

# Sustainability report

2024/25

services  
that  
**change  
lives**

[RecyclingLives-Services.com](https://RecyclingLives-Services.com)



# services that **change lives**

**We help businesses with a social  
conscience to manage their waste  
and resources while meeting all  
their compliance needs.**

# contents

CEO Adrian Murphy	4
Our business	6
Service insights	10
Carbon Emissions Assessment	16
Our impact	18
Our approach to sustainability	19
Environmental	20
Social	22
Our people	28
Governance	30
Our stakeholders	32
Our pathway to a brighter future...	34

CEO Adrian Murphy

# Sustainability is in our DNA



Recycling Lives Services has the drive and mentality of a start-up, combined with the expertise and experience of an established, trusted player

*"I'm really proud to have joined Recycling Lives Services at such a pivotal time in its growth. It has the drive and mentality of a start-up, with the expertise and experience of an established, trusted player."*

*"What really makes ours an interesting business is how sustainability is in our DNA. Environmental sustainability is both the head and heart of our operations and service offering. Social sustainability is our purpose and a big part of our personality. And economic sustainability is what underpins us."*

*"We make our business decisions weighing all three equally. Now we're working to strengthen our sustainability – and ESG – credentials:"*

## Recycling innovation

*"We're building on our environmental sustainability in new and interesting ways through recycling innovation."*

*"This extends beyond the personalised solutions we come up with for clients – on how their waste streams or resources are managed and processed – to taking the lead on tackling major issues in the industry."*

*"Our new battery recycling approach is an example of this. Primarily, we've made these changes to improve safety and prevent waste, but the approach offers enhanced compliance and directly generates social value, too."*

## Digital transformation

*"We're strengthening our environmental and economic sustainability through digital transformation."*

*"As we've transitioned the business, we've remodelled or restructured some elements and built others from scratch – it's been about evolution, though, rather than revolution. This has included implementing new systems and*

introducing the latest digital technologies, like using AI and automation to streamline processes and ensure compliance.

"This makes us easy to do business with. Day-to-day, customers can use our portal anywhere to place orders, access up-to-date documentation, and pull reports. And from a bigger picture perspective, we assume some of the risk or take away one of the headaches for customers, by doing the compliance checks for them.

## Social value creation

"Finally, we're extending our social sustainability. At Recycling Lives Services, using business as a force for good means creating opportunities and giving back in ways that make lasting change.

"We're not a charity, but our roots in helping to establish and nurture a charity and social enterprise - which we continue to support and sustain to this day - give us a culture and authenticity akin to that of a charity.

"Our people are proud to work for a company that makes a difference, not just a company that makes a profit.

"Social value creation continues to be central to our growth ambitions.

"We know that employment is one of the best indicators in reducing a person's risk of reoffending, so we offer training and jobs to people who've been in prison. This also allows us to process more materials for customers, creating environmental and social value symbiotically.

"This is timely beyond just our own growth ambitions, too. Employing ex-offenders last year became a national focus, as the new government looks at ways to tackle prison overcrowding by intervening to stop people from returning to custody. We're proud to be recognised as an established leader in this area.

"These are the core tenets of our offering - our own sustainability.

"I'm grateful to all our stakeholders for the ways they support us to deliver and sustain this - not least for the tenacity and adaptability of our team; the trust and collaboration from our customers; the cooperation and reliability our supply chain offer; the support of our investors; and for the inspiration our charity partners offer."



Adrian joined Recycling Lives Services in January 2024.

He is experienced in delivering growth strategies, having previously led a range of privately owned and private equity backed businesses as both CEO and COO, including a Sunday Times Top 100 Employer.



"By all working together, we're delivering services that change lives."

# Our business

Recycling Lives Services is our brand name representing two trading entities: Recycling Lives Compliance Services Ltd and Recycling Lives (Environmental Services) Ltd.

We provide customers with comprehensive integrated recycling solutions while simultaneously delivering unique social and environmental value.

## The Recycling Lives Services Board

Our board of directors is committed to operating the business ethically while adhering to the highest governance standards implementing the values of Recycling Lives Services as a social business that embeds social and environmental responsibility within commercial operations.

They bring not only a wealth of knowledge and experience, but also a deep commitment to sustainability and our core ethos.

Their unique vantage point allows them to consistently demonstrate an unfailing dedication to caring deeply for both people and the planet.







services  
that  
change  
lives

entrance

# Working as an Integrated business

**Recycling Lives Services operates on a unique, integrated circular business model that seamlessly connects business units to provide comprehensive waste and recycling solutions.**

Our model demonstrates how environmental responsibility, social impact, and business success can work in harmony to create sustainable value for all stakeholders.

## The Circular Integration

At the heart of our business model lies the integration of three distinct but interconnected business units. Each supports and enhances the others, to create a comprehensive service offering that addresses all aspects of waste management and recycling needs:

- Resource & Logistics (waste management)
- Site Processing (operations)
- Compliance Services Schemes





## Resource & Logistics

Our Resource and Logistics unit serves as the primary point of contact for customers, providing end-to-end waste management solutions through:

- **Consultative support** to minimise landfill disposal and optimise waste streams
- Comprehensive **logistics management** utilising a network of vetted, audited suppliers
- An innovative 'connected' customer portal offering **instant access** to critical data
- Streamlined documentation and collection processes, ensuring **ease of use** for clients

The unit's focus on **customer convenience and efficiency** sets the foundation for our integrated approach, ensuring smooth operations from collection to processing.

## Site Processing

Our operational excellence is demonstrated through three specialised facilities that transform waste into value:

- Advanced sorting and grading processes to **maximise material recovery**
- **Integrated social value** through employment opportunities for serving prisoners and ex-offenders
- Seven prison based workshops (HMP Academies) providing **vital** skills and experience through material recycling
- Industry-leading rehabilitation programme achieving less than 5% reoffending rate

This unit exemplifies our commitment to **combining environmental and social impact**, creating value while changing lives through meaningful employment and skills development.

## Compliance Services

The Compliance Services unit completes our circular model by:

- **Supporting producers** in meeting UK recycling obligations
- **Generating and managing** recycling evidence for regulatory compliance
- **Contributing** to national recycling targets
- Creating **sustainable funding streams** for UK recycling infrastructure

This unit's work ensures that our environmental efforts are **properly documented** and contribute to broader national sustainability goals, while providing economic benefits to all stakeholders.

## The Integration Advantage

Our unique value proposition lies in the seamless integration of these three units, creating a model that delivers:

- **Environmental Impact:** Maximising material recovery and reducing landfill waste
- **Social Value:** Providing meaningful employment and rehabilitation opportunities
- **Governance:** Generating value from waste while supporting regulatory compliance

By connecting these elements, we create a sustainable cycle that benefits our customers, society, and the environment while maintaining profitable operations. This integrated approach sets us apart in the industry and demonstrates how business success can align with social and environmental responsibility.

# Resource & Logistics



## Environmental services

This unit oversees the collection and processing of all waste streams alongside the delivery of additional site services or provisions, such as welfare facilities, hygiene services, road sweepers, or soil testing.

- Environmental waste removal
- Hazardous waste removal
- Commodities processing & recycling
- Supplementary site provisions
- WEEE & Batteries recycling

We deliver these via a nationwide network of 3,000+ trusted suppliers alongside our own processing facilities.

We use market-leading technologies to ensure compliance and generate documentation – checking all suppliers hold the relevant licenses or certifications, and creating accurate consignment notes.

## Get Connected

Our online customer portal – **Connected** – provides real-time data on movements, tonnages, certifications and diversion rates.

This easy-to-use solution allows customers to request quotes and place orders from anywhere. The data it generates can also be used to tweak processes, educate teams, or adapt operations to further improve environmental outcomes.

**connected**



**97%**  
diversion from  
landfill rate







# Site processing

## Our sites



### Preston Central

**Head office** – and home to Recycling Lives Charity & Social Enterprise



### Preston North

**WEEE hub** – processing WEEE, plastics & metals



### Workington

**Batteries hub** – including storage & specialist treatment



### Birmingham

**Commodities hub** – processing plastics & cardboard

## HMP Academies

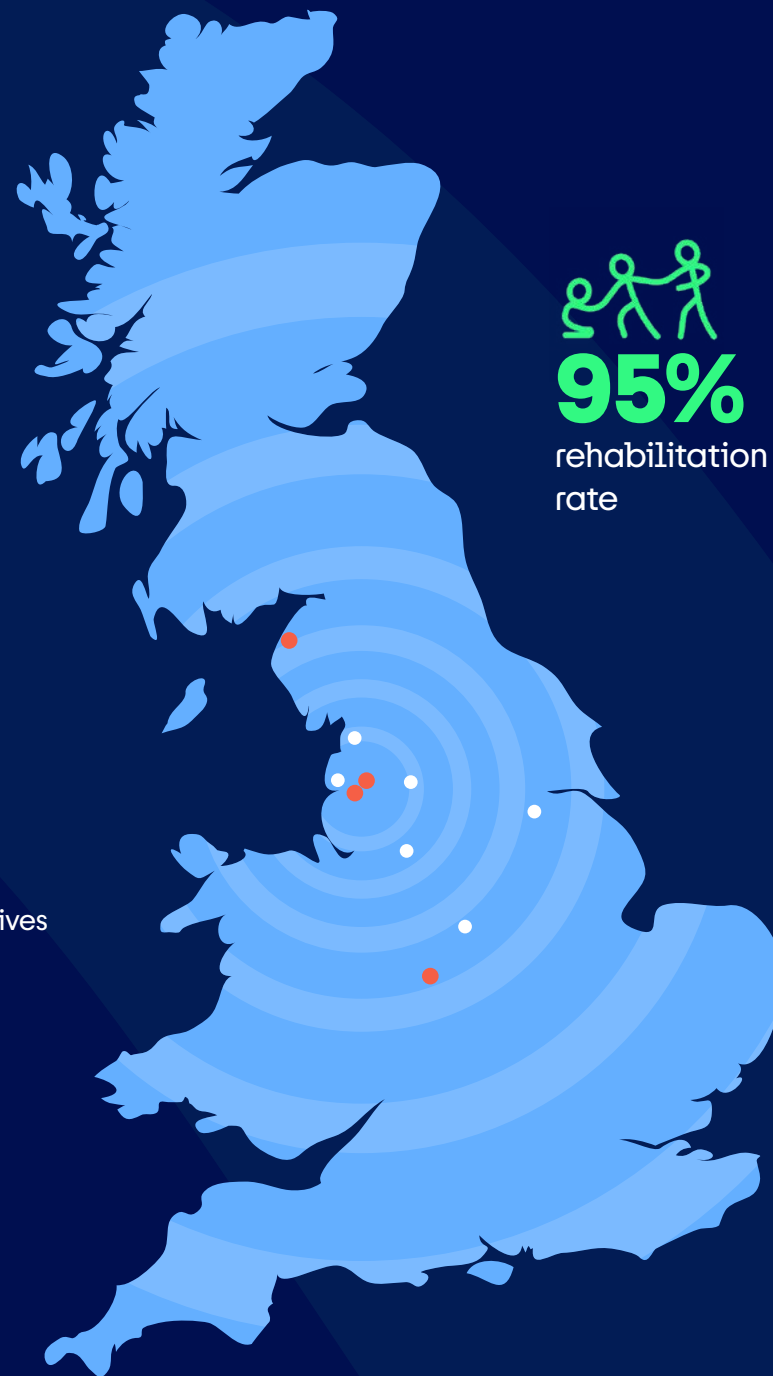
Prison-based recycling workshops delivered in partnership with Recycling Lives Charity

- ✓ HMP Buckley Hall
- ✓ HMP Hatfield
- ✓ HMP Kirkham 1
- ✓ HMP Kirkham 2
- ✓ HMP Lancaster Farms
- ✓ HMP Styal
- ✓ HMP Sudbury
- ✓ +Community Workshop - Recycling Lives Centre Preston



# 95%

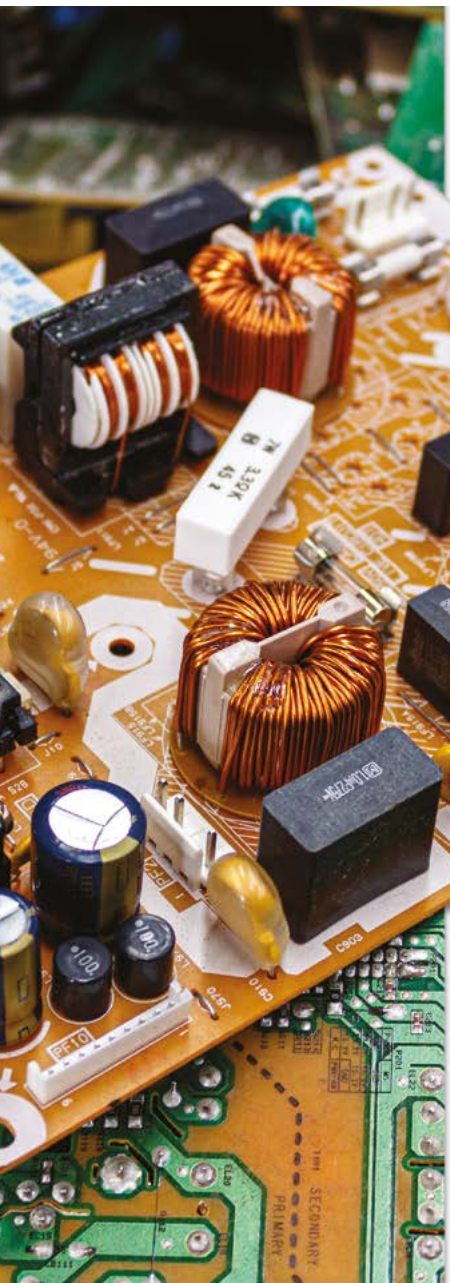
rehabilitation  
rate







Around **15%** of our team joined us through our ROTL programme (Release on Temporary Licence) - see page 22



Service insights

# Compliance services

Collecting, sorting and recycling waste streams and generating evidence for our producer compliance schemes.

We work with producers of WEEE, batteries or packaging, helping them to fulfil compliance obligations while also creating direct social value. We run treatment facilities of our own and work alongside a trusted network of certified suppliers, AATFs and ABTOs to facilitate managing collections and treatment and generating evidence.

- WEEE compliance
- Batteries compliance
- Packaging compliance

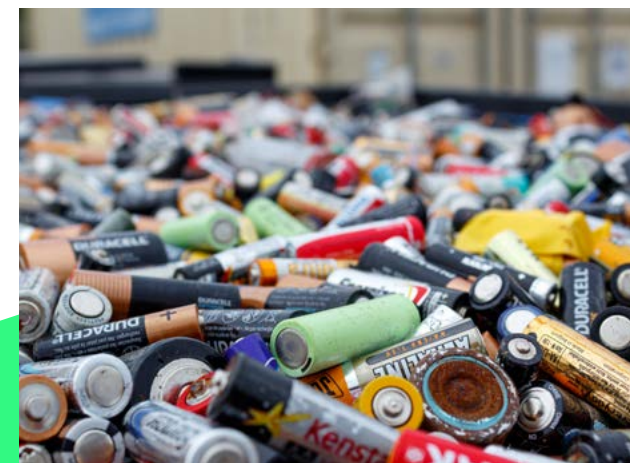
We have the capability and capacity to treat WEEE and batteries as well as creating evidence notes for our producers.

Using market-leading technologies we ensure all relevant regulations are met and generate comprehensive compliance documentation. Our treatment facilities also directly support social value creation by employing ex-offenders to undertake recycling work.



## 12.5m

batteries processed  
in 2024









# Carbon Emissions Assessment

# Positive progress

We are pleased to report **substantial progress** in our carbon reduction journey.

Our comprehensive carbon assessment, covering Scope 1 and Scope 2 emissions, demonstrates our continued commitment to environmental stewardship and climate action.

## Key Achievements:

- 49% absolute reduction in overall carbon emissions compared to the previous year
- 61% reduction in our market-based emissions
- 100% renewable electricity procurement maintained

## Metrics

Our carbon intensity metrics show equally impressive improvements:

- Market-based intensity **decreased** from 14.97 to 7.18 (52% reduction)
- Location-based intensity **decreased** from 11.89 to 4.37 (63% reduction)

These intensity figures, calculated relative to turnover, demonstrate that our emissions reductions significantly outpace our business growth, reflecting genuine efficiency improvements rather than simply reduced operations.

## Driving Factors

The remarkable reductions were primarily achieved through:

- Significant decreases in diesel and natural gas consumption
- Streamlined operational processes
- Strategic realignment of our business activities toward specialised materials that complement our integrated business model.



**61%**  
reduction in CO<sub>2</sub>  
emissions (2023/24)



## Carbon Emissions Assessment

# Continued evolution

Scope 1	Metric	Mar '23-Feb '24	Mar '24-Feb '25	Variance	% Variance
		Tonnes CO <sub>2</sub> e	Tonnes CO <sub>2</sub> e		
Diesel	CO <sub>2</sub> e	389.40	168.65	220.75	-57%
Natural Gas	CO <sub>2</sub> e	40.00	0.57	39.43	-99%

Scope 2					
Electric	CO <sub>2</sub> e	111.50	109.01	2.49	-2%

### Total CO<sub>2</sub> Emissions

Location based	CO <sub>2</sub> e	540.90	278.23	262.67	-49%
Market based	CO <sub>2</sub> e	429.40	169.22	260.18	-61%

### Intensity based on turnover

Turnover	£m	36	39	+3	+7%
Intensity metric - Location-based	CO <sub>2</sub> e	14.97	7.18	-8	-52%
Intensity metric - Market-based	CO <sub>2</sub> e	11.89	4.37	-8	-63%

Looking Forward:

## Scope 3 Assessment

**Our sustainability journey continues to evolve.**

We're now assessing our data, ahead of our Scope 3 emissions assessment for 2025/26. We plan to incorporate our entire value chain – both upstream and downstream.

This expanded assessment will provide a more comprehensive understanding of our total carbon impact and identify additional opportunities for emissions reduction throughout our business ecosystem.

Our progress demonstrates that environmental responsibility and business success can go hand in hand through thoughtful planning and decisive action.

# Our impact - 2024

**£42.9m**  
Social value generated

## Planet & environment

**97%**

Diversion from landfill

**61%**

Reduction in CO<sub>2</sub> emissions

**146k**

Tonnes of waste collected

**12.5m**

Batteries processed

**157t**

Surplus food diverted from landfill\*

**1.4m**

Products dismantled in HMP Academies\*

## People & communities

**£14.4m**

Spend with local suppliers

**339,000**

Meals delivered\*

**273**

People supported through HMP Academies\*

**14**

People supported through Residential Programme\*

**38**

Serving prisoners employed in the community or at our sites\*

**500+**

1-2-1 specialist support sessions delivered

**70%**

Secured employment on release\*

**95%**

Rehabilitation rate\*

\*working in partnership with Recycling Lives Charity

# Our approach to **sustainability**



**As a certified B Corp, we use our business as a force for good**

By delivering **environmental** and **compliance** services which support the creation of social value we ensure we not only meet our own sustainability commitments but also support our customers to fulfil each of the ESG principles:



## **Environmental**

Preventing environmental harm

- ✓ **Reducing waste** - increasing diversion from landfill & limiting energy usage or emissions
- ✓ **Recycling commodities** – keeping valuable materials in circulation & preventing emissions
- ✓ **Managing resources** – delivering supplementary site provisions to sustain operations



## **Social**

Contributing to communities

- ✓ **Creating employment for ex-offenders** – changing lives & reducing reoffending
- ✓ **Sustaining charitable programmes** – helping to prevent homelessness & tackle food poverty
- ✓ **Creating social value** – supporting the creation of meaningful, measurable & reportable social value



## **Governance**

Ensuring good governance

- ✓ **Working collaboratively** – ensuring safety & business sustainability, & managing risk
- ✓ **Ensuring compliance** – using market-leading digital tools & generating accurate, reliable data
- ✓ **Offering consultancy** – advising businesses on resources, logistics, environmental management & safety

# Environmental

## – Preventing environmental harm

### **Every business produces waste.**

It's usually an incidental by-product, but it's a process that is essential to get right. Whether it's waste that's hazardous or highly valuable, or resources that can be a headache to sort, we can fulfil all waste and resource needs conveniently, compliantly and in a way that limits environmental harm.

We prevent environmental harm both internally and externally – ensuring our own operations generate limited negative impact and supporting our clients to understand and manage their environmental impact – by:

- Reducing waste - increasing diversion from landfill
- Recycling commodities – keeping valuable materials in circulation
- Ensuring safety – preventing hazardous materials from entering landfill
- Preventing emissions - limiting fuel use & reducing reliance on virgin materials
- Conserving energy and water – limiting energy use and water consumption

### **Recycling materials**

In 2023-24 we processed 146,000t of waste or end-of-life material for reuse, recycling or compliance reporting.

To reduce waste and limit negative environmental impact for our clients, we recommend or implement a range of processes, including:

- Segregating material types – Ensuring material types are correctly identified and segregated ahead of treatment to increase diversion from landfill; including our 'chemistry specific' battery recycling
- Recycling commodities – Processing materials including plastics, metals, glass, batteries and cardboard across our three facilities and seven partner-led, prison-based workshops

- Monitoring waste streams – Recording types, volumes and outcomes of materials collected and treated to ensure compliance and identify areas for improvement or better resource usage
- Ensuring regulatory compliance – Completing compliance checks on permits and licenses held by our supply chain to ensure regulatory requirements are met
- Offering expert consultancy – Guiding and advising clients on processes and safety protocols.

### **Preventing emissions**

By recycling waste and keeping materials in circulation we are actively preventing carbon emissions that would be generated to produce new materials, through mining, transporting and processing virgin materials.





**140,000+**  
tonnes of waste diverted from  
landfill last year

# Social

## – Contributing to communities

### **Our social value commitments set the bar.**

And the businesses we work with share this commitment to using business as a force for good.

We enable our clients to create and demonstrate social value through our own rehabilitation programme and the way our operations support and sustain charity activities.

- ✓ **Creating employment for ex-offenders** – changing lives & reducing reoffending
- ✓ **Sustaining charitable programmes** – helping to prevent homelessness & tackle food poverty
- ✓ **Growing our impact** – extending our support to help more charities & inspire other businesses

### **Reducing reoffending**

Our Social commitments primarily centre on creating opportunities for men and women who

are or have been in prison, to access training, employment and wrap-around support, in order to reduce reoffending.

We do this directly by employing ex-offenders across our three processing facilities. Around 15% of our team joined us through our ROTL programme (Release on Temporary Licence) – paid work for serving prisoners leaving prison on ‘day release’. At our Cumbria site, men on ROTL complete essential battery treatment processes, while people on ROTL undertake commodities recycling work at our Lancashire and Midlands facilities. We also offer structured work placements to men completing the Charity’s residential programme.

We further contribute to reducing reoffending by sustaining the operations of Recycling Lives Charity’s seven prison-based workshops. By completing WEEE recycling on our behalf, the Charity is able to create training and employment opportunities for men and women with histories of offending.

This created **£5.8m social value** last year, by preventing costs for the criminal justice system and increasing people’s independence.

We grew these two main elements of our rehabilitation work through 2024. Recycling Lives Charity was able to open its second workshop within HMP Kirkham men’s prison after we secured additional WEEE recycling contracts. And at one of our own sites, we tripled the number of paid ROTL placements when we expanded our capacity for commodities recycling.

In 2024 we worked alongside the Charity and Suez to jointly reduce reoffending and increase material reuse at the Renew Hub in Manchester.





## Sustainability in practice – Renew Hub

Material refurbishment at the **Renew Hub** is another example of how our work delivers all three elements of sustainability.

This is a partnership between **ourselves, Recycling Lives Charity & Social Enterprise and SUEZ**, the waste contractor for Greater Manchester. It sees ex-offenders engaged in the Charity's rehabilitation programme work at a SUEZ-run facility, the Renew Hub, and line-managed by members of our team. The team refurbish end-of-life electrical equipment which is then either sold to the public or donated to charities or community groups.

This has created training and employment opportunities for dozens of men and women, who have **refurbished more than 15,000 items**.

By preventing items from going to waste and keeping materials in circulation, creating employment opportunities for ex-offenders, and offering low cost or free items to communities, the partnership delivers true sustainability.



Working in partnership with



## Connecting people

To make our rehabilitation efforts truly sustainable, we share our experience to encourage other businesses to recruit ex-offenders. We can connect our supply chain partners or customers with expertise and guidance to update their recruitment policies or implement their own ROTL programmes.

## Helping to prevent homelessness & tackle food poverty

We also offer a wide range of support to Recycling Lives Charity's residential and food redistribution programmes, including funding services and providing in-kind contributions.

By providing rent-free space for its residential facility and offering structured work placements to the men living there we helped to sustain the delivery and impact of the residential programme. This helps to prevent or end homelessness and improve life chances for men. This created **£303,000 social value** last year, by reducing costs for statutory services and increasing men's independence.

By offering funding support, the Charity's Food Redistribution Centre (a regional centre for FareShare), is able to channel resources into its activities across Cumbria. This helps to prevent food waste, tackle food poverty, and help grassroots groups to better meet the needs of their communities.

This created **£1.6m social value** last year, by diverting food from going to landfill and creating value for charitable groups and their beneficiaries.

## Sustainable, shareable social value

A core tenet of our business offering is 'sharing' our social value. This sees us attribute a portion of the social value our work creates, or supports the creation of, relative to each customer we work with, using nationally recognised metrics and the latest software, Thrive, to quantify it.

There is a growing focus on social value, as public bodies and businesses alike seek to generate additional value from their work. We are established leaders in embedding social value within a business offering, having delivered social value programmes for more than a decade. As more and more businesses seek to do similar, we are sharing our expertise and experience with our customers and supply chain.

As the existing min.10% weighting for social value in public procurement is expected to rise to 15%, this area of our offering and sustainability commitments is of increasing importance.

## Sustainability Manager

Towards the end of 2024 we recruited a Sustainability Manager. This experienced professional is now developing, overseeing and implementing our ESG strategies; to further improve our environmental impact, drive our social initiatives, and oversee our governance frameworks.





## Sustainability in practice – Battery recycling

Battery recycling at our Workington site demonstrates how our work delivers all three elements of true sustainability.

For the **planet**, this work ensures batteries are properly processed, reducing the risk of environmental hazards and keeping valuable resources in circulation.

For **people**, it creates employment and training opportunities for disadvantaged groups. The work is predominantly completed by ex-offenders engaged in one of our social value programmes – men completing 'day release' work placements while released on temporary license – also aiding rehabilitation, personal independence and skills development. And for **economic prosperity**, this work generates revenue that sustains jobs and allows us to reinvest in and further grow our business.



### Beyond best practice

Our battery recycling goes beyond the current regulatory requirements. Our 'chemistry specific' approach treats and charges for battery collections by chemistry type. We segregate batteries, processing lithium, lead acid, alkaline and other battery types separately. This reduces risk and means batteries can be fully processed and recycled, rather than using protocols to generate evidence. This approach not only improves safety, increases recycling rates, and ensures traceable compliance, but means we are ahead of planned changes to the Batteries & Accumulators Regulations, expected to come in 2026/27.

# Creating social value

We create sustainable, tangible social value by:

- Working strategically and spending with local suppliers
- Diverting waste away from landfill to keep valuable resources in circulation
- Supporting Recycling Lives Charity & Social Enterprise

**£42.9m**  
social value  
generated in 2024



		Social value created
<b>Local Supplier Spend</b>	Supporting local economic growth and stability with more than <b>£14m</b> of spend	<b>£20,124,961</b>
<b>Landfill Diversion</b>	More than <b>142,000</b> tonnes diverted from landfill	<b>£14,506,026</b>
<b>Rehabilitation Programme</b>	Facilitating <b>8</b> prison workshops, supporting <b>273</b> people	<b>£5,850,846</b>
<b>FareShare Contribution</b>	<b>333,800</b> meals delivered across Cumbria	<b>£1,608,796</b>
<b>Specialist Support</b>	<b>48</b> members of staff supported with <b>1-2-1</b> counselling sessions	<b>£509,303</b>
<b>Residential Programme</b>	<b>14 men</b> supported, preventing homelessness	<b>£303,970</b>

Social value is calculated using the Thrive social value calculation tool, which aligns with UK Government guidelines and frameworks



## Volunteer days & Away days

Some of our team on a volunteering day completing woodland maintenance with **Ribble Rivers Trust**.



life  
changers

# Governance

## – Ensuring good governance & compliance

- Working collaboratively – ensuring safety and business sustainability & managing risk
- Ensuring compliance – using market-leading digital tools & generating accurate, reliable data
- Offering consultancy – advising businesses on resources, logistics, environmental management & safety

### Ensuring compliance & utilising technologies

Data, compliance and governance are what set us apart. Using AI and automation we complete daily, digital checks to verify compliance documentation and ensure our nationwide network of suppliers are fully compliant and certified. Completing these comprehensive audits of our supply chain partners ensures all those delivering services for or with us are not only adhering to regulatory requirements for governance and compliance processes, but also ensures our partners are aligned with our standards and values.

- **OCR** - Optical Character Recognition software allows us to digitally check, verify and approve documents like weighbridge tickets, invoices and waste transfer notes, ensuring these are complete, accurate and compliant. This ensures process compliance and helps to speed up supplier payments by reducing the need for manual interactions or risk of human error.
- **API** - This software links to the Environment Agency's (EA) databases to verify the permits or licenses held by our supply chain, to ensure those collecting, moving or processing waste materials are authorised to do so. Automatically auditing suppliers daily, this technology ensures clients can demonstrate adherence to waste management regulations.

Our customer portal provides real-time reporting and documentation for our customers to better understand and manage their waste and resources. It compiles all information to provide granular data on movements, tonnages, certifications and more. Accessible anywhere

and providing instant access to documentation and reports, the portal supports clients to meet regulatory requirements and fulfil their own governance and reporting commitments.

Internally, we adhere to the government's Cyber Essentials scheme for data protection and are working towards Cyber Essentials Plus. This scheme recognises the standards we work to and protections we have in place, assuring all stakeholders that our servers and their data are secure.





## Measuring & sharing our impact

As well as providing comprehensive, compliant waste transfer notes and carbon impact reports as standard, we also share social value certificates with customers, outlining the impact working with us has made for the environment and communities. Using these reports, our customers can turn waste into a resource, by demonstrating ESG commitments whether as materials being repurposed and reused, commodities being treated and recycled, materials being a conduit for rehabilitating offenders and creating social value.

We are now implementing an additional reporting tool to measure our own social value creation. Using Thrive software we will be able to assess and report on the impact of internal activities using social value proxies, such as our staff volunteering days.

## Enhancing our understanding & sharing expertise

To further our governance commitments, we have joined the Supply Chain Sustainability School – an organisation which helps businesses and supply chains to improve their compliance, governance, capacity and capabilities. We're keen to use this membership to better understand carbon emissions, identify

reuse, recycling or diversion from landfill opportunities, and improve sustainable procurement, all to reach net zero.

We also share our expertise in other forums, including with DEFRA and the European Battery Recycling Association. We are proud to be members of:

- ICER (The Institute for Clinical & Economic Review)
- Approved Authorised Treatment Facility Forum (AATF)
- WEEE Scheme Forum
- Battery Recycling Forum
- DEFRA working groups

## Embedding sustainability

We employ a number of practices to ensure we remain focussed on sustainability in our operations and governance.

Sustainability is a fixed agenda point in all internal board meetings and is factored into and assessed on all our projects.

We also hold certifications or quality marks from external third parties, verifying our commitment to best practice – including B Corp status, and ISOs 14001 and 9001 certifications for Environmental Management and Quality Management. And our Articles of Association are aligned with the '3P' principles (people, planet and profit) of B Corp.





# Our people

We have a team of 85+ working over four sites – our head offices in Preston, and three treatment facilities across Lancashire, Cumbria and the Midlands. This includes nationally recognised experts, experienced leaders, and ambitious young people.

We are proud to have a number of employees who first joined us through a rehabilitation programme, seizing opportunities to change their lives and quickly becoming valued team members.

- **85+** team members (2023-24) and growing
- **c.15%** joined via social value programmes
- **£509k** social value (specialist support)
- **87%** feel proud to work for Recycling Lives Services
- **77%** feel able to maintain healthy work-life balance

As a Real Living Wage employer, all our team earn an enhanced wage that is competitive for the areas and sector we operate in. Employee terms and conditions also include generous maternity and paternity policies, allowing us to support families.

Prioritising people starts with looking after our own team members – we're proud that 77% of our team members say they feel able to maintain a healthy work-life balance. Employees also enjoy access to **Medicash** and **Cycle to Work** schemes.

## Specialist support

Our people also directly benefit from our partnership with Recycling Lives Charity, whose expert team are on-hand to offer well-being support, where needed. This specialist support offering gives employees one-to-one sessions with the Charity's in-house, qualified mental health professionals.

As well as helping individuals to navigate personal challenges or crisis moments - without the waiting times or expense associated with statutory or private services - this created **£509,000 social value** last year alone.



Our partners at Recycling Lives Charity will also be welcoming volunteers at its Food Redistribution Centre (FareShare Lancashire & Cumbria) and Supper's Up soup kitchen, and employees can give their time to other causes close to their hearts.

Off-site away days, including a recent strategy session for our Senior Leadership Team (SLT), are helping to foster strong team spirit – 89% of employees feel their team works well together, while 90% feel their colleagues are supportive and collaborative.

## Employee Survey

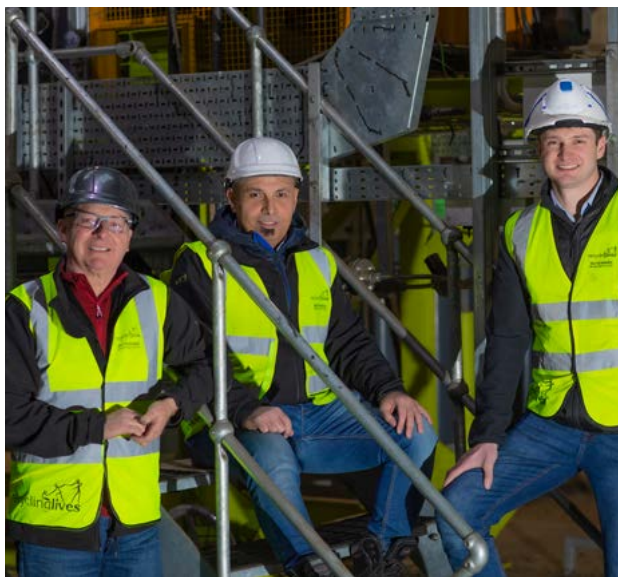
Our first Employee Survey was undertaken in Summer 2024. With a response rate of almost 75% - where a 50-60% response rate is regarded as good - the results were insightful, valuable and encouraging. The anonymous online survey found that:

- **87%** feel proud to work for Recycling Lives Services
- **96%** believe our SLT is leading the company in the right direction
- **81%** feel their workload is manageable
- **91%** feel they have autonomy to make decisions about their work

As a result of the survey, we are working with a range of external providers to secure training opportunities for our employees, including joining the Supply Chain Sustainability School, and are launching our 'You spoke, We listened' campaign.

We are keen to be proactive for the 60% of respondents who hadn't had career development discussions with their manager in the past six months, and to further build on the 71% who believe there is open and honest communications between employees and management.

We plan to conduct employee surveys every six months, to track our progress and continue seeking feedback, new ideas and insights from team members.



# Our stakeholders

## **At Recycling Lives Services, we prioritise people and planet equally.**

By listening to the groups we work with, we can deliver services that limit negative impact on the environment while achieving the best outcomes for people and planet jointly. Our stakeholders include:

- Employees
- Customers
- Investors
- Supply chain
- Charity partners
- Communities
- Regulatory bodies – including DEFRA, the EA, & the HSE
- Trade bodies – including specialist independent Forums
- NGOs – including ICER & ISO

We understand that each stakeholder group has different wants, needs and challenges that we can support them to fulfil or overcome.

As such, through 2024/25 we are surveying some of these stakeholder groups, including a focus on sustainability.

Assessing and understanding what sustainability means to our supply chain, for example, will inform how we support them to meet their own targets, as well as allow us to share lessons and best practice to benefit our customers.

In return, our stakeholders' interests will guide us in our own strategic direction and day-to-day decision-making; ensuring we remain aligned with our Articles of Association.

The first of these surveys, completed with all employees in Summer 2024, offered valuable insights and encouraging feedback.

Team members told us they believe in our leadership team and feel supported by their colleagues, along with where they'd like opportunities for career development to help fulfil our vision.









## Our pathway to a **brighter future...**

**"In 2025, we are strengthening our sustainability commitment by aligning our strategy with the UN Sustainable Development Goals.**

"We'll focus primarily on affordable clean energy, decent work, responsible consumption, and climate action, with each business unit developing specific targets and initiatives tracked through quarterly reviews and annual reporting.

"A comprehensive scope 3 emissions assessment will map our entire value chain, establish data collection protocols, and identify reduction hotspots to inform our long-term decarbonization strategy.

"Our circular economy initiatives include exploring dedicated reuse facilities for products received through our operations, looking into assessment protocols to identify

reuse potential, and considering partnerships to distribute reused products.

"On the energy front, we're looking to implement an energy management system, potentially deploying solar installations on our sites, investigating conversion to renewable "green" gas, and evaluating replacement of diesel-powered equipment with electric alternatives.

"We're finding ways to build on this too. By reviewing our policies and practices we're working to establish a comprehensive Route to Net Zero framework.

"And as a long-term goal, we're committing to SBTi by exploring how we can align with the standards of the global Science Based Targets initiative.

"We're committed to expanding our social impact by enhancing our rehabilitation programme for serving prisons working with us through Release on Temporary License (ROTL). Understanding their wants and needs, we're keen to add a skills development curriculum alongside the work placements we offer to help ex-offenders to reintegrate back into society.

"Additionally, we want to further expand our company-wide volunteering program with more team events focused on environmental restoration, community support, and education initiatives, across different UK communities.

"Our aim is to increase our overall social and environmental impact while maintaining our company profitability and improving our governance structure with new data capture processes and reporting.

"Our mission is to create lasting positive impact for our communities, environment, and future generations while ensuring sustainable business growth."



**Adrian Murphy**  
Chief Executive Officer



# services that **change lives**

**Sustainability  
report**  
2024/25

