



Sustainability Report 2026



Going
Beyond
Waste



Sustainability Report: 2026

This report provides environmental performance data for 2025, compared against 2024, which can be used as a reference for future performance.



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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.

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Jen Cartmell | CSG Managing Director

I am proud to present this year's Sustainability Report, which reinforces CSG's commitment to making a positive environmental impact and operating in a way that supports our people, customers and neighbouring communities.

This year's report highlights our continued progress across all areas of sustainability. We have made significant strides in reducing our environmental impact through improved energy efficiency, increased renewable energy generation, and robust carbon management. Our waste recovery rate remains strong, and we continue to invest in innovative solutions that support a circular economy.

People remain at the heart of CSG. Our vision to be the best people means attracting talented individuals and supporting them to develop reach their full potential. We are particularly proud of our achievements in championing gender diversity and supporting women into leadership roles. Our apprenticeship programme and ongoing training initiatives ensure that every employee has the opportunity to develop valuable skills and build a rewarding career.

Our commitment to the communities we serve is stronger than ever, with financial support delivered to a diverse range of local initiatives through our Community Chest scheme. Our ongoing partnership with Toilet Twinning is also making a tangible difference in people's lives on a global scale.

As we look ahead, we remain focused on embedding sustainability into every aspect of our operations. I am confident that, together, we will continue to deliver positive change for our people, our communities, and the environment.

I hope this report provides a clear and transparent account of our progress and inspires all our stakeholders to join us on our journey towards a cleaner, safer future.

Environment

Key Findings



Methodology

The following data metrics are based on data collected in 2025 from the quarterly reports provided to the Environment Agency by CSG, data from the 2025 Streamlined Energy and Carbon Reporting Framework (SECR) project and the Verilocation system. Xeres requires data to be input directly from invoices, whereas Verilocation employs a telematics system which automatically tracks vehicle movements and efficiencies.

Data from the 2025 SECR project has also been used as verification.

CO2e data is derived from calculations using the 2025 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 2025 include J&G data unless otherwise specified.



Results

Waste Recovery

In 2025, the overall CSG permitted waste recovery rate was as follows:

Recovery	83.36% (84.61% in 2024)
Disposal	16.64% (15.39% in 2024)

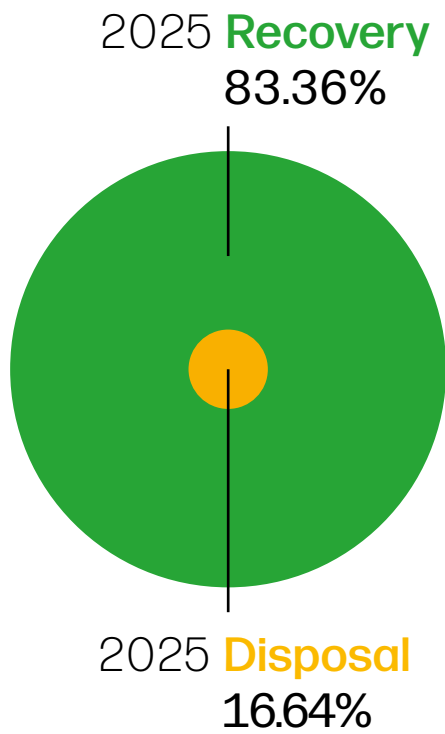
It should be noted that discharge to sewer is classed as recovery for the purpose of these statistics.

Individual site performance was as follows:

	Disposal	Recovery	
Forstal Road	0.00%	100.00%	
Sealand	2.02%	97.98%	
Sheffield	2.70%	97.30%	
Botley	3.15%	96.85%	
Worcester	3.60%	96.40%	
Bristol	3.98%	96.02%	
Blackburn	4.59%	95.41%	
Coventry	6.09%	93.91%	
Middlesbrough	7.80%	92.20%	
Aylesford	10.26%	89.74%	
Cadishead	39.48%	60.52%	
Recyc-Oil	64.20%	35.80%	
J&G	84.95%	15.05%	
Total	16.64%	83.36%	

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 some kind of recovery treatment. These wastes, therefore, have a limited recovery potential when they reach Cadishead and can only be sent for disposal.
- Recyc-Oil recovery percentage is affected by the fact that they did not discharge to sewer in 2025 and their effluent was sent by tanker to Middlesbrough.





Energy

In 2025, total energy supplied to buildings across CSG, including the costs for Electric, Gas & boiler fuel gives a total of **£1,106,489.05** against **£1,099,912.28** in 2024, including **£4,659.43** for electricity at Eurotech.

In 2025, total energy supplied to buildings across CSG, including the costs for Electric, Gas & boiler fuel totalled **4,471 MWh** in 2025 compared to **4,235 MWh** in 2024. This is the equivalent of powering 380 homes for a year*.

Electricity usage was captured for CSG's waste facilities in line with permit reporting requirements. In 2025, CSG's waste facilities used **2,629.848 MWh** of Primary Electricity Energy1 to process **354,356.31 tonnes** of waste. This means CSG used **0.0074 MWh/tonne** processed against **0.0080 MWh/tonne** in 2024.

2,629.848 is the equivalent of powering c.185 households for a year*.

Less waste was received in 2025. The lower energy use per tonne processed is most likely attributable to a combination of:

- 1 a greater proportion of the waste requiring processing through routes which use less energy.
- 2 replacement of older equipment with more energy efficient models.

*Household energy calculations based on a semi-detached three-bedroom property using an average amount of dual fuel energy.

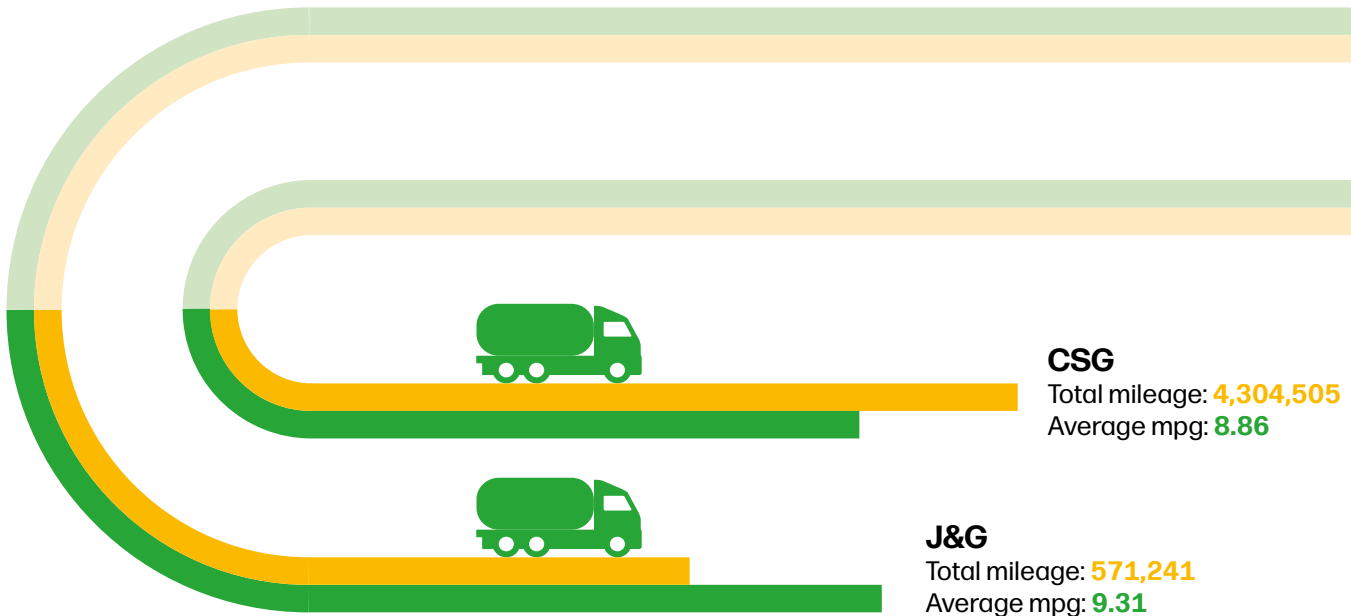
Fuel and Distance

In 2025 CSG spent **£3,746,290.49** on all fuel, including all fuel supplied to site, purchased via fuel card or purchased privately and then claimed back compared to **£3,620,048.18** in 2024. This year's figure includes **£119,099.73** spent by Eurotech.

CSG travelled a total of **4,304,505 miles** at **8.86mpg** in 2025. J&G completed a total mileage of **571,241** at an average of **9.31 mpg**. This is the equivalent of travelling 1958 times around the Earth, or 20 times to the Moon and back.

Therefore, a Group total mileage of **4,875,746 miles** was completed in 2025.

3,748,605.90 miles were travelled in 2024, but this data did not include Eurotech (recent acquisition) or J&G (as data was not available at the time).



Water

CSG do 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.

In 2025, CSG used **38,357.0 m3** of water at the permitted waste facilities compared to **37,219.7 m3** in 2024. This equates to **0.108 m3/tonne** of waste processed compared to **0.101 m3/tonne** in 2024.

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.

Emissions

Carbon Footprint

CSG’s 2025 carbon footprint, based on fleet and site-based operations is **9,083 tCO₂e** compared to **8,049 tCO₂e** in 2024. This figure includes **1,078 tCO₂e** for Eurotech. A carbon footprint of **9,083 tCO₂e** is equivalent to just over 4 return flights to Sydney, Australia*.

*Air travel calculations based on emissions released from aviation fuel for travelling from London Heathrow to Sydney Kingsford Smith on a Boeing 747, with optimum passenger numbers and internal cabin configuration, powered by four Pratt & Whitney pw4062 engines. This calculation has been reproduced from data provided by The Boeing Company.



Waste Haulage Emissions

In 2025, total emissions from all fleet activities came to **8,634 tCO₂e**.
This figure includes fuel used in CSG’s van fleet, which are not used for waste haulage purposes. Excluding this gives a total of **8,156 tCO₂e** for waste haulage activities, which equates to **1.05 kgCO₂e/km**.
In 2024 CSG’s waste haulage activities produced 1.03 kgCO₂e/km.



Energy

CSG’s waste treatment process energy produced **0.827 kgCO₂e/tonne** processed, this now includes boiler oil used in processing.
The **0.0054 kgCO₂e/tonne** reported in 2024 included non-green electricity and kerosene but not boiler oil.



Solar (PV)

In 2025 CSG generated **388,133 kWh** of electricity from installed photovoltaic panels.

Site	Yield (kWh)
Avonmouth	3,813.8
Blackburn	18,226.5
Cadishead	129,772.7
Middlesborough	182,595.1
Recyc-Oil	7,028
Willacy	46,697
Total	388,133.1
Equivalent saving	68,699.56 kg CO₂e



Conclusion

CSG had another very successful year and, whilst we recovered slightly less waste in 2025, the proportion of energy used to process this waste reduced. Water use and emissions per km of travel remained broadly the same. Waste treatment emissions have increased due to a more robust method of data collation. Total energy use and carbon footprint have increased; however, this is due to CSG's acquisition of Eurotech and the inclusion of J&G data for the first time.

CSG continue to make use of a zero-emission electricity tariff and saved over **475,286 kgCO2e** in 2025, compared to **475,258 kgCO2e** in 2024. The energy CSG generated from PV in 2025 produced a carbon saving of **68,699.56 kgCO2e** compared with **59,417.37 kgCO2e** in 2024. Solar assets continue to be assessed for CSG sites, and a roll out of EV charging points is planned for 2026.



475,286
kgCO2e
saved in 2025



People

Our people are central to CSG's success. We want CSG to be a place where people feel supported, treated fairly, and able to build long-term careers.

Gender Diversity

In 2025/26, CSG employed 613 people.

481	(78.47%) Males
132	(21.53%) Females

As with many operational and transport-led businesses, men make up the larger share of our workforce. However, female representation remains stronger in supervisory roles than in the workforce overall.

Gender Diversity in Supervision

Across supervisory roles, CSG had:

54	(64.29%) Males
30	(35.71%) Females

This means women represent 21.53% of the total workforce, but 35.71% of supervisors. This is a positive indicator that women are progressing into leadership and supervisory positions at a higher rate than overall workforce representation would suggest.

Gender Pay Gap

CSG's gender pay gap remains below the UK national figure.

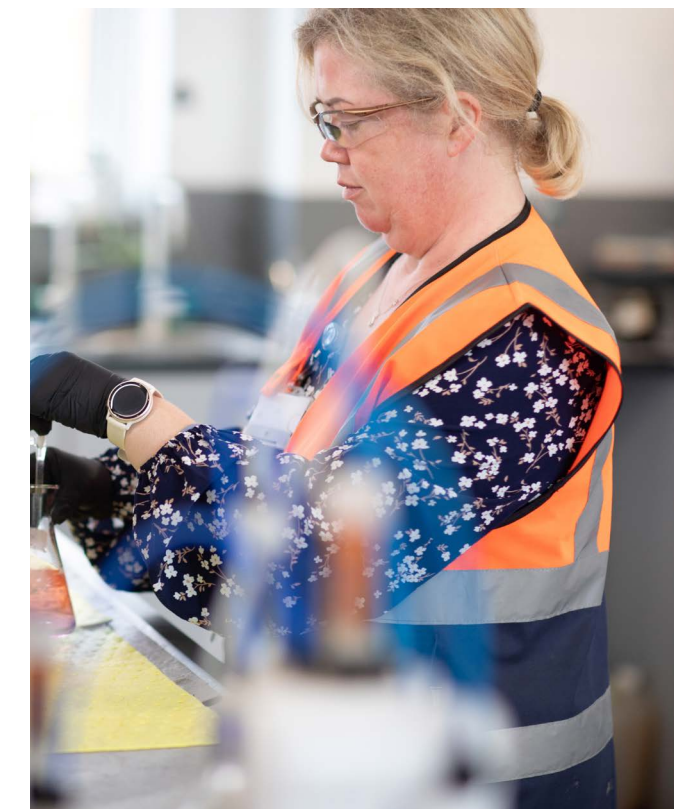
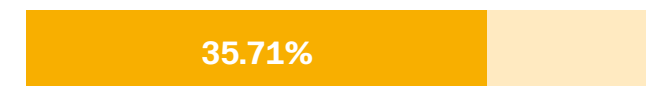
	CSG	UK
Mean Gender Pay Gap	1.1%	-
Median Gender Pay Gap	7.1%	12.8%

Our median gender pay gap of 7.1% is significantly below the UK median of 12.8%. While there is still work to do, this shows continued progress towards fair and balanced pay across the business.

Women in workforce

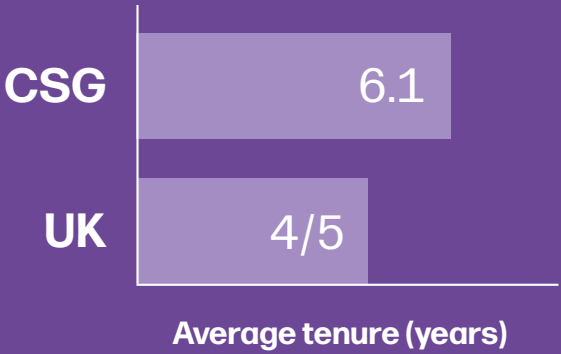


Women in supervision



Commitment to Long-Term Employment

CSG continues to benefit from a loyal and experienced workforce.



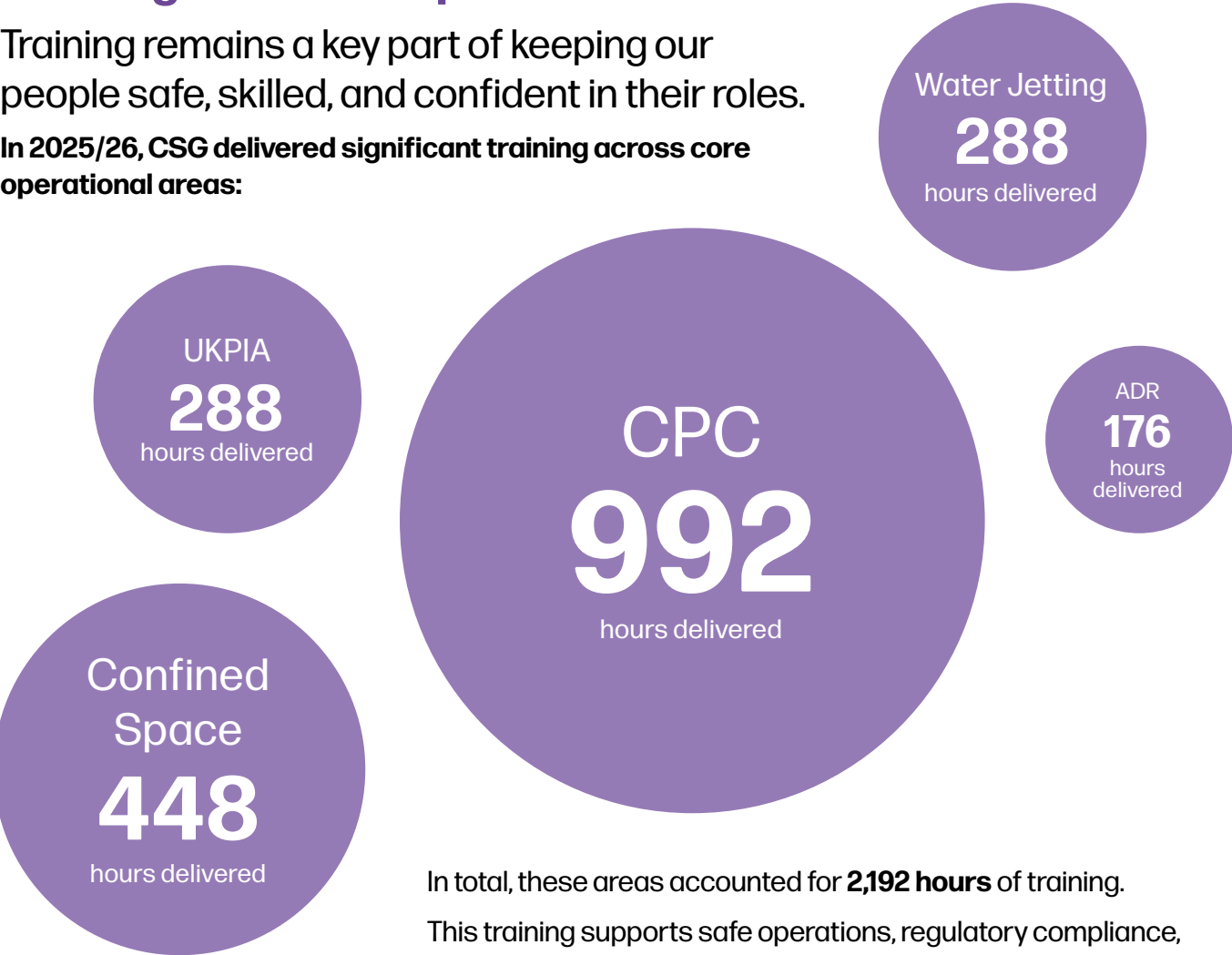
This means the average CSG employee stays with the business for **almost three times longer** than the UK average. Long service gives us strong operational knowledge, experienced teams, and continuity for our customers.



Training and Development

Training remains a key part of keeping our people safe, skilled, and confident in their roles.

In 2025/26, CSG delivered significant training across core operational areas:



In total, these areas accounted for **2,192 hours** of training. This training supports safe operations, regulatory compliance, and the continued development of skills across the business.

Apprenticeships and Future Talent

Apprenticeships continue to play an important role in developing future talent and supporting career progression.

9 live apprenticeships 3 apprenticeships passed

These apprenticeships provide structured learning and practical experience, helping people gain recognised skills while contributing to the business. They also support CSG’s long-term aim of developing talent from within.



Communities

CSG supports the communities around our sites through practical donations to local charities, schools, sports clubs and community groups.

CSG Community Chest Scheme

Our Community Chest scheme provides financial support to good causes across the UK. The scheme aims to help local groups continue the good work they already do, whether that means buying equipment, supporting children's activities, helping charities with running costs, or backing community events.

In 2025, the scheme supported a wide range of causes.



Cheer Starz Academy Sponsorship

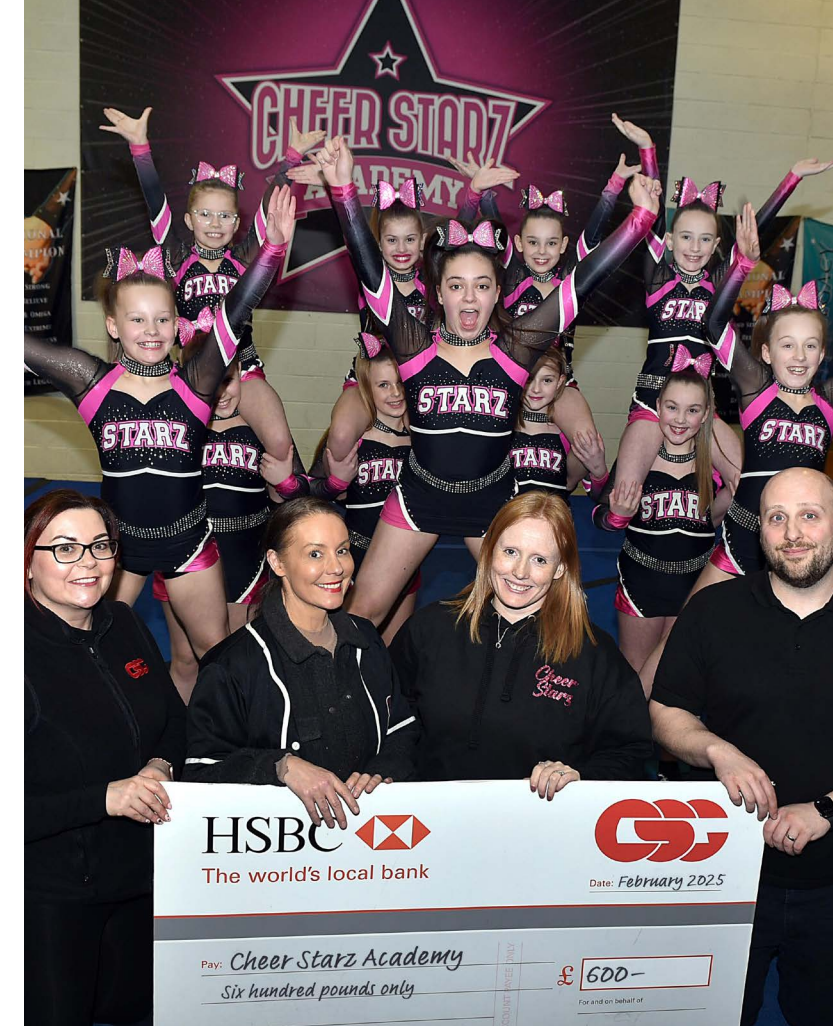
Recipient:

Cheer Starz Academy,
Middlesbrough

Donation:

£600 towards international competition costs

Cheer Starz Academy received support after its young cheerleaders earned a place at The Nfinity Finals in Orlando, Florida. The group, made up of children aged 8-11, qualified after competing in Blackpool. CSG's donation helped the team with the cost of travelling and competing on an international stage.



Little Nest Rescue CIC

Recipient:

Little Nest Rescue CIC, Codishead

Donation:

£600 towards animal rescue running costs

Little Nest Rescue CIC rescues and rehabilitates animals in the Cadishead area, including horses, alpacas and cats. The charity faces regular costs for food, veterinary care and site maintenance. CSG's donation helped support its day-to-day work caring for abandoned, neglected and surrendered animals.



£600

Dentaaid The Dental Charity

Recipient: Dentaaid The Dental Charity

Donation: £600 towards mobile dental services

Dentaaid provides dental care for people who may struggle to access regular services, including people experiencing homelessness, families in poverty, refugees, survivors of abuse and people recovering from addiction. CSG's donation supported the charity's mobile dental units, which provide care in places such as hostels, soup kitchens and community centres.



£600

Whale Hill Primary School

Recipient: Whale Hill Primary School, Redcar and Cleveland

Donation: £600 for outdoor play equipment

Whale Hill Primary School used CSG's donation to buy large outdoor games, including Connect Four, noughts and crosses and dominoes. The equipment supports the school's Outdoor Play and Learning scheme and gives pupils more to do during break times.

Irlam & Cadishead Community Festival

Recipient: Irlam & Cadishead Community Festival

Donation: £300 towards the festival's 75th anniversary

CSG supported the 75th anniversary of the Irlam & Cadishead Community Festival. The event brought thousands of people to Prince's Park for family entertainment, street performers, live music, games, funfair rides, food and fireworks. The donation helped support a long-running local event close to CSG's Cadishead site.



£300

New football kits

Newark Town Under-14s Titans

Recipient: Newark Town Under-14s Titans

Donation: New football kits

CSG supported Newark Town under-14s Titans with new football kits through the Community Chest scheme. The team is based near Eurotech Environmental Limited, which was acquired by CSG. The new kit gave the team a boost at the start of the season and helped reduce the costs faced by the local club.





£1,000

East Kent Hospitals
Charity Tiny Toes Campaign

Recipient:
East Kent Hospitals Charity

Donation:
£1,000 towards neonatal care

CSG donated £1,000 to East Kent Hospitals Charity’s Tiny Toes campaign. The campaign supports neonatal care at Queen Elizabeth The Queen Mother Hospital in Margate and William Harvey Hospital in Ashford. The funding helps projects for babies, families and staff, including parent accommodation, developmental aids, staff training and support for families over the festive period.

Global Impact: Toilet Twinning

CSG continues to support Toilet Twinning through its domestic sewage services. The charity helps communities in developing countries gain access to safe toilets, clean water and better hygiene.

Donation:
50p for every household septic tank emptied

2025 Contribution:
£10,515

Total Contributions:
£42,515 over the past four years

CSG has now helped twin more than **700 toilets** in communities that need them most.

The partnership is a natural fit for CSG. We have provided domestic waste disposal services for off-mains customers across the UK for more than **90 years**, and this scheme links that work to better sanitation overseas.

Toilet Twinning has said the donation will help fund projects that improve sanitation, protect health and give families safer, more dignified facilities.

£10,515
contributed in 2025

£42,515
total contributions

700



Health and Safety

At CSG, health and safety is a core part of how we operate. We continue to focus on building a strong safety culture across the business, where risks are identified early, employees are engaged, and safe working practices are built into everyday activity.

Our approach continues to be shaped by the **four CSG Safety Pillars**:

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



Health and Safety Priorities in 2025

Throughout 2025, CSG focused on a different health and safety priority each quarter.

Q1

PPE
We reviewed procedures and provided training on selecting the correct PPE for the task.

Q2

Workplace Transport
We reviewed workplace transport risk assessments and promoted awareness of vehicle blind spots.

Q3

Musculoskeletal Injuries
We provided additional manual handling training and reviewed procedures, including manual handling assessments for hoses and inspection covers.

Q4

Fire Safety
We reviewed our approach to fire risk assessments and shared guidance on preventing, preparing for and responding to fires.

Employee Engagement

Our annual Health and Safety Week took place in 2025, with the theme **Workplace Transport.**

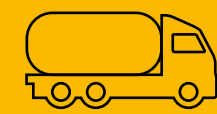
The focus was on helping employees better understand the risks linked to vehicle movements, HGV blind spots, reversing, banksman activity and safe pedestrian behaviour around operational areas.

Activities included:

- The launch of a new video on HGV blind spots and how to safely approach an HGV
- A safe driving quiz
- Driving hazard perception tests
- Banksman training
- A hazard spotting trailer
- Workplace transport accident scenarios

These activities gave employees the opportunity to learn through practical examples and real workplace scenarios. The aim was to make the risks easier to recognise and to reinforce safe behaviours around vehicles and transport activity.

During Health and Safety Week, we also recognised strong safety performance across the business. The Treatment Health and Safety Team of the Year award was presented to Marketing, while the Operations Health and Safety Team of the Year award was presented to Aylesford Transport.



Driver of the Year

In 2025, CSG launched its first Driver of the Year award, celebrating the skill, professionalism and safety standards of our HGV drivers.

Five of CSG's best-performing drivers were invited to take part in the final at the Science Museum site in Swindon, a filming location for The Grand Tour. The finalists completed a series of practical driving challenges, including reversing into a parking bay, driving through a slalom, braking and identifying defects on a truck.

Ian Crundwell, based at our Aylesford depot, was crowned CSG's first Driver of the Year. Ian has worked for CSG for **23 years** and described the competition as a great way to recognise the skilled drivers across the business.

The award also highlighted the vital role our drivers play every day. CSG employs hundreds of drivers across its UK sites, operating a wide range of vehicles including vacuum tankers, articulated liquid ring tankers and 44-tonne HGVs. Finalists were nominated by their managers based on factors such as low accident records, tachograph results and customer feedback.

The competition will now become an annual event, helping to recognise excellent driving standards and encourage continued focus on safety, performance and customer service.



Proactive Reporting
Increases

Proactive safety reporting remains central to our preventative approach.

In 2025, CSG introduced additional ways for remote workers to report near misses using handheld PDAs. This helped make reporting easier for employees working away from fixed sites.

We are pleased to see near miss reporting increased by **26% in 2025**. This is a positive sign that employees are continuing to identify and report potential hazards before they lead to harm.

RIDDOR
Reportable Injuries

CSG recorded **four** RIDDOR-reportable injuries in 2025, one more than in 2024.

Although the number increased slightly, there was no significant trend linking the incidents. Importantly, the number of lost working days reduced by **24% in 2025**, showing improvement in recovery outcomes and the overall impact of incidents.

Lost Time Injury Rate

The lost time injury rate rose slightly from **0.24 in 2024 to 0.33 in 2025**.

While this represents an increase, no significant trend was identified across the incidents. We will continue to review incidents carefully, share learning and focus on prevention.

Injuries Resulting in Over
Seven Days' Absence

In 2025, the Health and Safety Executive reported that **18%** of workplace injuries resulted in more than seven days off work.

At CSG, only **7%** of reported injuries in 2025 resulted in more than seven days' absence. This remains significantly below the national figure and shows that most reported injuries were minor.





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