

## Performance Data

<b>Health and Safety</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
Lost Time Injury rate	0.41	0.23	0.39
Near miss frequency for all employees	9.44	–	–
Number of road accidents and incidents <sup>1</sup>	2,018	2,778	–
% of workers covered by an occupational health and safety management system	100	–	–

<b>Workforce Data</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
Total number of employees	9,157	8,188	7,920
Total employees by employment contract – Permanent (female)	1,640	1,007	957
Total employees by employment contract – Permanent (male)	7,324	7,010	6,792
Total employees by employment contract – Temporary (female)	30	21	21
Total employees by employment contract – Temporary (male)	163	150	150
Total employees by employment type – Full-time (female)	1,032	852	840
Total employees by employment type – Full-time (male)	7,058	6,992	6,853
Total employees by employment type – Part-time (female)	638	176	138
Total employees by employment type – Part-time (male)	429	168	89
Percentage of women amongst all employees	18.2	12.6	12.3
Percentage of women on the Board <sup>2</sup>	16.7	14.3	14.3
Percentage of women in the Group Executive Team <sup>2</sup>	33.3	14.3	25.0
Percentage of women who are direct reports to Group Executive Team <sup>2</sup>	27.9	26.3	–
Attrition rate <sup>3</sup> %	23.8	–	–
Employee engagement score %	59	58	58
Training interventions per employee	2.02	–	–
% of employees covered by collective bargaining	c.60%	–	–
% of employees in a Trade Union	37%	–	–
% of employees who have completed Modern Day Slavery training	91%	–	–
No. of work stoppages due to strikes	0	–	–
No. of total days idle due to strikes	0	–	–
% of workers paid at or above Real Living Wage exc. Simply Waste & CSG	71.6%	76%	72.4%
% of workers paid at or above Real Living Wage	77%	–	–

<b>Operational/Service Data</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
Total amount of waste collected (mTpa)	3.70	4.05	4.01
Total amount of waste collected – Industrial and Commercial (mTpa)	1.8	2.3	2.3
Total amount of waste collected – Municipal (mTpa)	1.73	1.59	1.55
Total amount of waste collected – Specialist Services (mTpa)	0.033	0.035	0.033
Total amount of waste collected – Resources and Energy (mTpa)	0.12	0.11	0.11
Total amount of waste processed (mTpa)	3.33	4.06	4.03
Amount of material processed for recycling (mTpa)	0.43	0.45	0.49
Amount of organic material processed (mTpa)	0.45	0.45	0.45
Amount of material RDF produced (Kt)	352	535	573
Amount of electronic waste collected (t)	1,230	–	–
No. of Municipal greenwaste customers	66,900	57,800	55,100
No. of Industrial and Commercial customers	75,870	74,580	76,460

1 Biffa operate a large fleet of vehicles so this number is not disproportionate to the type of business the Group operate.

2 This metric excludes Simply Waste Services and Company Shop Group.

3 Attrition is calculated as leavers/average monthly headcount across the year and is subject to rounding.

<b>Operational/Service Data</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
No. of Specialist Services customers	c.900	c.2,500	c.2,500
No. of Resources and Energy customers	c.640	c.630	c.790
Vehicle fleet size	c.2,900	c.2,700	c.2,800
% of alternative fuelled RCVs	<1	–	–
% of alternative fuelled vehicles in the fleet	<1	–	–
Total no. of operational sites	187	197	195
No. of operational landfills	9	9	8
No. of transfer stations	47	55	55
No. of recycling facilities	20	–	–
No. of MRF's / PRF's / Polymer facilities	8	7	6
No. of composting facilities / AD	8	8	8
No. of formal complaints about customer privacy	0	–	–

<b>Environmental Data</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
Total scope 1 and 2 emissions (tCO <sub>2</sub> e – market based) <sup>4</sup>	526,583	–	–
Total scope 1 and 2 emissions (tCO <sub>2</sub> e – location based)	533,187	646,677	746,925
Total scope 1 emissions (tCO <sub>2</sub> e)	506,228	617,527	715,780
Total scope 2 emissions (tCO <sub>2</sub> e – market based) <sup>4</sup>	20,355	–	–
Total scope 2 emissions (tCO <sub>2</sub> e – location based)	26,959	29,150	31,145
Total scope 1 and 2 emissions (tCO <sub>2</sub> e) per £m revenue (market based) <sup>4</sup>	505	–	–
Total scope 1 and 2 emissions (tCO <sub>2</sub> e) per £m revenue (location based)	512	556	684
Total scope 1 and 2 emissions intensity ratio per FTE (tCO <sub>2</sub> e – market based) <sup>4</sup>	64.35	–	–
Total scope 1 and 2 emissions intensity ratio per FTE (tCO <sub>2</sub> e – location based)	65.16	80.32	95.78
Total scope 3 emissions (tCO <sub>2</sub> e)	484,568	524,212	–
Total scope 3 biogenic emissions (tCO <sub>2</sub> e)	15,072	17,095	–
Total energy consumption (kWh)	539,489,626	653,310,355	682,844,119
Purchased electricity (kWh)	81,480,688	76,585,813	73,334,935
Purchased renewable energy consumption (kWh)	28,328,061	–	–
Self-supplied renewable electricity (kWh)	34,155,151	37,460,319	36,692,163
Total generation (GWh)	396	423	441
Carbon benefit (Kt CO <sub>2</sub> e)	92	108	125
Compliance Assessment Report Risk category 1 non-compliance (major impact)	0	–	–
Compliance Assessment Report Risk category 2 non-compliance (significant impact)	3	–	–
Compliance Assessment Report Risk category 3 non-compliance (minor impact)	104	–	–
% of land holding managed for biodiversity	31%	31%	–
Water usage (m <sup>3</sup> )	515,185	597,371	245,438
Total waste generated from our own operations (tonnes)	22,041	2,545	–
Total waste diverted from landfill that has arisen from our own operations (tonnes)	18,348	1,647	–

<b>Community Data</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
Total amount donated through Biffa Award (£m)	4.1	4.9	4.9
Total amount donated to Waste Aid (£,000)	75	100	5
Total hours of volunteering <sup>5</sup>	0	–	–
Total charitable donation through I&C LTI accumulator (£)	73,575	60,540	69,577

4 Market-based data collated from 2021.

5 Due to the Covid-19 pandemic, most Company organised volunteering activities were put on hold this year, however it is our objective to restart activities in FY22.