

# 2023 SUSTAINABILITY REPORT





## 3 WE ARE RECORRA

A message from Bill Swan  
Why we've created this report  
UN Sustainable Development Goals  
2023 at a glance

## 10 RECYCLING SERVICES

Workplace Services  
Recycling Hub

## 12 SERVICE INNOVATIONS

SmartWeigh  
Reporting Portal

## 14 OPERATIONAL INNOVATIONS

Artificial Intelligence (AI) cameras  
Electric Vehicles  
E-Bikes

## 17 OFFICE SUPPLIES

Sustainable Procurement  
Circular Economy

## 19 SUSTAINABILITY TEAM

What we do  
What we've achieved

## 21 AWARDS

## 22 CHARITY PARTNERSHIPS

Trees for Cities  
Marine Conservation Society  
The Children's Literacy Charity  
London Zoo  
Plan Zheroes  
FareShare

## 28 OUR PEOPLE

Employee Wellbeing  
Diversity, Equity and Inclusion

## 33 TRADE ASSOCIATIONS AND CORPORATE MEMBERSHIPS

## A MESSAGE FROM BILL

Recorra is your commercial recycling expert, dedicated to delivering **Real Recycling**. Alison and I founded this company to provide recycling services to a handful of businesses in Central London.

Now, we service thousands of businesses across London and the South East.

Our flexible operational approach, combined with our ability to collect over 35 waste streams, allows us to provide our clients with an unmatched service.

By using engagement, technology and communication, we provide innovative and tailored recycling solutions that achieve the best environmental outcomes for our clients.

Ethical recycling has always been at the heart of what we do, from the day we collected our first sack of paper as part of Friends of the Earth 30 years ago.

This report demonstrates how far Recorra has grown in the scale and breadth of our services, but also that our founding ethos of **Real Recycling** remains unchanged.

We look forward to working with our clients in the years to come to minimise their environmental impacts and maximise the recovery of valuable resources.



Bill Swan,  
Managing Director



## WHY WE'VE CREATED THIS REPORT



The waste industry stands between the impact of humankind's waste and the negative effect it can have on our planet.

Every day, we work to mitigate the impact of waste materials on the environment, giving materials a second life and preventing them from entering general waste.

In a world filled with smoke screens and hazy visions of a greenwashed future, honest recycling and transparency are more important than ever.

This report will provide you with a transparent and insightful look into the progress Recorra has made over the last 12 months, towards our own net zero goals and towards a more comprehensive - and sustainable - approach to recycling.

**“Recorra ensures that businesses can recycle properly at a sensible cost.”**

Bill Swan,  
Managing Director



The UN's Sustainable Development Goals (SDGs) were adopted in 2015 as a call to action to tackle the world's gravest social issues by 2030. The 17 SDGs are "integrated" - this means they recognise their interconnectedness, and that progress in one area creates progress in others.

The work we do at Recorra, through our own waste management processes, as well as our charity partnerships and employment policies, tackle many areas of the UNSDGs in various ways.

The below icons will be featured throughout this report to indicate where we are contributing to a relevant goal.



## OPERATIONAL



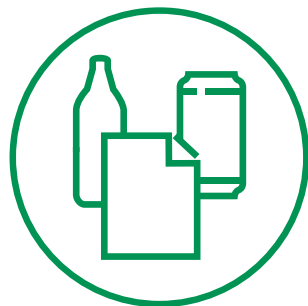
**250+**  
Employees across all operating sites.



**3,600+**  
Sites collected from.



**70+**  
Vehicles (Euro 6, electric and E-bike) collecting in London and the South East.



**35+**  
Waste streams collected including niche waste streams.

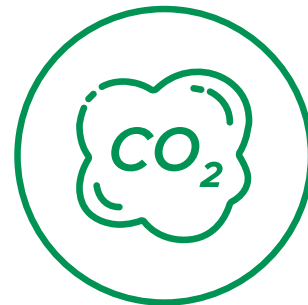
## ENVIRONMENTAL



**63%**  
Average recycling rate over all Recorra client sites.



**1,024,300 kg CO<sub>2</sub>e**  
In Scope 3 emissions.



**20.7m kg CO<sub>2</sub>e**  
Net avoided emissions.



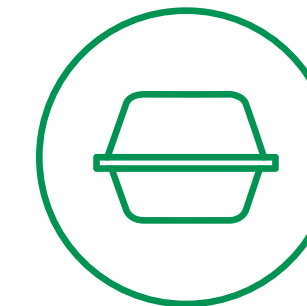
**14.8m MWh**  
Of electricity was generated from waste for incineration.



## SOCIAL



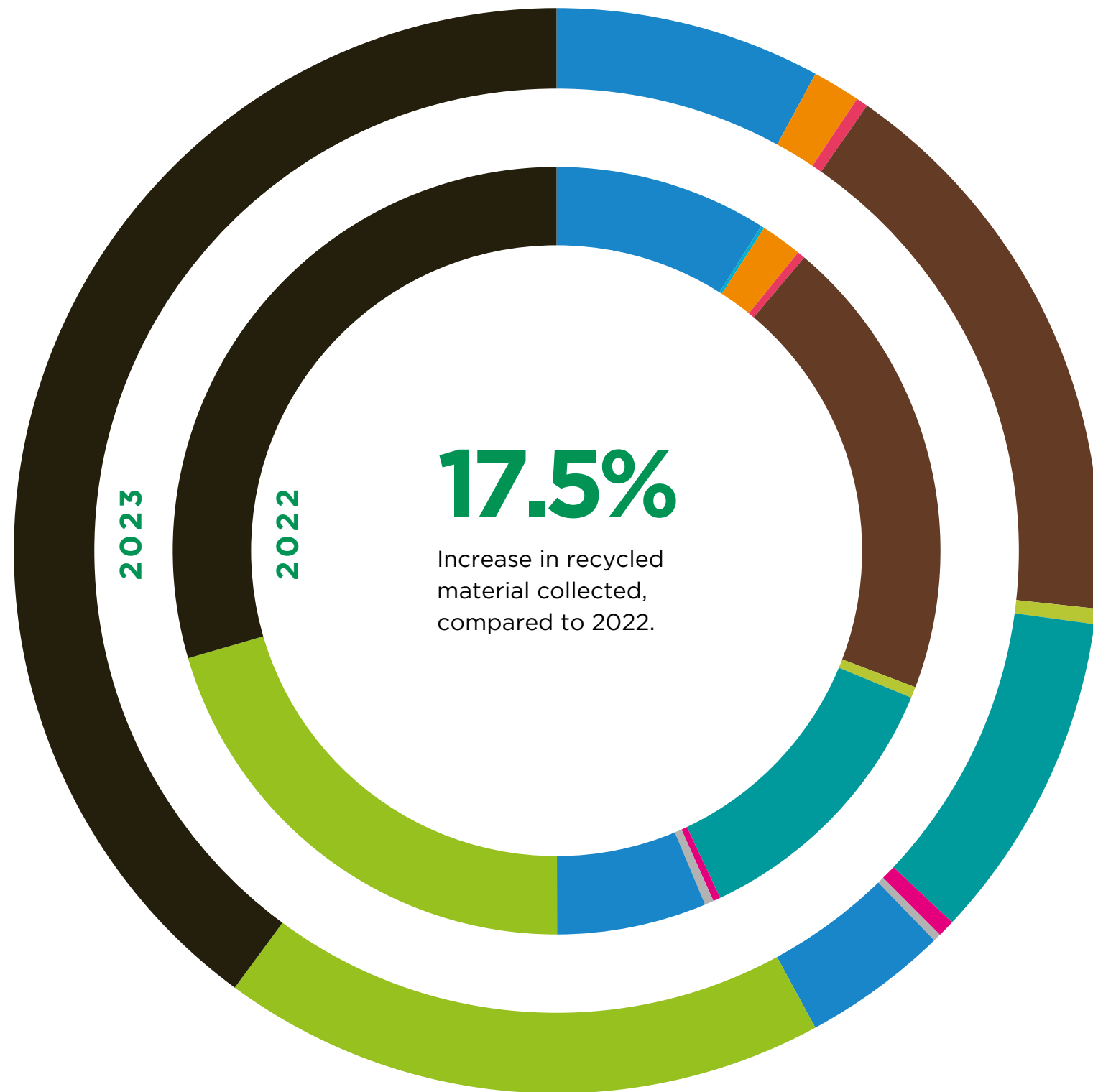
**1,600**  
Tutoring lessons funded for the Children's Literacy Charity.



**48,100**  
Meals donated to Fareshare & Plan Zheroes in 2023.

## MATERIALS COLLECTED

Amount of material collected (kg) per waste stream.

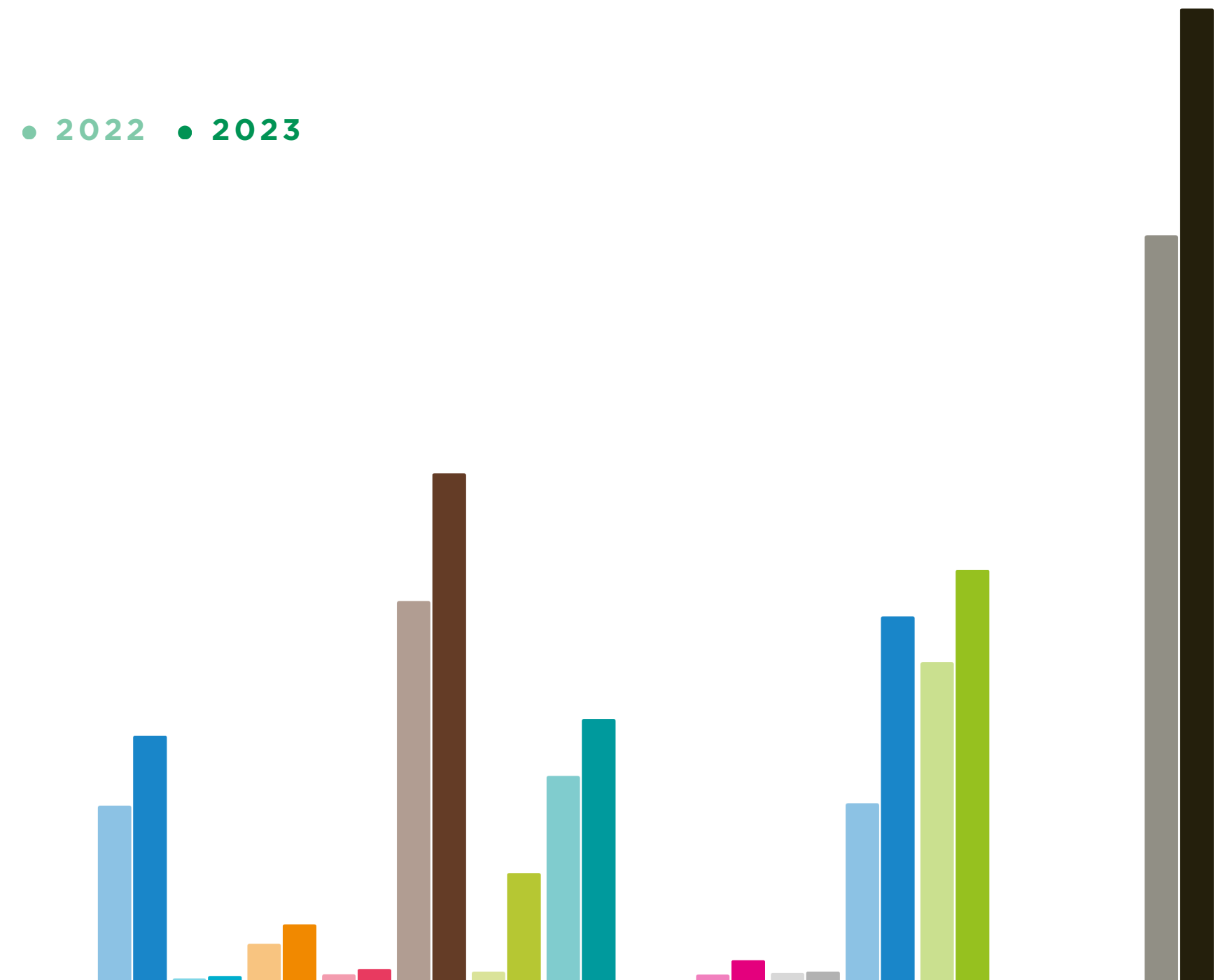


	2022 (kg)	2023 (kg)
● Batteries	4,400	6,700
● Cardboard	4,812,400	5,873,000
● Coffee Cups	75,200	87,800
● Coffee Grounds	934,800	1,055,200
● Compostable	177,000	263,900
● Food	10,549,400	12,620,300
● Furniture	256,500	340,100
● Glass	6,308,800	7,303,100
● Hazardous Waste	7,600	15,200
● IT Equipment	165,800	380,300
● Metal / Wood	203,100	172,500
● Paper	3,388,300	3,220,700
● PCPC	11,018,400	13,363,200
● Textiles	2,900	4,400
● Toners	13,600	14,500
● Waste	25,867,500	29,601,300
Total material recycled	38,065,100	44,716,800
Total	63,940,300	74,333,300

## SCOPE 3 EMISSIONS

Indirect carbon emissions generated from each waste stream.

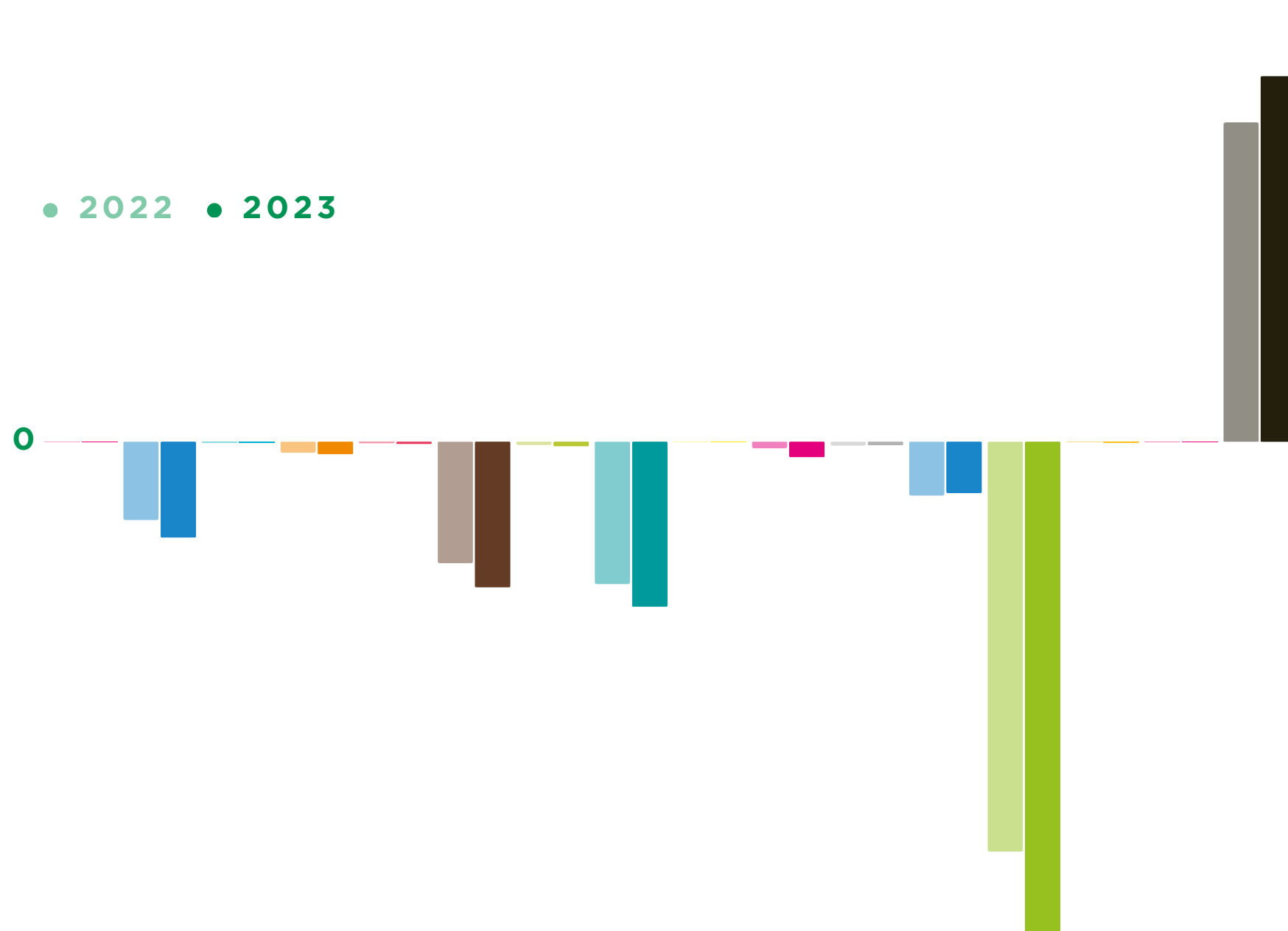
	2022 (kg CO2e)	2023 (kg CO2e)
Batteries	100	400
Cardboard	60,400	84,400
Coffee Cups	1,100	1,900
Coffee Grounds	13,000	19,600
Compostable	2,500	4,300
Food	130,600	174,400
Furniture	3,400	37,200
Glass	70,600	90,100
Hazardous Waste	100	200
IT Equipment	2,400	7,300
Metal / Wood	3,000	3,400
Paper	61,200	125,300
PCPC	109,600	141,300
Textiles	100	100
Toners	300	500
Waste	256,100	333,900
<b>Total</b>	<b>714,500</b>	<b>1,024,300</b>





## NET AVOIDED EMISSIONS

Net carbon emissions avoided by recycling each waste stream.



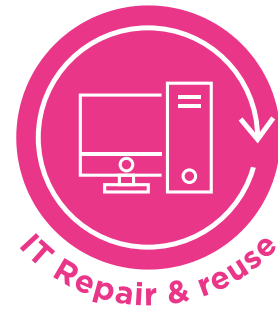
	2022 (kg CO2e)	2023 (kg CO2e)
Batteries	-6,300	-9,600
Cardboard	-2,617,400	-3,194,300
Coffee Cups	-30,100	-35,100
Coffee Grounds	-370,000	-417,600
Compostable	-48,700	-72,600
Food	-4,057,500	-4,854,000
Furniture	-113,900	-151,000
Glass	-4,755,300	-5,504,800
Hazardous Waste	6,300	12,500
IT Equipment	-223,700	-513,000
Metal / Wood	-135,500	-118,100
Paper	-1,802,700	-1,714,100
PCPC	-13,678,400	-16,380,300
Textiles	-17,000	-25,900
Toners	-13,200	-14,000
Waste	10,657,400	12,195,800
<b>Total</b>	<b>-17,219,300</b>	<b>-20,798,300</b>



## WORKPLACE SERVICES

Recorra provides a range of in-office recycling and circular economy services to help companies reduce their impact on the environment.

With us, customers can decrease their carbon impact, reduce the cost of their recycling and waste disposal, and boost their recycling rates.



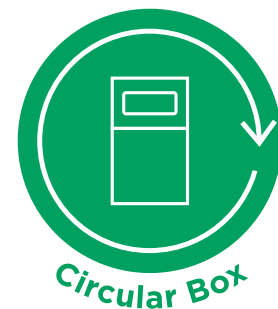
Secure collection, data wiping, repair and reuse of any redundant IT and electricals.



We collect all types of furniture whether it's office chairs, desks or cabinets.



Secure and compliant shredding and recycling services.



A tabletop box for hard-to-recycle plastics and films (such as snack wrappers, coffee pods, and stationery).



Supplies and stationery made from the recycling we collect, delivered nationwide. Our e-cargo bike delivers office supplies across London.



We collect and recycle textiles and clothing, the waste from this industry is the second largest polluter after oil.

# RECYCLING SERVICES



## RECYCLING HUB

Our Recycling Hub was created to help occupiers/tenants recycle a wider range of materials within their buildings.

Recycling Hub users can select niche recycling services - such as paper towels, coffee grounds, coffee cups, and plastic kegs - which go beyond the standard services we provide to their building.

Once ordered, cleaning teams deposit the pre-paid sacks into the dedicated bin in the building's bin store.

By separating different material streams, we can increase boost recycling rates and reduce waste contamination.





### SMARTWEIGH

In 2023, Recorra launched its SmartWeigh service, an innovative app-based weighing solution to measure building occupier waste and recycling output, powered by Trackersack technology.

Shared waste stores can make it difficult to track how much waste each occupier generates, and to identify sources of contamination. This poses challenges to clients looking to achieve occupier or floor-level reporting, recharge occupiers on output, and/or improve recycling levels and quality.

Recorra SmartWeigh combines weighing technology with a smartphone app to track occupier waste generation. This provides a novel alternative to bespoke equipment and having to weigh sacks by hand.

Exclusive to Recorra clients is a Kiosk Mode (patent pending).

Beyond barcoding technology, Kiosk Mode allows for incremental weighing of sacks, meaning sacks of the same waste stream can be weighed in one swift movement. This reduces weighing time by up to 80%, reducing costs for users.



**“I would recommend SmartWeigh as the installation of equipment was seamless on-site, and training the staff to use the platform was simple and straightforward.”**

Will Pinder,  
Waste Operations Manager

## REPORTING PORTAL

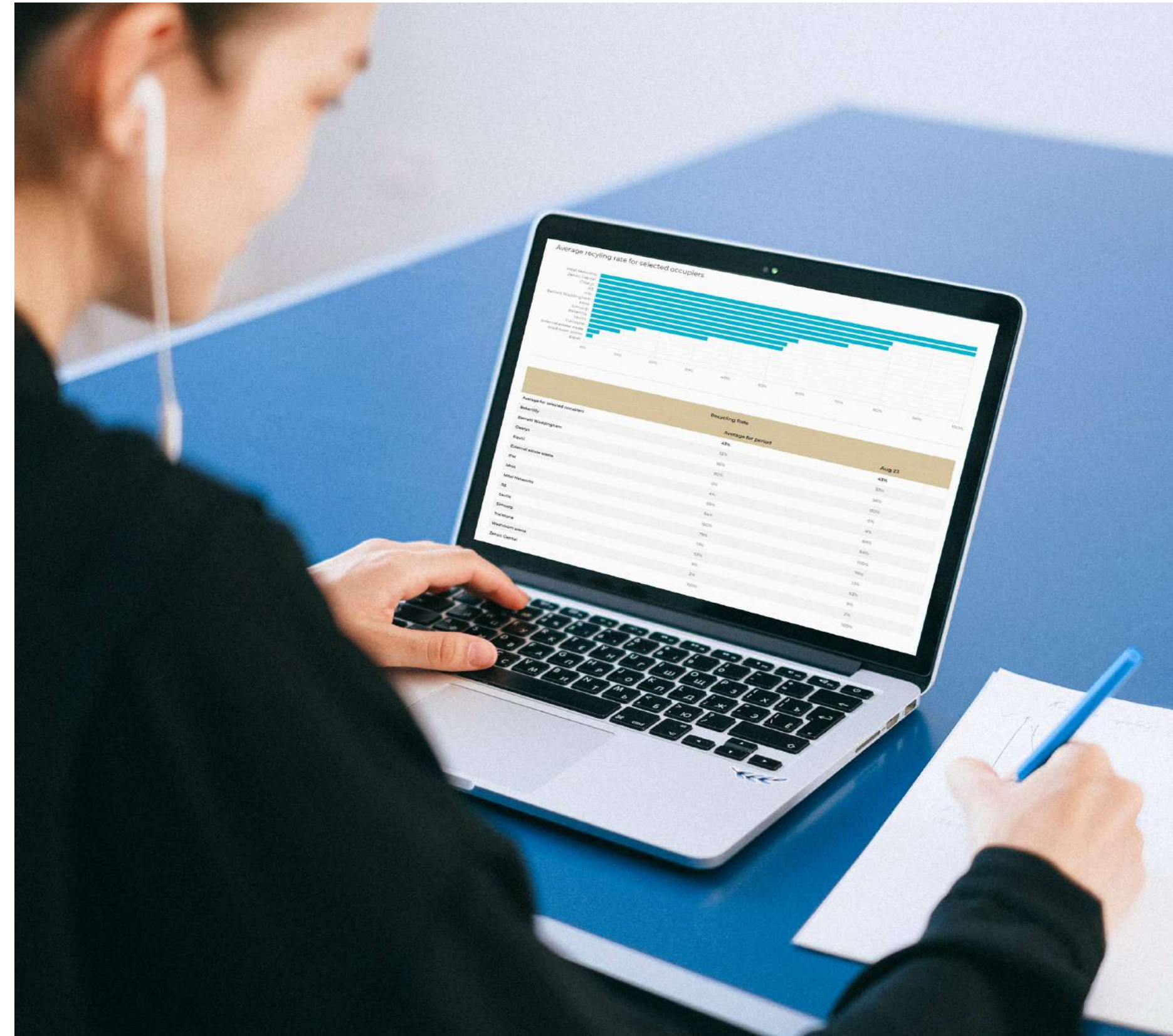
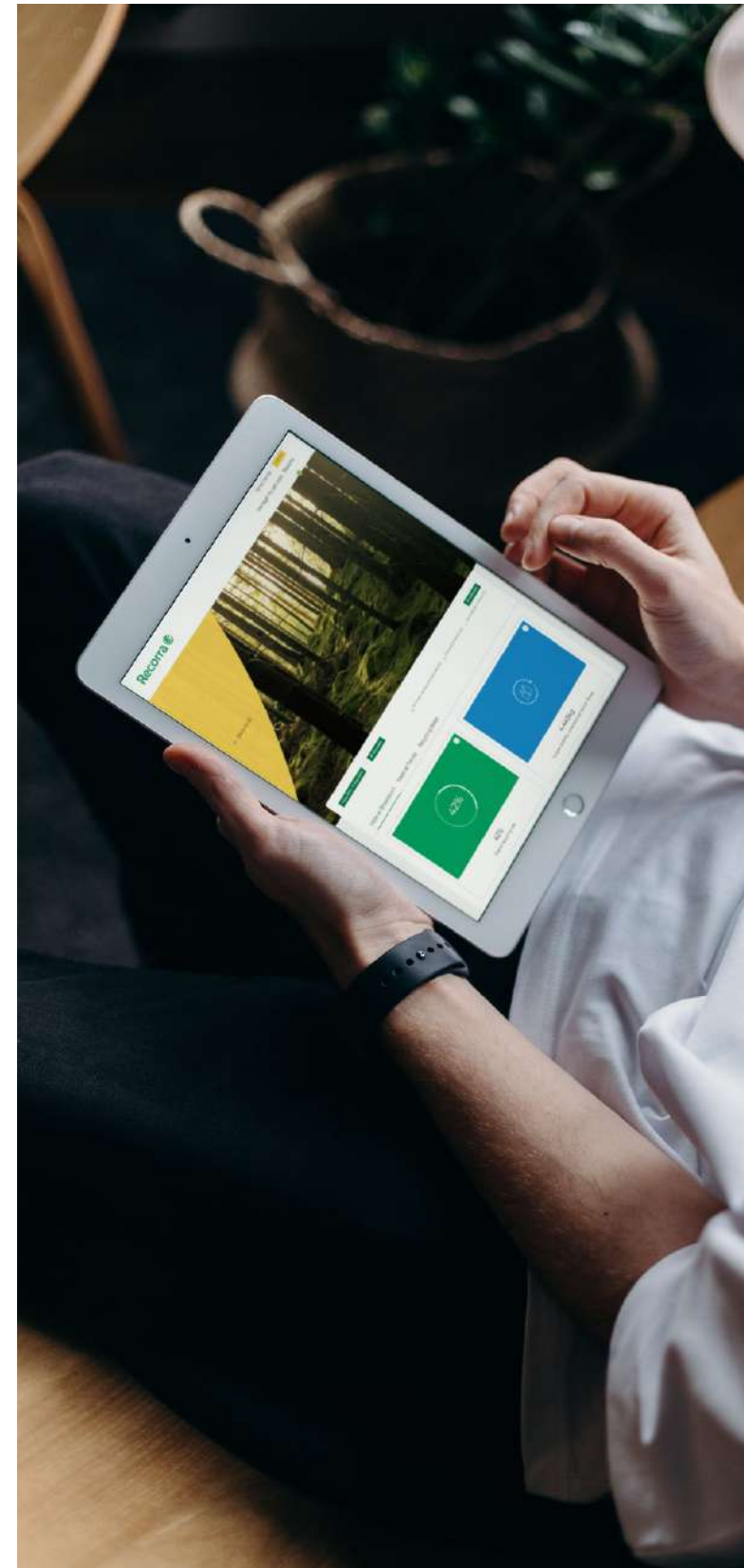
**Accurate waste data provides insights into patterns, trends, and potential inefficiencies of the waste management process at any given site.**

Recorra's reporting portal was designed to bring occupier data to life. Users can analyse their waste and recycling output, explore trends, evaluate recycling rates against industry averages, and much more.

Users can also view the environmental and social benefits from their recycling, such as:

- Overall recycling rates
- Trees saved
- CO2 saved
- Homes powered for a month

As well as their contributions to our charity partners.





## ARTIFICIAL INTELLIGENCE (AI) CAMERAS

Recognising the sorting process's pivotal role in maximising recyclable yield and revolutionising recycling practices, we prioritise efficiency, accuracy, and speed.

Our partnership with Artificial Intelligence (AI) organisation Greyparrot has introduced AI-driven robotic arms to our Material Recovery Facility (MRF), enhancing plastic sorting. These cameras provide material breakdowns, enabling performance monitoring, comprehensive analysis, and targeted improvements.

While a human element remains crucial, advancing technology presents opportunities for ongoing innovation in our processes. Embracing new technologies is essential for the evolving waste market. Moreover, automation significantly reduces the risk to human health in an industry known for its high accident statistics.

**“We see many different types of plastics on our MRF and we welcome the opportunity to be able to efficiently identify and sort for recycling.”**

Bill Swan,  
Managing Director



## ELECTRIC VEHICLES

**We are prioritising the purchasing of electric vehicles over diesel-powered.**

**These electric vehicles, like our MRF, are all powered by renewable energy.**

Climate change is the single biggest threat facing our planet. Our single biggest source of carbon emissions is through our vehicle fleet. As part of our commitment to becoming net zero by 2030, we are on a journey to fully electrify our fleet of vehicles by 2030.

We have three electric vehicles on the road, making emissions free collections for our clients, and resulting in a reduction of 250 tonnes of CO2e annually.

We also have several smaller electric vans in our fleet for small deliveries and maintenance. We have a further two electric RCVs, an electric cage vehicle and an electric RoRo vehicle arriving in 2024, giving us the largest fleet of electric vehicles from any commercial waste management company in London.





## E-BIKES

Our e-bike collection scheme was the next step towards net zero by 2030. In partnership with Pedal Me and Zedify, our e-bikes now provide on-street sack collections, deliver commercial waste bags to businesses and monitor littering hot spots across London's SE1 borough.

This scheme produces zero tailpipe emissions and reduces noise pollution in a densely populated urban area.

Our service covers 140 miles per bike per week, offering low-density collections of 30-50 sacks per day, and high-density collections of 50-80 sacks per day.



**544**

E-Cargo bike collections were made from the beginning of November 2023.



**300kg**

weight capacity over one collection route.





## SUSTAINABLE PROCUREMENT

Recorra provides high-quality office supplies through our office stationery division.

We now offer over 21,000 items on a next-day service, delivered with zero emissions by e-cargo bike.

Our extensive catalogue covers all aspects of the modern office. Our experienced advisors work with customers to identify the products they need and the best price.

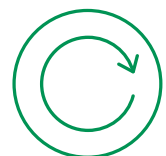
90% of our products are packed and distributed to customers from our distribution centre in Coventry, which has 95% carbon neutral status.



- Certified Rainforest Alliance
- Certified Eco-Cert



- Ethical Trading Initiative (ETI)
- BCORP certified
- SMETA registered (SEDEX Members Ethical Trade Audit)
- Product is Fairtrade



- Product contains at least 50% recycled content

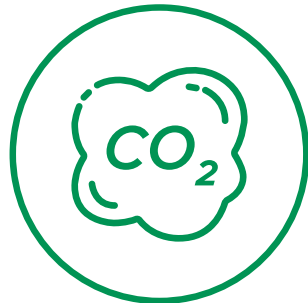


# OFFICE SUPPLIES

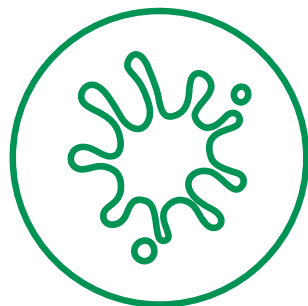
## PAPER CIRCULAR ECONOMY



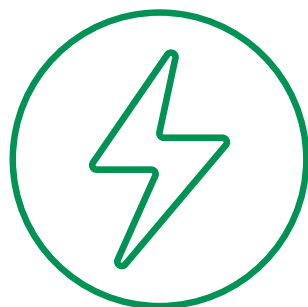
**800**  
Trees saved.



**33,900kg**  
Co2 emissions avoided.



**1,364,000**  
Litres of water saved.



**89,100kg**  
Energy saved.

## E-BIKE DELIVERIES



**97%**  
Lower carbon emissions per delivery compared to a diesel vehicle.



**18x**  
Less energy than van deliveries in city centres.



**0**  
Tailpipe emissions.



**60%**  
Faster than van deliveries in city centres.



# SUSTAINABILITY TEAM

## WHAT WE DO

High recycling and low contamination rates depend on bin infrastructure, recycling streams, and the knowledge of your staff.

Our in-house Sustainability Team exists to engage people on the importance of recycling and how to do it correctly. They help to transform recycling schemes and motivate staff to make the correct recycling decisions. Their services have boosted recycling rates across London and the South Coast and has helped drive positive change within our client sites.

As a result of their hard work, we now have a record number of customers surpassing 80% recycling.

Sustainability Team events and Initiatives include:

- Lunch & Learns
- Recycling Awareness Stands
- Outdoor Engagement & Community Restoration
- Yard Tours of our MRF
- Back of House Training
- Waste Composition Analyses
- Recycling Improvement Strategies
- Seminars & Webinars
- Occupier/Tenant Engagement
- Recycling Rates Target Report
- Focus Groups & Staff Surveys



# SUSTAINABILITY TEAM



## WHAT WE'VE ACHIEVED



**1300+**

People engaged with through our engagement events.



**1200+**

Hours of engagement completed.



**50,000+**

Minutes of waste & recycling training completed.



**40+**

Lunch and learns completed.



**90**

Waste audits completed in 2023.



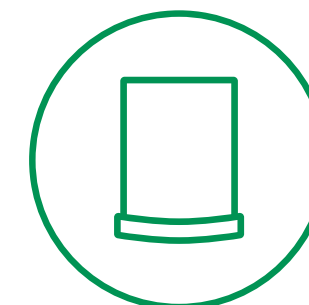
**2000+**

Webinar attendees.



**500+**

Recycling improvement strategies completed.



**Team of the Year**

Nomination at the National Recycling Awards.



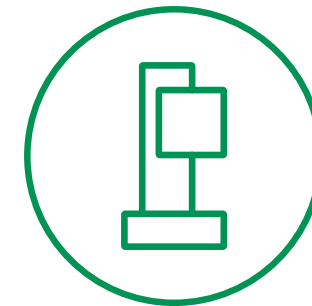
It is an honour to have recognition of our achievements and successful partnerships with clients throughout our industry. All the work we have dedicated to creating a more sustainable future has led to Recorra and our clients' winning multiple awards from the industry's most prestigious organisations.



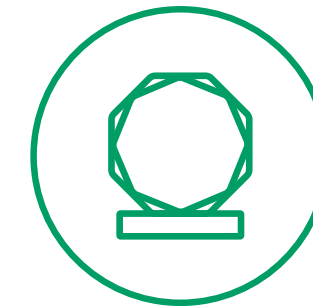
**x4 Zero Waste Awards**



**x7 Green Apple Awards**



**Edie award nomination for Sustainable Business of the Year**



**Sussex business awards nomination**



## CHARITY PARTNERSHIPS



Trees for Cities is an independent charity, and the only UK charity working at such a scale to plant trees in cities. Trees for Cities aims to create social cohesion and beautify our cities through tree planting, community-led design, education, and training initiatives in urban areas that need it the most.

From our roots of collecting waste paper from businesses through Central London the importance of conserving our trees is not lost on us.

From the beginning, we've recycled paper into high-quality white office paper, reducing the need for new paper across London and the South Coast. As a result, we save thousands of trees each year.

**Trees For Cities have planted over 1,700,000 trees since 1993 and continues to work with communities to create healthier urban environments.**





**We host CSR volunteering events to prevent waste from entering the River Thames.**



The Marine Conservation Society are on the frontlines of the ocean emergency, fighting to 'turn the tide'.

The ocean makes up over 70% of our planet- only 1/3 of it is 'protected'. MCS UK predicts that less than 1% of our oceans are well-managed.

Today, there are over 8.3 million microplastics in the ocean, and counting. 37% of marine mammals are currently threatened with extinction. And most pertinently; global warming is heating our oceans and sea levels are rising. The need to act is urgent.

100% of the plastics Recorra collect on our clients' behalf are treated within the UK- none of it is exported overseas to developing countries or sent to landfill for incineration.

We have donated over £12k to support biodiversity within the UK's waterways.





1 in 3 children in London are unable to read or write at the expected level upon leaving primary school. This means that approximately 1.62 million children in English schools can't access the school curriculum because they aren't reading well enough.

A huge part of sustainability is ensuring people are equipped with everything they need to thrive- including literacy skills.

By using our services, our clients have helped us provide London's most educationally vulnerable children with £15k worth of tutoring sessions by the Children's Literacy Charity.

**For every 15 laptops we collect, a child receives a free tutoring lesson.**





# CHARITY PARTNERSHIPS



## LONDON ZOO a ZSL conservation zoo

For decades, Recorra has partnered with ZSL to help conserve endangered wildlife species and restore ecosystems across the world.

ZSL conduct pioneering research into wildlife, conservation, and produce some of the world's leading research in biodiversity science.

WWF have reported a 68% average decline in our wildlife species; conservation is a daily battle for many to protect the animals inhabiting our planet. Members at ZSL work tirelessly to change this.

**In 2022, our clients helped us commit a further £18K to ZSL London to support conservation projects for those critically endangered species.**

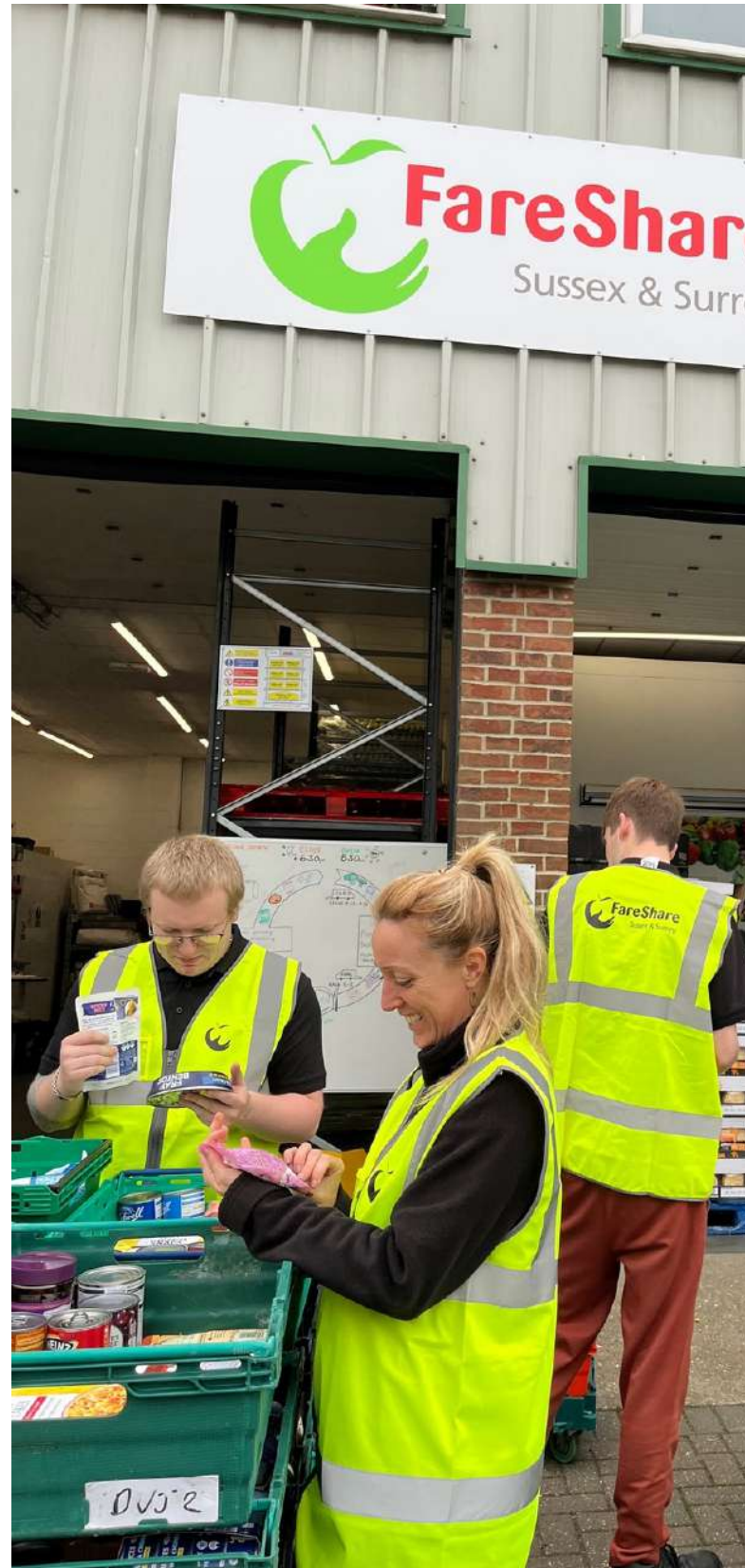


Founded in the wake of the 2008 financial crisis, Plan Zheroes emerged in response to the shocking amounts of food discarded by supermarkets, coinciding with a time when many struggled to afford meals. Their ultimate goal is to eliminate both food poverty and waste.

With their online platform, Plan Zheroes streamlines the process by allowing businesses to directly donate surplus food. Notifications on the platform inform local charities of available food, specifying quantity, location, and collection time on a first-come-first-served basis.

**Recorra contributes 25 pence to Plan Zheroes for each food waste collection, directly supporting efforts to provide food to those in need.**





FareShare is made up of 18 independent organisations, who work together to redistribute food to nearly 8,500 frontline charities and community groups.

These include schools, homeless shelters, and community cafes. Every week, FareShare provide food for almost a million meals for vulnerable people across the UK.

**We work with FareShare across the South Coast to prevent food waste whilst tackling food insecurity and hunger.**



# OUR PEOPLE

In an era defined by unprecedented environmental challenges, the fight against climate change has become humanity's most pressing imperative.

The journey ahead is one guided by people; at Recorra, it is important to us that we look after our own, so that we may better work towards a more sustainable and equitable future.

This can only be achieved when we acknowledge that people truly matter in the fight against climate change.

**“Our success is built on a unique culture, a one for all and all for one concept where all are encouraged to be a part of the process.”**

Mark Harbard,  
Commercial Director



# OUR PEOPLE

## EMPLOYEE WELLBEING

We recognise that employee welfare and wellbeing are paramount to maintaining a positive workforce. We implement the following policies and health schemes to ensure our employees are well cared for:

### EMPLOYEE ASSISTANCE PROGRAMME (EAP)

This programme was designed to help professionals deal with personal or professional problems that might affect their health and general wellbeing. This involves life support, bereavement support, and online CBT. Our mental health first aiders are trained to provide support to employees experiencing mental health issues.

### HEALTH CASH PLAN

This plan covers a variety of personal and family health issues, including but not limited to: dental issues; diagnostic consultations; therapies including physiotherapy; chiropractic treatment; homeopathy and acupuncture; NHS prescription charges and flu vaccines; health screenings; and more. This plan also covers children of employees.

### COST OF LIVING AID

We offer our staff daily free breakfast, and lunch vouchers on the last Friday of every month, to help our staff with the current cost of living crisis.

### MONTHLY MESSAGES

Our staff can also enjoy a massage once a month, designed to relieve body tension and pain caused by desk work.

### MATERNITY AND PATERNITY LEAVE

Recorra has a clear commitment to positively supporting working parents and providing the opportunity for our staff to integrate their careers with family responsibilities. Recorra employees can take up to a month paternity leave, and 52 weeks' maternity leave.



# OUR PEOPLE





## STAFF INCENTIVISATION, RECOGNITION AND REWARD SCHEMES

At Recorra, we like to reward the loyalty and dedication of our longest-serving staff members. For service length milestones staff get additional days of annual leave.

## DEDICATED INDIVIDUAL TRAINING BUDGET

Each employee has a dedicated individual training budget, so that they may expand their skills and continue to develop professionally whilst at the company. We encourage all employees to continue learning and appreciate the dynamic environment this creates within the company.



## CHARITY VOLUNTEERING OPPORTUNITIES AND SOCIAL ACTIVITIES

We encourage all employees to take part in charity events and volunteer for social causes they care about. Our staff receive two full working days in order to do this. We also take part in charity fun runs and volunteering events together.

## DOG-FRIENDLY OFFICE

Woof!



## ADDITIONAL LEAVE FOR TRAVELLING VIA TRAIN INSTEAD OF PLANES

To encourage more environmentally friendly practices amongst our employees, we offer our employees two extra days of annual leave to travel by train rather than plane, to cover the longer travel time.



**“At Recorra, individuals are given the opportunity to flourish from within. A culture has been created where new ideas are welcomed and no good idea goes untried”**

Sioned Thomas,  
Head of Marketing and Content

## DIVERSITY, EQUITY AND INCLUSION

Recorra continues to follow our equal opportunities policy, to ensure no job applicant or employee is discriminated against either directly or indirectly on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

Beyond that, we partake in charitable events and training to educate our staff and support disadvantaged communities in the area. For example, The Outside Project has undertaken training sessions with our staff on the correct usage of pronouns and how to interact with vulnerable LGBTQ+ communities in the area. We have also organised beach cleans during Pride Month to raise money for charities such as The Outside Project, who advocate for LGBTQ+ rights.

Each year, we host an International Women’s Day event to promote the hard work of women in a largely male-dominated industry.





# TRADE ASSOCIATIONS AND CORPORATE MEMBERSHIPS





London  
52 Lant St  
London  
SE1 1RB  
020 7407 9100

Brighton  
Unit 6, 30 Chartwell Road  
Lancing Business Park  
Brighton  
BN15 8TU  
01273 685 628

Hastings  
Unit 11, Moorhurst Road  
St Leonards on Sea  
East Sussex  
TN38 9NB  
01424 853 985