



*The path  
to net-zero*



# Environmental Sustainability Report

2022



# Investing in the Future

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## A note from the Managing Director...



2022 was a year of unprecedented success for CSG and I am both proud and excited to share our achievements, which extend far beyond financial gains.

Our company achieved record profits, a remarkable £8.6 million, whilst reaching a turnover of £100 million for the first time in its long history. This achievement is a testament to the dedication, ingenuity, and hard work of our entire team, who continue to drive our business forward.

However, our accomplishments do not stop at the bottom line. We also invested significantly in our sustainability initiatives, committing £5.4 million to plant upgrades, new waste treatment facilities, and new vehicles. These investments represent our pledge to minimise our environmental footprint and enhance our operational efficiency.

Despite the uncertain economic climate and inflationary pressures of 2022, we met the challenges in front of us head-on.

During the pandemic, we made a solemn commitment to remain fully operational, ensuring the continuity of our services while prioritising the safety and well-being of our people and looking after our most vulnerable staff members. This determined drive and momentum carried us forward into 2022, where our growth continued unabated.

By facing down adversity together we are becoming a stronger team with each passing year. And when we work together, we can make a positive impact that extends far beyond the confines of our balance sheet, or our profit and loss account.

As this report is compiled, we are rapidly approaching CSG's 90th year. I find myself thinking of CSG's founder Edgar 'Bunny' Hart and how he might have felt as he made the choice to set out alone as one man with a second-hand tanker. His pioneering spirit is with us to this day, in everything we do. And in many ways the challenges ahead of us now are equal to those of 1934.

But I take added comfort from a team of 600 people all working together to keep the CSG spirit alive, trailblazing our way into the next 90 years.

It feels that now, as in 1934, we are at the start of something great.



**Neil Richards**  
Managing Director

# Our core services

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CSG occupies a key position in the UK's waste and environmental sector. We are playing an important role in enabling the movement towards a sustainable circular economy through the provision of our core services. Our growing customer base includes leading supermarket chains, blue-chip manufacturers, thousands of SMEs and tens of thousands of individual households. We are based at 28 locations across England and Wales, operating across Great Britain.

## WHAT DO WE DO?

### Waste Haulage



Our team of 160 drivers operates our fleet of waste haulage vehicles and removes hazardous and non-hazardous waste for businesses and households across the UK. The CSG fleet includes curtain-sider lorries which accommodate wastes in drums, IBCs and packages. Our articulated and rigid tankers collect waste in bulk liquid form. These include vehicles with glass-lined tanks which are specially adapted to transport hazardous chemicals safely by road.

### Waste Treatment & Recovery



We operate 13 waste treatment and transfer facilities across the UK, all staffed by highly skilled chemists and operatives. We prioritise resource recovery and waste recycling over disposal wherever possible. Several of our facilities carry out unique treatment processes which neutralise hazardous chemicals. Our hazardous waste treatment facility in Cadishead near Manchester is the largest of its kind in the UK and specialises in the processing of complex industrial

waste streams. Due to its uniquely broad permit and range of processes, CSG Cadishead receives industrial waste from many third-party waste carriers and brokers. As such, it is a vital pivot in supporting UK industry.

### Industrial Cleaning



CSG carries out specialised cleaning services in environments such as storage tanks, lagoons and oil refineries. We design and manufacture robotics which enable confined space cleaning in hazardous conditions to take place safely and effectively. Our operatives are trained to deliver a rapid response to emergency chemical and oil spill incidents. We safely clean-up and remove waste from spills, preventing contamination of the environment.

### Wastewater Engineering



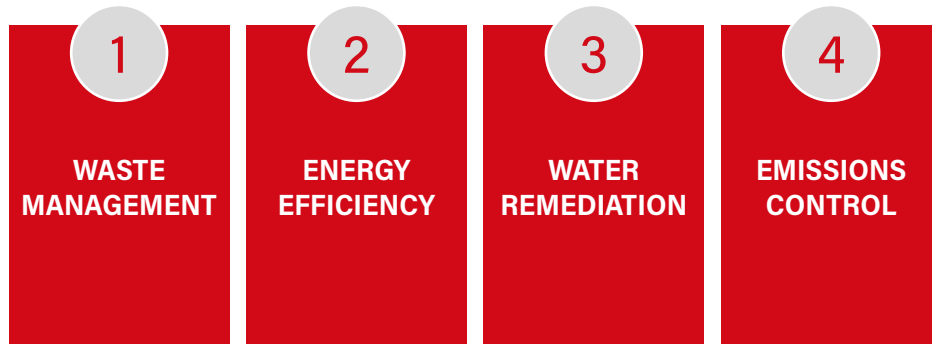
Our engineers install and maintain wastewater assets including pump stations, package sewage treatment plants and wastewater interceptors. These vital systems perform a crucial role in enabling people to access to wastewater treatment in remote locations and in preventing pollution.

# Our approach to Environmental Sustainability

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CSG is committed to positively contributing to a sustainable future for all. We are positioned to be a vital link in the circular economy through the provision of waste management and services which promote innovative recycling and recovery techniques. At CSG we recognise that our core business activities must be managed responsibly to minimise negative impacts, prevent pollution and enhance positive environmental impacts.

To help us focus our efforts, we have set out **four environmental pillars**:



Our numerous environmental sustainability initiatives are developed to drive continuous improvements in each of these pillars.

The CSG approach to environmental sustainability is enhanced by our overall business ethos of trust and transparency. By focussing on these pillars, we will reduce negative environmental impacts and push for more responsible waste management.



# Protecting the Environment is our Business

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## Our environmental impacts at a glance

2022 was a year affected by war, volatility in the markets and a global supply chain shortage, but business operations and group efficiency have continued to improve.

### **FLEET EFFICIENCY**

There have been increases in efficiency across the fleet, the amount of waste collected per litre of fuel used has increased from the previous year. This is likely due to more efficient routing through our PDA system and an improved driver awareness around efficiency and efficient driving practices.

### **TOTAL WASTE RECOVERY**

Total waste recovered as a percentage of total waste accepted has dropped slightly compared with the 2021 figure. This is due to the nature of the waste received – CSG can only recover waste with recyclable constituents.

### **PLANT EFFICIENCY**

Overall, emissions have increased due to the use of more energy. However, efficiency throughout the group has increased, due to improvements in operations and a greater process efficiency throughout the treatment plants.

### **A SUSTAINABILITY COMMITTEE**

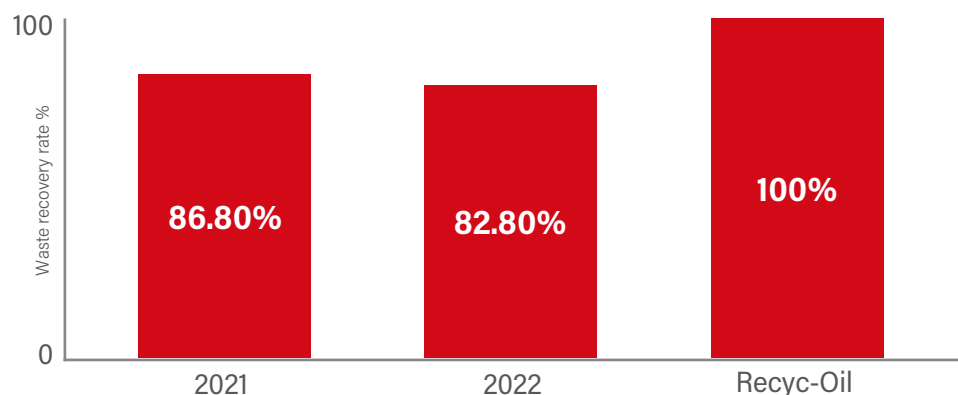
CSG's Sustainability Committee has the aim of improving the sustainability performance of the business. Employees from multiple areas of the company have volunteered to develop their sustainability ideas, these initiatives are helping to improve a wide range of environmental aspects within CSG, including energy efficiency, waste treatment initiatives, office and community initiatives and customer choice.



# Waste Management

Our goal is to increase waste recovered as a proportion of total waste accepted into CSG facilities. We aim to divert waste away from landfill by sending waste onwards to EfW (Energy from Waste) disposal facilities or to facilities that can further process the waste.

## WASTE RECOVERY - KEY FINDINGS



- ▶ **CSG's overall waste recovery rate was 82.8%.**
- ▶ **CSG Recyc-Oil achieved a 100% recovery rate.**
- ▶ **10 of CSG's treatment facilities recover over 90% of all waste recieved!**

## Individual site recovery rates

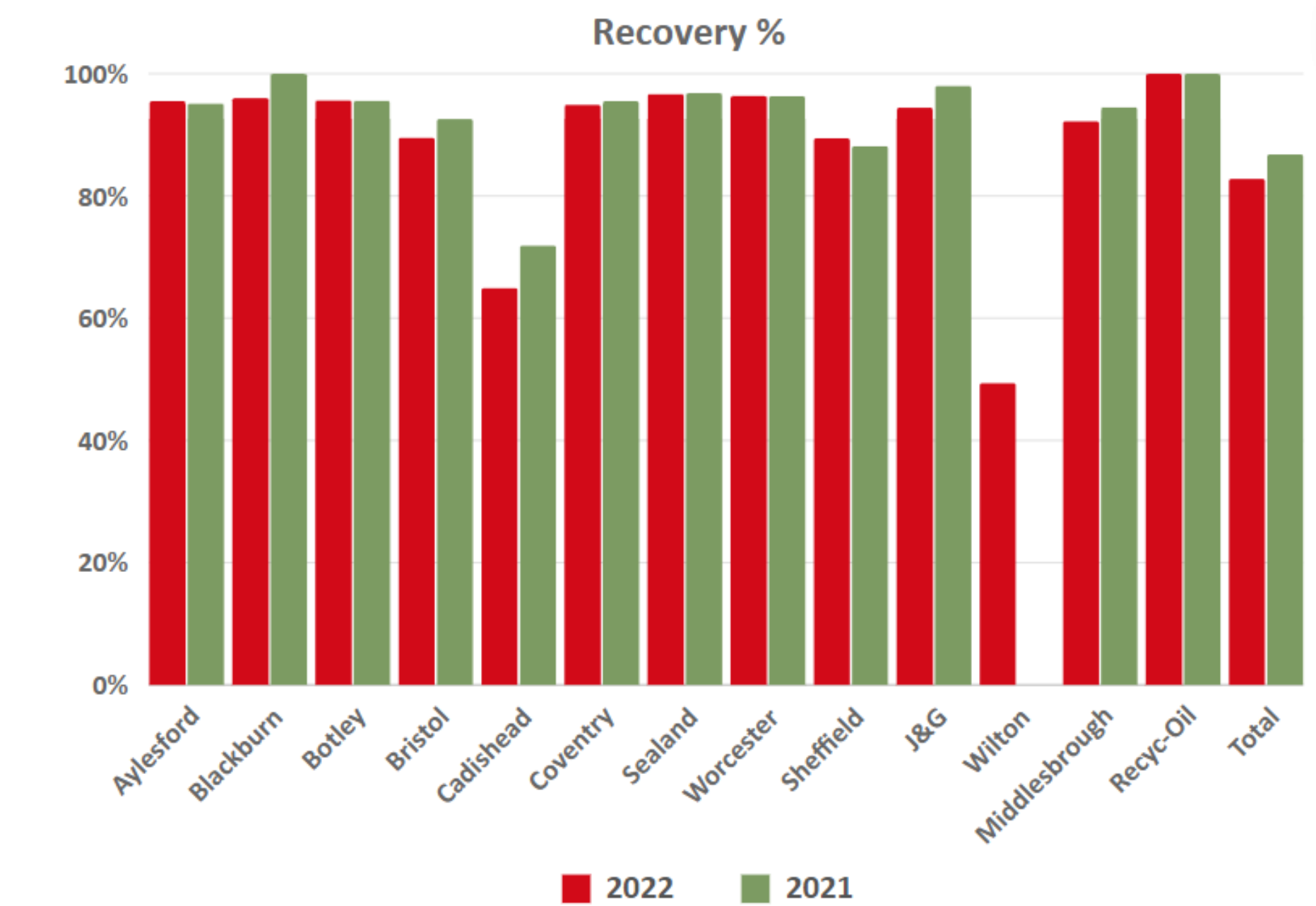
CSG Site	Recovery
Aylesford	95.51%
Blackburn	96%
Botley	95.66%
Bristol	89.55%
Cadishead	64.96%
Coventry	94.93%
Sealand	96.69%
Worcester	96.35%
Sheffield	89.43%
J&G	94.44%
Wilton	49.41%
Middlesbrough	92.25%
Recyc-Oil	100%
Total	82.80%

## The following should be noted:

- Cadishead has a relatively high disposal figure. This is in part due to the nature of wastes arriving on site – Cadishead is often a final outlet to a number of complex wastes which have already undergone significant recovery treatment processes. These wastes, therefore, have a limited recovery potential when they reach Cadishead and can only be sent for disposal.
- CSG Wilton is a small transfer station which sent most of its waste in 2022 for onward treatment prior to disposal. This is due to the nature of the wastes received on site. Only a small amount of waste was accepted, this has little effect on CSG's overall recovery rates.
- Sheffield increased recovery rates by 1 percentage point compared to 2021, this is attributed to our ever improving processes.
- Although disposal rates are low throughout the Group, following processing the only outlet for some wastes is disposal, this is likely due to the waste received having a higher sludge content.



# Waste Management



# Waste Management

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## WASTE MANAGEMENT INITIATIVES

- ▶ Assessing the waste recovery potential of more outlets in the UK and Europe, ensuring CSG have waste recovery options for as many waste streams as possible.
- ▶ Ongoing development of a new site for hazardous waste treatment and recovery in the South West of England.
- ▶ £1.13 million investment in two brand new, state of the art facilities for the treatment and recovery of household wastewater from septic tanks.
- ▶ £487,000 invested in a new shredding and baling plant at J&G Environmental in Dorset.





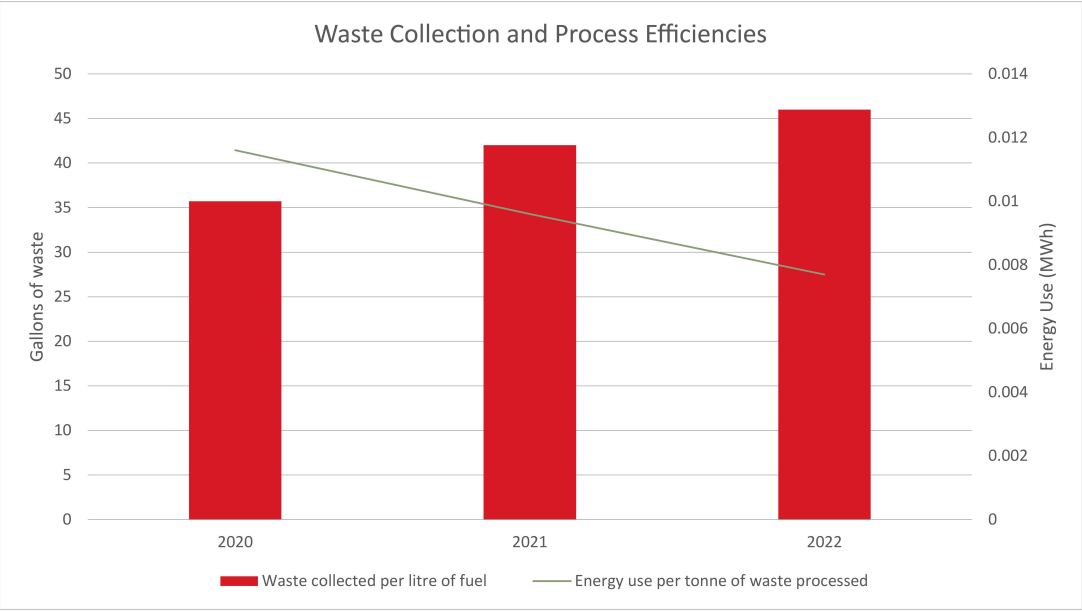
# Energy and Fuel Efficiency

Our goal is to use energy and fuel in the most efficient way possible. We aim to treat more waste per unit of energy through better process efficiency, and collect more waste per litre of fuel used through better routing and more fuel efficient driving.

## ENERGY EFFICIENCY - KEY FINDINGS

- Process **efficiency increased by 12%** in 2022.
- **9.5% more waste collected** per litre of fuel used in 2022.

**CSG collected 124,439,330 gallons of waste** (not including J&G operations) and used 2,963,034 litres of fuel (excluding J&G) this means CSG achieved a collection rate of 42 gallons (191 litres/kg) of waste collected per litre of fuel used.



<sup>1</sup> Primary energy is a metric used by the EA. For consistency, this report has chosen to use that metric when discussing treatment energy use



# Energy and Fuel Efficiency

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## ENERGY AND FUEL EFFICIENCY INITIATIVES

- ▶ Continued roll out of Safe and Fuel Efficient Driving (SAFED) training to all CSG fleet drivers. This is now built into CSG's basic driver induction.
- ▶ £3.03m\* invested into CSG's vehicle replacement scheme in 2022, bringing more efficient vehicles into our fleet as the global shortage of vehicle components eases.
- ▶ Site-based process improvement schemes - replacing old plant, equipment and lighting with the most efficient models.
- ▶ Site-based campaigns focusing on responsible energy use.
- ▶ In 2023, CSG are looking to establish solar panels at some of our key energy intensive sites. This will help to reduce the burden on the national grid, reduce emissions and ensure energy security in a volatile market.

\*Includes investment in company vans



At CSG, we operate a rolling 8-year fleet replacement scheme. When a vehicle reaches 8 years old, it is sold and replaced with a new Euro VI vehicle meaning we always have the most efficient models on the road and ready to go. Our maintenance programmes ensure older vehicles still have miles left in them, and we make sure they are re-sold rather than scrapped to prolong the effective life of the vehicle.

**Mick Arnold**  
Fleet Engineer

# Water Remediation

Our goal is to recover as much water as possible and recycle this back into the water cycle. We aim to treat water-based wastes to remove as much of the contaminants as possible to enable as much water as possible to be recovered and recycled.

## WATER REMEDIATION - KEY FINDINGS

- ▶ 100% of water used in our treatment processes is treated and recycled.
- ▶ Over 280000m<sup>3</sup> of water cleansed and recycled back into the water cycle.

In 2022, CSG used 32081m<sup>3</sup> of water at the permitted waste facilities. This equates to 0.096m<sup>3</sup>/tonne of waste processed. Water is fundamental to our treatment processes, all water used on our plants is treated prior to recycling back into the water cycle.

Effluent – CSG cleansed and **recovered 281663m<sup>3</sup>** of contaminated water in 2022. This is enough to fill 2.8 Royal Albert Halls; 113 Olympic sized swimming pools; 200m bottles of wine; 1m bathtubs; **6 RMS Titanics!**

## WATER REMEDIATION INITIATIVES

- ▶ The water that CSG applies to site activities is needed for operational purposes, without water our treatment plants would not work, our fleet would not be cleaned, and operations would fail. Water is only used when it is required to ensure that excessive use does not occur.
- ▶ CSG are experts in domestic aqueous wastewater treatment, maintaining and servicing domestic septic and cesspit tanks throughout the country. We have stringent procedures and management systems which are regularly

assessed by internal and independent third body auditors to ensure compliance with the standards. Regular visits from the Environment Agency verify our processes against our permits, ensuring we are safeguarding the environment. Wastewater is treated at our sites against controlled limits set by our water regulators and the Environment Agency. The trade effluent from our treatment sites is discharged to local sewer treatment plants to be treated again at a higher standard before being released back into the water cycle. This means that 100% of water used for our treatment processes is treated and recycled back into the water cycle.

- ▶ For every household septic tank we empty, we donate 50p to Toilet Twinning. Toilet Twinning is a charity that provides toilets and clean water facilities to communities in developing countries. In 2022, we donated £11,000.





# Emissions Control

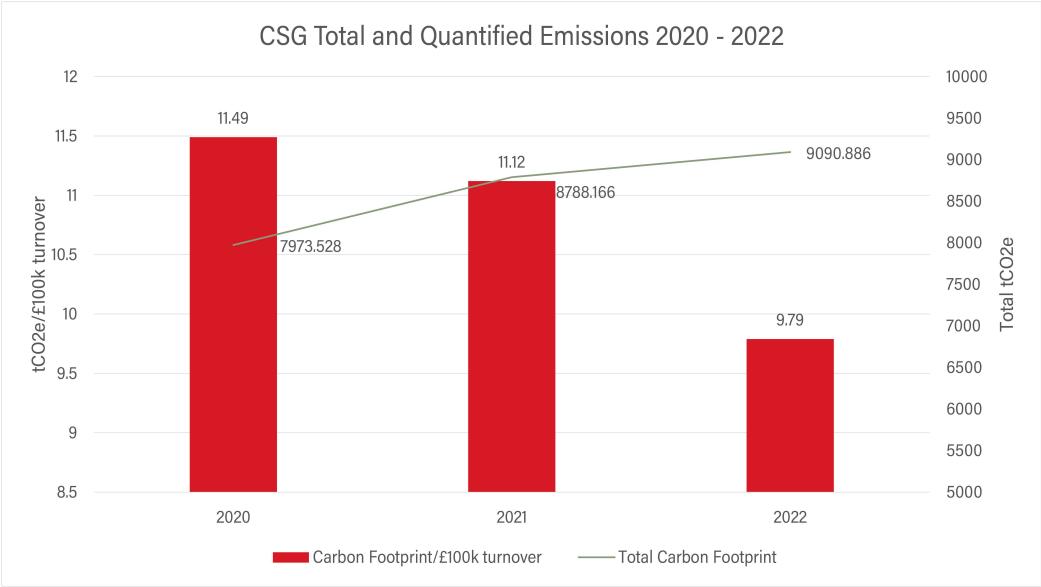
Our goal is to reduce like-for-like emissions each year. We aim to do this by reducing our overall carbon footprint per unit of turnover, reduce our haulage emissions per km and decrease our CO2e emissions per unit of waste treated.

## EMISSIONS CONTROL - KEY FINDINGS

- ▶ Operational (waste haulage and permitted site activities) carbon footprint has **increased by 3.5%**. However, turnover **increased by 12%**.
- ▶ CSG haulage emissions per km have **decreased by 2%**, the amount of CO2e emitted per gallon of waste has also **decreased by 2.5%**.
- ▶ CO2e emissions released from waste treatment process energy have **decreased by 25%**.

## WASTE TREATMENT & RECOVERY

CSG's waste treatment process energy produced 0.78kgCO2e/tonne processed against 1.16kgCO2e/tonne in 2020.

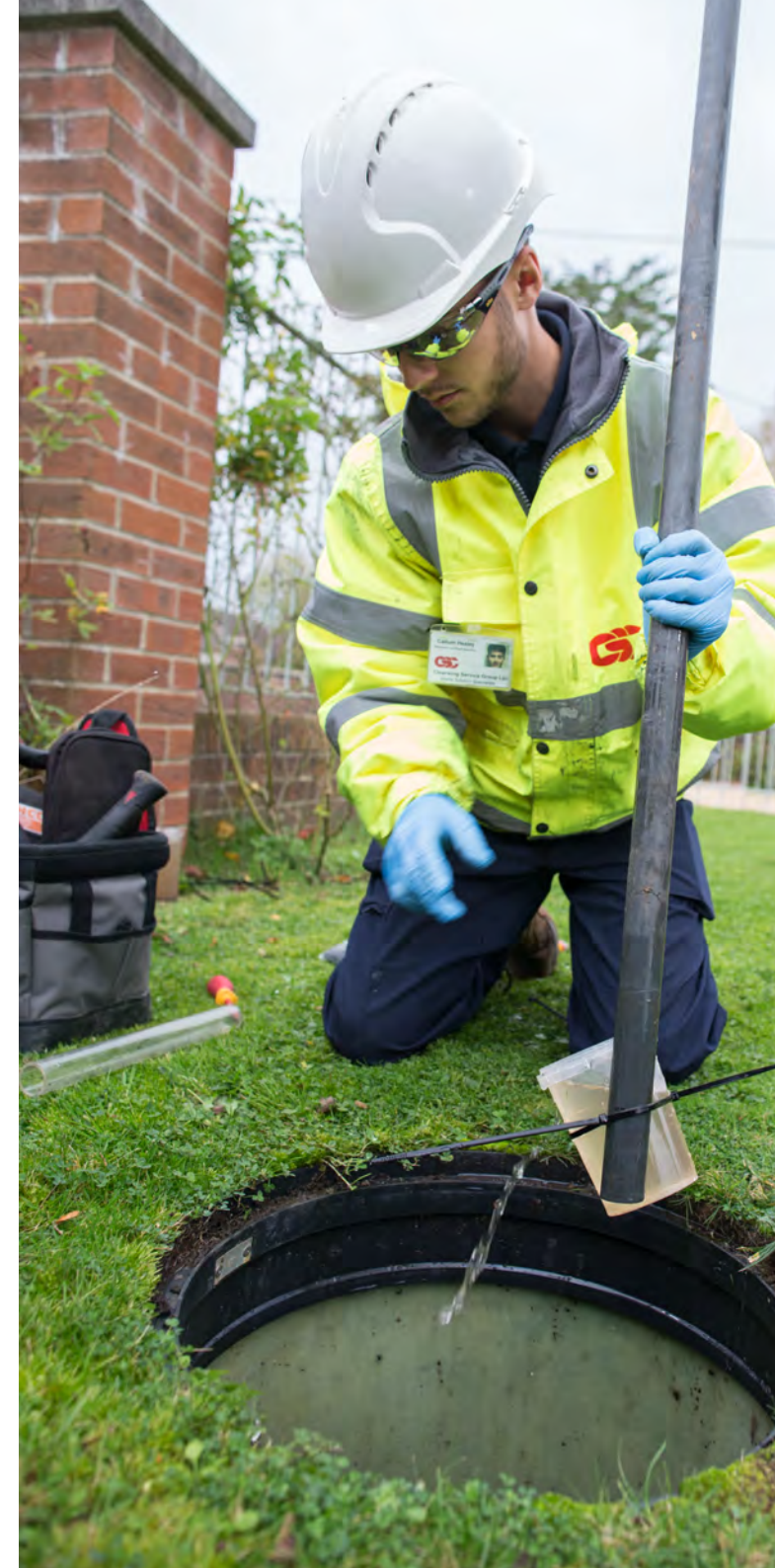


# Emissions Control

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## EMISSIONS CONTROL INITIATIVES

- ▶ The Safe and Fuel-Efficient Driving (SAFED) training given to CSG's HGV drivers can have a massive impact on reducing the greenhouse gas emissions produced by our fleet. By training our drivers through this initiative they become reskilled in the fundamentals of safe and fuel-efficient driving. This is now built into CSG's basic driver induction.
- ▶ In October 2022, CSG moved onto a certified "zero-carbon" electricity tariff, provided and certified by British Gas. The electricity used by CSG has been generated by non-fossil fuel sources, such as wind, nuclear and hydroelectric schemes. This reduced CSG's overall emissions from the use of electricity by more than 33%.
- ▶ £733,000 invested in emissions, odour and pollution controls at CSG Cadishead
- ▶ CSG continue to assess the suitability of HVO fuel. This is a fuel which performs like conventional diesel but has 95% fewer emissions when used like-for-like. CSG have not yet switched to HVO due to: -
  - The high carbon footprint involved in the production and transportation of HVO fuel from Asia and the Americas to the UK,
  - The potential issues with security of supply.
  - The lack of a robust and worldwide independent regulator to certify that HVO is produced sustainably and ethically,
  - The prohibitively high cost which would add a significant charge to our services, at a time when CSG recognise our customers' finances are already under pressure.



# Good Governance, Trust & Transparency

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Regulation is a key driver in the waste industry. Changes in legislation or its interpretation can be brought in quickly and have a significant and far-reaching impact on our business. Therefore CSG maintains a short decision-making tree, allowing us to efficiently react to any such changes. This hierarchy also allows us to roll out changes to our business quickly and effectively. Such responsive decision making is essential for us to enable valid sustainable changes to be rolled out across the business with minimal fuss and maximum reward.

## ENVIRONMENTAL ASSURANCE

At CSG we have recognised that protecting the sustainability of our Group requires strong governance. All of our sites operate under a management system certified to ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 or are working towards this.

These standards set out best practice for business governance and set out the requirements for a continually improving environmental management system. This drives CSG's environmental performance, allowing the business to strive for improvements to the environment wherever possible.

CSG are audited against these standards by DNV, a UK and Norwegian-based independent UKAS accredited third party. Working with DNV demonstrates that our processes are robust, effective and continually improving.

We run our own scheme of internal audits. These are regularly completed by our proficient employees to ensure compliance with the standards, our own management systems and the requirements of all applicable legislation.

CSG are also audited against best business practice by Achilles, a supplier-verifier operating on behalf of some of our major clients. Achilles produce an audit score – in both 2022, CSG achieved an excellent 99% score against Environmental, H&S, Quality and Corporate & Social Responsibility criteria.

CSG have also been awarded a Bronze Ecovadis award for sustainable practices.

Our system covers compliance with a number of mandatory reporting and emissions reductions schemes, for example:

### EXAMPLE 1

#### **ESOS – Energy Savings Opportunity Scheme**

CSG undergo a mandatory energy assessment to ensure we are working towards improving Group energy efficiency. This involves working with an independent accredited third-party assessor for a period of time, this assessor will identify energy saving opportunities, these are then implemented over the following 12 months.



# Good Governance, Trust & Transparency

## EXAMPLE 2

### SECR – Streamlined Energy and Carbon Reporting

CSG evaluate all energy use annually and produce a carbon footprint, as highlighted in the sections above. This is included within our Annual Report which is assessed and verified by our accountants, BDO. This data is also subject to verification by DNV as part of our systems audits.



09	< 0.238	
028	< 0.238	
415	< 0.238	
529	< 0.238	
7101	0.238	
077	0.238	
0269	0.238	
2529	< 0.238	
20.000	20.000	
lo	0	
om	2000	
0.1812	< 0.238	
0.1812	> 2.274.00	
< 1.812	< 2.274.00	
18.123	< 2.274.00	
< 2.175	1.26.00	
< 0.1812	2.274.00	
< 3.625	> 2.274.00	
< -87.181	1.26.00	
< -87.567	1.26.00	
< -87.296	1.26.00	
< -87.376	1.26.00	
< -87.355	1.26.00	
0.1624	1.26.00	
0.1860	1.26.00	
1.812	20.000	
< 1.812	1.26.00	



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