



THE NWH GROUP CSR & SUSTAINABILITY REPORT 2022

“Leading industry change for the benefit of the planet”



A MESSAGE FROM OUR CEO

At The NWH Group, we have been at the forefront of sustainability for a number of years – it is what we do every day.

We transform waste, and our mission is to change our industry for the benefit of the planet.

Through a series of internal initiatives and external partnerships, we have set out a number of goals to support the UN's 2030 Agenda for Sustainable Development including becoming carbon negative and supporting the creation of sustainable jobs.

The NWH Group is a progressive business, and we believe innovation can play a major part in not only bringing in improvements in efficiency for the benefit of its customers but also helping support both parties' sustainability objectives.

We seek to sustain a business that is successful and respected in its ethical standing by our stakeholders and our passion for material recovery drives us to embrace the role our business plays on a day-to-day basis in contributing to a better society.

It is for this reason that CSR is embedded throughout our business, and we are delighted to be playing our part in achieving a sustainable future.

Mark Williams, Chief Executive of The NWH Group



SUSTAINABILITY, IT'S WHAT WE DO

The NWH Group is a **second-generation family-owned business** which has been operating for **55 years**.

During this time, we have successfully developed our recycling and reclamation offering and now have a workforce of 350 across ten sites. This success is founded upon maintaining our family values whilst providing a high-quality service, so customers treat us as a truly sustainable business partner.

We have:

- An industry-leading team which offers **exceptional customer service**
- A **forward-thinking** business that uses market leading technology
- Over **3500** customers across Scotland and Northeast England
- An experienced team which collects waste from **thousands** of locations every week
- One of the **largest HGV fleets** in the UK

1967

Founded as a traditional haulage business by the Williams family

2003

Entered into the recycling sector

2013

Introduce apprenticeship scheme

2014

Market entry trade waste

2016

Launched community funding initiative

2020

Recycling super plant opened

2021

Carbon Footprint Ltd partnership launched
Entrepreneurial Scotland partnership announced
Mental health work started with Core by Newby

2022

New recycling plant opened
£19m partnership with RBS announced to further sustainability strategy
Diversity and inclusion campaign launched featuring NWH employees
Sustainability Representative appointed on Board
Mental health first aiders trained

SUSTAINABILITY IN NUMBERS

£6.9M

INVESTED IN NEW TECHNOLOGY TO INCREASE
RECYCLING RATES IN 2020-2023

£19M

PARTNERSHIP WITH ROYAL BANK OF SCOTLAND
TO CEMENT SUSTAINABILITY FOUNDATIONS

£258K

INVESTED IN ELECTRIC VEHICLES WITH GOAL TO
SWITCH ENTIRE FLEET TO ALTERNATIVE FUEL SOURCE

£10K

DONATED TO ENTREPRENEURIAL SCOTLAND

300%

INCREASE IN APPRENTICESHIPS
AVAILABLE IN 2022

£21K

DONATED TO COMMUNITY PROJECTS & CHARITIES
PER YEAR

OUR VISION



“Our vision is to secure a sustainable future by improving the social, economic and environmental wellbeing of our communities.

“This will be achieved by our commitment to our people, our communities and our planet.”

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

The United Nations Sustainable Development Goals (SDGs) are a call for action and global partnership to end poverty, improve health and education, reduce inequality and spur economic growth – all while tackling climate change.

The NWH Group can make a difference to the SDGs and in particular, we have aligned our core business impacts to the following goals:





OUR COMMITMENT TO OUR PEOPLE



DIVERSITY & EQUALITY

Our vision is for The NWH Group to be a successful, caring and welcoming place for employees and visitors.

We want to create a supportive and inclusive environment where our employees can reach their full potential without prejudice and discrimination.

We are committed to a culture where respect and understanding is fostered, and the diversity of people's backgrounds and circumstances will be positively valued.

Our commitment to diversity and equality includes:

- Creating an environment in which individual differences and the contributions of our staff are recognised and valued
- Entitling every employee, worker or self-employed contractor to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated
- Providing training, development, and progression opportunities to all staff
- Understanding equality in the workplace is good management practice and makes sound business sense
- Reviewing all our employment practices and procedures to ensure fairness.

DIVERSITY & EQUALITY: ASHLEY'S STORY

Ashley-Helen Bugla is a sweeper driver at The NWH Group. This is Ashley's story.

Why did you decided to apply for the job at NWH?

As an HGV driver who is physically challenged, I had found it difficult to find an employer that took the time to understand what I needed to enable me to do my job. One of my friends, who works for NWH, encouraged me to apply knowing the team would work hard to understand and accommodate my condition.

How did you find the recruitment process?

It was fantastic. NWH were more interested in my driving ability, rather than my disability, which was different to other places I'd applied for. I still had to go through the different application stages such as my driving assessment and my exam to ensure I was a safe and competent driver, the same as all NWH drivers.

How did NWH support you to fulfil your job?

During the interview, NWH told me that they would be willing to adapt the truck, if necessary, this made me confident that NWH was the right employer for me. By making one small adaptation to the vehicle, it means I can do my job on my own.

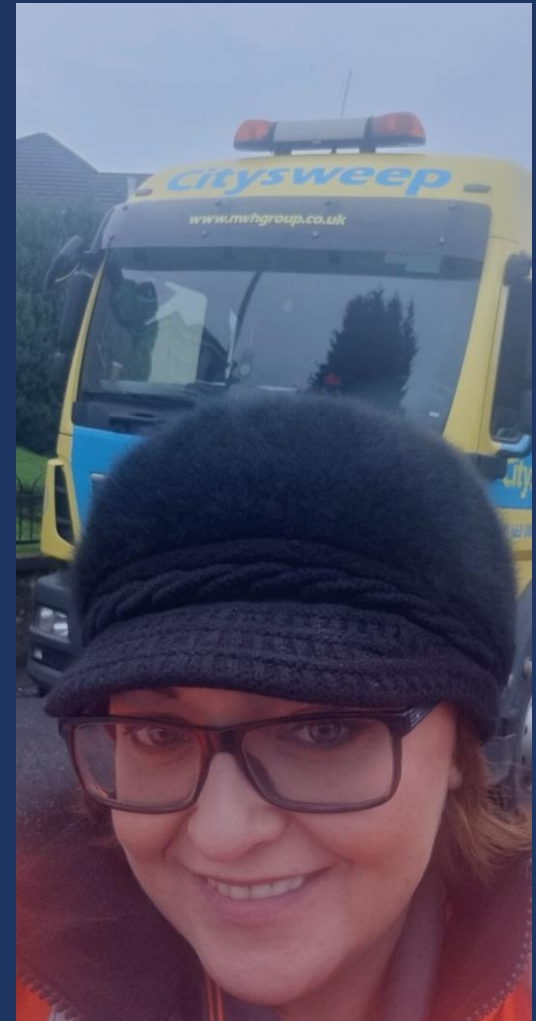
What's the most rewarding this about your role?

The most rewarding this for me is that NWH trust me to do my job. By doing this, NWH has given me the freedom to work independently and not have to reply on other people.

What advice would you give to someone who is considering applying to NWH and may have additional needs?

I'd say to just apply. NWH are willing to chat with anyone about how they can assist and enable you to do the job you love.

Ashley joined The NWH Group in 2021 and is an ambassador for NWH's core values, always aiming higher.



MENTAL WELLBEING IN THE WORKPLACE

NWH recognises the requirement for wellbeing support, and we are committed to ensuring the wellbeing of our staff.

We have resources available to all employees included is a list of services and organisations that can offer support, which is reviewed every six months.

In addition, NWH works with Scott Newby, a wellbeing in the workplace expert from Core by Newby, who provided a session on the topic for all employees on World Mental Health Day.

We have provided awareness training and support to managers across the organisation to ensure they are equipped with the skills required to assist their team and have also trained mental health first aiders in the business who have the skills to support and signpost employees to support.

OVER
100

EMPLOYEES TOOK PART IN WORLD
MENTAL HEALTH DAY



TRAINED MENTAL HEALTH FIRST AIDERS
AVAILABLE TO ASSIST EMPLOYEES



ALL MANAGERS TRAINED ON MENTAL
HEALTH AWARENESS



RESOURCES AVAILABLE
TO ALL STAFF



APPRENTICESHIP SCHEME

With more drivers retiring than ever before and a lack of opportunity for young people looking to get into the profession, there is a severe shortage of HGV drivers across the UK.

That's where we step in.

Here at NWH, we aim to tackle this driver shortage with our renowned HGV Driver Apprenticeship Scheme. And what's more, we have increased the number of apprentices for 2022 by **300%**.

Launched in 2013, the scheme offers an incredibly high level of training from our experienced and knowledgeable Mentor Drivers, and our apprentices are put through their SVQ Driving Goods Vehicles qualification, which is a SCQF Level 6 Qualification. This is in addition to a Level 3 Modern Apprenticeship in Freight Logistics – Driving Goods Vehicles.

We equip our apprentices with the skills and knowledge they need to get full time careers as HGV drivers. What's more, there is no cost to the individual applying with NWH as all fees are fully funded by the government, including theory, medicals and more.

We are even able to offer full time roles for successful apprentices, taking them from apprentice wages to full time driver wages after successfully completing their 12-month training.

GROWING & DEVELOPING TALENT

We are committed to the personal and professional development of our employees and have set the bold target of having 20% of our workforce by 2025 having come through our own apprenticeships and development programmes as well as sponsored scholarships.

In the last five years, we have supported and funded a number of employees through training and development courses including:

- Alongside his full-time employment, The NWH Group fully funded and supported Rhys Donaldson, HR Manager, to complete a level 5 CIPD qualification in Human Resource Management.
- Chris Low and Andrew Turnbull achieved qualifications from the Waste Management Industry Training and Advisory Board (WAMITAB). Mike Kennedy and Kevin Logue are currently working through the same certification.
- The NWH Group is partnered with Entrepreneurial Scotland (ES) and in summer 2021, the marketing team appointed an intern through ES' Saltire Scholar Programme.
- 10 employees successfully completed the IOSH Managing Safely course.
- We have worked with the Leadership Factory for several years to develop leaders from within the business.
- In addition, NWH has supported Ricky Ray to achieve NEBOSH, Graeme Malko and David Calder to achieve CPC in Road Haulage, Eddie Macleod and Kevin Logue to achieve CPC Transport Manager.





OUR COMMITMENT TO OUR COMMUNITIES

CHILDREN 1ST: OUR OFFICIAL CHARITY PARTNER

As a business, we aim to make a positive difference to the communities in which we operate, and by showing our commitment to Children 1st we hope this support means we can make a real difference to the lives of children in need.

Children 1st is a national children's charity, and it exists to prevent abuse and neglect, and to protect children and keep them safe from harm.

Since our partnership with the charity begun, staff have been involved in various fundraising activities including the Give the Gift Christmas appeal and collecting donations.

IN
2017 £15K

CHILDREN 1ST APPOINTED
OFFICIAL CHARITY

DONATED TO OFFICIAL CHARITY CHILDREN 1ST
IN FIVE YEARS



ENTREPRENEURIAL SCOTLAND PARTNERSHIP

Earlier this year, we joined forces with Entrepreneurial Scotland as part of our commitment to supporting and growing talent and donated £10,000 to its fund the future campaign.

The funds will be used to increase the number of people who take part in Entrepreneurial Scotland's programmes such as the Saltire Scholar internship programme and forms part of The NWH Group's green action plan – a series of initiatives to support the United Nations Sustainable Development Goals.

As an Ambassador for Entrepreneurial Scotland, we hosted a marketing intern during the summer through the world-class Saltire Scholar Programme. The internship provided a transformational opportunity for someone and focused on further developing our green action plan by looking at our carbon footprint and sustainable jobs.



COMMUNITY FUNDING INITIATIVES

£21K 2016

DONATED £21,000 PER YEAR TO
LOCAL PROJECTS AND CAUSES

LAUNCHED NWH COMMUNITY
INITIATIVE

In 2016, we announced our pledge to support local community projects, charities, sports sponsorships and other worthy causes.

We have provided funding to lots of local projects and groups including:

- Mayfield and Easthouses Community Group
- Middleton Family Day
- Newtongrange Gala Day
- Alternatives Dundee
- Alpha Boys Club
- Lothian's Veterans Centre
- Woodburn Youth Project



YOUTH RECYCLING EDUCATION PROGRAMME

Here at NWH, we believe in taking learnings from the youth and regularly work with schools to educate young people about the importance of recycling. We have also run competitions with the school to design trade refuse vehicles and win prizes.





OUR COMMITMENT TO OUR PLANET

ACHIEVING NET-ZERO

Following strong trading performances and a recent review of the business strategy in 2021, we have embarked on the next stage of our sustainability journey with the ultimate ambition to be a carbon negative business.

To achieve this goal, The NWH Group recently partnered with sustainability experts, Carbon Footprint Ltd to audit our business. This greenhouse gas emissions audit provides a baseline from which we will set the targets required to achieve our carbon negative goal.

The next stage of this partnership is to further develop our sustainability strategy to become net-zero by 2043.

NET-ZERO BY 2043



Switch sites to renewable electricity tariffs

2025



Switch all company cars to electric or alternative power

2025



Encourage employees to transition cars to electric or alternative power

2030



Switch sites from gas to alternative sources

2035



Transition fleet of HGVs to electric or alternative power

2043



Achieve Net-Zero

2043

RECYCLING 'SUPER PLANT'

In 2020, we invested in a £2 million recycling super plant that will save 20,000 tonnes of industrial waste from going into landfill each year with asset financing from HSBC UK.

This new machinery features the most up to date technology including Spaleck waste screening and Westeria air separation equipment to sort through construction and demolition waste more effectively, enabling it to capture 15 per cent more material for recycling.

It can pick up material that older machinery would have missed, and it is faster, recycling 45 tonnes of waste per hour compared to just 15 tonnes per hour with the older system.



ELECTRIC VEHICLE PLEDGE

In September 2021, we marked a critical step in our transition to carbon negative by switching 5% of our fleet to electric vehicles.

Starting with the company cars, the six new Tesla Model 3's are used by team members based across Scotland and Northeast England including account management, compliance, sales, operations and service delivery.

We aim to transition our vehicle fleet to electric and alternative fuels with a view to switching company cars first, the business is also looking at hybrid options to suit a variety of users, as well as trucks, skip vehicles and excavators.

Transitioning our fleet to electric will be core to achieving carbon negative status.

£258K

INVESTED IN ELECTRIC VEHICLES WITH GOAL TO
SWITCH ENTIRE FLEET TO ALTERNATIVE FUEL SOURCE

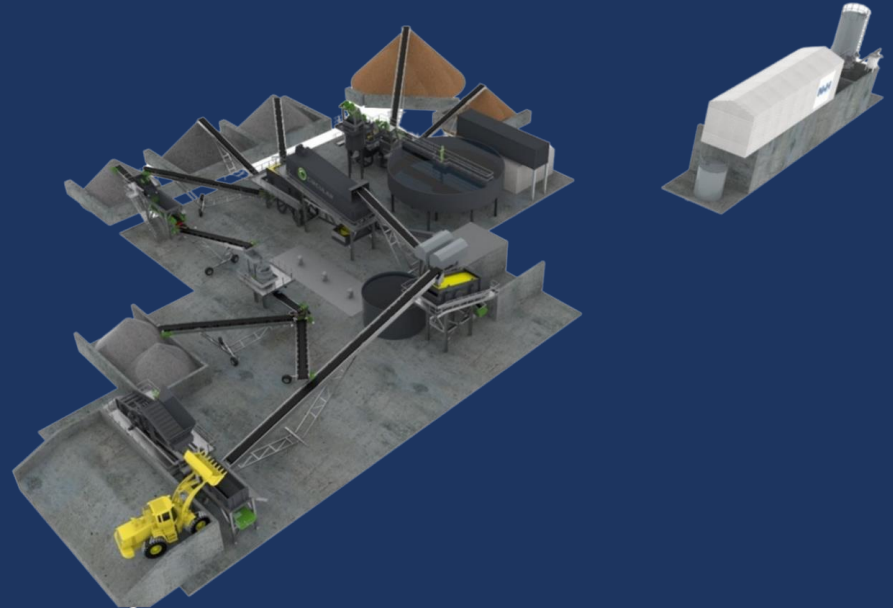
DIVERTING WASTE FROM LANDFILL

In January 2022, construction started on Scotland's largest construction and demolition waste recycling wash plant at our Mayfield site in Dalkeith, as we continue our investment into the circular economy and achieve carbon negative status.

The £4.4m investment at the business' Mayfield site, will enable the recycling of inert construction and demolition wastes through the latest technology washing, screening, crushing and water treatment equipment. The site will increase the businesses processing capabilities from 75 tonnes per hour to 250 tonnes per hour diverting more than 650,000 tonnes per year from landfill and will create nine new permanent jobs.

The investment will further strengthen our role in the circular economy and means the quality, reliability, grading and breadth of recycled resources will increase as will the production of recycled resources. This reduces the percentage of material to tip and reduces inert landfill because the previously tipped material can now also be washed and converted into a valuable new product for reuse.

The previous wash plant was Europe's first recyclable inert wash plant and once dismantled, it will be recycled.



£4.4M

INVESTMENT IN NEW CONSTRUCTION & DEMOLITION
WASTE RECYCLING PLANT

650K

TONNES DIVERTED FROM LANDFILL PER YEAR

FIND OUT MORE

For further information contact us on info@nwhgroup.co.uk or visit the sustainability pages of our website.

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