, which supports every wellbeing need that could be required. This is all part of our development of our Diversity, Equity, and Inclusion policy, across the business.

## The Lighthouse Charity

The Lighthouse Construction Charity is the only charity that provides emotional, physical and financial wellbeing support to the construction community, their families and all associated industries. A crucial element of their strategy is to provide a wide range of free and widely available pro-active resources to support the industry.

By committing to an annual donation and becoming a Company Supporter, Beauparc has provided Lighthouse with a predictable income to plan with. This means that not only can they sustain their portfolio of existing resources, but they can also extend their charitable services to reach more and more people that need their support. Beauparc support the Lighthouse vision that no construction worker or their family feels alone in a crisis.



My role supports our sustainability efforts by ensuring that Beauparc activities play an important part in a healthier planet for me, my family, friends and for future generations. My role helps promote responsible resource use, circular economy and aligns with my ethical and environmental values.

**Mike Robinson**  
UK Group Marketing and PR Manager



<sup>7</sup> The Bradley Curve documents the various stages that a company's safety culture passes as it develops, from a purely reactive standpoint to a highly proactive approach, where each employee takes responsibility to reduce workplace accidents. ([link](#))

<sup>8</sup> The Lighthouse Construction Industry Charity is a charity that provides emotional, physical and financial wellbeing support to the construction community and their families. A crucial element of our strategy is to provide a wide range of free and widely available pro-active resources to support the industry.





## Employee Training & Development

### SDG 4 – Quality Education

Caring for our workforce and promoting their professional development is critical to Beuparc, especially as the waste industry is faced with various challenges in recruitment due to tight labour market conditions. Throughout 2023 we focused on formalising a structure of training and development for our employees, through a new centralised and standardised approach that saw the development of the Beuparc Academy due to be formally launched in 2024. This central academy will house all the relevant training materials and resources that each of our departments require for their development. Moreover, we have also standardised the performance review process, training courses, and role profiles across all our senior leadership team. This exercise of centralisation and standardisation helps to ensure that no matter what site or location, there is consistency to a high standard.

I am proud to work for a business where sustainability is key to our strategy. In my role of Learning and Performance, I ensure that we are consistent in our approach to sustainability in all our training and development, and that it is embedded into our culture, for all colleagues.

**Adrian Hyde Douglas**  
Group Head of Learning and Performance



## Training Leaders

Providing a structured approach to training is vital for our employees' professional development. In 2023 we commenced our journey to develop our leaders, as part of the Beuparc Academy roll-out, training 300 managers on four specific subjects. We have launched a framework which will offer a programme of fifteen different development courses that focus on the advancement of individual skills to increase the competence of our leaders and improve engagement with our colleagues.

In 2023 we also started the process of developing a set of leadership and employee competencies, which will drive a leadership development programme due to be launched in 2024 designed to empower our leaders to motivate others, communicate better, and enhance general leadership skills.

In 2023, we also hosted our first leadership group conference, where we brought 70 of our senior leaders together for the first time to discuss our overall strategy for the year ahead. We put emphasis on making sure all leaders have access to uniform information and data from across the Group. This was followed by an interactive session where each leader could voice the priorities and methods that they consider for achieving our Group strategy, thus sharing approaches across the team, and providing opportunities to learn from each other. This is a process we are going to continue, and quarterly events are now being planned for 2024. In addition to this, we rolled out the distribution of Group news articles over the year updating our employees of various activities across the business on a weekly basis presenting an opportunity to engage with our colleagues as a collective.

Beuparc strives to ensure adequate levels of capable resources to discharge our business requirements. We aim to drive capability and development through structured training and development plans.





Sustainability touches every part of Beuparc's journey. I'm so lucky to be able to tell the many stories of that journey to the different people we connect with. For me, it's a direction, a focus, and a purpose; the glue that bonds our core values and delivers change for everyone.

**Heather Lee**  
Group HR Director

## Development Reviews

Personal Development Reviews (PDRs) have been successfully adopted by the business during 2023 and are driving meaningful and engaging conversations with our colleagues. Focusing on senior leaders first, we are embedding the culture of regular performance conversations and setting targets linked to our company goals. This has resulted in a more focused team of senior leaders, who are now ready to embed this culture within their teams and further down the organisation in 2024.

## Introduction of Role Profiles

Introducing 'Role Profiles' throughout the organisation is ongoing in 2023 and 2024. This will lead to career pathways being created in 2024 which will guide our colleagues to new roles and achievements across the business.

Employee training and development objectives for 2024:

- Introduction of Beuparc Academy to include multiple, virtual campuses, (e.g., HR, SHEQ, Legal and Operations), resulting in extensive learning at all levels.
- Introduction of People Skills development programme to upskill knowledge and confidence in motivating and engaging teams.
- Extend the use of e-Learning and animation through in-house course creation, resulting in a faster and more engaging experience for colleagues.

## Diversity, Equity & Inclusion

### SDG 5 – Gender Equality

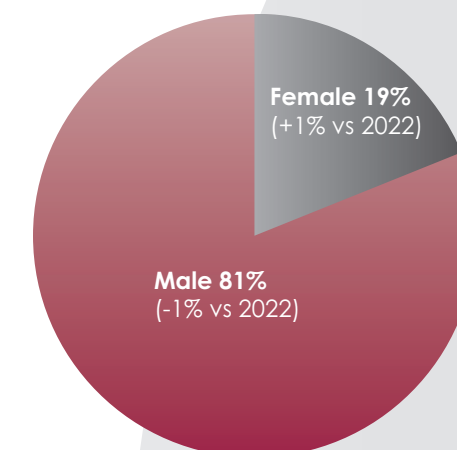
Beuparc is committed to developing a diverse working environment which ensures dignity and respect for all employees. Promoting equality represents a priority for Beuparc. It is fundamental to our long-term success to attract and retain employees with different experiences, backgrounds, thoughts, and knowledge. We aim to create an inclusive environment to enable this diversity to grow, develop and innovate. This creates equity for all employees and delivers better solutions for our customers.

In our efforts to increase diversity across the waste industry, our business units have committed to increasing the focus on inclusivity in our industry:

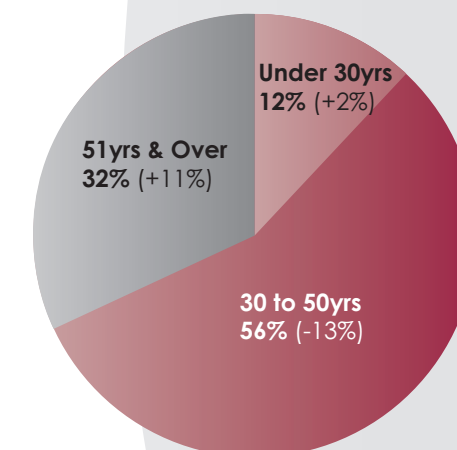
- Social media engagement based around recognition of religious events, specifically Eid, Diwali, and Easter, along with other cultural and wellbeing initiatives.
- Recognition of Pride events, sponsorship, and participation at Pride festivals (Lincoln, Leeds, Liverpool and Dublin).

Diversity, Equity, & Inclusion (DE&I) is being woven into all aspects of Beuparc Group's life, with the introduction of our new DE&I Policy being the first step in a long journey. We have developed new communication channels, such as social media posts to keep our colleagues informed. In 2024, we plan to provide training on the DE&I principle to our colleagues, and to engage with an external support team to index our DE&I work, which will help us obtain relevant accreditation.

DEI Data - reported as of December 2023



Gender Headcount 2,899

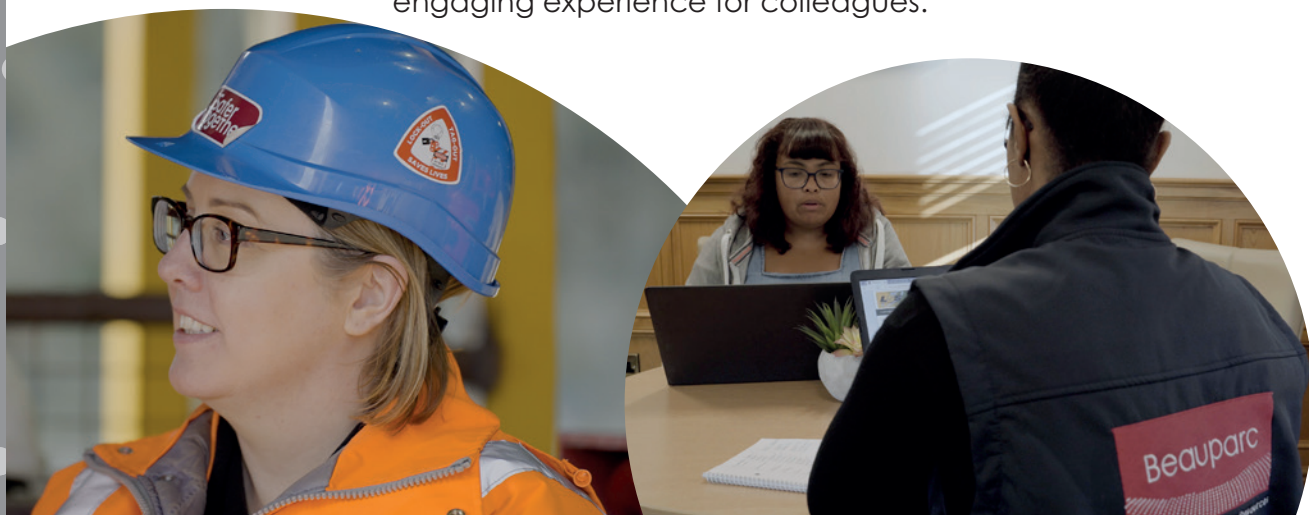


Age Profiles

## A Future Diverse Workforce

We recruit in a consistent and fair manner that allows the best person for the job to be selected, while ensuring a mix of competence and experience is maintained to meet both short and long-term business needs. We work to ensure that the demographic structure of the business reflects our external demographic and strive to provide a non-discriminatory and inclusive work environment for all people working on our sites.

During 2023, we developed our early careers programme, establishing apprentice and graduate positions to be opened in 2024 across our business. Our new online recruitment portal will help in filling these positions, ensuring an accessible experience for all candidates within an engaging online experience. To get the word out, we engaged with local education authorities during 2023 to drive Beuparc brand awareness in local schools and colleges and will attend several careers fairs in 2024.





Compared to our 2022 figures, there is a slight increase in the under 30 group (+2%), a decrease in the 30-50 group (-13%), and an increase in the 51 plus group (+11%). This is mainly due to the more accurate reporting systems that we now have in place across the Group, and the inclusion of more data points, compared to the 2022 report. We expect that accuracy will continue to increase with the introduction of the new HR system, which will enable full reporting across the Group in subsequent years.

DEI Objectives for 2024:

- Deliver awareness training to all colleagues around the importance of DE&I and continue to embed this into our business activities.
- Drive mental health awareness through colleague support and first aiders specific to mental health, across our sites.
- Deliver our Early Careers strategy and introduce 30+ apprentices and graduates into a wide range of areas of the business.



The Residential Operations team are key contributors to how we operate sustainably as a business and do so in line with the ethos of 'sustainable development'; that meets the needs of the present without compromising the ability of future generations to meet their own needs.

**Ruairi Holyoake**  
Head of Residential Operations Ireland

## Customer Satisfaction

### SDG 9 – Industry, Innovation & Infrastructure

We understand that waste management can be a complicated issue for our customers which is why it is our aim to share our expertise and knowledge to help customers manage their waste effectively. Ensuring their satisfaction with our services represents an essential part of our strategy. Our Quality Policy Statement outlines our quality management system and processes in place to implement this.

Throughout our organisation, we utilise a variety of methodologies for the assessment of customer satisfaction. Customers can provide real-time feedback and ratings via our webchat and TrustPilot review links are sent to new and existing customers at regular six-week intervals. To ensure our customers are getting the best waste management solution, we track metrics daily to ensure our service is up to standard. These metrics

include wait times and number of missed collections and we continuously iterate on our approach to ensure our customers are getting the best and most efficient service. We are focused on standardising our assessments throughout the Group and are in the process of establishing a committee to oversee this process.

As the Contact Centre Manager, I play a pivotal role in fostering a culture of sustainability within our contact centre. Whether it's promoting energy efficiency in our operations, encouraging initiatives to reduce carbon footprint, or championing recycling initiatives in our workspace, sustainability is a huge focus of my leadership. By prioritising the engagement with our team members, empowering them to make eco-conscious decisions, and advocating for sustainable practices, I ensure that our call centre not only delivers exceptional service but also contributes positively from a sustainability perspective.

**Barry O' Connell**  
Residential Customer Operations and Sales Manager



We operate a dedicated contact centre in Co. Meath, Ireland where we can assist with up to 2,500 contacts per day. We also strive to maintain a consistent level of communication with our customers on matters that may affect our services. For example, the Circular Economy (Waste Recovery Levy) Regulations were introduced in 2023 in Ireland, increasing the cost of residual general waste by €10 per tonne (excl. VAT) in a bid to encourage consumers to segregate their waste streams and recycle more. We contacted our customers on this matter and outlined how this change may impact them. We also notified our customers about increasing the sizes of our recycling bins, and about the introduction of a new, glass collection service.

Our customers recognise our strong level of service delivery, however we are continually investing in improvements to ensure our customers remain prioritised. In 2023, our TrustPilot score averaged at 4. Achieving this improved score involved a number of improvements. Data capture has been our main focus to date, with new systems and service design being developed as well as customer self-serve options being improved and streamlining payments options made available. We also carried out a customer sentiment survey in 2023, and we are now actively integrating the feedback from our customers throughout 2024.

In 2024, our goal is to roll out the Net Promotor Score (NPS)<sup>9</sup> of the business via a tiered approach to standardise the process of assessing and monitoring customer satisfaction. We have chosen to roll out this metric as it will enable us to develop a more robust framework for gauging the sentiment of our customers.

<sup>9</sup> The NPS is a metric used in customer experience programmes that measures the loyalty of customers to a company. NPS scores are measured with a single question survey and reported with a number from -100 to +100. A higher score is desirable.



Integrating ESG principles and sustainability practices into strategies and campaigns is pivotal for fostering brand authenticity and addressing evolving consumer preferences. At Beauparc, we champion sustainability at the core of everything we do and strive to showcase this in our recycling and recovery processes, our messaging, partnerships, and by aligning our brand with values that resonate with conscious consumers and drive positive impact.

**Katie Archer**  
Head of Marketing Ireland



## Community Relations

### SDG 11 – Sustainable Cities & Communities

Creating meaningful and enduring relationships with the communities in which we operate represents a fundamental aspect of our commitment to sustainable development. Our approach to community relations emphasises transparency, outreach, and integration towards maximising our positive contributions, including charitable donations, throughout society. Beauparc provides an essential service, and it is vital for us to remain accessible and equitable for all within our communities.

## Increasing Knowledge of Waste Management

Sustainability education has always been a significant part of the social value offering throughout Beauparc. Across the Group, we are continuing to provide bespoke educational and training resources for our communities. Ensuring all stakeholders understand the journey of their waste once it is collected plays a critical role in improving circularity nationally.

## Working Closely with Our Communities

Our team regularly partakes in community outreach events, including transport for food banks and facilitating visits around our processing sites for our clients, customers, university students and schools. For example, our MRF and baling station in Dublin regularly facilitate tours by students to help increase awareness of recycling and the circular economy. We also bring our bin trucks to primary schools to demonstrate best segregation for mixed waste and recyclable waste streams, to help students take home best practice. We continue to spread awareness of the importance of circular economy, each individual's role within it as well as our industry's role and our operations, by engaging with local schools and inviting groups to visit our facilities.

We know that we can have a big impact in helping keep our communities clean which is why, in addition to supporting a large number of charities in 2023, we offered our services and facilities and worked closely with a wide range of community initiatives tailored to local issues. Some of our 2023 sponsorship and donation activities included:

- Four incredible Panda staff members from our Gorey Depot, alongside two brave family members, braved a charity skydive in support of the Irish Motor Neurone Disease Association. Together they raised funds for the charity and spread awareness of those facing the challenges of Motor Neurone Disease.
- A number of our staff across the Group contributed to the Irish Cancer Society fundraisers held in our Millennium, Slane, Gorey and Cork offices in October. Panda pledged to match every donation made by our participating staff to help raise funds for the charity.
- Panda proudly contributed to the Gort Cancer Support Centre in 2023 to continue their incredible work providing care, comfort and resources to those battling cancer. They offer an array of services, from emotional support and counselling to practical assistance and educational resources, creating a safe space where individuals and their families can find understanding and connection during difficult times.
- Beauparc were pleased to have donated a voucher for 1-year waste collection for a fundraiser organised by the Meath River Rescue charity.
- Beauparc ran free Christmas tree collections for St. John's Hospice (UK).





- At the Sustainability Roadshow in the NHS Walton Centre, we shared insights and tips on how to reduce waste, save energy and promote sustainability in the workplace.
- Beuparc ran a waste awareness day at the Cube UK to promote employee engagement on waste practices.
- Participated in Green Week at Old Hall Street in Liverpool to teach the building tenants about all things recycling and sustainability.
- In line with our commitment to sustainability, we were thrilled to support Birch Hill Hospital in the UK by donating a variety of vibrant wildflower seeds to encourage local bees to flourish and thrive.
- To mark World Environment Day, Beuparc partnered with Kelloggs to organise a litter picking event along the Bridge Water Canal in the UK. This initiative brought together local employees, partners, and volunteers to clean up their community.
- Beuparc invited the NHS Liverpool University Hospital Trust to join in our litter picking along Crosby beach to mark World Ocean Day.
- As part of National Healthcare Estates and Facilities Day in the UK, Beuparc recognised the incredible work done by the facilities, cleaning and porter teams in the Alder Hey Children's Hospital and the Aintree University Hospital NHS Foundation Trust.
- Beuparc were delighted to make a donation to the St. Peters Community Garden which allowed them to purchase a number of bird and bat boxes for their garden sanctuary.
- We are committed to championing sustainability in every way we can, Beuparc are thrilled to have supported the Liverpool University Hospitals NHS Foundation Trust Sustainability Awards in 2023.

## External Stakeholder Engagement

Given the unique role of our company within society and our impact for transitioning towards the circular economy, engaging with our stakeholders is essential to ensure we continue to meet their expectations. The table below outlines our key external stakeholders and the ways we engage with them.

Our customers allow us to have widespread positive environmental and social impact. Each year we have partnered with large-scale organisations to assist them in solving their intricate waste management challenges.

External Stakeholders	Impact	Issues discussed in 2023	Detail of Interaction
Government	Government decision making affects the regulatory affairs (laws, taxation, policy) and strategic decision making (national recycling targets)	Legislative changes, Planning and licencing, compliance, and circular economy	(IRL) Member of the National Waste Advisory Group, chaired by the Department of Environment, Climate and Communications.
			(IRL) Member of the National Waste Capacity working group chaired by the Local Government.
			(UK) Quarterly meetings with the Department of International Trade.
			(UK) Regular meetings and interaction with MPs.
Enforcing Authorities	Affects planning, licencing and strategic development of the Group.	Environmental compliance, regulatory compliance, health and safety, risk management.	Regular interaction with the UK and Irish environmental agencies, as well as waste advisory committees on legislative impacts and policy.
Peers	Key to industry benchmarking and collaboration.	Circular economy, waste management, health and safety, innovation.	Work closely with various associations and peer operators within the industry.
Customers	Customer relations have direct impact on business operation and reputation.	Quality, innovation, data management, circular economy, planning applications, community issues (e.g., noise and odour), environmental compliance, sustainability strategy.	Regular interactions with members of Parish Councils, local businesses to sites, local residents.
			Regular interaction with local councillors.
			Interviews and surveys were carried out as part of customer engagement efforts.
Neighbours	Community support is a key factor to business expansion and development.	Planning applications, community issues (e.g., noise and odour), environmental compliance.	Interaction with communities and neighbour to update on business activities and address key feedback and local issues.
Suppliers	Supply chain influences business operation, contingency, processes and costs.	Circular economy, innovation, renewable energy, sustainability strategy.	Interaction through the improvement of supplier relationships and business services and efficiency.



## Aer Lingus Case Study

In 2023, Panda partnered with Aer Lingus to take inflight recycling to the next level. As an industry-first, Aer Lingus are focusing on eliminating waste, and ensuring that all recyclable materials get recycled. Their onboard recycling initiative allows materials to be separated, securely collected and processed by Panda.

The onboard recycling initiative means that all cleaning and catering waste generated in-flight will now be properly sorted, making recycling of onboard waste more efficient and reducing the amount of waste sent for incineration.

We are delighted to work with Aer Lingus on this initiative as it demonstrates a strong commitment to sustainability. The initiative is an important first step towards reducing the amount of waste generated in the aviation industry, as it may provide a working example to other actors. The future of waste is minimising wastage, and Panda remains firmly focused on embracing the circular economy. We are excited to see how passengers and other airlines react to this initiative.







Rapidly changing regulatory and financial landscapes means that the role of the Beuparc Legal Department in ESG issues is continuously adapting. As a result, we are constantly recalibrating our engagement with various parts of the business. Allied to this, the expectations of our stakeholders are increasingly focused on environmental and social issues. In combination, these expectations are pushing ESG to the forefront of our daily roles.

**Richard Henry**  
General Counsel

## Governance

As part of our ongoing commitment to sustainability in Beuparc, governance and risk management serves as the cornerstone of our operations, ensuring transparency, accountability, and ethical conduct across the Group. Our governance programmes guide our decision-making processes and shape our overall business culture. This framework outlines the various roles and responsibilities of our senior leadership team, and the mechanisms we have in place to promote effective oversight and risk and opportunity management. Moreover, the framework also advances our steadfast commitment to combatting corruption through our anti-corruption policies and procedures. In addition, it underscores our dedication to compliance with relevant laws, regulations and industry standards in the geographic regions in which we operate, underscoring our mission to build better business through creative innovation, clear vision and a commitment to sustainability.

The rules agreed between shareholders as to how our company is run, including the powers and responsibilities of the Directors, are set out in the Articles of Association.

The Board is composed of 4 Directors and 1 Non-Executive Director. The Board has a diverse mix of skills, experience, knowledge, and background. Beuparc recognises the importance of diversity at the Board and all levels of the Group and is committed to increasing diversity across our operations and have a wide range of activities to support the development and promotion of highly performing individuals, regardless of factors such as gender, age, ethnicity, disability, sexuality and religious belief.

The Board has a formal schedule of matters specifically reserved for its decision making and approval which is provided for in Beuparc's Scheme of Delegated Authority (the "SODA"). The Board is responsible for:

- the company's purpose,
- values, vision and culture,
- business strategy and approval of its long-term aims and objectives, including non-financial objectives.

The SODA also outlines approval of the Group financial reporting and results announcements, including:

- the Annual Report and Accounts,
- material acquisitions and disposals,
- agreements and major capital commitments.

Oversight of the Group's system of internal control and risk management as well as Board membership and committee appointments are also outlined in the SODA.

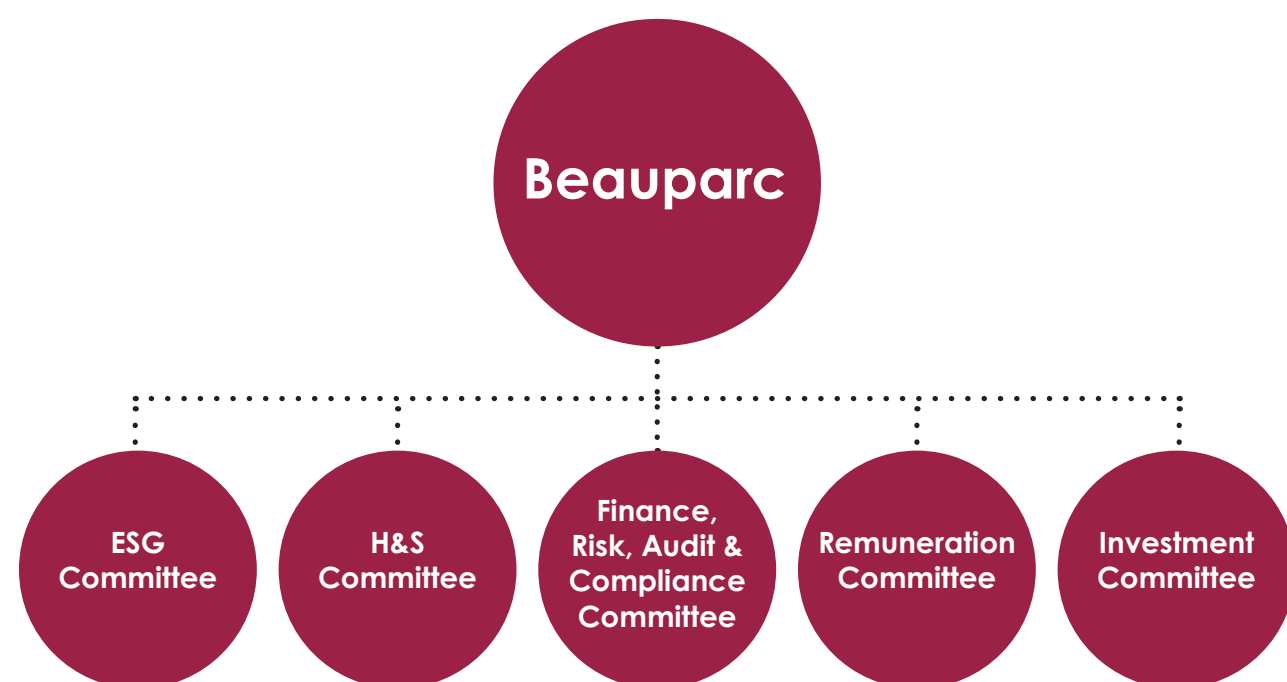
Twelve Board meetings were convened in 2023, which ensured appropriate subject matters were covered at the appropriate times during the year. This annual programme is reviewed in conjunction with the annual programme for the Beuparc Senior Leadership Team meetings to ensure that relevant topics are covered to their appropriate depth within the year.





The Beuparc Board delegates authority for the executive management to the Chief Executive Officer (CEO). Robust governance practices form the foundation of the Group's licence to operate and allow us to conduct our business responsibly. Our quarterly Board ESG Sub-Committee, first established in 2021, oversees our Group sustainability strategy and reporting cycles.

Our governance structure provides clear oversight and ownership of the Group's Sustainability Strategy and management at Board and Executive levels.



The implementation of robust risk and business systems allows the business to make decisions that maximise the sustainability of its people, its service and the wider environment.

**Stuart Long**  
Group Head of Compliance



## Risk Management & Governance

As with any business, we face risks and uncertainties especially as we look to grow. Effective risk management helps support the successful delivery of Beuparc's strategic objectives.

Beuparc established a risk and opportunity management framework and supporting systems to identify, assess, mitigate, and monitor the risks / opportunities the Group faces as a business. The risk management system provides a consistent approach to communicate risk from operational, site-based risks to corporate risks with the potential impact to the whole Group. Beuparc's senior leadership team is responsible for identifying, managing, and monitoring the corporate risks.

The Board is accountable for the overall risk management process and determining the effectiveness of the Senior Leadership Team's control of risk management. Similarly, all business units and functions are responsible for identifying and assessing their risks, both current and emerging, and measuring them against the defined criteria, considering the likelihood of occurrence and the potential impact to the Group/or operational area. This review includes:

- An assessment of the changing severity of the risk over time
- An assessment of the current controls; and
- The status of the planned mitigation actions to further mitigate the risk.

Beuparc introduced a new Business Management System in 2023, which gives access to all Group policies, processes, and procedures – accessible any time via a computer or mobile device. This new system has enabled further integration and connectivity across our business entities and departments. The Business Management System includes policies on the following issues:

- Anti-Tax Evasion
- Biodiversity
- Bribery & Financial Malpractice
- Child Labour
- Corporate Social Responsibility
- Whistle Blowing
- Drugs and Alcohol
- Employee Engagement
- Diversity Equality Inclusion
- Modern Slavery
- Right to Disconnect
- Information Security
- Environmental Duty of Care
- Environmental
- Health & Safety
- Quality
- People





## Anti-Corruption, Business Ethics & Compliance

### SDG 16 – Peace and Justice Strong Institutions

In 2023, our legal and governance team undertook a comprehensive review of the anti-bribery, ethics and conflict of interest systems across the Group. This review not only ensures there is a common set of standards, expectations and policy statements that drive cultural and procedural norms across the Group, but also warrants that all staff are aware of potential situations that could lead to improper conduct. Some of the key changes following this review include:

- Publication of 2023 Company Policies related to business ethics, signed by the CEO.
- The review and reissue of the anti-bribery and corruption procedures.
- Development and issue of the conflict-of-interest systems.
- Roll out of the internal reporting systems.
- Registers for issues and complaints reviewed, developed and reissued.
- Anti-Bribery and Ethics Training provided to 150 members of staff.
- Anti-Bribery and Ethics Training incorporated into business induction.
- Aligned Procurement systems documentation developed and issued.
- Corporate Structure reviewed and Board arrangements defined.

## Human Rights

Beuparc has issued Modern Slavery and Child Labour Policies to demonstrate its commitment to assisting in the campaign to drive these practices out of the supply chain.

Reviews targeting the assessment of potential Human Rights abuses within our supply chain, conducted in previous years, have shown that the risk levels were low. Nonetheless we remain mindful of our obligations to support organisations that can demonstrate their commitment to our standards.

The highest Human Rights-related risk is posed by the use of recruitment agencies for temporary or contract personnel. Beuparc only engage with reputable labour-supply organisations and make checks to ensure all personnel are eligible to work in the country prior to setting them to work.



Data, Performance Management & KPIs

Topic	KPI	Unit	2020	2021	2022	2023
Waste Management, Circular Economy & Plastics	Tonnes Handled <sup>10,13</sup>	Million Tonnes	3.1	3.4	4.2	4.3
	Tonnes Managed <sup>11,12,13</sup>	Million Tonnes	\	\	3.6	3.4
	Circular Economy-linked Capacity Increase	ktpa Tonnes	\	\	\	520
	Recycling and Recovery Rate <sup>12</sup>	%	\	\	82	95
	Solar Generation (installed capacity)	MW	\	0.3	0.3	2.1
Climate Change & Carbon Management	Scope 1 Emissions <sup>12, 13, 14</sup> Location rate	tCO2e	\	\	56,359	54,564
	Scope 2 Emissions <sup>12,13, 14</sup> Location rate	tCO2e	\	\	12,678	13,159
	Scope 2 Emissions <sup>15</sup> Market rate	tCO2e	\	\	3,418	3,311
	Scope 3 Emissions <sup>16</sup>	tCO2e	\	\	\	\
	Out of scope <sup>17</sup>	tCO2e	\	\	9,694	8,737
	Emission Intensity per tonne of waste handled <sup>13</sup>	tCO2e	\	\	0.0143	0.0133
Employees	Employee Count	Number	2,189	2,454	2,876	2,899
	Gender Profile: Female <sup>12</sup>	%	\	\	18	19
	Gender Profile: Male <sup>12</sup>	%	\	\	82	81
	Age Profile: Under 30 <sup>12</sup>	%	\	\	10	12
	Age Profile: 30-50 <sup>12</sup>	%	\	\	69	56
	Age Profile: 51+ <sup>12</sup>	%	\	\	21	32
Health & Safety	LTIFR <sup>18</sup> (Loss Time Injury Frequency Rate)	Number of lost time injuries per 1 million hours worked	\	15.6	7.64	4.6
	HITs <sup>19</sup> (Hazards, Incidents and Threats)	Number of hazards, Incidents, and Threats identified by employees	\	\	4,003	12,000
	Tours Conducted <sup>19</sup>	Number	\	\	495	1,500
Community Relations	Environmental Complaints <sup>20</sup>	Number	\	\	109	131
	Environmental Incidents	Number	\	\	95	73

10 - Tonnage value includes intercompany transfers.  
11 - Tonnage value excludes intercompany transfers.  
12 - Prior to 2022, the Group did not calculate this metric.  
13 - Data restated to account for acquired businesses and excluded sites in 2022 reporting cycle.  
14 - Location rate data was calculated using geographically based emissions factors.  
15 - Market rate data was calculated using supplier-based emissions factors.  
16 - The Group have commenced scope 3 accounting and will be capable of providing data in 2024.  
17 - Outside scope emissions refers to the biogenic emissions produced during the combustion of landfill gas (LFG) into electricity. These emissions are calculated as outside the scope of 1 and 2 emissions.  
18 - Prior to 2021, this metric was not measured at Group level.  
19 - Prior to 2022, this metric was not measured at Group level.  
20 - Increase in figures from 2022 to 2023 can be attributed to expanded channels of communication for stakeholders, as well as expanded sites and capacity. No complaints received were deemed 'significant' (i.e., did not require remediation action).

GRI & ESRS Mapping

Section Heading	Sub-Heading	GRI	ESRS
Business Snapshot			
Group Overview		2-1 Organizational details	
		2-2 Entities included in the organization's sustainability reporting	
		2-3 Reporting period, frequency and contact point	
		2-3 Reporting period, frequency and contact point	
		2-5 External assurance	
		2-6 Activities, value chain and other business relationships	
		2-7 Employees	
		2-8 Workers who are not employees	
CEO Letter			
2023 Highlights (UK/IE)			
About this report			
Achievements, Awards, Memberships		2-28 Membership associations	
Beauparc's Sustainability Strategy		2-22 Statement on sustainable development strategy	
		3-1 Process to determine material topics	
		3-2 List of material topics	
Planet	Waste Management, Circular Economy & Plastics		E5.1. Resource inflows, including resource use
			E5.2. Resource outflows related to products and services
			E5.3. Waste
	Climate Change & Carbon Management	302-1 Energy consumption within the organization	E1.1. Climate Change Adaption
		302-3 Energy intensity	E1.2. Climate Change Mitigation
		305-1 Direct (Scope 1) GHG emissions	E1.3. Energy
		305-2 Energy indirect (Scope 2) GHG emissions	
		305-4 GHG emissions intensity	
		305-5 Reduction of GHG emissions	
			E2.1. Pollution of air
			E2.2. Pollution of water
			E2.3. Pollution of soil
			E2.4. Pollution of living organisms and food resources



Planet	Protecting Our Environment		E2.5. Substances of concern
			E2.6. Substances of very high concern
			E2.7. Microplastics
			E3.1. Water
			E3.2. Marine Resources
			E4.1. Direct impact drivers of biodiversity loss
			E4.2. Impacts on the state of species
			E4.3. Impacts on the extent and condition of ecosystems
			E4.4. Impact and dependencies on ecosystem services
People	Employee Health, Safety & Well-Being	403-1 Occupational health and safety management system	
		403-2 Hazard identification, risk assessment, and incident investigation	
		403-3 Occupational health services	
		403-4 Worker participation, consultation, and communication on occupational health and safety	
		403-5 Worker training on occupational health and safety	
		403-6 Promotion of worker health	
		403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	
		403-8 Workers covered by an occupational health and safety management system	
		403-9 Work-related injuries	
		403-10 Work-related ill health	
	Employee Training & Development	404-1 Average hours of training per year per employee	
		404-2 Programs for upgrading employee skills and transition assistance programs	
		404-3 Percentage of employees receiving regular performance and career development reviews	
	Diversity, Equity & Inclusion	405-1 Diversity of governance bodies and employees	

People	Diversity, Equity & Inclusion	405-2 Ratio of basic salary and remuneration of women to men	
	Customer Satisfaction		S4.1. Information-related impacts for consumers and/or end-users
			S4.2. Personal safety of consumers and/or end-users
			S4.3. Social inclusion of consumers and/or end-users
	Community Relations		S3.1. Communities' economic, social and cultural rights
			S3.2. Communities' civil and political rights
			S3.3. Rights of indigenous peoples
	Stakeholder Engagement	2-29 Approach to stakeholder engagement	S2.1. Working conditions
		407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	S2.2. Equal treatment and opportunities for all
			S2.3. Other work-related rights
Governance	Governance	2-9 Governance structure and composition	G1.1. Corporate culture
		2-10 Nomination and selection of the highest governance body	G1.2. Protection of whistle-blowers
		2-11 Chair of the highest governance body	G1.3. Animal welfare
		2-12 Role of the highest governance body in overseeing the management of impacts	G1.4. Political engagement
		2-13 Delegation of responsibility for managing impacts	G1.5. Management of relationships with suppliers including payment practices
		2-14 Role of the highest governance body in sustainability reporting	G1.6. Corruption and bribery
		2-15 Conflicts of interest	
		2-16 Communication of critical concerns	
		2-17 Collective knowledge of the highest governance body	
		2-18 Evaluation of the performance of the highest governance body	
		2-20 Process to determine remuneration	
		2-21 Annual total compensation ratio	
		2-23 Policy commitments	
		2-24 Embedding policy commitments	
	Anti-Corruption, Business Ethics & Compliance	2-27 Compliance with laws and regulations	S1.1. Working conditions



Governance	Anti-Corruption, Business Ethics & Compliance	2-30 Collective bargaining agreements	S1.2. Equal treatment and opportunities for all
		205-1 Operations assessed for risks related to corruption	S1.3. Other work-related rights
		205-2 Communication and training about anti-corruption policies and procedures	
		205-3 Confirmed incidents of corruption and actions taken	
		206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	
		408-1 Operations and suppliers at significant risk for incidents of child labour	
		409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	
Data / Performance Management / KPIs		201-4 Financial assistance received from government	
		201-1 Direct economic value generated and distributed	
		203-1 Infrastructure investments and services supported	
		203-2 Significant indirect economic impacts	