

SUSTAINABILITY REPORT

2022



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Directors Foreword



As global expectations continue to increase, the pressure mounts to ensure that we prioritise **sustainable development** in all business actions undertaken in our industry.

Our 2021 Sustainability Report showcased our reviewed strategy to delivering upon the three pillars of sustainability, through our **GROWW Framework**. Whilst our targets were strong and ambitious, it is what we deliver that counts, which is why an annual review of our progress is crucial to demonstrating our commitment to the goals we set out.

2022 has been a year with several highs, and although we returned to some stability as COVID eased, there were many **challenges throughout the year** with an uncertain economic climate looming. Through these challenges, people have been the key to our success. Whether that is

celebrating and retaining the people we have, recognising and utilising **incredible talent** to find business growth, or supporting those who are in a less fortunate position to find a better path. I'm proud of what Go Green has achieved this year, through business growth, **supporting environmental protection** and engaging within the communities of our stakeholders.

Although the successes of 2022 stand on their own, they will also become a springboard to the targets we look to achieve heading into 2023.

Roger Wells
Managing Director



2022 Business Highlights



*vs 2021

Progress Against our GROWW Framework Commitments

With the launch of our **GROWW Framework**, it was fundamental to demonstrate a commitment to continuous delivery of sustainable development, to ensure environmental and social practices are **embedded** throughout the business.

We set commitments against each of our Framework pillars and are **proud with the progress** we have made against each of them within the first year.



GreenEthos – Reach Net Zero by 2030. Carbon Neutral as of 2022.

34%

reduction in GHG emissions



ReEducate – Deliver our programmes to 10,000 young people by the end of 2026.

1,989

young people have participated in our sessions



OurCommunity – Give social value support to every county in the UK by the end of 2025.

19

counties supported through fundraising, volunteering time and in-kind donations



Wellness&Health – Match the number of Mental Health First Aiders to Physical Health First aiders by 2023.

6

new MHFA within the team



WasteSchool – Deliver 3,000 Hours of training each year to our team.

3,504

Hours of training delivered throughout 2022

2023 Objectives

This year, we are striving to continue delivering against these commitments and have set objectives to achieve:






- Reduction of our reliance on the grid through further **investment in solar energy** to feed into battery storage
- Educational sessions delivered to **2,200 young people**. Growing partnerships with our customers social engagement teams, we aim to deliver programmes with a collaborative approach.
- **Deliver social value support** to a further 30 counties. Through ensuring we prioritise the needs of local communities we will continue to provide the most impactful support.
- Train a further **5 Mental Health First Aiders** within the team. This will see the first achievement against one of our Framework commitments.
- **Provide 3,200 Hours** of training to our team, an increase on the previous commitment based on team growth.

A Sustainable Planet, Rooted in Sustainable Communities



United Nations Sustainable Development Goals

In our 2021 Report, Go Green committed to supporting all 17 Sustainable Development Goals created by the United Nations in 2015. Whilst we still fully support all the goals, during 2022 we focused our efforts on working towards five specific goals for which we can achieve the most significant impact.

GOALS AND TARGETS		ACHIEVEMENT Throughout 2022		LOOKING AHEAD	
<div>Goal4: Quality Education</div> <div></div>	<p>4.1 By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes.</p> <p>4.7 By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including (among others) through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture’s contribution to sustainable development.</p>	<p>Delivery of the ReEducate pillar to 1,989 young people. In particular, delivery of our Eco Heroes programme to 1,050 primary school students, created in line with the national curriculum, teaching KS1 and KS2 students about waste, climate change and how waste contributes to environmental issues.</p> <p>Continuous in-house training to our workforce focusing on fundamental practices including equality, diversity and inclusion training as part of Go Green’s employee on-boarding process, and with annual refresher programmes.</p>	<p>2023 target to deliver our ReEducate programme to a further 2,200 students.</p> <p>Committed to carrying out annual refresher training to all staff on EDI and FIR.</p>		
<div>Goal 8: Decent Work and Economic Growth</div> <div></div>	<p>8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high value added and labour-intensive sectors.</p> <p>8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value</p> <p>8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training</p> <p>8.7 Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms.</p>	<p>Founded our Waste-Link App allowing our customers, and their site teams, a direct connection to our internal systems, enabling them to book movements on-the-go flexibly with mobile or desktop access.</p> <p>Introduced a successful OCR system allowing supplier invoices to be electronically sent and automatically scanned, using bespoke software eliminating the need for paper invoices.</p> <p>Appointed a Chief Technical Officer to manage the company’s technology, adopting lean process management and automation to allow Go Green to scale rapidly with a solid foundation.</p> <p>Offering enhanced rates of pay for all apprentice positions within the business.</p> <p>Maintaining a 60% female gender split ratio within our team with 30% of leadership team positions held by women.</p> <p>Successfully filled four apprenticeship vacancies studying qualifications in Business Administration and Customer Service. All our apprentice team members are between the ages of 16-21.</p> <p>Integrated modern slavery checks within all our on-site visual inspections of our supply chain transfer stations, including requesting Right to Work documents where necessary. In addition, we publicly released our first Modern Slavery Policy.</p>	<p>Implementation of a new system to streamline our credit control process, allowing business growth without increasing workload through our Credit Control team.</p> <p>Building a new internal software eco-system, based on lean process management techniques and leaning technologies including serverless architecture.</p> <p>As of July 2023 we will begin to record our gender pay gap statistics across the business.</p> <p>Working with our local college to accommodate our first T-Level Business Administration Student.</p> <p>Support student placements in Sustainability related studies in partnership with local universities.</p> <p>Launch of our apprenticeship programme to enhance career development even further.</p> <p>Delivering mandatory Modern Slavery training throughout the whole team by the end of Q2.</p>		
<div>Goal 12: Responsible Consumption and Production</div> <div></div>	<p>12.2 By 2030, achieve the sustainable management and efficient use of natural resources</p> <p>12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse</p> <p>12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle</p> <p>12.7 Promote procurement practices that are sustainable, in accordance with national policies and priorities</p> <p>12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature</p>	<p>Added a further 6 fully electric vehicles to our fleet of company cars. Alongside being fully electric, the Kia EV6’s are certified with the Carbon Trust’s ‘Carbon Measured Badge’.</p> <p>Tripled our HO solar panel array, allowing us to power on totally clean energy through select days of the summer months.</p> <p>Annual diversion from landfill rate of 96% delivered on average for our customers.</p> <p>Identifying new supply chain partners, in order to deliver re-use opportunities to our customers.</p> <p>For customers wanting to improve their site set up and segregation, we arrange for our Site Inspection team to visit their site and deliver best practice guidance and support through Toolbox Talks. We also arrange for Waste Training, either in person or on Teams, for the relevant site staff.</p> <p>Implementation of an External Tender Document for all services procured by Go Green Ltd, to embed sustainable working partnerships.</p> <p>Sourcing products with high ethical standards which include fairtrade, biodegradable and recycled.</p> <p>Roll out of Environmental Awareness training to the full Go Green team to encourage better environmental practices in both professional and personal settings.</p>	<p>Investment in an additional electric vehicles.</p> <p>Increase in on-site solar panel array to reduce reliance on purchased electric.</p> <p>Implement further energy efficiencies throughout our office.</p> <p>Expanding our supply chain partners in order to set up direct outlets for diverse waste streams finding innovative solutions for our client’s waste.</p> <p>Improve customer engagement with our in-house waste reporting portal by 40%.</p> <p>Creation and publication of a Sustainable Procurement Policy.</p> <p>Delivery of Sustainable Procurement training to all relevant team members.</p> <p>Providing Environmental Awareness training to key clients, and site teams, as part of our service offering.</p>		
<div>Goal 13: Climate Action</div> <div></div>	<p>13.2 Integrate climate change measures into policies, strategies and planning</p> <p>13.3 Improve education, awareness-raising and human institutional capacity on climate change mitigation, adaptation, impact reduction and early warning</p>	<p>Publication of our Net-Zero 2030 Roadmap to commit to reducing our Scope 1 and 2 Greenhouse Gas emissions by 80%.</p> <p>Invested in two staff members to undergo a Carbon Literacy Course to improve knowledge of carbon and climate change action.</p>	<p>Become a Carbon Literacy Recognised Organisation through the Carbon Literacy Project.</p> <p>Creation of a staff-led Climate Change Committee within Q1.</p>		
<div>Goal 15: Life on Land</div> <div></div>	<p>15.1 Ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests.</p> <p>15.5 Take urgent and significant action to reduce the degradation of natural habitats and halt the loss of biodiversity</p>	<p>Procurement of 60-acres of ex-quarry land with aims to utilise part of the project for woodland creation, homing approximately 28,000 native broadleaf trees. This will support in both carbon sequestration and biodiversity net gain.</p>	<p>Establishment of Project GROWW Green to take our plans from design to implementation.</p>		

Environmental

26%

absolute reduction in
purchased electric at HQ*

3%**

CO2e reduction*

2%

reduction in
Biomass Pellets*

4%**

less purchased water*

14%

of energy generated
by on-site solar
throughout 2022

*vs 2021
** per £1m turnover

Roadmap to Net Zero

In 2021, Go Green published our ambitious target to reach Net Zero against our Scope 1 & 2 emissions by 2030; Supported by our RoadMap to Net Zero, this aims to see an 80% reduction of emissions vs a baseline year of 2018.*

Although 2021 saw a considerable reduction against our baseline year, we acknowledged that COVID would have impacted these figures in a positive way due to reduced business travel and fewer employees working in the office.

Heading into the year, it was vital to increase the frequency of both site and supplier inspections to make up for reduced visits during the pandemic and projected business growth. We invested in additional EV vehicles to ensure we could deliver against client expectations and our best practice standards.

Our 2022 carbon footprint statistics have been achieved through:

- Investment in a 35kWp solar panel array and implementing energy efficiencies throughout our onsite building; both of which have allowed us to reduce our footprint from purchased electricity usage.
- Removal of one ICE vehicle from our fleet.
- Strategic reduction in use of biomass boiler

Electric Consumption

In 2022, we made huge strides in generating our own electricity on site to support with reducing our reliance on purchased electric.

Through investment in a 35kWp solar array and by identifying energy efficiencies in our amenities, we have been able to reduce our purchased electricity consumption by 25.8% within our building, generating on average of 14% of our own, clean, electric.



Emissions from Vehicles

Heading into the year, it was vital to increase the frequency of both site and supplier inspections to make up for reduced visits during the pandemic and projected business growth. We invested in additional EV vehicles to ensure we could deliver against client expectations and our best practise standards.

Although our emissions from electric charging increased, on analysis of the comparable CO2e emissions if we had invested in an equal number of additional diesel vehicles, our footprint was 93% less than the equivalent ICE vehicle amount.

In line with our RoadMap to Net Zero, In 2023 we have set objectives to:

- Invest in additional EVs, allowing us to decrease the need to use our final ICE vehicle
- Install additional solar panels and battery storage to further reduce our reliance on the grid.
- Endeavour to install a rainwater harvester to reduce purchased water usage.
- Research viability of an on-site wind turbine to generate energy through out the night.

Scope 3

Throughout 2022, we implemented processes within the business to allow us to fully capture remaining sources of Scope 3 emission data. This included:

- Employee commuting data
- Employee working from Home data
- Head office services
- Deliveries to site
- Public Transport
- Waste

As of Q1 2023 we will begin tracking these metrics in line with the DEFRA conversion factors, to allow us to set a Scope 3 reductions target by the end of 2023.

Offsetting

As committed in line with our GROWW Framework, Go Green are committed to offsetting all of our operational emissions as of 2022, to ensure we achieve carbon neutrality whilst we move towards Net Zero.

To uphold our belief that offsetting should be carried out in a real and permanent way, we have purchased our own land to be able to create a woodland, with the capability of offsetting our footprint until our goal year of 2030.

This will allow us to not only have complete transparency of the carbon sequestration throughout the lifetime of the woodland, but it also means that our Go Green team can have hands-on involvement with the planting process whilst we create a legacy within the local area of our operations and support local authority environmental objectives.

We intend to begin planting our woodland in Autumn 2023.

“
If working apart we are a force powerful enough to destabilise our planet, surely working together we are powerful enough to save it.”

Sir David Attenborough



34%
CO2e reduction*

7
additional EV's in our fleet

86%
CO2e reduction from
diesel emissions*

35kWp
solar panel array investment

25t
less CO2e created vs
comparable diesel fleet

*vs baseline year



Creating Room to Grow

In 2022, Go Green completed the expansion work to our Head Office Building in Doncaster. This will enable our headcount to increase, as we invest in resources to facilitate our growth strategy. Throughout the project, sustainable procurement has been fundamental, and this is shown both structurally, and throughout the interior of the building.

Our Building

In line with our ethos of supporting local businesses through our supply chain, across all the **contractors** used to carry out various elements of the project, **95%** of them were located within a 30-mile radius of the Go Green office.

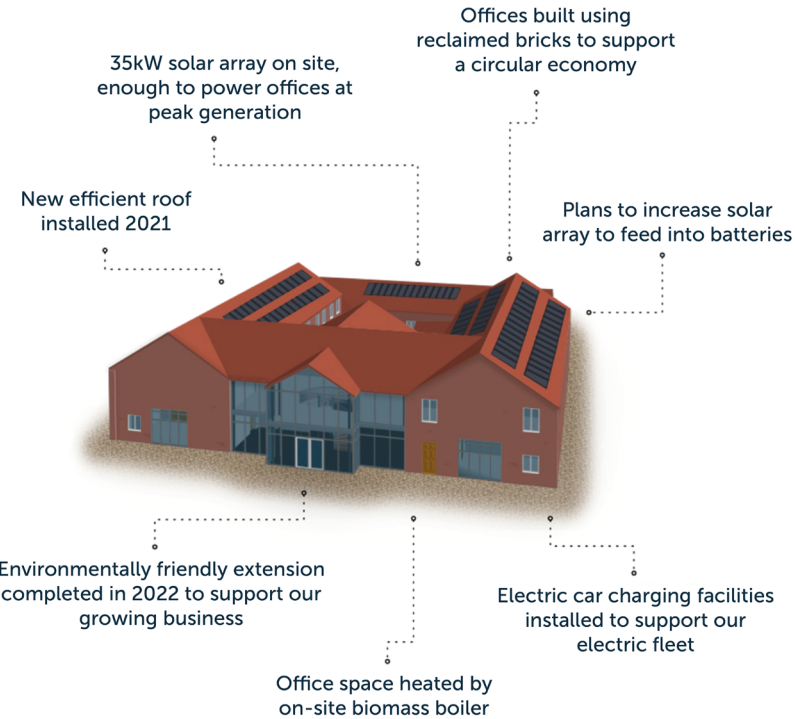
With a commitment to sourcing sustainable new furniture, we procured seating from Quest, who partner with the **SEAQUAL INITIATIVE** to combat marine plastic pollution. The fabric used throughout the seating is woven entirely from post-consumer recycled plastic, and for every one metre of fabric purchased from this range, a give-back donation is made directly to the **SEAQUAL INITIATIVE**.

Alongside sustainable new materials, we were also conscious to minimise the waste created throughout the project, following the best practice standards we encourage through our customer base. Working in partnership with **British Heart Foundation** and **Refurnish**, we prevented old furniture items from going to waste allowing them to remain as a resource for re-use opportunity.

Not only does the extension demonstrate our commitment to sustainable procurement and environmental solutions; the extension provides us the additional space needed to be able to expand our team comfortably with the projected business growth we have forecasted over the coming years.



Just some of the improvements we've made for a more sustainable building.



95%
of suppliers used within a 30-mile radius of the project

80%
of furniture purchased from recycled materials

2
charities supported through re-use furniture donations





Project GROWW Green

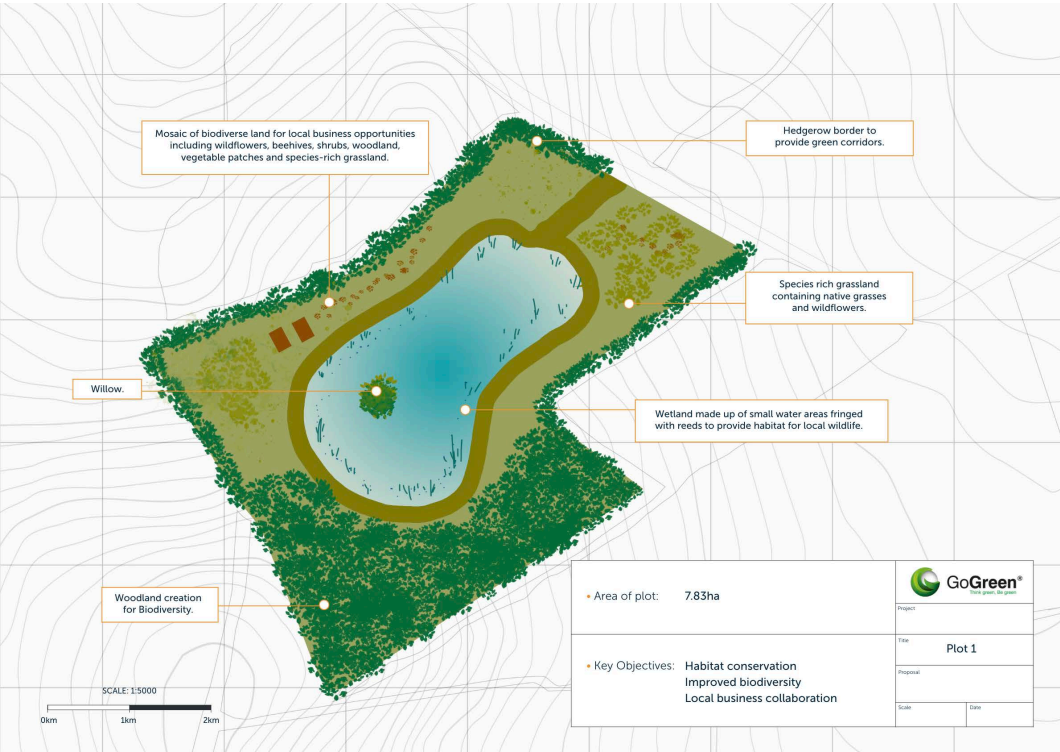
This year Go Green have made a milestone investment in the environment outside of our headquarters by procuring a **60-acre site**, with the purpose of increasing woodland coverage and improving biodiversity within the city of Doncaster. Committed to transforming the land, named **Project GROWW Green**, we are working collaboratively alongside local stakeholders and clients to ensure the land delivers an impact across everyone’s community aspirations.

Environmental protection

With a history of being quarried land, at present the site comprises of grassland. Currently in design stage, the plan has ambitions to establish a **woodland creation** that would see an additional 28,000 native broadleaf trees planted, supporting Doncaster’s aim to increase woodland coverage from 13% to 17% as part of their “One Million Tree Challenge”. The woodland would also contain glades of **species-rich grassland** made up of wildflower meadows, in addition to hedgerow borders, all to allow for maximum **Biodiversity Net Gain** throughout the lifetime of the project.

Carbon Offsetting

The ability for companies to offset carbon has become more difficult to achieve in a **responsible** way with the rise of greenwashing, and some facilitators prioritising profit over planet. Go Green have allocated part of the project to allow local businesses, and our clients, to offset **carbon emissions** through an accredited Tree Planting Scheme. From having active involvement with the planting process, to getting regular updates on the progress of their tree, stakeholders will have peace of mind knowing trees will have an ongoing maintenance plan throughout their life and a **permanent offset**.



Plot one of three plots acquired by Go Green

ReEducate

The rapid success of our **ReEducate programme** over the last 12 months has been astonishing, and has given us the confidence to dedicate a section of Project GROWW Green for educational purposes. Our Community Engagement team are working alongside local schools and educational leaders to plan the most beneficial **hands-on learning resources** to develop on the land making this a key part of the project.

Student placements

Working in partnership with **Sheffield Hallam University**, the project has created an opportunity for Go Green to accommodate students to each undertake 120 Hours of work placement between January to April 2023, dedicated to the research, planning and designing of the project.

In conjunction with assisting the progression of the project, we aim for the students to gain **hands on experience** in a related field to their studies, with tangible project involvement that will support them in gaining their qualification and entry into a future **career path**.



GreenEthos

Through our GreenEthos pillar, we encourage our team to take up the opportunity for **environmental protection** activities throughout the year.

Planned fortnightly **litter picks** local to our office, tree planting events, and green space initiatives have been some of the most frequent activities our team have been involved with. This year has seen the largest number of **staff volunteering** hours put into these initiatives and alongside caring for the environment, it allows our team to feel a sense of accomplishment in line with our environmental values.

Case Study: Litter picking day with Amco Giffen

Our relationship with Amco Giffen was first established in 2013 and has since strengthened with them now being a **leading client** within our portfolio.

In **July 2022**, the dedicated Account Management and Sustainability teams at Go Green joined forces with three of the Amco Giffen procurement team to carry out litter picking near their Head Office in Barnsley. Together we spent 2 Hours **clearing litter** from Hugset Woods and the surrounding streets, collecting five bags of rubbish with the most common items being alcohol bottles and takeaway packaging.

“

I really enjoyed giving something back to the local community and surrounding area, the litter picking team did well and we are looking at doing more of these throughout 2023, hopefully supporting some of our customers including Canal and Rivers Trust, Network Rail and the Environment Agency.”

John Myskiw
Supply Chain Manager



85
hours of litter picking undertaken

104
hours of environmental training delivered

£3,857
donated towards environmental causes



Case Study: Environmental Training

Our ethos is that better informed people can make better choices, so this year we developed and rolled out Environmental Awareness training throughout Go Green. This ensures our **environmental values** are being embraced throughout the business

The training developed in-house by our **Environmental Specialist** who holds a BSc in Environmental Science, covered topics including key environmental issues, the **carbon cycle**, and understanding of the Paris Agreement.

In total, **126 Hours** of this training was received in a face-to-face setting across all levels of the business.



Throughout the training:

GHGs
explained in detail

6
key environmental issues covered

1.5°C
Paris Agreement explained and how we set targets to support it



“

I really enjoyed the training and found it beneficial. It was put together and executed in a fun manner and I’m sure we all took some really important information away with us. I know I will be sharing some of the facts with my customers, friends & family and I suppose that’s the point, for us to now be able to educate others.

I actually think some of my customers would be open to and benefit from a lunch and learn session to educate their teams.”

Haley Coggan
Business Development Manager





Social



Our People

Over the last 22 years, Go Green has grown from a business of **10 staff** to a team of 126. A huge component of our continuous growth has been down to ensuring that the people within our business are diverse and **showcase talent** from a range of backgrounds, bringing the best of people and skills sets together in one place.

To reinforce our culture of a **safe and healthy workplace**, this year we developed Equality, Diversity and Inclusion training and delivered this throughout the business. This was strengthened by the creation of an **Equality, Diversity and Inclusion Policy**.

All existing team members, and new starters, receive this training which has cemented a clear message that regardless of background or characteristic, Go Green encourages a **diverse** talent pool to be proud of.



“

We have seen some excellent additions to the many teams that we have across Go Green in the last year, complementing our long-standing staff and strengthening our service offering even further.

The open, collaborative and agile culture that we pride ourselves on continues to allow opportunities for our staff to thrive and grow with their careers at Go Green.

I am proud of the dedication and passion that is shown by each person across the business, and excited to see where we go from here.”

Phoebe Young
HR Manager

67
hours of EDI training delivered

1/3
of Leadership Positions held by females

21%
of staff under 25 years old



ReEducate

Launching our Eco Heroes programme has allowed us to connect with primary school children across the UK. The programme teaches children about the importance of environmental protection and how waste plays a significant part within that.

Over the course of 2022, our social value team delivered the programme across 15 different schools to students. With the programme tailored to different stages of the national curriculum, we have been able to engage with children ranging from EYFS through to Year 6.

Alongside delivering the programme in the classroom, we facilitated activities with the children around their local communities including litter picking events, drawing competitions and supporting the set-up of Eco Hero committees within schools to allow the settings to continue with an environmental focus.

Case Study: Radcliffe-on-Trent Junior School

Go Green have been working with Farrans’ Construction for 8 years, during this period we have **continuously strived** to evolve the service offering we deliver. In Spring 2022, Go Green and Farrans Community Engagement teams connected to find an opportunity to **deliver social value** near their A52 Improvements Project in Nottingham.

Four miles from the site, we arranged to visit Radcliffe-on-Trent Junior School to work with 90 **Year 4 students**. Whilst Sam Wraith, Community Business Partner at Farrans, gave the children an overview of the site project and the waste that comes away from the site, the Go Green team taught the children about what happens to waste, the impact of waste on the environment and the 3 R’s, giving them the knowledge to make better choices to **protect the planet**.

Before leaving, we left the children with some worksheets to carry out a **drawing competition** about what they had learnt, which was later judged by the teams at Go Green and Farrans.

Six weeks later, we returned to Radcliffe to announce the winners of the competition and set up a **litter picking event** with the children. We spent two hours litter picking in the local area around the school and managed to collect **7 bags** of rubbish from the community.



15
schools visited

134
Hours spent delivering Eco Heroes

1,989
children engaged with ReEducate programmes



“It was great to partner with Farrans to deliver such an impactful experience to the students at Radcliffe-on-Trent Junior School. Through developing the children’s understanding of climate change, we helped them discover new ways to take care of our planet first-hand through reducing, reusing, and recycling. Through our follow-up litter picking session we did with their Eco Warriors student council, we showed how rewarding it is to take care of their environment starting right on their doorstep.”

Alex Curran
Social Value Coordinator



OurCommunity

The OurCommunity ‘**County Commitment**’ we published in 2021, demonstrated Go Green’s commitment to delivering social value support in the communities of our clients across the whole of the UK.

Throughout 2022, we’re proud to have fundraised, donated net profit, volunteered time, and given **in-kind donations** across 19 counties. Through seeing the benefit of embedding social engagement throughout our business offering, it has allowed us to expand the resource we can dedicate to community engagement. As of 2022, we now have a dedicated team of **social value coordinators** to carry out our GROWW objectives.

Case Study: Yorkshire Three Peaks Challenge

Since partnering up with our local **NHS Trust** in 2020, we have continuously given our support throughout each year across various campaigns.

In July of 2022, three of the Go Green team took part in the Yorkshire Three Peaks Challenge to raise money for Doncaster Bassetlaw Teaching Hospital’s ‘Serenity Appeal’. The appeal’s aim is to raise **£150,000** to fund improvements to the maternity bereavement services for families suffering from the pain of baby loss.

Raising over **£900**, the team successfully completed the hike within 12 hours and we’re proud to have supported a cause that will provide families with the gold standard of care they deserve.



“

Though it was a big challenge, I’m so glad to have been able to support The Serenity Appeal, and volunteer my time to do something worthwhile for a fantastic cause

George Hilliard
Customer Service Advisor



Case Study: Jigsaw4u and Cinco Waste

Go Green have been working in **partnership** with Cinco Waste, a waste management provider in London, since 2013. Throughout the years our relationship has continued to strengthen and they have become a key partner within our supply chain.

In January 2022, Cinco donated a selection of gifts to Go Green to distribute throughout the team. To ensure we were giving back to the community in which Cinco operate, the Go Green team picked a **local charity** within London to raise money for by raffling off the gifts.

Jigsaw4u is a charity providing support across the Boroughs of Merton and Sutton for young people from vulnerable backgrounds. Through the money raised from the in-house raffle, Go Green were able to provide twelve day trips for **children with limited social opportunities**.

£900
raised for the Serenity Appeal

19
counties received social value support

38%
staff involvement in initiatives



OurCommunity - Global

Much like the rest of the world, Go Green were devastated to witness the humanitarian crisis unfold in Ukraine. Like so many other businesses, we wanted to give our support in the most **impactful** way, with every contribution going directly to the people who needed it most.

Go Green facilitated for one of our employees to travel to Poland and volunteer in two refugee camps that were set up when the crisis began. In addition, we purchased enough **supplies** to help the family members of the refugees who remained fighting, these were packed and shipped directly to Ukraine.

Whilst volunteering, our employee had been supplied with enough money to purchase **fresh food produce** including meat, fruit and vegetables for the camps, something that is difficult to be donated directly from the UK.

Aleks spent **four days** across two camps, helping to cook, look after the children and support the wellbeing of the refugees. In total, Go Green and our team donated **£7,850** of supplies both from the UK and in Poland to make a small difference in a devastating humanitarian emergency.



Wellness&Health

To ensure we are an organisation that prioritises our employee’s **health and wellbeing**, this year we worked hard to increase the amount of support available throughout the business.

Mental Health awareness has been at the forefront of our objectives, with a further six team members undertaking training to become qualified Mental Health First Aiders. Alongside making sure we have these individuals available to our team within the building, we have also considered how this support can have a wider reach. In doing so, we made the decision for our **Supply Chain Manager** to become Mental Health First Aid trained to enable him to support our supply chain partners too.

With a **further 5 employees** to be trained in 2023, we aim to have matched the number of Mental Health First Aiders to Physical Health First Aiders by the end of the coming year.

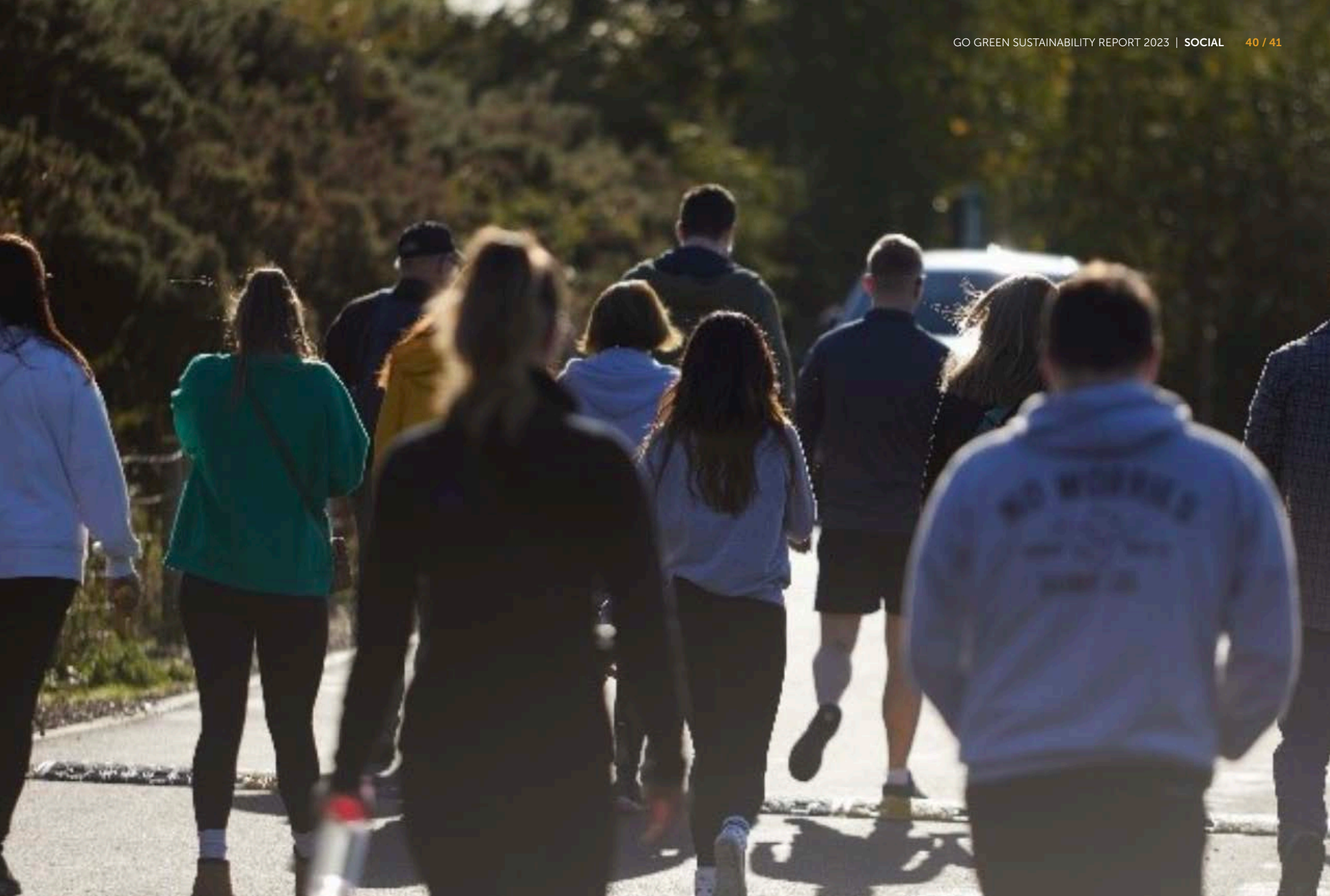
Case Study: Time to Skip Campaign

In August 2022, we launched our **Time to Skip Campaign**, focusing on tackling issues faced by women within society, including inequality, period poverty, and the stereotypes women are challenged with daily.

Within the campaign we raised awareness for domestic abuse by hosting a 10K Step to Stop Event, to raise money for the **DASH Charity** (Domestic Abuse Stops Here) , who provide specialist support to people experiencing domestic abuse, empowering them to live a life beyond crisis and ensuring their voices are heard.

With **27 staff** taking part in the event, we managed to raise £800 for the charity, but most importantly raised awareness of what domestic abuse looks like in all forms.

In addition to the event, 8 of the Go Green team undertook **Domestic Abuse Awareness training**, to increase the support available within our workforce, for varying issues our team may be facing.



6
newly trained MHFA

£800
raised for DASH charity

8
Go Green staff undertook
Domestic Abuse Awareness Training



“

I really enjoyed the 2-day MHFA training at Doncaster Mind, meeting the other participants and listening to their views on positive mental health. The course was a huge eye opener which highlighted the importance of positive mental health generally, and in the workplace.”

Damien Tomlinson
Business Analyst

Economic





WasteSchool

The personal development of our team is hugely responsible for Go Green’s continued success. We focus on bringing a mix of skill sets into the company and **invest** in training resources to allow our team to expand their knowledge year-on-year.

In 2021, we made a commitment to deliver **3,000 Hours** of training each year to our team, through a combination of internal job-role specific training, investment in recognised qualifications and mandatory training in fundamental practices such as EDI and Sustainability, and are proud to have exceeded that target by over **15%** in 2022.

In addition to developing our existing staff, we have also paid attention to attracting a **diverse pool of talent** to help young people grow careers. Throughout the year we created four apprenticeship vacancies in Customer Service and Business Admin, and within these roles we aim for these individuals to have maximum learning opportunities around the business to give them the best start to their **career journey**.

Over the coming years, we aim to further our talent strategy by putting even more focus on apprenticeships and diversifying the qualifications we support with the launch of an apprenticeship programme; alongside offering opportunities in more recent employment skills programmes such as the governments **T-Level course**.

Case Study: Work Placement Student

In July 2022, Go Green invited a sixth-form student from McCauley Catholic High School who had an interest in **Environmental Science**, to carry out a one week work placement in our Sustainability department.

Throughout his week, Matthew learnt about how sustainability is integrated through all areas of business operations and managed with a holistic approach through our **GROWW Framework**.

Spending time with our Environmental Projects Specialist, Matthew learnt more about carbon foot printing, reporting and transparency and some of the actions Go Green are taking to achieve our NetZero 2030 target.

Before leaving, our HR team also spent time supporting Matthew in creating his own CV and provided guidance on writing a personal statement for his university application.

Since hosting Matthew and seeing how beneficial work placements can be for student development, Go Green has since supported another **2 placement** experiences.



13
internal promotions

12%
staff enrolled onto NVQ qualifications

6%
of staff given opportunity to develop in an area of interest

“Thank you again, I have had a fab week, and everyone has been so welcoming. If you can just pass my regards onto all the staff saying thank you and especially to those who sat with me and explained how the departments work. It has been so wonderful.”

Matthew
McCauley Catholic School



Operational Performance

Throughout 2022 we processed **205,322** waste movements achieving, on average, a **96%** diversion from landfill rate for our customers.

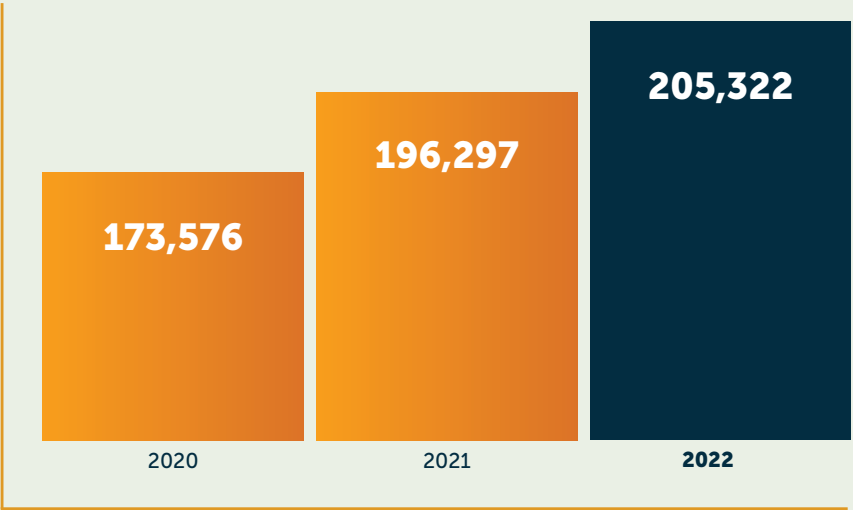
Environment and Quality are fundamental to our business success, maintaining our ISO 9001 and 14001 certifications, with zero non-conformances, allows assurance to our stakeholders that we continue to follow best and safe practices within our systems.

Our bi-annual customer questionnaire demonstrated that we continue to prioritise customer service, achieving **96%** positive feedback, an increase of over **2%** from the previous year. This positive result has helped us to retain **90%** of our customer portfolio throughout the year.

“As we have continued to grow as a business throughout last year, our emphasis has remained firmly on delivering a truly bespoke and personalised service to all of our clients. Through dedicated account management and operational teams we have delivered a first class customer experience, maintaining a very high feedback score.”

Will Ives
Operations Director

Number of Movements



95%
service success

5%
increase in movements vs 2021

96%
positive feedback

Sustainable Business Growth

Financial Growth Strategy

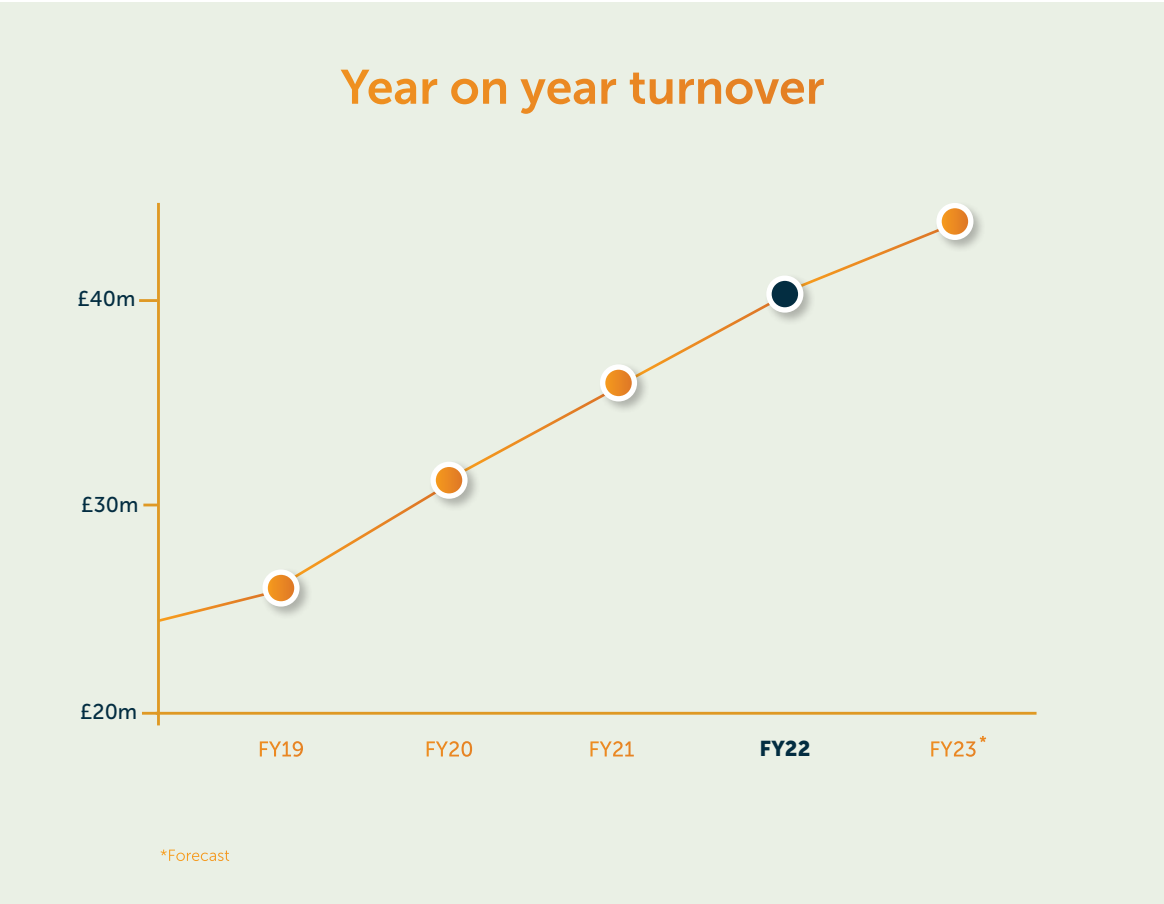
On the back of uncertain market conditions post-pandemic and a challenging economic climate throughout 2022, we have delivered on our growth strategy. We saw strong revenue growth of **12%** during the year, which was achieved through a strategy of providing a broader service offering, allowing us to develop a larger and more varied customer base across all end markets whilst also focusing on building our existing client relationships.

Strengthening Technology Infrastructure

Throughout 2022, significant advances have been made in the technology infrastructure within the business. This has allowed us to keep pace with the growth of the company, increasing efficiencies and automation throughout all operations.

Investing in our Team

In addition, during the year we have invested in our employees, realigning salaries with market rates, and increasing head count to manage our strategic growth expectations for 2023. Further to this, we have also invested in four apprentices and increased training across our teams from **570** Hours to over **3,500** Hours, in line with our WasteSchool Pillar, to upskill employees and promote staff retention.



12%

revenue growth vs 2021

80%

increase on social value delivered

7%

increase in staff numbers

“

Our aim is to build on the momentum from last year, and continue our strategic drive to focus on growing end markets to increase market share, and diversifying our revenue streams to target 15% year on year growth in turnover.”

Paul Pearson

Finance Director



Roger Wells
Managing Director



Sabrina Barnett
Sustainability Manager



Jon Mimms
Commercial Director



Paul Pearson
Finance Director



Phoebe Young
Head of HR



Elliott Woodcock
Head of Procurement



Paul Allen
Sales Director



Sophie Scott
Head of Operations



Will Ives
Operations Director



Terri-Anne Carrigan
Head of Account Management

Future Proofing

Our strategic target for 2023 is to grow turnover by **15%** on last year. The strategy to deliver this growth is to diversify our service offering targeting **new market sectors**, and investing further in enhancing our technology platforms and infrastructure to align with our growth aspirations. This will ensure processes are streamlined to improve efficiencies for the business, supply chain, and customer base.

We have also restructured our Senior Management Team to ensure the appropriate corporate governance is in place, as the company continues it's growth strategy.

“Sustainable development requires human ingenuity. People are the most important resource.”

Dan Shechtman
2011 Nobel Prize Winner

Looking Ahead



Over the last twelve months, Go Green has put a tremendous amount of energy into evolving our approach to **sustainability**. When we launched the GROWW Framework in 2021, our ambition was for it to be an additional aspect of our business that would support in delivering upon a sustainability strategy. In the space of one year, we have achieved a **culture** throughout the company to a point where sustainability is embedded throughout all areas of our operations.

Working in partnership with our customers to deliver upon our values has been key to making a difference against both our environmental and social objectives. I'm **deeply proud** of the achievements we've already made against the pillar commitments of our GROWW Framework, and have no doubt that this year we will continue to accomplish even more.

With highlights from 2022 including further progress to Net Zero, an increased amount of community engagement, and investment in our team, we are confident in continuing our approach to **prioritising** a sustainability focus at all times.

Looking ahead into 2023, I'm excited to continue working on the **delivery of our targets**, ensuring we deliver high impact work against each aspect of our framework, and the sustainability of the wider business.

Sabrina Barnett
Sustainability Manager





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