

Shanks Group Corporate Responsibility Report 2013

The full data

Shanks Group is a leading international sustainable waste management business. We meet the growing need to manage waste without damaging the environment. Our solutions reduce greenhouse gas emissions, recycle natural resources and limit fossil fuel dependency.

We use a range of sustainable and cost-effective technologies to make valuable products from what is thrown away. We produce green energy, recovered fuel, recycled commodities and organic fertiliser, while generating returns for our shareholders. We operate in four divisions that reflect our markets: Benelux Solid Waste, Hazardous Waste, Organics and the UK. We have operations in the Netherlands, Belgium, UK and Canada, and employ around 4,000 people. In our target markets, we are at the forefront in providing sustainable waste management solutions for both the public and private sectors.

This is our full corporate responsibility (CR) data document. Our publicly available annual CR Reports include highlights of our sustainability and CR performance. This document supports our CR Reports by giving fuller, more in-depth information. For ease of reading this document is split:

1. Key facts and figures about our activities
2. Sustainability and the environment – carbon footprints for our Group and divisions
3. Sustainability and the environment – wider environmental indicators, our emissions
4. Sustainability and the environment – wider environmental indicators, our resource use
5. Sustainability and the environment – waste types handled by our sites
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12. Management – our international and national accreditations
13. Management – our compliance performance
14. Want to know more? Other documents you may be interested in

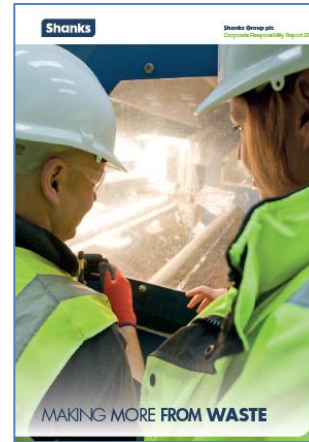
Basis for data

Each of the above sections is presented below with a brief description of what the data is and what it shows. Where given, CR data is split by our operating divisions. For further information on what each item of data means and how it has been calculated please see our 'CR Indicators document', which is available in the Our Responsibilities section on our Group web site (www.shanksplc.com). This CR indicators document also explains how we treat data issues such as joint ventures, our reporting cycle and other background information on our CR data.

1. Key facts and figures

Our operations are diverse and widespread. The below data illustrates this and provides readers with an overview of our operations split between each of our operating divisions and as Group totals.

Key facts and figures					
Measure	Benelux Solid Waste	Hazardous Waste	Organics	UK	Group
Number of employees	2285	749	77	900	4011
Active operating centres	46	13	6	39	104
Operating centres with recycling/recovery	35	2	6	18	61
Operational landfill sites	3	0	0	3	6
Collection and transport lorries	818	105	0	143	1066
Tonnes waste handled (million tonnes)	3.93	1.71	0.68	1.51	7.83
Tonnes materials recovered (million tonnes) ¹	3.00	1.62	0.66	0.81	6.09
Overall recycling and recovery rate	76%	96%	98%	54%	78%
Total energy generated (000' megawatt hours)	58.7	0	35.7	21.5	115.8



Shanks Group has produced a full, publicly available annual CR Report since 2009. Prior to this the Group produced public annual SHE (safety, health and environment) reports. We have been reporting publicly on our health and safety and environmental performance since the late 1980s

2. Sustainability and the environment – carbon footprint Shanks Group

This is our Group carbon footprint. Unlike many other companies Shanks activities provide a carbon avoidance benefit produced from our recycling and recovery operations. The below footprint is split to reflect this: Listed first are our emissions, both direct and indirect, followed by the carbon avoidance benefit produced by our activities. For details of how we calculate this data see our CR Indicators document.

Emissions from our activities: Shanks Group totals		
Source	CO ₂ equivalent ('000 tonnes) ¹ 2013	CO ₂ equivalent ('000 tonnes) ¹ 2012
Process based emissions		
Emissions from anaerobic digestion	14	9
Emissions from composting	41	41
Emissions from hazardous waste treatment	258	287
Emissions from landfill	105	100
Emissions from mechanical biological treatment (MBT)	18	13
Transport based emissions		
Fuel used by waste transport vehicles	70	80
Business travel (cars, trains, flights etc) ²	4	-
Energy use emissions		
Electricity used on sites and in offices	46	48
Gas used on sites and in offices	9	9
Fuel used on sites and in offices for plant and equipment / heating ³	24	23
Total emissions from significant sources	589	610
The emissions we avoided for society by our activities – Shanks Group totals		
Renewable energy generated	44	36
Waste derived fuels produced and sold	652	652
Materials separated for re-use/recycling (some re-used directly, others undergo re-processing by 3 rd parties)	518	588
Total potential avoided emissions	1214	1276

1. Figures rounded to nearest 1,000 tonnes – totals may reflect rounding

2. Data not calculated for the whole of Shanks Group for 2012

3. Includes heat use on site for Shanks Hazardous Waste

2. Sustainability and the environment – carbon footprint Shanks Benelux Solid Waste

This is the carbon footprint for our Benelux Dry Waste Division operations. As for our Group carbon footprint the information is split into the emissions from our activities, followed by the carbon avoidance benefit we produce from our sustainable waste management operations.

Emissions from our activities: Shanks Benelux Solid Waste		
Source	CO₂ equivalent ('000 tonnes)¹ 2013	CO₂ equivalent ('000 tonnes)¹ 2012
Process based emissions		
Emissions from green waste composting	20	20
Emissions from landfill	57	63
Transport based emissions		
Fuel used by waste transport vehicles	55	63
Business travel (cars, trains, flights etc) ²	2	1
Energy use emissions		
Electricity used on sites and in offices	6	5
Gas used on sites and in offices	7	8
Fuel used on sites and in offices for plant and equipment / heating	15	15
Total emissions from significant sources	162	175
The emissions we avoided for society by our activities – Shanks Benelux Solid Waste		
Renewable energy generated	13	14
Waste derived fuels produced and sold	542	559
Materials separated for re-use/recycling (some re-used directly, others undergo re-processing by 3 rd parties)	321	365
Total potential avoided emissions	876	939

1. Figures rounded to nearest 1,000 tonnes – totals may reflect rounding
2. Data for 2012 only calculated for Shanks Benelux Netherlands operations

2. Sustainability and the environment – carbon footprint Shanks Hazardous Waste

This is the carbon footprint for our Hazardous Waste Division operations. As for our Group carbon footprint the information is split into the emissions from our activities, followed by the carbon avoidance benefit we produce from our sustainable waste management operations.

Emissions from our activities: Shanks Hazardous Waste		
Source	CO₂ equivalent ('000 tonnes)^{1 2} 2013	CO₂ equivalent ('000 tonnes)¹ 2012
Process based emissions		
Emissions from hazardous waste treatment	258 ³	287
Transport based emissions		
Fuel used by waste transport vehicles	8	8
Business travel (cars, trains, flights etc)	1	1
Energy use emissions		
Electricity used on sites and in offices	24	25
Gas used on sites and in offices	2	2
Fuel used on sites and in offices for plant and equipment / heating	2	2
Total emissions from significant sources	295	325
The emissions we avoided for society by our activities – Shanks Hazardous Waste		
Energy from waste used on site as a fuel ²	220	246
Total potential avoided emissions	220	246

1. Figures rounded to nearest 1,000 tonnes – totals may reflect rounding
2. Waste used on site as a fuel is unique to Shanks Hazardous Waste and is not quoted for other business units. Please note that avoided emissions from waste used on site as a fuel is not included in Shanks group's footprint as this was not included for data from the Group's base year for Shanks carbon avoidance objective. This omission to ensure the tracking of this objective is consistent from year-to-year
3. Fall in process emissions mainly the result of lower waste inputs for some types of waste

2. Sustainability and the environment – carbon footprint Shanks Organics

This is the carbon footprint for our Organics Division operations. As for our Group carbon footprint the information is split into the emissions from our activities, followed by the carbon avoidance benefit we produce from our sustainable waste management operations.

Emissions from our activities: Shanks Organics		
Source	CO₂ equivalent ('000 tonnes)¹ 2013	CO₂ equivalent ('000 tonnes)¹ 2012
Process based emissions		
Emissions from anaerobic digestion	10	9
Emissions from green waste composting	17	17
Transport based emissions		
Fuel used by waste transport vehicles ²	0	0
Business travel (cars, trains, flights etc)	0.3	0.3
Energy use emissions		
Electricity used on sites and in offices	4	4
Gas used on sites and in offices	0	0
Fuel used on sites and in offices for plant and equipment / heating	3	3
Total emissions from significant sources	34	33
The emissions we avoided for society by our activities – Shanks Organics		
Renewable energy generated	16	15
Materials separated for re-use/recycling (some re-used directly, others undergo re-processing by 3 rd parties)	39	18
Energy from waste directly used on site	1	-
Total potential avoided emissions	56	33

1. Figures rounded to nearest 1,000 tonnes – totals may reflect rounding
2. No waste collection activities and hence zero figure

2. Sustainability and the environment – carbon footprint Shanks UK

This is the carbon footprint for our UK Division operations. As for our Group carbon footprint the information is split into the emissions from our activities, followed by the carbon avoidance benefit we produce from our sustainable waste management operations.

Emissions from our activities: Shanks UK		
Source	CO ₂ equivalent ('000 tonnes) ¹ 2013	CO ₂ equivalent ('000 tonnes) ¹ 2012
Process based emissions²		
Emissions from anaerobic digestion	4	-
Emissions from in-vessel composting (mixed waste)	4	4
Emissions from landfill	48	54
Emissions mechanical biological treatment (MBT) ³	18	13
Transport based emissions		
Fuel used by waste transport vehicles	7	7
Business travel (cars, trains, flights etc) ⁴	1	-
Energy use emissions		
Electricity used on sites and in offices	12	14
Gas used on sites and in offices ⁵	0	0
Fuel used on sites and in offices for plant and equipment / heating	4	3
Total emissions from significant sources	98	95

The emissions we avoided for society by our activities – Shanks UK		
Renewable energy generated ³	14	7
Waste derived fuels produced and sold	110	92
Materials separated for re-use/recycling (some re-used directly, others undergo re-processing by 3 rd parties)	158	175
Total potential avoided emissions	282	274

1. Figures rounded to nearest 1,000 tonnes – totals may reflect rounding
2. Emissions include biogenic carbon
3. Increases the result of additional capacity being brought on line during the year
4. Data not reported for 2012
5. Gas is used at only 6 sites leading to zero figure with rounding

3. Sustainability and the environment – GHG emissions, spills and bio-diversity

This is a synopsis of our significant greenhouse gas (GHG) emissions, spillages and biological diversity.

Wider environmental indicators: GHG emissions, spills and biological diversity					
Indicator	Benelux Solid Waste	Hazardous Waste	Organics	UK	Group
Amount greenhouse gases emitted key operations (CO ₂ equivalent '000 tonnes) ¹	163	295	34	98	589
Significant spills at sites – number of reported spills required by permits	1	35 ²	0	0	36
Sites with land in or next to protected or high biodiversity value areas	3 ³	1 ³	0	0	4

1. Data rounded to nearest 1,000 tonnes

2. All reportable spills occurred at Shanks ATM site and are a function of strict site permit reporting requirements

3. Area of high biodiversity as part of Shanks Monceau site which is managed in accordance with legal obligation (5,000 square metres extent). Foronex Bree is located nearby natura 2000 areas and protected bird region. Foronex Manhay is located nearby natura 2000 areas. Area of protected land near to Shanks ATM site (115,000 metres² in extent)

3. Sustainability and the environment – significant emissions

We use a wide variety of technologies, from recycling systems, anaerobic digestion and mechanical biological treatment to thermal treatment, composting and landfill. These technologies use different processes and their potential significant environmental emissions are often very different: For example, methane emissions are significant for a landfill, but not for a recycling plant. As a result reporting in a meaningful way on potentially significant emissions is complex for us, and requires common indicators and a common set of parameters to report against.

All of our sites operate under environmental permits issued by country or regional regulators. With the exception of Shanks Canadian operations, these permits fall under common European (EU) law. Part of this regulation is that larger facilities are required to report on specified emissions using the European Pollution Release and Transfer (EPRTR) protocols. This gives us a common set of emissions and measures of significance.

However, EPRTR does not cover all of our operations, only larger facilities where the regulator deems there may be significant emissions. In practice this means that Shanks EPRTR emissions reporting covers some 70% of the wastes our sites handle, leaving some 30% not covered. This does not mean we do not report emissions from our non-EPRTR sites - we do but as part of our greenhouse gas/carbon reporting. The table below lists our operational types in broad categories, whether they are covered by EPRTR, brief descriptions of potential significant emissions and where Shanks reports on these.

For example, a small or medium sized recycling plant will typically have two significant emissions: Indirect green house gas (GHG) emissions associated with electricity used on site to power recycling equipment and direct GHG emissions from diesel use in heavy mobile plant. There will be other emissions, such as discharges to sewer from employee welfare facilities, but these are very unlikely to be significant. In synopsis:

- ✓ For our non-EPRTTR operations relevant significant emissions are those associated with carbon, which we report on in our carbon footprints
- ✓ For our EPRTTR sites carbon emissions are reported in our carbon footprints, and significant other emissions fall under EPRT reporting

Wider environmental indicators: Significant emission types by operation type				
EPRTTR	% cover	Indicative operation types	Description of potential significant emissions	Where reported
Waste handling operations falling under EPRTTR	Some 70% of tonnes waste handled	Landfills	Treated leachate to environment/sewer Methane to environment from landfill gas Direct CO2 and other GHG to environment from landfill gas Direct CO2 and other GHG to from green energy generation Direct CO2 and other GHG emissions from fuel use (mobile plant)	CO₂ and other GHG emissions included in Shanks carbon footprints. Other emissions in EPRT data as below
		Mechanical Biological treatment	Effluent discharge to environment/sewer Direct CO2 and other GHG to environment Indirect GHG emissions from power use (eg, electricity) Direct CO2 and other GHG emissions from fuel use (mobile plant)	
		Hazardous waste treatment	Effluent discharge to environment/sewer Direct CO2 and other GHG to environment Indirect GHG emissions from power use	
		Major recycling plants	Indirect CO2 and other GHG emissions from power use (eg, electricity) Direct CO2 and other GHG emissions from fuel use (mobile plant)	
		Large composting plants	Direct CO2 and other GHG to environment from compost process Indirect GHG emissions from power use (eg, electricity) Direct CO2 and other GHG emissions from fuel use (mobile plant)	
		Large anaerobic digestion plants	Direct CO2 and other GHG to from green energy generation Indirect GHG emissions from power use (eg, electricity) Direct CO2 and other GHG emissions from fuel use (mobile plant)	
Waste handling operations not falling under EPRTTR	Some 30% of tonnes waste handled	Medium/minor recycling plants	Indirect CO2 and other GHG emissions from power use (eg, electricity) Direct CO2 and other GHG emissions from fuel use (mobile plant)	CO₂ and other GHG emissions included in Shanks carbon footprints
		Medium/minor recovery plants	Indirect CO2 and other GHG emissions from power use (eg, electricity) Direct CO2 and other GHG emissions from fuel use (mobile plant)	
		Medium anaerobic digestion plants	Direct CO2 and other GHG to from green energy generation Indirect GHG emissions from power use (eg, electricity) Direct CO2 and other GHG emissions from fuel use (mobile plant)	
		Waste transfer stations	Direct CO2 and other GHG emissions from fuel use (mobile plant)	
		Civic amenity and similar sites	Direct CO2 and other GHG emissions from fuel use (mobile plant)	
Others	NA	Vehicles operations	Direct CO2 and other GHG emissions from fuel use (road lorries)	
		Offices	Indirect CO2 and other GHG emissions from power use (eg, electricity)	

3. Sustainability and the environment – EPRTTR emissions

The table below shows emissions from our sites under EPRTTR reporting. These are cumulative results – the total reported emissions for all of our EPRTTR sites across the Group. Which emissions any individual site is required to report on is decided by the regulator who issues the environmental permit and reporting requirements vary from site to site. Notes are given (see ref No next to each emission data-set and comments below table). However, reflecting the complexity of the data, the following also need to be accounted for:

- ✓ Thresholds under EPRTTR (columns headed ‘EPRT thresholds’) are for single sites and not for multiple sites or a company’s total emissions. We have chosen to report on all EPRTTR emissions and notes are given on whether any single site reported emissions above threshold
- ✓ EPRTTR covers both the ‘release’ and ‘transfer’ of emissions. The below emissions data is split accordingly. For releases these are emissions direct to the environment. For transfers these are emissions to secondary treatment. For example, a discharge to a sewer where further treatment will be applied before release into the environment. Emissions under the transfer columns below are not direct to the environment
- ✓ Much of the below data is based on monitoring of emissions. However, some is based on modelling. In particular where emissions may be from a diffuse source, such as fugitive emissions of methane through a landfill cap where direct measurement is not practical. As with most modelled data its value may be more in an ability to benchmark rather than as an exact measurement of emissions
- ✓ For data derived from models some of the assumptions laid into the model used may result in over-estimation of emissions. For example, emissions of CFCs and HCFCs from landfill sites may be lower than shown as a result of assumptions in the models used to derive this data

Wider environmental indicators: EPRTTR transfer and release emissions										
EPRTTR Component / emission	EPRTTR threshold kg/year			Group total emissions transfers to secondary treatment kg/year			Group total emissions releases to the environment kg/year			Notes ref No (see below)
	To air	To water	To soil	To air	To water	To soil	To air	To water	To soil	
Methane (CH ₄)	100000			0	0	0	1502521	0	0	1
Carbon monoxide (CO)	500000			0	0	0	73483	0	0	2
Carbon dioxide (CO ₂)	100000000			0	0	0	318178374	0	0	3
Ammonia (NH ₃)	10000			0	0	0	1433	2905	0	2
Nitrogen oxides (NO _x /NO ₂)	100000			0	0	0	287110	0	0	3
Sulphur oxides (SO _x /SO ₂)	150000			0	0	0	93371	0	0	2
Total nitrogen		50000	50000	0	325876	0	0	8168	0	4
Total phosphorus		5000	5000	0	4852	0	0	318	0	2
Hydrochlorofluorocarbons (HCFCs)	1			0	0	0	50	0	0	5
Chlorofluorocarbons (CFCs) (6) 1	1			0	0	0	15	0	0	5
Arsenic and compounds (as As)	20	5	5	0	21	0	0	2.59	0	4
Cadmium and compounds (as Cd)	10	5	5	0	0.5	0	0	0.041	0	2
Chromium and compounds (as Cr)	100	50	50	0	13	0	0	33	0	2
Copper and compounds (as Cu)	100	50	50	0	18	0	0	13	0	2

Mercury and compounds (as Hg)	10	1	1	0	0.1	0	0	0.009	0	4
Nickel and compounds (as Ni)	50	20	20	0	159	0	0	62	0	6
Lead and compounds (as Pb)	200	20	20	0	1.2	0	0	37	0	4
Zinc and compounds (as Zn)	200	100	100	0	207	0	0	58	0	4
2 1,2-dichloroethane (EDC)	1000	10	10	0	93	0	0	0	0	4
2 Dichloromethane (DCM)	1000	10	10	0	90	0	0	0	0	2
Halogenated organic compounds)		1000	1000	0	0	0	0	138	0	2
Simazine		1	1	0	0	0	0	0.005	0	2
Tetrachloroethylene (PER)	2000	20		0	1	0	0	0	0	2
1,1,1-trichloroethane	100			0	0	0	0	1.2	0	2
1,1,2,2-tetrachloroethane	50			0	0	0	0.082	0.4	0	2
Vinyl chloride	1000	10	10	0	0	0	0.122	11	0	2
Anthracene	50	1	1	0	0	0	0	0.0004	0	2
Benzene	1000	200	200	0	1.3	0	0.16	12	0	2
Ethyl benzene		200	200	0	0.6	0	0	0	0	2
Naphthalene	100	10	10	0	0.3	0	0	2.02	0	2
Organotin compounds(as total Sn)		50	50	0	0	0	0	26	0	4
Phenols (as total C)		20	20	0	14	0	0	14	0	2
Polycyclic aromatic hydrocarbons	50	5	5	0	0	0	0	0.017	0	2
Toluene		200	200	0	1.2	0	0.292	15	0	4
Total organic carbon (TOC)		50000		0	330266	0	0	35915	0	2
Xylenes		200	200	0	0.8	0	0	0	0	4
Chlorides (as total Cl)		2000000	2000000	0	2741447	0	0	727539	0	4
Cyanides (as total CN)		50	50	0	173	0	0	26	0	2
Fluorides (as total F)		2000	2000	0	0	0	0	49	0	6
Particulate matter (PM10)	50000			0	0	0	70368	0	0	2
Fluoranthene		1		0	0	0	0	0.002	0	2
Benzo(g,h,i)perylene 1		1		0	0	0	0	0.0006	0	4

1. Threshold only exceeded at landfill sites
2. Threshold not exceeded cumulatively or at any single site
3. Threshold exceeded at one site only (hazardous waste destruction to prevent environmental damage)
4. Threshold only exceeded as a transfer to secondary treatment not as release to the environment
5. Threshold only exceeded at landfill sites - data is based on models and likely an over-estimate
6. Threshold not exceeded at any one site

General notes: Data is for 2011 as reported by Shanks sites under EPRT. Some of the data (such as methane and carbon dioxide) is already reported on as carbon equivalents in Shanks carbon footprints. Exceeding an EPRT threshold, even at an individual site, does not imply any breach of an environmental permit or an unacceptable level of emission, simply that the emission is significant

4. Sustainability and the environment – wider environmental indicators resources

This data is a synopsis of our resource use across our activities. As for other data the basis for calculation is included in our CR indicators document available on our Group web site (www.shankspc.com) in the Our Responsibilities section.

Wider environmental indicators: Resources and consumption										
Indicator	Benelux Solid Waste		Hazardous Waste		Organics		UK		Group	
	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
Electricity consumption (000' Kilowatt hours)	41154	36330	52887	57099	20669	19016	24139	25608	138849	138053
Gas used at sites and offices (cubic metres)	3759	4171	926	854	12	9	46632	40265	51329	45299
Fuel use at sites and offices (000' litres) ¹	5053	4924	410	639	874	874	1365	1175	7702	7612
Fuel used in waste collection vehicles (000' litres) ¹	18697	21617	3078	2596	0	0	2738	2681	24513	26894
Electricity generated (Mega watt hours)	58660	66348	0	0	35665	34668	21543	12136	115868	113152
Water used at sites - potable water ('000 m ³) ²	80	80	139	172	8	81	47	45	274	378
Water used at sites – surface water ('000 m ³) ²	18	21	3842	4893	0	0	0	0	3860	4914
Water used at sites – groundwater ('000 m ³) ²	48	48	0	0	9	10	0	0	57	58
Water used at sites – rain water ('000 m ³) ²	36	37	20	18	24	2	0.5	0.5	80.5	59.5
Water used at sites – grey water ('000 m ³) ²	83	77	613	694	81	20	0	0	777	790

1. Diesel fuel used (for site use mainly in heavy mobile or static plant)

2. Data rounded to nearest 1,000 m³

5. Sustainability and the environment – waste types handled by Shanks sites

As a waste management company, the wastes we accept are our raw materials. Below is a synopsis of the waste types we accept and the tonnages of each accepted in the year. As for other data this is split between our divisions plus a Group total.

Wastes accepted by our sites by type					
Waste type handled ^{1,2}	Benelux Solid Waste	Hazardous Waste	Organics	UK	Group totals
Bulky waste	70	-	-	-	70
Construction and demolition	470	-	-	5	475
Commercial waste	390	-	13	522	925
Compost	1	-	33	0	34
Domestic waste	143	-	-	674	817
Food waste	51	-	125	17	193
Glass and ceramics	127	-	-	12	139
Green waste	290	-	-	21	311
Landfill	155	-	319	-	474
Liquid waste	122	631	-	-	753
Metals	12	-	134	2	148
Paper based	147	-	-	37	184
Plastics	37	-	0.05	4	41
Rockwool	61	-	-	-	61
Rubber	12	-	-	-	12
Rubble	929	-	-	2	931
Soil / sand / sludge	317	990	-	58	1365
Special waste	53	54	41	-	148
SRF / RDF (waste derived fuels)	1	25	11	129	166
Wood	280	-	-	16	296
General waste	113	-	-	-	113
Other	149	-	-	12	161
Totals	3930	1706	676	1512	7818

1. Figures are '000 tonnes, may reflect rounding and may not total. As a result of rounding data may be small amounts different to waste data elsewhere in this document

2. Data is for wastes received at Shanks sites (handled) and does not include wastes collected and transported to third party site

6. Sustainability and the environment – recycling and recovery performance

As a sustainable waste management company one of Shanks key performance measures is its recycling and recovery rate. Our recycling and recovery activities have a positive resource benefit and underpin our carbon avoidance benefit. The below data shows how much of the wastes we handle were recycled or recovered in the year compared to the previous year.

Recycling and recovery rates										
Indicator	Benelux Solid Waste		Hazardous Waste		Organics		UK		Group	
	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
Total waste handled at Shanks sites (million tonnes)	3.93	3.92	1.71	1.75	0.68	0.56	1.51	1.62	7.83	7.85
Amount of materials recovered from waste at Shanks sites (million tonnes)	3.00	3.09	1.62	1.71	0.66	0.53	0.81	0.76	6.09	6.09
Proportion of total waste handled at sites recovered from the waste stream (%) ¹	76%	79%	96%	98%	98%	94%	54%	47%	78%	78%
Tonnes of waste handled at Shanks sites sent for landfill disposal (million tonnes) ²	0.35	0.27	0	0	0	0.02	0.64	0.79	0.99	1.08
Tonnes of waste handled at sites sent for incineration disposal (million tonnes) ²	0.58	0.56	0.06	0.04	0.01	0.01	0.06	0.07	0.71	0.68

1. Includes water recovery and moisture loss during treatment for some technologies employed
2. Summing wastes sent to landfill and incineration will not always result in total as the result of rounding

7. Health and safety – our accident performance

The health, safety and wellbeing of all of our employees are key issues for Shanks. We accept that we operate in a known high-risk sector. The most basic measure of accident rate is shown below, along with severity and lost time accident frequency rates. Together this data provides the top-line indicators of our success in this area.

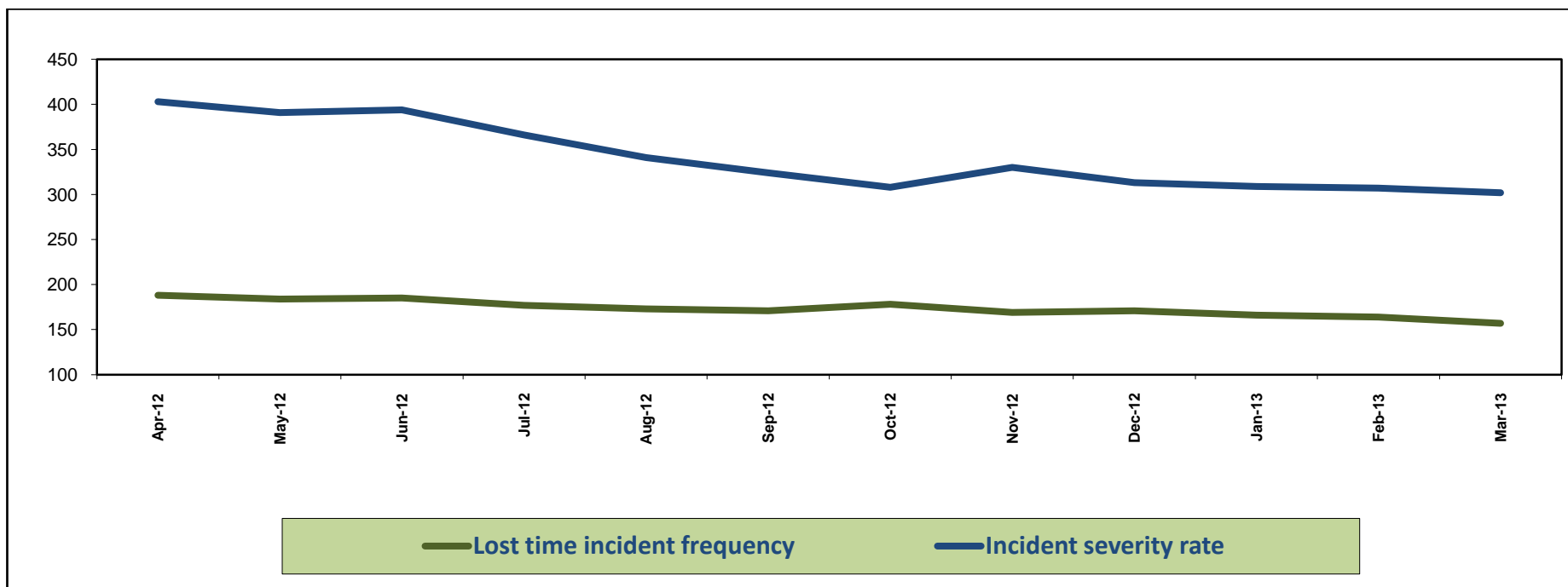
Health and safety: Employee accident performance										
Performance indicator	2013					2012				
	Total No. LTA	LTA rate	No. >3 day	>3 day rate	No. Fatal accidents	Total No. LTA	LTA rate	No. >3 day	>3 day rate	No. Fatal accidents
Benelux Solid Waste	85	3700	76	3300	0	96	3900	78	3200	1
Hazardous Waste	5	650	5	650	0	9	1200	8	1100	0
Organics	3	4300	0	0	0	5	6900	1	1400	0
UK	29	3200	17	1850	0	33	3700	19	2100	0
Group	122	3000	98	2400	0	143	3500	106	2600	1

During 2012/2013 Shanks improved its health and safety performance reporting in several ways, including the addition of more sophisticated measures and the validation of data. In addition, during the year the Group restructured into four new business units, rather than the previous country split. As a result of these two factors, the above data for 2011/2012 has been recalculated to reflect the new structure and in line with improved reporting and may not match completely that reported on in Shanks 2012 CR Report, although Group totals remain the same.

Health and safety: Shanks Group long-term >3 day employee accident performance graph



Health and safety: Shanks Group lost time accident frequency and incident severity rate trend 2012/2013



Key to health and safety data tables and graphs

In all of the health and safety tables and graphs the accident categories used are:

>3 day accident – any injury suffered by an employee which results in more than three days off work. Note – in some Shanks documents this type of accident is referred to as ‘reportable’. In Shanks documents, the terms ‘reportable’ and ‘>3 day’ are interchangeable and mean the same. The term ‘reportable’ is internal only and does not imply any regulatory definition as what is reportable to the regulator varies from country-to-country. Shanks has decided to use >3 day as a definition to allow comparison both between Shanks divisions and over time.

LTA (lost time accident) injury – any injury suffered by an employee which results in at least one day off work.

Fatal accidents – fatal employee workplace accidents.

>3 day and LTA accident rates – total accident figures do not allow adequate comparisons to be made over time as employee numbers can, and do, change. The accident rates quoted are per 100,000 employees. These rate figures are a truer measure of accident performance.

LTA frequency – number of lost time employee accidents per 100,000 days worked. Note – data is presented on a rolling 12 month basis to smooth any month-to-month changes and allow the data to represent trends

Incident severity rate – average number of days lost per lost time employee accident. Note – data is presented on a rolling 12 month basis to smooth any month-to-month changes and allow the data to represent trends

8. People – absence performance

Absence from work may be for work reasons, such as a workplace accident, or for non-work related reasons. Below is a synopsis of our employee absence data. As for other data this is presented split into our operating divisions and as Group totals.

Employee absence performance								
Indicator	Benelux Solid Waste		Hazardous Waste		Organics		UK	
	2013	2012	2013	2012	2013	2012	2013	2012
Total employee absenteeism from work (% of available days)	4.7	5.7	4.3	3,9	3.8	9.0	5.0	4.2
Work related accident absenteeism (% of available days)	0.6	0.8	0.3	0,3	0.01	0,3	0.16	0.2
Non-work related absenteeism from work (% available days)	4.1	4.9	4.0	3,7	3.8	8.7	4.8	4.0
Average duration of employee absence (days)	19	13	14	18	7	21	10	11
Average frequency of absence (number of absence periods)	1.1	1,1	0.7	0,8	1.2	1,4	1.3	1.0
Employees with more than 2 absence periods (% of workforce)	13	12	14	17	10	25	18	12
Employees with zero absence days (% of workforce)	44	40	55	45	56	38	39	53

1. Data as percentages may not sum to totals as a result of rounding

9. People – employee retention and training performance

Below is synopsis data on our people performance, including male/female split and information on non-permanent workers.

Employee retention and training performance										
Indicator	Benelux Solid Waste		Hazardous Waste		Organics		UK ¹		Group	
	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
Total number of permanent employees	2285	2394	749	756	77	40	900	854	4011	4044
Number of operational site employees	1789	1926	490	533	47	23	556	509	2882	2991
Number of support, etc. employees	496	468	259	223	30	17	344	345	1129	1053
Number of male permanent employees	1939	2132	644	658	63	30	738	708	3384	3527
Number of female permanent employees	346	263	105	98	14	10	162	146	627	517
Number male directors ^{2,3}	-	-	-	-	-	-	-	-	10	-
Number female directors ^{2,3}	-	-	-	-	-	-	-	-	2	-
Number male non-operational employees ²	172	-	169	-	25	-	193	-	559	-
Number female non-operational employees ²	324	-	90	-	5	-	151	-	570	-
Number male operational employees ²	1767	-	475	-	38	-	545	-	2825	-
Number female operational employees ²	22	-	15	-	9	-	11	-	57	-
Number of full-time permanent employees	2132	2203	661	673	66	31	880	839	3739	3745
Number part-time permanent employees	153	191	88	83	11	9	20	15	272	298
Permanent employee turnover (%)	8	8	6	4	18	18	23	19	11	-
Average years service for employees	10	9	10	11	3	4	6	6	9	7
Number training days per employee	1.4	1.8	8.0	5.5	2.9	3.0	3.0	2.8	3.5	2.6
Number of non-permanent employees ⁴	211	-	82	-	14	-	130	-	437	-
Number cases of discrimination ⁵	0	0	0	0	0	0	0	1 ⁶	0	1
% employees covered by formal safety consultation committees	84	85	100	100	100	55	85	85	88	85

1. UK data includes Group Central Services

2. Data not reported in 2012

3. Data is only as total for Group (defined as listed directors in company profiles)

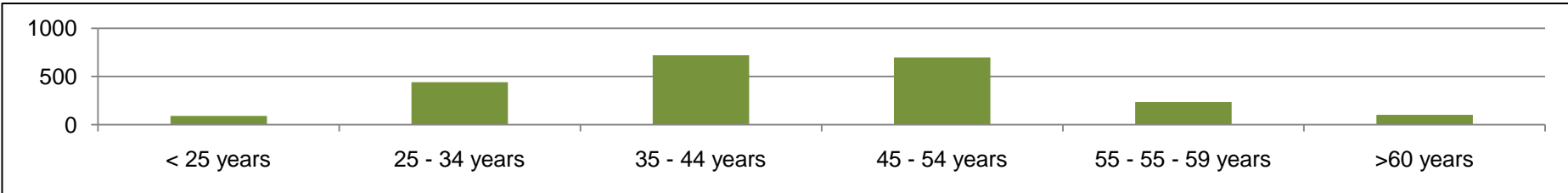
4. Non-permanent workers include temporary employees, contracted workers and other groups who are not permanent Shanks employees

5. Confirmed cases only. One case of racial discrimination, UK in 2012. Following investigation, the employee involved was dismissed

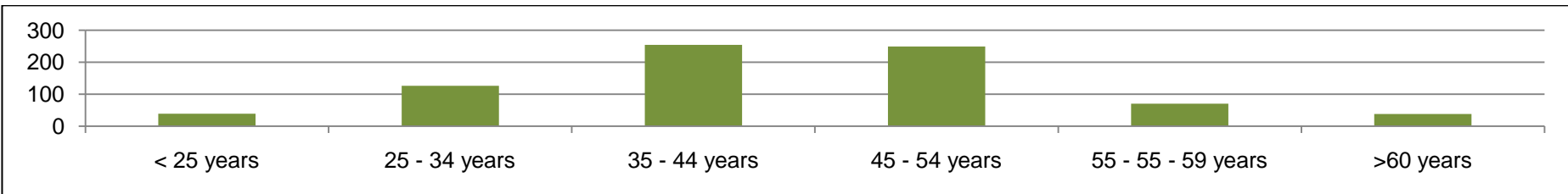
10. People – our age profile

Below are graphs showing the age spread of our employees. These are presented as four graphs: One for each of our operating divisions.

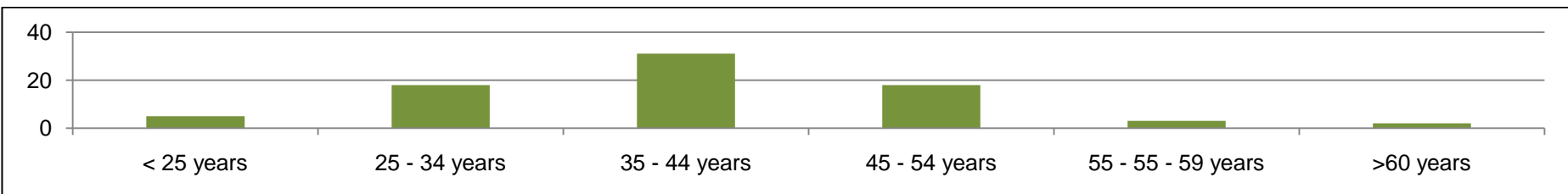
Age profile by number of employees – Shanks Benelux Solid Waste



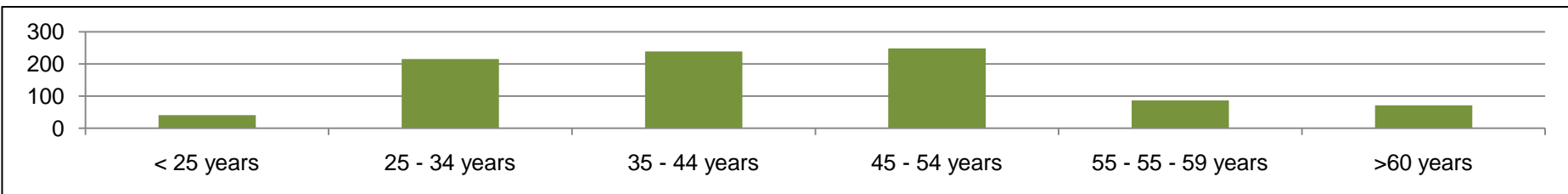
Age profile by number of employees – Shanks Hazardous Waste



Age profile by number of employees – Shanks Organics



Age profile by number of employees – Shanks UK



11. Community – our neighbourliness performance

The local communities around our sites are a critical stakeholder group for Shanks. If we do not engage with local communities we may find it difficult to gain new environmental permits or develop existing permissions. One of the most obvious performance indicators of our neighbourliness is the number of environmental complaints received by our sites.

Environmental complaints received by Shanks sites										
Indicator	Benelux Solid Waste		Hazardous Waste		Organics		UK		Group	
	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
Number environmental complaints received by our sites/operations ¹	112	128	174	180	153	175	59	62	498	545
Average number of complaints per site (out of total number of sites)	2.6	2.9	13	15	26	25	1.5	1.6	4.8	5.4

1. Includes all complaints, both those substantiated and those not substantiated

Nature of environmental complaints received by Shanks sites								
Nature of Environmental Complaints Received	Benelux Solid Waste ¹		Hazardous waste		Organics		UK	
	2013	2012	2013	2012	2013	2012	2013	2012
Odour	68	110	174	176	152	175	55	62
Litter	0	0	0	0	0	0	3	4
Vermin	1	0	0	0	0	0	0	8
Traffic	0	0	0	0	0	0	0	0
Mud / Dust	15	4	0	2	0	0	1	4
Noise	19	45	0	1	0	0	0	2
Other	9	34	0	1	1	0	0	2
Total	112	193	174	180	153	175	59	62

1. Total is higher for 2012 than for total complaints table as some complaints involved complainants offering complaints on more than one issue at the same complaint event

12. Sustainable management – our accreditations

We seek to continuously improve the way we manage our operations to gain further sustainability benefits and to ensure we are compliant with the law and good practice. This is also a critical customer issue for us. Below is a synopsis of the main international and national accreditations we hold. As for other data in the document the information is split by our operating divisions and also shown as Group totals.

Number of sites accredited to formal management systems standards										
Indicator	Benelux Solid Waste		Hazardous Waste		Organics		UK ¹		Group	
	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
ISO14001 / EMAS	31	32	16	12	0	0	39	35	86	79
ISO 9001	34	36	14	10	5	5	39	35	92	86
OSHAS 18001	6	8	15	11	0	0	39	0	60	19
SCC / VCA	21	28	14	10	0	0	0	0	35	38
Other	13	12	10	14	3	3	0	0	26	29

1. Figures for UK include certification for Shanks Dumfries and Galloway, for the project management of the Dumfries and Galloway Council waste management contract, which involves 11 sites and certification for Shanks Derbyshire and Cumbria, which involves a series of sub-contracted operations (all three only counted as one certification each)

ISO14001 / EMAS – international environmental management standards

ISO9001 – international quality standard

OHSAS18001 – international health and safety standard

SCC / VCA – national health and safety standards

In addition to our formal accreditations, we also take part in high-profile corporate responsibility and sustainability assessments. For example, we are listed in the FTSE4Good index and take part in the Carbon Disclosure Project.

13. Sustainable management – our compliance performance

We aim to achieve high standards. When we do not meet these standards, we are open and transparent about this. We see such failings as opportunities to improve. Below is a synopsis of our compliance record for the year.

Compliance performance										
Indicator	Benelux Solid Waste		Hazardous Waste		Organics		UK		Group	
	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
Number of environmental convictions and fines ¹	1	2	0	0	0	0	0	0	1	2
Number of health and safety convictions and fines	0	3	1	1	0	0	0	0	0	4
Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	0	0	0	0	0	0	0	0	0	0
% of operations which have undergone risk assessment for bribery and other similar risks	100	100	100	100	100	100	100	100	100	100

1. Data is for convictions (cases where the company goes to court) and significant administrative fines (such as those that can be received in Belgium and the Netherlands)

Details of convictions or fines	
Operation:	Shanks Reym, Hazardous Waste Division
Date:	Accident occurred August 2012
Penalty:	6,750 Euro
Details:	An employee slipped while working on a roof and sustained a broken hip. Breach of article 16 of working conditions law requirements.
Details of convictions or fines	
Operation:	For'ecorces NV (Part of Foronex), Benelux Solid Waste Division
Date:	Period between 1/10/2002 and 1/10/2010
Penalty:	2200 Euro
Details:	Different violations of the environmental legislation/permit.

14. Want to know more about Shanks?

Want to know more?

This CR the full data document is not the only document we produce on our approach to sustainability. The details given below will take you to other sources of information.

Want to see our formal annual CR Reports?

Our annual CR Reports are publicly available and provide explanations, discussion and further information on our approach to sustainability, including case studies. Our CR Reports are available in the Our Responsibilities section of our Group web site (www.shanksplc.com).

Want to know how we calculate our CR data?

Our CR indicators document defines each of the items of data we release and how they are calculated. It also gives the general rules we use for our reporting. To see our CR indicators document go to the Our Responsibilities section of our Group web site (www.shanksplc.com).

Want to see how our reporting is in line with GRI guidance?

The data and disclosures in our CR Report, and our other publicly available documents, are based on the requirements of the Global Reporting Initiative (GRI). To see how our reporting complies with GRI go to the Our Responsibilities section of our Group web site (www.shanksplc.com).

Want to know more about our strategy and financial performance?

Our annual financial report is publicly available. Our annual reports give more information on Shanks, its activities, our strategy, financial performance and governance. To see our annual report, go to the Investment Centre section of our Group web site (www.shanksplc.com).

Do you have a comment or question on our CR report or activities?

Contact us at CRinfo@shanks.co.uk. Or, if you do not have access to e-mail please use the contact details given in the contacts section on the rear inside cover of our CR Reports (see above).