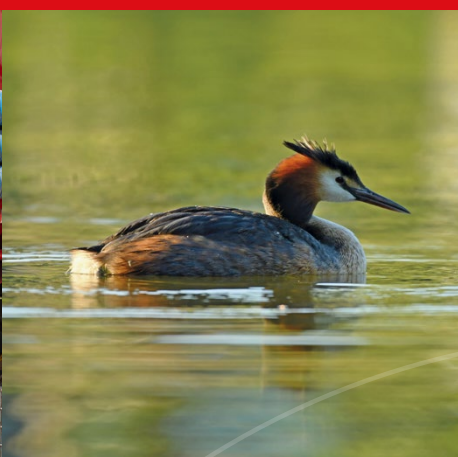




Sustainability Report: 2024



Going Beyond Waste



Sustainability Report:2024

This report provides environmental performance data for 2024, compared against 2023, which can be used as a reference for future performance.



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Sustainability Report:2024

“At CSG it is important that our vision is embedded into our culture, rather than becoming mere words we pay lip service to. It is my hope that this sustainability report demonstrates progress towards our vision: “To be the best people, who work together for a cleaner, safer future where everyone can thrive”.



Jen Cartmell | CSG Managing Director

2024 marked the end of an era for CSG, as the last full year with Heather Hart as our Chair and Neil Richards as our Managing Director. Heritage is a core CSG value, and the legacy of their contributions will not end this year. They provide the cornerstone upon which CSG's future is being built, a future where everyone can thrive.

This year's sustainability report is very much focused on another core value – “It's All About the People”. We demonstrate how CSG is championing gender diversity and providing opportunities for women in positions of leadership, especially as a female owned (and now female led) company.

Our successful apprenticeship schemes are giving young people their first employment opportunities in roles that teach valuable skills, not just through formal training but also through experience and mentoring from our long-serving employees.

It is also important to us that our operations benefit the communities in which we operate.

We are thrilled that our employee led community chest initiative has benefitted so many local groups. We have also supported communities on an international scale with our Toilet Twinning initiative, which is linked to our domestic sewage services.

Being a people focused organisation means health & safety is our top priority, and the success of our health & safety working groups and annual health & safety week is engaging employees throughout the business in being proactive about their safety and the safety of others, as well as their physical and mental wellbeing.

2024 saw the launch of our Mental Health hub, enabling all employees to access support in a confidential way. All managers received training on how to better support their teams in this area.

At CSG it is important that our vision is embedded into our culture, rather than becoming mere words we pay lip service to. It is my hope that this sustainability report demonstrates progress towards our vision:

“To be the best people, who work together for a cleaner, safer future where everyone can thrive”.



Key Environmental Findings



0.0080 MWh/tonne of waste processed in 2024. 2023 was 0.0071 MWh/tonne.

(This was previously reported as **0.0066 MWh/tonne** due to an error in the waste reporting at Cadishead 'waste received' was over reported as **102.7k tonnes** in 2023 when the quarterly reports indicate waste received as **75.5k tonnes**).



0.101 m³ of water used per tonne of waste processed. 2023 was 0.093 m³.

This has been corrected from **0.086 m³**. The increase is partly due to the waste received issue above and to more energy intensive treatment processes including the introduction of the new STP at Botley.



Waste treatment emissions of 0.0054 kgCO₂e/tonne of waste processed.

This takes into account boiler fuel used which was not considered in 2023 when **nil kgCO₂e/tonne** of waste processed was reported.



Operational (waste haulage and permitted site activities) carbon footprint of 8,049 tCO₂e in 2024 and was 8,001 tCO₂e for 2023.*

CSG haulage emissions of **1.03 kgCO₂e/km. 2023 was 0.86kgCO₂e/km.**



In 2024 CSG generated 287 MWh of electricity from installed photovoltaic panels.

Methodology

The following Environmental data metrics are based on data collected in 2024 from the quarterly reports provided to the Environment Agency by CSG, data from the 2024 SECR project and the Verilocation system. Our Xeres system requires data to be input directly from invoices, whereas Verilocation employs a telematics system which automatically tracks vehicle movements and efficiencies.

Data from the 2024 SECR project has also been used as verification.

CO₂e data is derived from calculations using the 2024 UK Government Conversion Factors. All calculations have been made in good faith, on the assumption that the raw data supplied from Xeres and Verilocation is accurate.

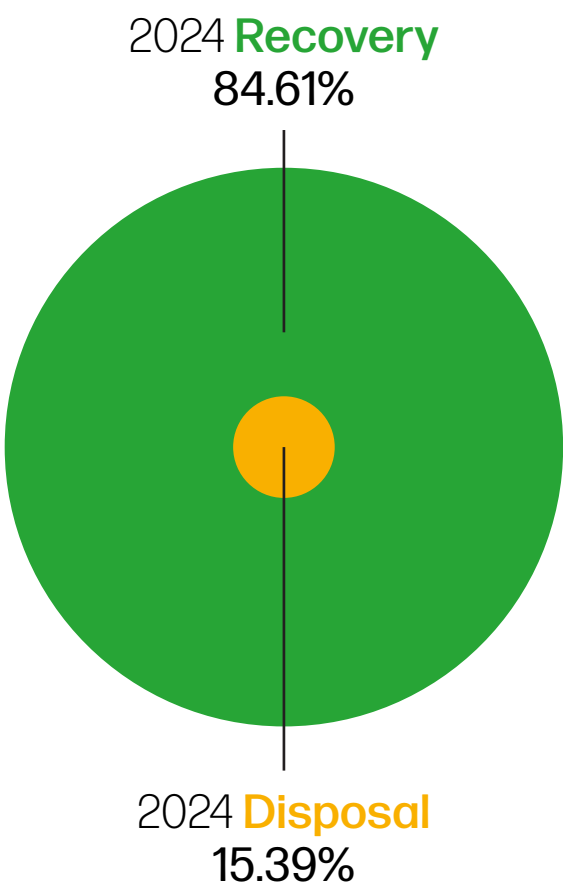
Limitations in the data have been highlighted below where appropriate. Results for 2024 include J&G data unless otherwise specified.

Waste Recovery

CSG aims to recover and recycle as much waste as possible, with landfill and incineration only used as a last resort.

In 2024, the overall CSG permitted waste recovery rate was as follows:

Recovery	84.61% (84.23% in 2023)
Disposal	15.39% (15.77% in 2023)



Individual site performance was as follows:

	Disposal	Recovery	
Blackburn	0.12%	99.88%	
Saltash	1.73%	98.27%	
Sheffield	3.45%	96.55%	
Bristol	4.10%	95.90%	
Coventry	4.75%	95.25%	
Botley	5.06%	94.94%	
Worcester	5.41%	94.59%	
Aylesford	7.88%	92.12%	
Middlesbrough	8.75%	91.25%	
Cadishead	34.12%	65.88%	
Recyc-Oil	64.20%	35.80%	
J&G	83.83%	16.17%	
Wilton	100.00%	0.00%	
Total	15.39%	84.61%	

*It should be noted that discharge to sewer is classed as recovery for the purpose of these statistics. There is a slight correction downwards in figure as reported in the 2023 report, as the figures for J&G Environmental were input incorrectly.



The following should be noted:

- Our Cadishead facility is the most complex of our waste treatment operations. Many of its processes are designed to reduce the hazardous nature of waste, which often leaves residues that require disposal. For example, the acid neutralisation and flocculation process produces a metal hydroxide filter cake, while the stabilisation and fixation process encapsulates inorganic hazardous waste within a stable matrix, ensuring safe disposal.
- CSG Recovery are committed to 100% Recovery at our Blackburn site which is achieved through careful sorting and segregation of all waste streams into individual components which can then be recycled or recovered.

Water Usage vs. Waste Processed

In 2024, CSG used **37,219.7 m³** of water at the permitted waste facilities compared to **32,673 m³** in 2023. This equates to **0.101 m³/tonne** of waste processed compared to **0.0925 m³/tonne** in 2023 (corrected for over reporting of waste received).

It should be noted that some of the oil treatment plants do not have a separate meter, and their use is an estimate based on total site usage.

CSG does not currently monitor water use data across all sites. However, for each permitted site, it is a requirement that CSG declare water use as part of the annual report.



Energy & Fuel Efficiency

In 2024, total energy supplied to buildings across CSG, including the costs for electric, gas & boiler fuel gives a total of **£1,099,912.28** in 2024 against **£1,472,692.88 in 2023**, this is a slight adjustment from the reported figure of **£1,357,475 in 2023.***

In 2024, total energy supplied to buildings across CSG, including the costs for Electric, Gas & boiler fuel totalled **4,325 MWh in 2024** compared to **4,281 MWh in 2023.***

Electricity usage was captured for CSG's waste facilities in line with permit reporting requirements. In 2024, CSG's waste facilities used **2,953.32 MWh** of Primary Electricity Energy to process **368,336.96** tonnes of waste. This means CSG used **0.0080 MWh/tonne** processed against **0.0071 MWh/tonne in 2023** (corrected).

More waste was received in 2024 once the corrections for 2023 have been taken into account. The slightly higher energy use for waste processing is most likely attributable to a combination of:

- ① a greater proportion of the waste requiring processing through routes which use more energy.
- ② there is a move toward using more energy in treatment as we are required to abate more processes as permit conditions tighten.



Fuel

In 2024 CSG spent **£3,620,048.18** on all fuel, including all fuel supplied to site, purchased via fuel card or purchased privately and then claimed back compared to **£3,617,544.90 in 2023.***

Data supplied from CSG's Verilocation reports indicate that CSG covered approximately **3,748,605.90 miles** at **8.73 mpg** in 2024. These figures do not include J&G.

In 2024, we invested **£1,961,853** in newer, more fuel-efficient vehicles as part of our fleet replacement programme.

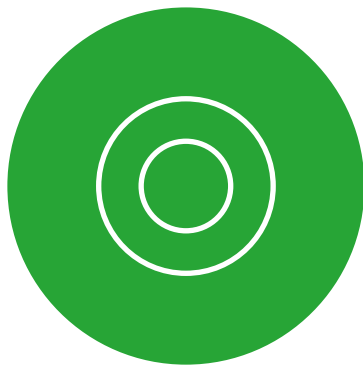
Emissions Control



Carbon Footprint

CSG's 2024 carbon footprint, based on fleet and site-based operations is **8,049 tCO₂e**

compared to **8,001 tCO₂e** in 2023.*



Haulage

Using kgCO₂e for diesel only from bulk fuel/fuel card gives **6,470 tCO₂e**.

Taking into account 4.3% for the white van fleet gives **6,192 tCO₂e** which equates to **1.65 kgCO₂e/mile or 1.03 kgCO₂e/km**.

In **2023** CSG's waste haulage operations produced **0.86kgCO₂e/km**.

This figure does not distinguish fuel usage between when the PTO is engaged and when the vehicle is in transit.



Energy

CSG's waste treatment process energy produced **0.0054 kgCO₂e/tonne** processed against **nil kgCO₂e/tonne** reported in 2023.

This assumed that all the processing is done using electricity (CSG's zero-emission electricity tariff, which came into effect on October 1st 2022) and this did not take into account any boiler oil used in processing, this has now been included.

CSG has saved over **426.84 tCO₂e** from being on a zero-emission tariff in 2024. Compared to **421.77 tCO₂e** in 2023.

In addition, J & G saved **53,481.64 kgCO₂e** due to their transfer to zero-emission tariff during 2024.





Making good use of our roof space - solar panels on the roof of the main warehouse at Teesside.

Solar (PV)

This has not featured in previous reports. In recent years, **CSG has invested £483k in solar installations across multiple locations.** This has a dual impact of minimising our energy costs and also our carbon footprint.

In 2024 CSG generated **286,971 kWh** of electricity from installed photovoltaic panels.

CSG Site	Yield kWh
Middlesbrough	167,251
Cadishead	55,121
Willacy	42,238
Blackburn	14,889
Recyc-Oil	6,472.1
Avonmouth	1,000
Total	286,971.1
Equivalent to	59,417.37kg CO2e saved

Conclusion

CSG has saved over **426,840 kgCO2e** from being on a zero-emission energy tariff in 2024. Compared to **421,776 kgCO2e** in 2023. In addition J & G saved **53,481.64 kgCO2e** due to their transfer to zero-emission tariff during 2024.

The energy CSG generated from PV in 2024 produced a carbon saving of **59,417.37 kgCO2e.**

*Totals for energy usage and CO2 emission include J & G for the first time in 2024.





People



Our people are essential to our sustainability efforts. We are dedicated to creating a diverse, inclusive, and supportive workplace because we believe an engaged workforce is crucial to our success.

By investing in our people, we are building a resilient and innovative organisation that positively impacts society and the environment.

Gender Diversity in Leadership

Male vs. Female Employees

500 (77.9%) Males

142 (22.1%) Females

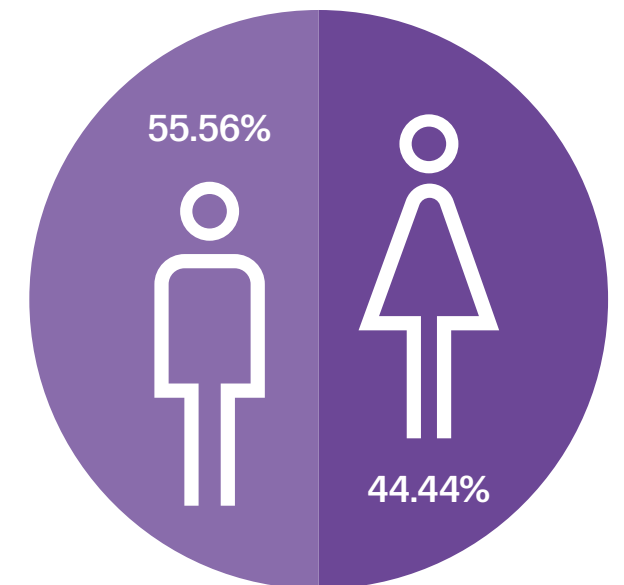
Male vs. Female Management

25 (55.56%) Males

20 (44.44%) Females

CSG is committed to fostering gender diversity and equality, particularly in leadership roles. Currently, women hold **44.4%** of management positions, with 20 females and 25 males in these roles.

It is important to note that in line with broader industry trends, women form a smaller proportion of our total workforce—**142** out of **642** employees, or **22.1%**.



Despite this, **14.1%** of our female employees are in management positions, compared to **5%** of male employees. This demonstrates that women, although less represented in the overall workforce, are achieving leadership roles at a high rate.

Due to a reporting error, 2023's report showed a higher number of male managers. Improvements to our systems and reporting capabilities have led to a more accurate figure for 2024.



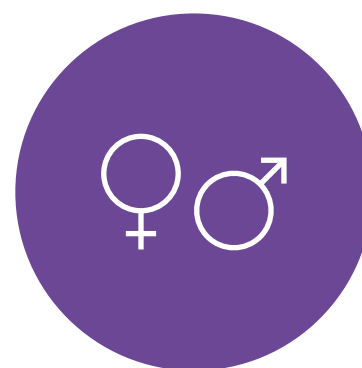


CSG is paying all employees a minimum of **£12.60** per hour, which for 2024-25 has been determined as the 'Real Living Wage' in the UK by the Living Wage Foundation. This is a larger amount than the National Living Wage set by the UK government, at **£12.21** per hour.



Narrowing the Gender Pay Gap

	CSG	UK Economy 2024 (ONS ASHE)
Mean Gender Pay Gap	2.3%	N/A
Median Gender Pay Gap	5.6%	13.1%



In an industry where the gender pay gap has been a significant issue, we are proud to report substantial progress.

Our company has achieved a gender pay gap of just **2.3%**, demonstrating our commitment to fair compensation practices and gender equality.

The reported median gender pay gap for the whole economy (according to the October 2024 Office for National Statistics (ONS) Annual Survey of Hours and Earnings (ASHE) figures) is **13.1%**. (1.1% decrease since the figure published in October 2023 of **14.2%**).





Commitment to Long-term Employment

CSG Average Duration of Tenure - 7.3 Years

UK Average Duration of Tenure - 4/5 Years

We believe in building lasting relationships with our employees, as reflected in our average duration of tenure, which stands at **7.3 years**. This significantly exceeds the UK national average of **4 - 5 years**, indicating a loyal workforce.

Our ability to build loyalty with our people is demonstrated by the numerous long service awards we are issuing each year. In 2024 year we celebrated two forty-year and two twenty-year anniversaries at CSG Cadishead. A gift is presented to those people who remain at CSG for each decade of service. The gift increases in value for each decade served.



Supporting Apprenticeships and Future Talent

14 live apprenticeships

11 passed in 2024

Investing in talent for the future is a priority for us. Last year, we allocated £67,483.32 of levy funds towards apprenticeships. This investment not only supports the development of new talent but also reinforces our commitment to providing opportunities for young people to gain valuable skills and experience in our sector.

We are offering apprenticeships across numerous roles including sales, HGV and customer service. As well as school or college leavers, apprenticeships are also being taken up by more established employees to improve their skills and knowledge.

Eight site operatives at CSG Cadishead have enrolled to complete Waste Resource Operative Level 2, under supervision of CIWM (Chartered Institution of Wastes Management). A further three operatives are undertaking the Level 3 Award in Health and Safety Supervision for the Resource and Waste Management Sector.



Supporting Mental Health and Wellbeing

At CSG, we recognise that looking after our people means more than investing in skills and careers. It also means supporting their wellbeing.

In 2024, we launched our Mental Health and Wellbeing Hub on our SharePoint intranet, a dedicated space that provides advice, resources, and access to professional support services.

The Hub offers practical tools to help our employees look after their mental health in the same way they would their physical health. Through our partnership with Health Shield, all colleagues have free access to a 24/7 counselling service, providing confidential support for issues such as stress, bereavement, trauma, financial concerns, and relationship challenges. Employees can also use GP Anytime, a service offering round-the-clock virtual GP appointments, with unlimited consultations and prescription delivery to home or work.

In addition to these services, the Hub links to a wide range of resources, including guides from iHasco, NHS signposting, and tailored support materials provided by CSG. These resources are designed not only for individuals but also for those who may be concerned about the wellbeing of a colleague, friend, or family member.

Our goal is to ensure that everyone at CSG feels safe, supported, and able to thrive – both inside and outside of work. By providing accessible, confidential, and free services, we are investing in the wellbeing of our people and building a workplace where mental health is valued as much as physical health.



Communities

CSG is dedicated to supporting and enriching the communities in which we operate. Through our Community Chest initiative and partnerships with local organizations, we aim to make a positive impact on local communities by providing financial assistance and resources for various projects and causes.



Community Chest Scheme

Our Community Chest scheme is an initiative that provides financial assistance to local charities, educational institutions, and community groups across the UK. The scheme is designed to help these organizations enhance their operations and better serve their communities. Here are some recent beneficiaries of the Community Chest scheme.



Irlam FC Under-7s Sponsorship

Recipient: Irlam FC U-7s, Irlam

Donation: £400 for training wear and jumpers

This grant helped provide new training kits and warm-up jumpers as the team entered their first competitive season in the Manchester Youth Super League. The sponsorship ensured the players were well-equipped and confident as they started their football journey.



Westgarth Primary Playtime Improvements

Recipient: Westgarth Primary School, Redcar

Donation: £600 for outdoor play materials

The funding contributed to the school's OPAL playground initiative, which encourages imaginative and active play. The grant was used to purchase materials such as crates, tyres, and fabric, enabling children to build, climb, and explore in creative ways during break times.



New Marske Girls Football Kit

Recipient: New Marske Under-12s Girls Football Team, Teesside

Donation: £817 for new kit and jackets

This funding provided the newly formed team with an away kit and winter jackets, supporting their debut season in the local football league. The kit has boosted team identity and morale, helping the players feel proud and unified as they represent their community.





Ladybirds Fun Club Summer Activities

Recipient: Ladybirds Fun Club, Irlam

Donation: £500 for trip and craft resources

The donation supported the club's summer activities, including a planned trip and the purchase of craft materials. As a vital childcare service for working parents, this funding enriched the children's experiences and maintained the club's lively, creative environment.



Irlam & Cadishead Festival Support

Recipient: Irlam & Cadishead Community Festival

Donation: £500 for children's activities

This donation supported games, funfair rides, and street entertainment at the annual community festival, drawing thousands of local attendees. The funding ensured a wide range of free, family-friendly activities and strengthened local community spirit.

Global Impact: Toilet Twinning Initiative

CSG is committed to reducing poverty in developing countries through its support for the Toilet Twinning charity. This initiative aims to improve sanitation and provide clean water facilities to communities in need.

Donation: 50p for every household septic tank emptied

2024 Contribution: £10,317.50

Total Contributions: £32,000 over the past three years

Impact: The funds have helped construct and maintain over 500 new toilets in developing countries. Jen Cartmell, CSG Treatment Director, expressed delight at reaching the milestone of twinning 500 toilets, emphasising the natural fit between CSG's expertise in waste management and the mission of Toilet Twinning.

The initiative not only improves sanitation but also enhances productivity and reduces health costs in the communities served. Sarah Adlard of Toilet Twinning's Partnerships Team praised CSG's ongoing support, noting the significant impact of their donations on improving health, education, and economic stability in the recipient communities.



Health and Safety

At CSG, we are committed to fostering a strong and positive safety culture across the business, ensuring that health and safety considerations are embedded into all processes.

This commitment is driven through our four CSG Safety Pillars:

- Safe Environment
- Safe Systems
- Safe People
- Safe Equipment



CSG Coventry was awarded Health & Safety Team of the Year for the third year running.

Employee Engagement

Our annual **Health and Safety Week** took place in June 2024, with the theme **‘Hazard Spotting’**.

This year’s activities encouraged teams to proactively identify potential risks in the workplace and reinforce everyday vigilance.

Each depot took part in creative and practical exercises such as:

- PPE relays
- Hazard spotting-themed rooms
- At our Teesside depot, employees received a toolbox talk on the importance of eye protection. The session included a live demonstration using sheep eyeballs and chemicals—representing substances commonly handled on site—to highlight the real-world consequences of eye injuries and the critical role of PPE.

These activities saw strong engagement across the business and reaffirmed the importance of visual learning and hands-on experiences in shaping safety behaviours.



Proactive Reporting Increases

Proactive safety reporting is vital to our preventative approach. In 2024, near misses and safety observations rose from **97 to 106**, a **9% increase**.

This continued growth highlights our team’s commitment to identifying and addressing potential hazards before they result in harm.



Winners of the Cadishead PPE relay celebrate their victory with doughnuts



RIDDOR Reportable Injuries

CSG maintained a consistently low level of RIDDOR-reportable incidents in 2024, with three incidents – the same number as in 2023. Each was an isolated occurrence, and all affected employees were able to return to work, demonstrating the effectiveness of our safety response and recovery processes.

Injuries Resulting in Over 7 Days Absence

According to the Health and Safety Executive (HSE), **21%** of self-reported non-fatal injuries across the UK led to more than seven days off work. At CSG, this figure remains significantly lower: only **2%** of such injuries in 2024 resulted in over seven days' absence. The vast majority of injuries were minor, underscoring the success of our risk mitigation and safety training efforts.

Lost Time Injury Rate

Our lost time injury rate continues to reflect sustained improvement over time. From **0.48** in 2021, the rate fell to **0.32** in 2022, **0.24** in 2023, and remained at **0.24** in 2024. This steady reduction signals the long-term impact of our safety strategies and employee engagement.

Looking Ahead: 2025 Priorities

Our learning from 2024 has led us to identify musculoskeletal injury prevention as a key health and safety priority for 2025. We will be implementing targeted strategies to reduce these risks, including enhanced training, ergonomic assessments, and focused awareness campaigns to better protect our workforce.



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