



Biffa

**Sustainability
Report
2025**

We are Biffa

Biffa is the UK leader in waste management, enabling the circular economy. With over 100 years of experience in waste and resources, we have the scale, expertise and capability to help organisations and communities across the UK be more resourceful.

Our vision

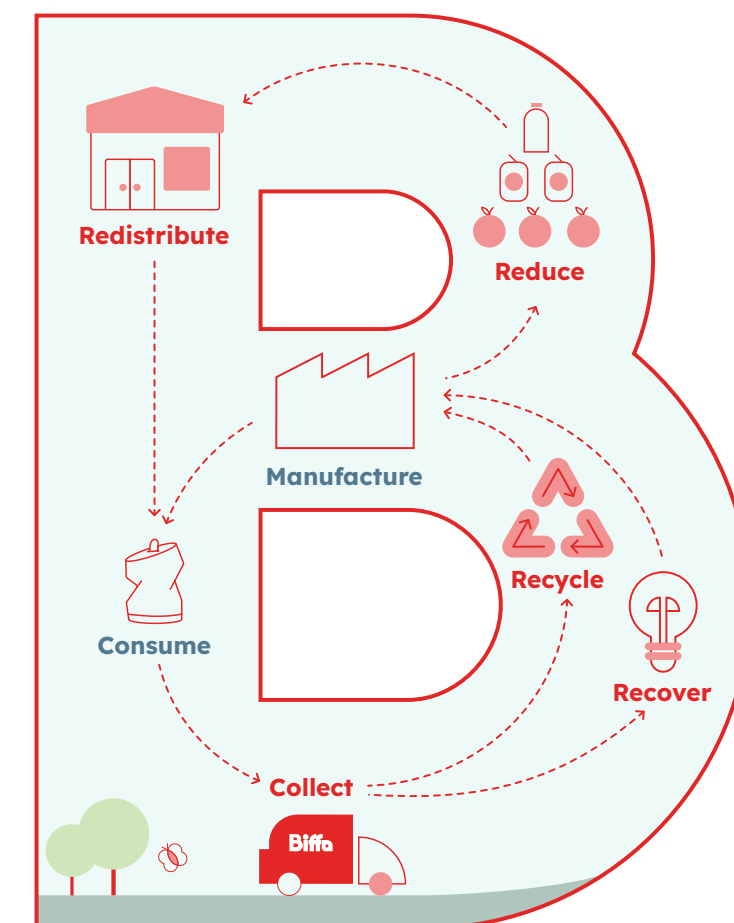
To lead the way in sustainable waste management.

Our purpose

Our purpose is to change the way people think about waste and we are using our expertise and innovation to help the UK on its path to a circular economy. We believe that if people and businesses think differently about waste, they will act differently. More will be redistributed, reused, recycled, or recovered – helping to reduce emissions, protect the environment, and support our communities. Biffa's sustainability strategy dovetails with our business strategy.

Our operations

Today our team of more than 11,000 employees helps households and organisations of all shapes and sizes manage their waste more sustainably through services such as surplus redistribution, recycling, composting or recovering energy.



Our values



Our locations

Biffa is Headquartered in High Wycombe and has 328 operational locations and serves 95% of postcodes in the UK.

Our governance

Sustainability governance is overseen by the Board, the full details of which, including structure, are covered in our voluntary Task Force on Climate-Related Financial Disclosures (TCFD) and in the Annex of this report.

Welcome to Biffa's

2025

Sustainability Report



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Foreword

by Michael Topham

Five years ago, we launched Resourceful, Responsible—our 10-year sustainability strategy to accelerate the UK’s transition to a circular economy. It was our response to the growing need to use resources more wisely and reduce waste and carbon emissions across society.

Now at the halfway point I am proud to reflect on the progress that we have made and how the business has evolved to meet the need for a radical step change in how waste perceived and treated in the UK. Rethinking waste and instead looking at how we can give resources value can be seen across our business, for example:

- our Company Shop Group that is the biggest commercial redistributor of waste in the UK
- our work with the diary sector to standardised packaging means we can keep more of it circling through our recycling centre
- our move into construction and demolition is taking complex waste such as aggregate, plasterboard and wood turning it back into useful products
- our reactive services for products such as vapes and coffee cups are enabling some more challenging waste streams to be recycled.

We are also investing in innovation partnerships to understand what our future services will need to look like and using our expertise in packaging and recycling to help our customers navigate the complexities of the considerations inherent in trying to be more sustainable. At the same time, we’ve seen welcome progress in government policy, including long-overdue reforms to

packaging regulation and plans for Simpler Recycling and a Deposit Return Scheme.

However, the economic and political headwinds have been strong and the challenge ahead is complex and difficult. With more material now being targeted for recycling and reuse, but domestic processing capacity under pressure, we must redouble our efforts to build a truly sustainable system that retains value and reduces environmental harm.

To have the confidence to invest in circular economy infrastructure the industry is seeking a period of policy stability with a clear direction of travel from government with realistic implementation milestones that can be believed.

That’s why we are using this midpoint in our 10-year strategy to take stock. We are reviewing our targets, KPIs and the underlying assumptions to ensure they remain ambitious, achievable, and aligned with Biffa’s strategic direction. We will publish an updated Sustainable Growth Strategy and materiality assessment in due course. I’m proud of what we’ve achieved so far and confident that, together with our customers, communities and policy partners, we can continue to lead the way in developing solutions that contribute to a circular economy.

As a business, we have continued to invest in the services and infrastructure that will enable a more circular, lower-carbon economy

Michael Topham
Chief Executive Officer



Our sustainability strategy

Resourceful, Responsible, our sustainability strategy, was launched in 2020. Underpinned by anticipated waste policy reforms it aligned closely with Biffa's corporate ambition to deliver services that enable the circular economy, to reduce our impact on the environment and to support our people and communities

At the time of launch the UK was preparing to host COP26 in Glasgow which had placed a renewed public and political focus on industry's role in delivering the carbon reductions committed to in the Paris Agreement. The UK was positioning itself as a global leader in the transition to a net zero economy and businesses were articulating more clearly the need to act on climate change to preserve economic prosperity and societal wellbeing. The waste sector had their blueprint for how they would start the transition in the government's 2018 Resources and Waste Strategy.

Within this context, our 2020 strategy set out bold, 10-year targets to guide Biffa's contribution to the UK's net zero and circular economy ambitions, including investment in the infrastructure and services required to make them a reality.

Five years on, some of the momentum for the transition has stalled. Economic pressures and delays to foundational policy reforms have presented headwinds to progress.

Nevertheless, the past 12 months have brought significant renewed momentum, with the most wide-ranging reforms to waste and resource management in a generation now underway, including:

- A major overhaul of the **Extended Producer Responsibility (EPR)** scheme, which should drive packaging design for recyclability and reuse.

- Preparations for the roll-out of **Simpler Recycling** in England and workplace recycling in Wales, mandating separate food waste collections and standardised materials for recycling.
- Progress towards the introduction of a **Deposit Return Scheme (DRS)** for plastic and metal drinks containers, expected to launch in 2027.
- Ongoing work to extend the **UK Emissions Trading Scheme (ETS)** to include Energy from Waste facilities by 2028, which will place greater cost accountability on general waste incineration.

These reforms are foundational and essential—but more is needed to design circularity into the very fabric of our economy. The waste sector must continue to evolve, focusing not only on recycling but on the full hierarchy of circular economy services: waste prevention, redistribution, repair, reuse, and recycling.

At Biffa it is a core part of our strategy to collaborate with a wide range of partners—from start-ups and academic institutions to government and multinational businesses—to pioneer the innovations needed. Through the expertise of our teams and close engagement with customers across the value chain, we are able to trial emerging solutions and help shape them for practical, scalable deployment.

Our strategic innovation efforts target four key areas where circular economy transformation is most urgently needed:

- **Digital and Data Technologies** – harnessing AI, robotics, and automation to improve efficiency and decision-making.
- **Novel Collection Models** – enabling reuse, redistribution, and circular logistics at scale.
- **Sustainable Products and Packaging** – reducing environmental impact and integrating end-of-life considerations into design.
- **Recycling of Challenging Waste Streams** – including flexible films, WEEE, and other hard-to-recycle materials.

In that time Biffa has also changed as a company. We have welcomed Company Shop Group – the leader in commercial surplus redistribution, we have expanded our presence in construction and demolition waste and recycling and one of our sites has become home to two of the UK's rarest butterfly species.

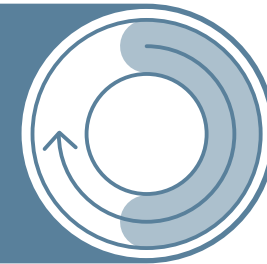
Now, at the midpoint of our 10-year sustainability strategy, we are undertaking a comprehensive review of our sustainability goals to ensure they:

- Remain relevant and reflect material issues;
- Remain ambitious, yet grounded in deliverability;
- Remain aligned with our evolving corporate strategy.

We will publish our refreshed **Sustainable Growth Strategy** and updated **Materiality Assessment** in due course.

2024/25 achievements

Enabling the circular economy



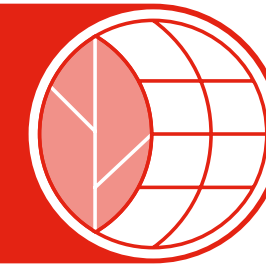
113m
Over 113 million products redistributed

95%
of plastics collected, recycled in the UK

558,191 tonnes of business waste recycled

46,000 tonnes of surplus food saved

Tackling climate change



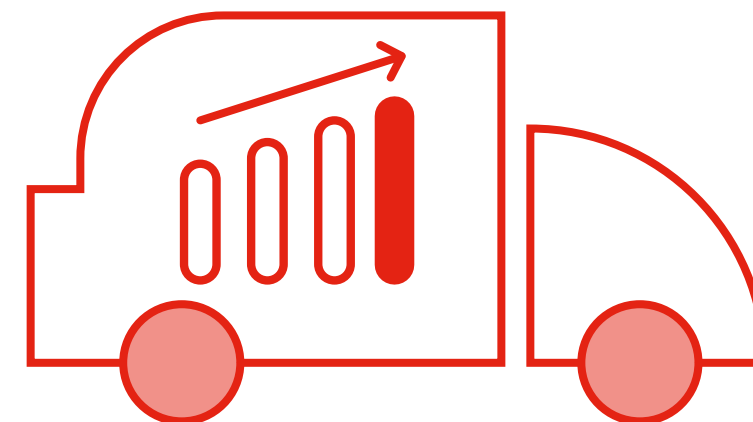
100% renewable electricity purchased*

201 alternative fuelled vehicles in our collection fleet

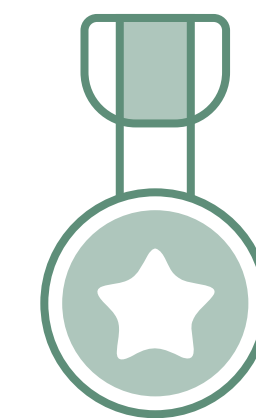
Planning permission for **19.3** Mw of solar

37% of emissions reduced since 2019**

Collection route efficiency improved by 9%

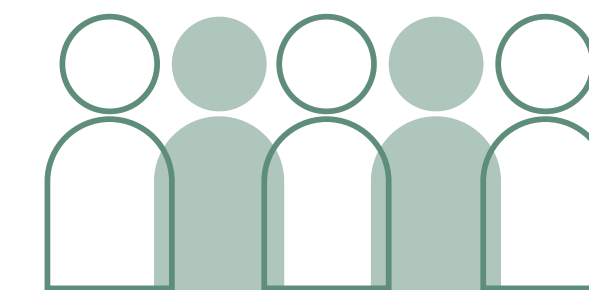


Caring for our people, supporting our communities



Received a One Star accreditation in our first ever Best Companies survey in 2024, in which over 7000 colleagues participated

2,800 Progress Academy participants in full or part time employment



Over **54,000** people supported by our Community Hubs

Community Kitchens fed

120,    children for free

*Only on Biffa controlled sites and excludes some sites that were acquired during FY25
**Greenhouse gas emissions, scope 1 and 2, market based emissions

The progress we've made

In March 2020 we published our sustainability strategy ‘Resourceful, Responsible’, setting out our goals for 2030.

Our goals are focused on three areas, aligned to the United Nations Sustainable Development Goals (UN SDGs):

- Pillar 1:** Enabling the Circular Economy
- Pillar 2:** Tackling Climate Change
- Pillar 3:** Caring for Our People, Supporting Our Communities

Our sustainability strategy scorecard, opposite, outlines the progress we have made to date against our 2030 targets.

See our full Sustainability Strategy 2020 here.

- On track to meet 2030 target
- At risk of not meeting 2030 target
- It will be very challenging to meet 2030 target

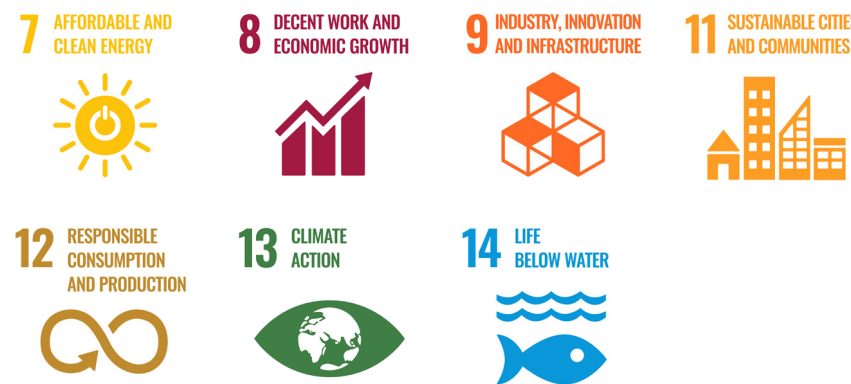
Pillar 1

Enabling the Circular Economy



- Leading on plastics recycling ●
- Investing in Energy from Waste facilities ●
- Supporting customers on sustainable waste management ●
- Recyclable commodities trading ●
- Growing business waste recycling collections ●

United Nations SDGs



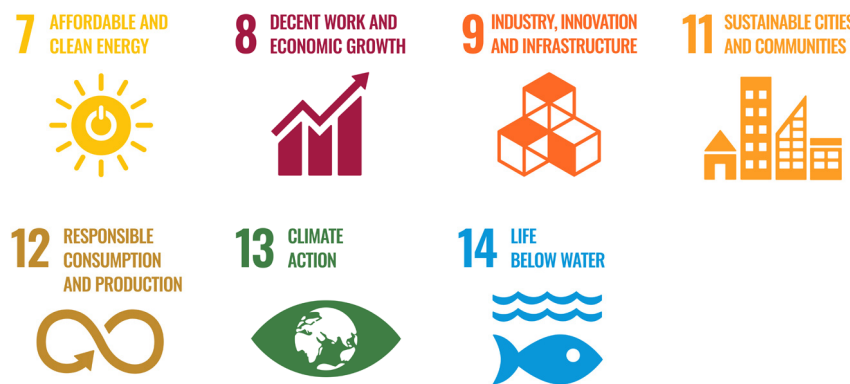
Pillar 2

Tackling climate change



- Reducing our carbon footprint ●
- Greening the collection fleet ●
- Improving collection route efficiencies ●
- Renewable energy purchasing ●
- Investing in solar power development ●

United Nations SDGs



Pillar 3

Caring for our people, supporting our communities



- Engaging our employees ●
- Supporting the living wage ●
- Maintaining high Health & Safety standards ●
- Tackling Modern Slavery ●
- Promoting Diversity, Equity & Inclusion ●
- Training staff ●
- Investing in communities ●
- Supporting biodiversity ●

United Nations SDGs



Enabling the Circular Economy

In a circular economy, waste is a resource to be repurposed or transformed back into a raw material. Providing some of the services that will enable a circular economy is the greatest contribution that Biffa can make to the transition to a more sustainable economy and society.

In FY25 a continuing need to manage costs in an economy that was struggling to realise growth meant a renewed focus on reducing waste for many of our customers. Companies with ambitious 2030 sustainability targets have also been redoubling their efforts to address key waste challenges.

To be in the best place to support this need, and to help customers meet new Simpler Recycling requirements in FY25 we have strengthened and broadened our capabilities and capacity through a series of strategic acquisitions including:

- Keenan Recycling, a commercial food waste collections provider operating across England, Scotland and Wales
- L&S Waste Management specialising in construction and demolition waste in the south of England
- Hazrem Environmental Ltd which specialises in the collection of hazardous and liquid waste in south Wales and south west England
- Renewi's UK municipal waste treatment business

Throughout FY25 we continued to advocate for the policy changes needed to bring greater circularity of materials and resources into the UK economy.

We have been strong supporters of essential foundational policies such as the Plastics Packaging Tax (PPT), Simpler Recycling, packaging Extended Producer Responsibility (EPR) and the Deposit Return Scheme (DRS).

However, these are still not enough to ensure maximum circularity in packaging. For example, plastics recycling in the UK is still not a mature industry and in recent years we have seen processing capacity close at a time when the UK ought to be aiming to have the capacity to recycle all its plastic material. According to a 2024 Cleanhub report the UK still exports approximately 600,000 tonnes of plastic waste a year. To ensure that the sector can flourish and contribute to a circular economy we need in addition to the full implementation and regulation of pEPR, DRS and SR we also need urgent action to:

- Phase out the export of unprocessed plastic waste
- Make the Plastics Packaging Tax progressive by introducing an escalator on the minimum recycled content (MRC) threshold
- Apply third-party certification to imported recycled content under the PPT to reduce opportunity for fraud and tax evasion

For a truly circular economy the current policy framework must be expanded to beyond the narrow remit of packaging into areas such as food, textiles, construction and electricals. Therefore, we were pleased to welcome the creation of the Circular Economy Taskforce which must provide the way forward the end-to-end value chains on these important issues. Government policy needs to ensure that products and services have circularity built into their design and ensure that there is value in materials for repair, reuse and recycling.

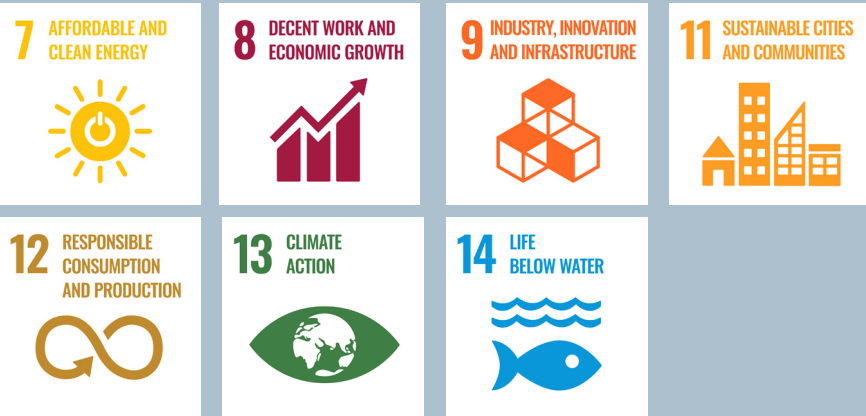
Pillar 1

Towards a Circular Economy



- Leading on plastics recycling ●
- Investing in Energy from Waste facilities ●
- Supporting customers on sustainable waste management ●
- Recyclable commodities trading ●
- Growing business waste recycling collections ●

United Nations SDGs



Leading in surplus redistribution

Over a third of food produced globally goes to waste – 10.7 million tonnes a year in the UK alone – while nearly 10 million people in the UK, are living in food poverty, there is clearly an urgent need for solutions for these two important issues.

Through our Company Shop Group business we are the UK's leading and longest-standing redistributor and retailer of surplus products. The commercial arm of our business operates a network of Company Shop 'surplus supermarkets', which sell discounted surplus from over 800 brands, retailers and manufacturers to our members, who meet specific criteria. We also have a not-for-profit arm, the award-winning social enterprise Community Shop, which tackles the root causes of food insecurity in communities as a result of social inequality, by providing access to deeply discounted food and household essentials donated by our partners, along with life-changing personal development programmes. We support the industry in managing surplus at every stage of the product lifecycle, investing in problem-solving capabilities to help reduce waste and recoup value for businesses.

In 2024, Company Shop Group redistributed over 46,000 tonnes of food and drink – the equivalent of 110 million meals – to individuals and families across the UK. That is enough food to feed the entire population of the UK 1.6 times. This also had a significant environmental impact, saving 124,000 tonnes of CO₂ emissions, the equivalent of removing over 72,000 cars from the road for a year. In total it redistributed 113 million products in 2024, saving UK shoppers £130 million on their food bills – up by £9 million on last year.

Supporting our customers to prevent and reduce waste and improve recyclability

Our consultancy service helps businesses navigate the complex decisions involved in strategies to make packaging more sustainable.

Our team draws on the full extent of Biffa's expertise to advise our customers on alternative materials and packaging design to reduce material use, increase recycling rates and reduce carbon emissions across a product life cycle. We can also help customers choose different materials in their other processes and applications to help them prevent, reduce or recycle waste.

We can then help customers implement changes by managing a sustainable waste project from end-to-end. Our transparent reporting allows our customers to track their recycling progress accurately.

This year 65 customers accessed bespoke advice from our packaging experts in FY25, totalling 239 since 2019. All Biffa customers have access to general consultancy led advice on packaging, waste reduction and packaging reforms via customer communications and portals.

Recycling collections

In 2020 we pledged to grow our recycling collections from businesses by 35% of tonnage by 2025. This was on the assumption that the 2018 Waste and Resources strategy would be fully implemented by then. However, implementation on key policies such as Simpler Recycling were delayed and only now being implemented.

We therefore have achieved 558,191 tonnes of collected from businesses. That is a 10% increase from our 2019 baseline.

With progress on policy implementation now commencing we think that volumes can grow in line with our 2030 target. This will depend on:

- Robust enforcement of Simpler Recycling regulations
- The extension of Emissions Trading Scheme to Energy from Waste facilities to further encourage businesses to reduce general waste by optimising their recycling
- The Landfill Tax adapting to account for the extension of ETS onto EfW



Plastics recycling

Biffa Polymers is at the forefront of plastic recycling in the UK, operating multiple state-of-the-art reprocessing facilities.

We are processing over 10 billion items of packaging – bottles, pots, tubs and trays – every year in the UK. It is always our aim to have as much of this as possible returning back into food grade material.

We have increased our recycling capacity to process plastic to 230kt from our 2019 baseline. (In this reporting year we changed our calculation methodology. Previously it was based on the planned theoretical capacity of the lines. We now have two years of actual maximum proven rate data and can now adjust our methodology accordingly to use this real-life data. The capacity reported includes the input capacity for our washplants and extruders.)

If properly enforced Simpler Recycling alongside other key policies have the potential to drive up the volumes of waste collected for recycling, and a Deposit Return Scheme should provide the UK with much cleaner PET plastic feedstock to take us a step closer to closed loop recycling of PET bottles.

However, it has been a challenging year for plastics recycling that has seen the closure of recycling sites, undermining the UK's capacity to manage its own waste. The sector urgently needs policy interventions to stabilise and grow capacity:

- A progressive Plastic Packaging Tax that does more to drive demand for recycled plastic
- A ban on the export of unprocessed plastic waste
- Third-party certification of imported recycled content under the PPT

We are also getting close to our target of trading all of our collected plastics within the UK. In FY25 nearly 96% of our collected plastics were traded in the UK, with the remainder traded to the EU. To close the gap on the last 4% we need to see greater demand for recycled material in the UK.

Energy recovery

Energy recovery from waste is an essential public hygiene service that has helped the UK transition away from landfilling the majority of waste. As well as avoiding the emissions associated with landfill energy from waste displaces fossil fuel to provide dependable baseload power to the national grid, contributing to the UK's energy security.

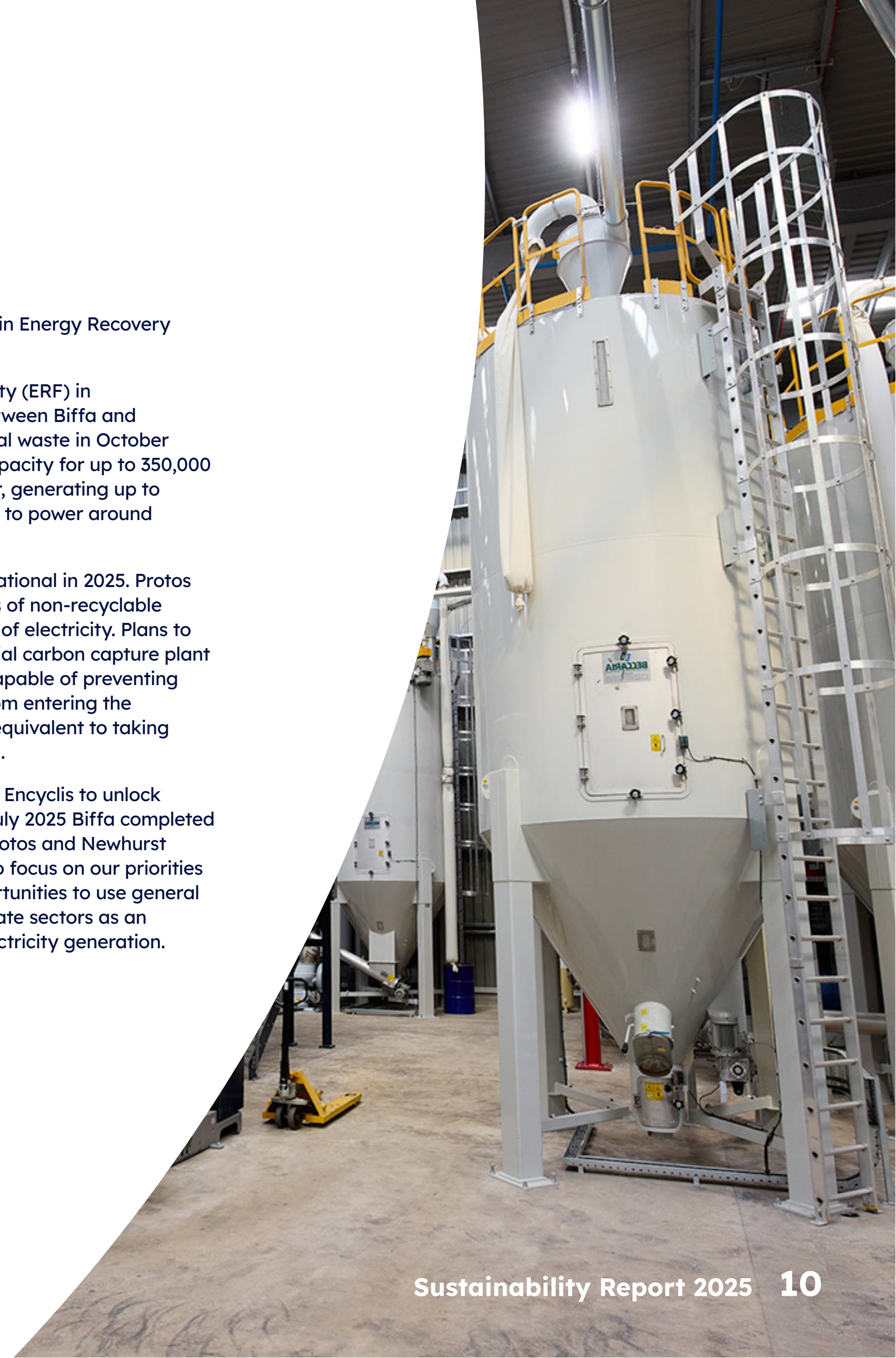
After waste is incinerated, the remaining Incineration Bottom Ash (IBA) is safely removed. Metals are recovered for reuse and the remainder is transformed into aggregate for the construction industry.

During FY25 Biffa was a partner in Energy Recovery Facilities (ERF):

Newhurst Energy Recovery Facility (ERF) in Leicestershire, a joint venture between Biffa and Encyclis, started receiving residual waste in October 2022. The plant has treatment capacity for up to 350,000 tonnes of residual waste per year, generating up to 42MW of energy which is enough to power around 80,000 homes.

Protos ERF is planned to be operational in 2025. Protos will process up to 400,000 tonnes of non-recyclable waste and generate up to 49MW of electricity. Plans to construct the UK's first commercial carbon capture plant at Protos ERF are progressing. Capable of preventing around 350,000 tonnes of CO₂ from entering the atmosphere every year, it is the equivalent to taking around 200,000 cars off the road.

After working in partnership with Encyclis to unlock investment in these facilities in July 2025 Biffa completed the sale of its shareholdings in Protos and Newhurst Energy to Encyclis to enable us to focus on our priorities of recycling and to explore opportunities to use general waste to decarbonise hard to abate sectors as an alternative to incineration for electricity generation.



Our progress to date

| Topic | 2019 Baseline | Target | Progress to date |
|--|---|---|--|
| Leading on plastics recycling | 63kt plastic recycling capacity | 2025: Triple plastic recycling capacity 2030: Quadruple recycling capacity | We have increased our plastic recycling capacity to 230kt. |
| Investing in Energy Recovery Facilities (ERFs) | Financial competition of both ERFs | 2025: Completion of build and commissioning of two ERFs 2030: Both ERF plants optimised and complying with environmental permits | Newhurst is operational and Protos is expected to be operational later this year. Project to build first commercially viable carbon capture plant at Protos is progressing. Note: June 2025 Biffa announced it had sold all holdings in Newhurst and Protos |
| Supporting customers on sustainable waste management | Sustainable waste management advice offered where requested, dependent on customer requirements | 2025: Provide all waste service customers with sustainable waste advisory services 2030: Maintain 2025 target | In FY25 65 customers received packaging and strategic procurement advice from our packaging specialists on how to reduce waste or improve recyclability of their packaging. This is a total of 239 since 2019. All customers have had access to consultancy led advice on packaging, waste reduction and packaging reforms via customer communications and portals. |
| Recyclable commodities trading | 90% by weight of the plastics traded | 2025: All waste plastics traded from our sorting and transfer stations to be recycled within the UK 2030: Maintain 2025 target. | 95.7% of our collected plastic was traded in the UK. The remaining plastic was traded only to countries within the EU. |
| Growing business waste recycling collections | 0.5m tonnes business waste collected for recycling | 2025: Collect 35% more business waste for recycling 2030: Collect 50% more business waste for recycling | 558,191 tonnes were collected from businesses. That is a 10% increase from our baseline. It is lagging our interim 2025 target because we had expected Simpler Recycling to commence in 2023 when the target was set. With Simpler Recycling launched in FY26 and the extension of the Emissions Trading Scheme to Energy from Waste we expect volumes to grow in line with our 2030 target provided Simpler Recycling is enforced. |

Tackling climate change

Redistribution, recycling, and recovery of waste materials is essential to reducing our reliance on virgin materials and achieving more sustainable resource management, however, the processes themselves are also a source of carbon. That’s why we are committed to working towards the decarbonisation of our own day-to-day operations.

Reducing our carbon footprint

We have seen a reduction in our market-based Scope 1 and 2 carbon emissions of 37% compared to our 2019 baseline. If we normalise this data, the carbon footprint for each £1m of revenue has decreased by 64% against the baseline year.

Based on this performance we remain on course to meet our near term SBTi targets of a 50% reduction in our Scope 1&2 emissions and a 30% reduction in Scope 3 emissions by 2030.

Due to acquisitions in 2024 that increased our Scope 3 by nearly 10% we have adjusted baseline Scope 3 emissions. This is in accordance with our policy to make the adjustments where there has been a change to Biffa or emissions factors that would account for more than 5% of emissions in any scope.

Our Scope 2 emissions increased in comparison to FY24 due to several factors. The most significant contribution was acquisitions that were made this financial year and last. In FY25 we had the first full year of Hamilton’s data to our carbon footprint. Biffa Group also acquired the UK division of Renewi in FY25 and therefore we are accounting for a half year of data from these new facilities. Data clarity also improves year on year, and this has contributed to the increase of recorded energy use across the business. Finally, Biffa Group self-generated more power this financial year than in the previous year.

There are many contributors to our CO2 reductions including: further reducing volumes of waste being sent to landfill; improved capture of gases from landfills; using alternative fuels such as HVO. Energy efficiency gains and collaborations with our supply chains to reduce our emissions remain essential.

A full methodology of how we have calculated our footprint is published on our website alongside our TCFD disclosure and Carbon Reduction Plan.

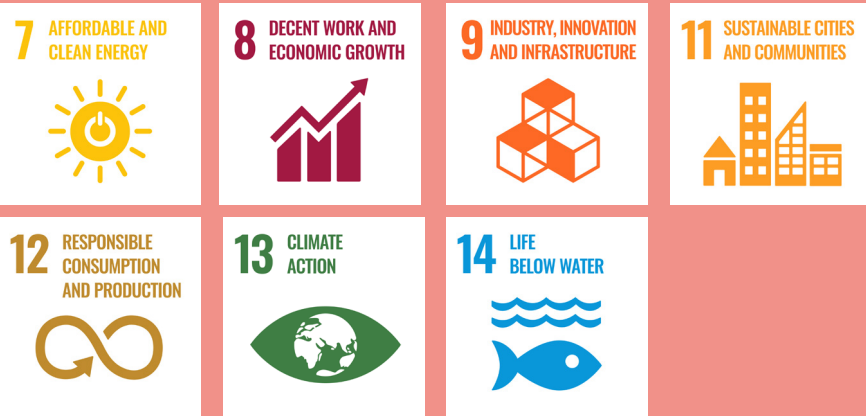
Pillar 2

Tackling climate change



- Reducing our carbon footprint ●
- Greening the collection fleet ●
- Improving collection route efficiencies ●
- Renewable energy purchasing ●
- Investing in solar power development ●

United Nations SDGs



Energy efficiency

We have a rolling programme to drive energy efficiency gains within our buildings, vehicles and industrial processes. Our Energy and Resources Division accounts for approximately 80% of our energy consumption and therefore is the key focus for our efforts.

For example, our Continuous Improvement team identified an opportunity to reduce energy consumption at our East London Mechanical Biological Treatment facility. In FY24, this site consumed nearly 6.5 GWh of electricity, enough energy to power around 2,400 UK homes. Sub-metering and data analysis showed that over 54% of the usage was associated with running process fans, which are used to pull air through the material. Subsequent trials were undertaken throughout FY25 to optimise the control of these fans, aiming to improve energy efficiency without impacting upon process performance. The team made strategic and gradual changes to ensure that optimal conditions were maintained, whilst taking care not to increase the risk of fire from overheating. These included trialling ‘switch off’ periods, adjusting fan speeds, and controlling the current drawn at different stages of the process. Throughout the trials in FY25, over 382 MWh were saved in comparison to prior year, representing in a 6% reduction in energy usage.

100% of Biffa’s owned sites are on renewable electricity tariffs. We encourage our landlords to use renewable tariffs where possible, we have one material site at Redcar where our electricity comes direct from the landlord’s gas-powered generation station co-located on the site. During 2024 Biffa made a number of acquisitions of sites that are not yet on renewable tariffs and will be transitioned when contracts allow.

Efficient and low carbon collections

We now have 201 alternatively fuelled vehicles in our frontline collections fleet up from 158 the previous year. This represents 5.44% of our collections fleet.

During 2024 we also transitioned 25 plant vehicles at our transfer stations across the Midlands and North-West to use Hydrotreated Vegetable Oil (HVO) as an interim solution to reduce the carbon footprint of our fleet. HVO has significantly lower associated carbon emissions than diesel we can use in our combustion engine vehicles. However, we are aware of the need to source HVO responsibly and we support the Department for Transport’s review of the market and challenges in the supply chain.

We remain committed to moving our collections fleet away from diesel towards alternative fuels. Electrification is relatively straight forward for our fleet of small vans but we continue to experience major practical and cost challenges for our larger and heavy goods vehicles. These challenges are exacerbated for our refuse collection vehicles that work more than one shift a day. We urgently need the government to come forward with a transport strategy that addresses the barriers to switching hardworking heavy goods vehicles including:

- A mechanism to spread or mitigate the cost associated with the upgrade of local electricity grid capacity and connections for depots, the cost burden currently falls entirely on the first mover in a locality and is a major barrier to adoption of multiple electric HGVs at one site
- A plan to address the lack of on-the-go infrastructure for alternatively fuelled HGVs in towns and rural areas

- Measures that mitigate the additional full cost of ownership for alternative vehicles

We also continue to engage with our value chain to explore and trial opportunities to reduce the fuel consumption of our combustion engine fleet, for example we now have real world data to show that our partnership with Allison Transmission has reduced the fuel consumption of 100 of our vehicles by 2%.

Operating our collections fleet as efficiently as possible to maximise the collections made per mile makes sense to manage our costs per customer and reducing our mileage to service customers helps us minimise our emissions from fossil fuelled vehicles. In FY24 we remained static in our lift efficiency again hitting 0.84 lifts per km, which is a 9% increase from our 2019 baseline, just slightly short of our 2025 target.

Energy generation

As a business, we are a net exporter of electricity. This means that we generate and supply the grid with more electricity than we use in our own operations. In FY24, we used 121.97 GWh of electricity in our own operations and generated 566.4 GWh in total. As well as generating energy directly from waste we also generate via:

Anaerobic Digestion: (AD) is the breakdown of organic matter in the absence of oxygen by micro-organisms called methanogens. Biogas, in the form of methane, is generated and captured at our AD plants, which recycle and process food and other organic wastes. We use this methane to generate electricity to either power our facilities or export to the national grid. During the year, we generated over 45.2 GWh of electricity from our Anaerobic Digestion (AD) facilities.

Landfill Gas Methane captured from landfill operations can also be used to generate electricity. In compliance with our licences and permits, we line and cap our landfill sites to manage contaminated water (leachate) and landfill gas, which mainly comprises methane. When landfill gas arises in sufficient volumes, it is channelled via pipe networks to on-site gas utilisation plants. There we use it to generate electricity, which is supplied to the national grid. In the last year, we captured over 74,000 tonnes of methane for utilisation in our gas plants, which equates to 356.5 GWh of electricity, enough to power over 132,045 homes for a year.

Solar Planning permissions have been gained for four solar developments at Skelton Grange, Risley, Westmill, and Ugley Landfill Sites giving a projected generation of 19.3MW in total. We currently have solar PV installed on roofs at several sites.

Our emissions targets

| UK Greenhouse gas (GHG) emissions from: (in tonnes CO ₂ e**)* | 2024/25 | 2023/24 | 2022/23 | 2021/22 |
|--|---------|---------|---------|---------|
| Scope 1*** | 483,243 | 492,834 | 539,985 | 583,872 |
| Scope 2 (market-based)*** | 25,551 | 16,786 | 15,641 | 16,079 |
| Scope 2 (location-based)*** | 37,334 | 31,463 | 27,408 | 30,320 |
| Total Scope 1 and 2 emissions (market-based)*** | 508,794 | 509,620 | 555,625 | 599,951 |
| Total Scope 1 and 2 emissions (location-based)*** | 520,577 | 524,297 | 567,393 | 614,192 |
| Scope 1 and 2 (market-based) intensity ratio – tCO ₂ e per £m revenue | 267 | 294 | 330 | 395 |
| Scope 1 and 2 (location-based) intensity ratio – tCO ₂ e per £m revenue | 275 | 303 | 337 | 405 |
| Scope 1 and 2 (market-based) intensity ratio – tCO ₂ e per employee | 46 | 47 | 51 | 58 |
| Scope 1 and 2 (location-based) intensity ratio – tCO ₂ e per employee | 47 | 48 | 53 | 60 |
| Total Scope 3**** | 798,810 | 895,109 | 979,735 | 962,156 |

The Renewi acquisition increased scope 2 by 4,027 t/co2e.

Due to an investment in Scope 3, category 15 becoming operational, our threshold for Scope 3 emissions recalculation was exceeded. Prior year emissions, including our 2022 baseline, have been recalculated to account for this change.

*These figures include data from the entirety of Biffa Group including its acquisitions and legal entities, such as Company Shop Group, Hamilton and Kennan.

**Carbon dioxide equivalent (CO₂e) is a standard unit in carbon accounting to quantify greenhouse gas emissions, emissions reductions and carbon credits.

*** Limited assurance provided by Bureau Veritas. The independent assurance statement can be viewed at: https://www.biffa.co.uk/-/media/project/biffa-sites/biffa/pdfs/sustainability-strategy/2024/assurance-statement-biffa-waste-services-limited_issued.pdf

****Scope 3 figures were rebase lined in 2025 – the table represents the rebase lined figures

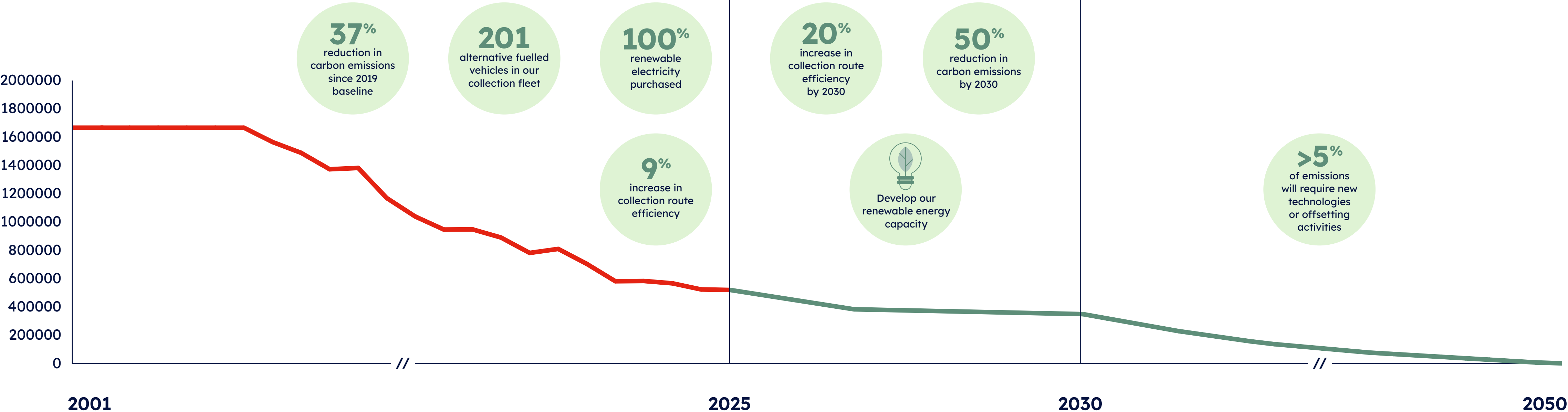


The roadmap

Our journey so far

We launched our sustainability strategy in 2020 which has enabled us to clearly measure our performance against a set of stretching targets for 2030. This includes targets associated with our emissions reduction initiatives.

Meeting these targets while we continue to grow our business is challenging but we are making great progress in delivering these ambitious plans. Our positive progress to date, including reducing our Scope 1 and 2 emissions by over 30% a year ahead of our interim target, means we are on track for 2030 and future net zero.



By 2030

Our 2030 targets are based on existing technology. This deliverable strategy builds the foundations for our long-term net zero ambitions.

By 2050

We will continue to invest in new technologies that allow us to move away from the use of fossil fuels. We don't have all the solutions today but we have outlined our broad pathway to net zero.

We recognise that due to legacy emissions from our landfills, carbon offsets and removals are likely to form part of our decarbonisation strategy from 2045 in order to achieve net zero.

Our progress to date

| Topic | 2019 Baseline | Target | Progress to date |
|---|--|---|---|
| Reducing our carbon footprint | 810,329 tonnes | 2025: 30% reduction in scope 1 and 2 carbon emissions 2030: 50% reduction in scope 1 and 2 carbon emissions | Our Scope 1&2 emissions were 508,794 tonnes Our market-based Scope 1 and 2 emissions reduced by 37% compared to our 2019 baseline. |
| Greening the collection fleet | Trialling our first electric fleet in Manchester | 2025: Introduce 10% non-fossil fuelled collection vehicles, subject to market availability and capability 2030: Cease buying fossil-fuelled RCVs by 2030 and have no fossil-fuelled vehicles by 2040 | We have 201 alternatively fuelled vehicles in our collections fleet, up from 158 in FY24, and we have more in the pipeline. This is 5.44% of our fleet. We are using HVO in some vehicles, as an interim solution, to speed up transition our transition to a lower carbon fleet. |
| Improving collection route efficiencies | 0.77 lifts per km | 2025: Increase collection route efficiency by 10% 2030: Increase collection route efficiency by 20% | Collection route efficiency has increased to 0.84 lifts per km. This is a 9% increase on our baseline. |
| Renewable energy purchasing | Investigating renewable purchasing options | 2025: Buy 100% renewable electricity 2030: Maintain 100% renewable electricity | 100% of Biffa sites we have control of are on renewable electricity contracts. Exclusions are: Landlord controlled sites. Some acquisitions made in FY25 that will be transitioned at the earliest opportunity. |
| Investing in solar power | Conducting feasibility | 2025: Develop 50MW of renewable energy capacity through installation of solar farms on our landfill estate subject to feasibility assessments and approvals 2030: Develop 100MW of renewable energy capacity through installation of solar farms on our landfill estate subject to feasibility assessments and approvals | Planning permission has been granted for four locations, totalling 19.3MW and work is starting soon at two locations. |

Caring for our people, supporting our communities

We care about the health, safety, and wellbeing of our employees. We work hard to create a culture and an environment that enables everyone to thrive, working together safely and effectively to contribute to the growth of the organisation.

Our people strategy priorities focus on attracting diverse talent from the communities in which we work, providing an inclusive working environment, effective leadership, employee health and wellbeing.

Engaging our employees

In 2024 we introduced Best Companies as our method to measure employee engagement. We gained our one-star accreditation, which means that Biffa is considered to be a very good company to work for, based on the anonymous feedback from over 7,000 employees. This is a great achievement for a company of the size and complexity of Biffa.

Fair employment

We are committed to ensuring our employees are valued and paid fairly. Our people strategy aims to support the attraction and retention of people to our business as well as ensuring fair and equitable practices. Our robust, structured approach to pay supports pay parity. All Biffa employees are paid above the National Living Wage.

Our industry-leading family-friendly policies are designed to help provide support and flexibility, allowing colleagues to do their job while balancing family life. Policies we have in place include our Flexible Working Policy, Menopause Policy, Sabbatical Policy, Retirement Policy, Volunteering Policy, and Maternity Policy.

2024 also saw the start of a renewed focus on employee health and wellbeing with plans put in place to make some key changes in 2025 to the services and support provided to employees.

In FY25 80% of Biffa employees were paid either on or above the National Living Wage Foundation real living wage rate of £12.60 per hour.

In 2024, there was a 10.1% increase in the FLW rates which we were unable to match due to affordability constraints. Despite this, we maintained our commitment to being an FLW employer, with a review scheduled for April 2025.

All Biffa employees are paid on or above a Biffa minimal wage that is set at a higher rate than the National Living Wage.

Pillar 3

Caring for our people, supporting our communities



- Engaging our employees ●
- Supporting the living wage ●
- Maintaining high Health & Safety standards ●
- Tackling Modern Slavery ●
- Promoting Diversity, Equity & Inclusion ●
- Training staff ●
- Investing in communities ●
- Supporting biodiversity ●

United Nations SDGs



Maintaining high health and safety standards

We operate in a high-risk industry and are heavily focused on keeping our people and the public safe. Effective leadership and risk management plays an essential role in this, with training and initiatives to empower our people to stay safer together in the workplace and on the road.

Biffa is committed to playing its part in raising the standards of health and safety in the industry and our Health and Safety Director Chairs the Environmental Services Association’s strategic health and safety group that addresses industry wide issues.

Our health and safety (H&S) mission is to continually reduce the likelihood and severity of workplace harm. We measure success by tracking a range of leading and lagging measures including positive observations and Lost Time Injury Frequency Rates (LTIFR).

In FY25 we made a series of major acquisitions which contributed to an increase in our LTIFR increase from FY24 which is a disappointing result and one that we are working to address. Our underlying LTIFR excluding our acquisitions was stable, but this is also not acceptable to us.

Embedding the Biffa approach to health and safety for new colleagues when we make acquisitions is a fundamental part of the onboarding process. This includes the introduction of our Safer Together Essentials programme where we set behavioural expectations for Frontline workers, Supervisors, Managers and Leaders. We also review safe systems of work to ensure that are achieving consistency in the way we manage and control risk but this can take time to result in improvements in performance data.

Key H&S highlights in FY25 include:

- The development of a new approach to segregating people from moving plant and vehicles on our worksites
- Delivering our new plant reversing training module which was developed using ‘timed sequence learning’
- Launching the Safer Together Essentials for Supervisors across the business
- Enhancing supervision and monitoring by expanding the range and reach of support provided by our Central Control Centre

Tackling Modern Slavery

At Biffa, we have a zero-tolerance approach to Modern Day Slavery (MDS) of any kind. Our strategy to tackling MDS is made up of three strands:

- **Raising Awareness:** We are committed to stamping out modern day slavery in our organisation and communities. We continue to champion internal and external campaigns promoting awareness of this important global issue across our business, supply chains and wider industry.
- **Strengthening our Response to the Threat:** We are vigilant in our practices and policies to identify and proactively deal with any suspected issues within our organisation or supply chain. We strive to continuously improve and are not complacent to the realities of guarding against MDS.
- We continue to evaluate the modern slavery and human trafficking risks of each new acquisition and all new suppliers.

- In 2024 we invited the Slave Free Alliance (SFA) to complete a review of our strategy and current practices on Modern Slavery to explore what more we can do. Reports were reviewed and actions established including appropriate training / awareness updates and supply chain review activities.
- **Remediation and Survivors Support:** Remediation can be a key part of preventing re-exploitation, empowering victim identification and for survivors to receive the rehabilitative care and restitution they need. We have expanded our support of survivors by working with experienced partners to provide an appropriate, survivor centred, remediation offering

Promoting diversity and inclusion

Our Inclusion strategy is underpinned by our values and is key to our desire to provide an inclusive environment where all our colleagues can thrive. We believe our differences make us stronger as an organisation and continue to aspire to greater gender and ethnic diversity, especially at senior levels.

On International Women’s Day 2023, we communicated our aspiration that 50% of all new hires and promotions into leadership and management positions would be women. As of 31st March 2025, we achieved 33% of women recruited or promoted into leadership positions taking us to 34% of employees in these roles being female.

We continue to engage through our Employee Resource Groups, such as our Women in Waste Group, #Pause (Menopause) Group and our Pride (LGBTQIA+) Group to help us understand and remove any barriers to progression. We also continue to provide training and awareness opportunities on inclusion topics, for example an employee led webinars about neurodiversity and Pride.

In 2024 we created a new role within the Biffa people team with a specific focus on employability and inclusion. This role is leading a renewal of our strategy in this area to address more deeply how we attract, recruit and retain an inclusive workforce.

Training and development

Our employees provide unrivalled end-to-end waste and recycling solutions for thousands of businesses and millions of households each day. Our goal is to retain and attract talented employees by empowering colleagues to develop their skills and knowledge.

In FY25 Biffa employees received 6.53 training interventions. This is a 68% increase from the baseline year and a 2.9% increase from FY24.

Giving back to the communities in which we operate

As a business with national scale, we operate in many communities across the UK. We take our responsibility to those communities seriously and ensure our activities deliver local social value.

Grass roots support for our communities:

- **Community Shop:** Community Shop is an award-winning social enterprise and the UK's first social supermarket, which aims to tackle the root causes of food insecurity in communities experiencing social inequality.

The profits from the store are then reinvested into Community Hub which deliver life-changing holistic support and development, empowering people to develop their own capabilities and deliver a positive future for themselves. These Hubs are essential for providing members with the personal tools they need to improve their own circumstances and address the causes of their food insecurity, in a supportive, safe environment.

Every Community Shop has a Community Kitchen, a café that enable people to connect with others and learn through food, as well as providing home-cooked meals for the community with kids eating free every day.

- **Charity partner:** We are proudly collaborating with WasteAid. The charity works to provide practical and affordable solutions to communities in low-income countries. Together, we are tackling the detrimental effects of untreated waste on the environment and public health, particularly in areas lacking proper infrastructure.
- **Volunteering:** All our staff have a paid volunteering day to use to participate in activity that gives back to our communities
- **Litter picks:** we are passionate about keeping waste out of our environment and teams up and down the country regularly improve their local environment by voluntary litter picks
- **Biffa Bees:** every year we pack and distribute wildflower seeds to our sites and communities such as schools. Last year we distributed 24,000 packets of seeds that are chosen to benefit pollinators including bees. We plan to distribute 26,000 in FY26.
- **Supporting biodiversity:** in FY25 33.6% of our estate was managed for biodiversity. The majority of this land comprises areas of restored habitat after landfill sites have been closed.
- **Biffa Award:** Biffa Award is a multi-million-pound Landfill Communities fund, managed by Royal Society of Wildlife Trusts, which utilises landfill tax credits contributed by Biffa. The scheme is regulated by ENTRUST and managed according to Government regulations.
- **School visits:** In FY24 we carried out over 300 school visits to inspire people to rethink waste and recycling and to let pupils know about the exciting careers open to them in an innovative sector.



Our progress to date

| Topic | 2019 Baseline | Target | Progress to date |
|--|--|--|--|
| Engaging our employees | Not applicable due to changing measuring methodology | 2025: To be a top quartile business for employee engagement. To be externally recognised as an exemplary employer 2030: Maintain status as consistent top quartile business for employee engagement | In FY24 we became a 'Best Company to work for' in the UK with a one-star accreditation. |
| Supporting the living wage | 72% of employees currently paid on or above Living Wage Foundation Rates | 2025: Employees to be paid according to Living Foundation rates, where possible*. All new Local Authority tenders to encourage and propose Living Wage *unless not supported by LA Clients for long term contracts 2030: Create a Living Wage workplace and be a member of the Living Wage Foundation | At the end of FY25 80% of employees were being paid on or above the 24/25 Living Wage Foundation rate. |
| Maintaining high health and safety standards | 0.27 Lost Time Injury Rate in FY18 | 2025: 25% reduction in Lost Time Injury (LTI) rate 2030: 50% reduction in LTI rate | The LTI rate was 0.40 in FY25. This outcome is not where we want it to be and addressing it is a top priority. |
| Tackling modern slavery | Slave-Free Alliance threat assessment completed and policies and processes in place | 2025: Maintain zero tolerance on Modern Slavery and be acknowledged market leader in anti-slavery practices within the UK Waste sector 2030: Maintain zero tolerance on Modern Slavery and be acknowledged market leader in anti-slavery practices, engaging and collaborating to positively impact practices beyond our industry | We continue to maintain zero tolerance and be an acknowledged market leader in anti-slavery practices within the UK Waste sector |
| Promoting diversity and inclusion | Diversity, Respect and Inclusion Strategy created and communicated. Diversity and Inclusion Training for Senior leaders and Managers delivered. | 2025: Increase the diversity of the workforce including a higher percentage of women in senior management roles 2030: Create an inclusive culture by promoting inclusive leadership behaviours with the ambition of creating a representative workforce | On International Women's Day 2023, we communicated our aspiration that 50% of all new hires and promotions into leadership and management positions would be women. In FY25 33% of new hires and promotions into leadership and management grades were women. 34% of women in leadership positions are women. |
| Training staff | Employees received 2.05 training interventions on average in FY21 | 2025: Increase number of training interventions per employee by 30% 2030: Double the number of training interventions per employee | In FY25 Biffa employees received 6.53 training interventions. This is a 68% increase from the baseline year and a 2.9% increase from FY24. |
| Investing in communities | £3 million delivered to local community and UK partnership scheme projects through Biffa Award in FY19 | 2025: £15 million delivered to local community and UK partnership scheme projects through Biffa Award 2030: £25 million delivered to local community and UK partnership scheme projects through Biffa Award | Since 2019, Biffa Award has awarded grants totalling more than £30.87m to projects across the UK, Biffa Award distributed £3.8 in FY25 across projects in England and Northern Ireland |
| Supporting biodiversity | Review current biodiversity based landfill restoration | 2025: Manage 20% of estate for biodiversity 2030: Manage 30% of estate for biodiversity | Last year 33.6% of the landfill portfolio was managed for biodiversity |

Assurance and Governance



Accreditations



CDP (formerly known as Carbon Disclosure Project)

CDP is a not-for-profit charity that runs the global disclosure system for investors, companies, cities, states and regions to manage their environmental impacts.

By responding to CDP, we are demonstrating to our key stakeholders that we are committed to managing our environmental impacts, minimising risks and maximising business opportunities. In 2023 we were awarded a B, an improvement from B – the prior year.



Carbon Saver Gold

The Carbon Saver Standard rewards organisations for reducing carbon emissions each year. It also provides an independent, third-party verification of carbon footprint.

Biffa has achieved Carbon Saver Gold for the last 18 years which demonstrates our achievement to date in reducing our emissions. We still have some way to go in cutting our emissions to net zero by 2050, however we're pleased to be recognised by this Government approved accreditation.

ecovadis

EcoVadis



EcoVadis is a trusted sustainability ratings provider to global supply chains. We scored 66/100 in the latest survey and achieved a Bronze company status.



Science Based Targets initiative

The Science Based Targets initiative has validated that the science-based greenhouse gas emissions reductions target(s) submitted by Biffa conform with the SBTi Criteria and Recommendations (Criteria version 5.0). SBTi has classified Biffa's company's scope 1 and 2 target ambition as in line with a 1.5°C trajectory.



ISO 9001

The ISO9001 accreditation is the international standard that specifies requirements for a quality management system.

Our ISO9001 accreditation allows us to demonstrate our ability to provide services that meet customer and regulatory requirements.

ISO 14001

ISO14001 is the international standard for environmental management systems (EMS) and the most widely used EMS in the world.

Our ISO14001 certification allows us to demonstrate our commitment to minimising our overall environmental impacts to our stakeholders.

ISO 27001

ISO27001 is the international standard for information security and sets the specification for an information security management system.

Our ISO27001 certification demonstrates our best practice approach to information security.

ISO 45001

The ISO45001 is the international standard for management systems of occupational health and safety.

Our ISO45001 accreditation demonstrates our commitment to mitigating occupational health and safety hazards and preventing injuries within the workplace.

Assurance statement

Bureau Veritas UK Limited has been engaged by Biffa to provide limited assurance of selected sustainability data to be reported in its 2024 Sustainability Report. The objective is to provide assurance to Biffa and its stakeholders over the accuracy and reliability of the reported information and data. This Assurance Statement applies to the related information included within the scope of work described below, for the period 1 April 2023 to 31 March 2024:

- Leading on Waste Plastic Recycling: Plastic recycling capability ('000 tonnes)
- Direct (Scope 1) GHG emissions (tCO₂e)
- Indirect (Scope 2) GHG emissions (location-based) (tCO₂e)
- Indirect (Scope 2) GHG emissions (market-based) (tCO₂e)

On the basis of the methodology and activities described above, Bureau Veritas concludes that there is no evidence to suggest that the data presented here is not materially correct and a fair representation of Biffa's sustainability performance.

A full verification statement including methodology, limitations and exclusions and the reporting criteria can be found on the Biffa website.

Governance

Biffa Topco Limited Board (‘the Topco Board’)

During the year, the Topco Board were responsible for oversight of the whole business. This includes the delivery of sustainable value to our key stakeholder groups and oversight of our strategic commitments, which are aligned with our sustainability strategy.

This ensures climate-related risks and opportunities are considered in all aspects of the business including capital expenditure, acquisitions, and performance objectives. During the year 3 Board meetings were held.

Group Executive

Sustainability is a standing item on the Group Executive meeting agenda at least 2 times a year. This ensures climate-related risks and opportunities are integrated in decision making across our business. During the year we held 9 Group Executive meetings with sustainability as a standing item at 2 of these.

During the year the Group Executive have received updates on UK policy including those associated with the Resources and Waste Strategy as well as progress against the groups sustainability targets and the development of the group’s social value framework. At every Group Executive meeting there is a health and safety update, there have also been updates on employee topics and the Modern Slavery Statement is reviewed by the Group Executive each October.

Environment and Sustainability Teams

The Group’s Environment and Sustainability teams report to the General Counsel following changes to the

Group Executive structure at the start 2023. The team provide regular updates including to the Group Executive team and work closely with management teams and employees across the business to:

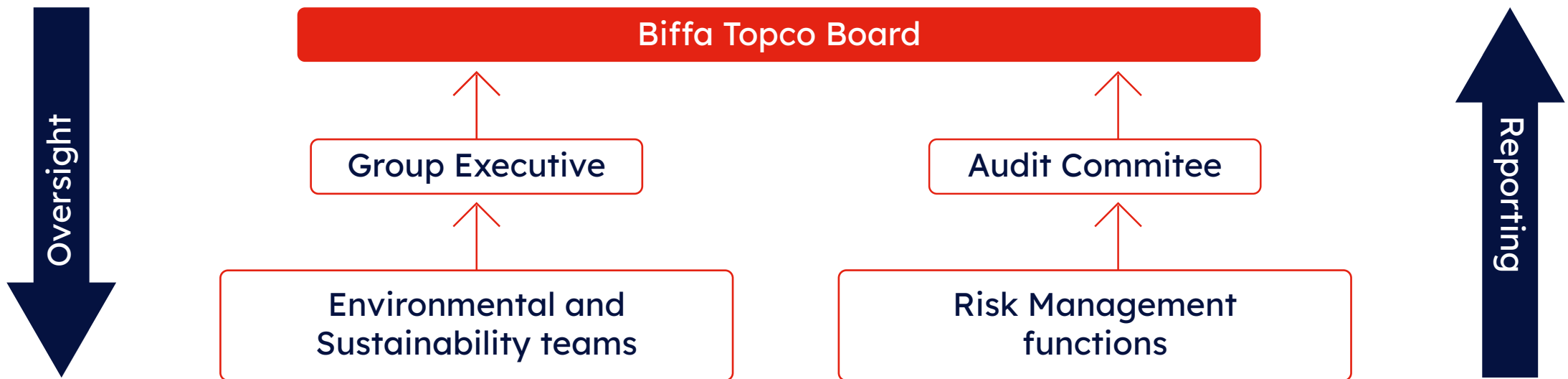
- Identify and report any emerging climate-related risks and opportunities to the Group Executive team.
- Drive awareness of our sustainability targets across the business and ensure that where relevant, sustainability targets are incorporated into our divisional balanced business plans.
- Evolve and refine the sustainability strategy and associated targets, ensuring it keeps pace with Biffa’s overall ambitions, market developments and the latest science-based targets.
- Ensure performance monitoring and reporting is completed and rigorously audited through both internal mechanisms and external verification where appropriate to ensure accurate information is communicated to stakeholders.
- Escalate any issues that may impact the delivery of the sustainability strategy to the Group Executive team.
- Participate in industry working groups, along with other experts, and monitor best practice.

- After the closure of the FY25 reporting period the Sustainability Team moved into the Corporate Affairs and Marketing division and report to the Director of Corporate Affairs and Marketing

Audit Committee

The role of the Committee is to assist the Board in fulfilling its oversight responsibilities by monitoring and reviewing the integrity of the Group’s financial reporting and the effectiveness of the Internal and External Audit functions and risk management framework and system of internal control.

During the year the Audit Committee has reviewed the Group’s principal risks and emerging risks which includes climate change. The review of the principal risks considers the likelihood of the risks materialising and the potential impact, in terms of both the inherent risks, before any mitigating actions, and the residual risks, after considering mitigating actions and controls. The emerging risks reviewed by management and the Committee include risks relating to physical and transitional climate change.



Performance data

| Health and Safety | FY25 | FY24 | FY23 | FY22 |
|---|------|------|------|------|
| Lost Time Injury rate | 0.40 | 0.29 | 0.32 | 0.39 |
| Number of incidents involving a road registered vehicle1 | 2298 | 2383 | 2711 | 2516 |
| % of workers covered by an occupational health and safety management system | 100 | 100 | 100 | 100 |

| Work Force Data | FY25 | FY24 | FY23 | FY22 |
|---|-------|-------|-------|-------|
| Number of employees | 11050 | 10747 | 10800 | 10060 |
| Total employees by employment contract – Permanent (female) | 1381 | 1446 | 2044 | 1987 |
| Total employees by employment contract – Permanent (male) | 8044 | 7945 | 8529 | 8170 |
| Total employees by employment contract – Temporary (female) | 28 | 28 | 84 | 56 |
| Total employees by employment contract – Temporary (male) | 47 | 47 | 143 | 115 |
| Total employees by employment type – Full-time (female) | 1409 | 1543 | 1460 | 1423 |
| Total employees by employment type – Full-time (male) | 8091 | 8088 | 8360 | 7935 |
| Total employees by employment type – Part-time (female) | 218 | 635 | 668 | 620 |
| Total employees by employment type – Part-time (male) | 156 | 320 | 312 | 350 |
| % of women amongst all employees | 22 | 20.6 | 20 | 20 |
| % of women on the Board | 30 | 14.29 | 25 | 42.86 |
| % of women in the Group Executive Team | 43 | 42.86 | 44 | 33.33 |
| Attrition rate % | 23.36 | 26.5 | 27.2 | 32.5 |
| Training interventions per employee | 6.53 | 6.34 | 5.95 | 4.35 |
| % of employees covered by collective bargaining exc. CSG | c.50 | c.60 | c.55 | c.55 |
| % of employees who have completed anti-corruption training | 95 | 93 | NA | NA |
| % of employees who have completed Modern Day Slavery training | 96 | 92 | NA | NA |
| No. of work stoppages due to strikes | 0 | 0 | 3 | 0 |
| No. of total days idle due to strikes | 0 | 0 | 6 | 0 |
| % of workers paid at or above Real Living Wage incl CSG | 80 | 91.67 | 96 | - |

| Operational/Service Data | FY25 | FY24 | FY23 | FY22 |
|--|-----------|-----------|--------|-------|
| Total amount of products redistributed by CSG (mTpa) | 0.54 | 0.45 | 0.41 | 0.035 |
| Total amount of units redistributed by CSG (m) | 113000000 | 107000000 | - | - |
| Total amount of waste collected (mTpa) | 3.57 | 4.21 | 4.11 | 4.05 |
| Total amount of waste collected – Industrial and Commercial (mTpa) | 2.19 | 2.52 | 2.7 | 2.4 |
| Total amount of waste collected – Municipal (mTpa) | 1.23 | 1.52 | 1.27 | 1.49 |
| Total amount of waste collected – Specialist Services (mTpa) | 0.04 | 0.043 | 0.042 | 0.036 |
| Total amount of waste collected – Resources and Energy (mTpa) | 0.109 | 0.125 | 0.12 | 0.12 |
| Total amount of waste processed (mTpa) | 3.91 | 3.75 | 4.05 | 3.93 |
| Amount of material processed for recycling (mTpa) | 0.54 | 0.53 | 0.53 | 0.46 |
| Amount of organic material processed (mTpa) | 0.47 | 0.53 | 0.52 | 0.5 |
| Amount of material RDF produced (Kt) | 309 | 280 | 481 | 446 |
| Amount of electronic waste collected – Industrial and Commercial (t) | 5,712 | 1412 | 1802 | 1822 |
| No. of Municipal greenwaste customers | 59053 | 69455 | 70890 | 69635 |
| No. of Industrial and Commercial customers | 106659 | 105514 | 102962 | 95908 |
| No. of Specialist Services customers | c.2921 | c.3885 | c.1100 | c.976 |
| Frontline collection fleet size | 3722 | 3879 | 3495 | 3186 |
| % of alternative fuelled collection vehicles | 5.44 | 4.1 | 3.33 | 1.9 |
| Total no. of operational sites | 238* | 252 | TBC | 247 |
| No. of operational landfills | 7 | 8 | 8 | 8 |
| No. of transfer stations | 66 | 55 | 56 | 50 |
| No. of MRF's / PRF's / Polymer facilities | 18 | 12 | 11 | 11 |
| No. of composting facilities / AD | 19 | 11 | 11 | 11 |
| No. of formal complaints about customer privacy | 0 | 0 | 0 | 0 |

* A review of how we designate operational locations means our site figures are not directly comparable with previous years’ data

Performance data

| Environmental Data | FY25 | FY24 | FY23 | FY22 |
|---|-----------|------------|-----------|-----------|
| Total scope 1 emissions (tCO ₂ e) | 483243 | 492834 | 539984 | 553552 |
| Total scope 2 emissions (tCO ₂ e – market based3) | 25551 | 16786 | 15641 | 16079 |
| Total scope 2 emissions (tCO ₂ e – location based) | 37334 | 31463 | 27408 | 30320 |
| Total scope 1 and 2 emissions (tCO ₂ e – market based3) | 508794 | 509619 | 555625 | 569631 |
| Total scope 1 and 2 emissions (tCO ₂ e – location based) | 520577 | 524297 | 567393 | 583872 |
| Total scope 1 and 2 emissions (tCO ₂ e) per £m revenue (market based3) | 267 | 294 | 330 | 395 |
| Total scope 1 and 2 emissions (tCO ₂ e) per £m revenue (location based) | 275 | 303 | 337 | 405 |
| Total scope 1 and 2 emissions intensity ratio per FTE (tCO ₂ e – market based3) | 46 | 46.63 | 51.45 | 58.46 |
| Total scope 1 and 2 emissions intensity ratio per FTE (tCO ₂ e – location based) | 47 | 47.97 | 52.54 | 59.92 |
| Total scope 3 emissions (tCO ₂ e) | 798810 | 844749 | 666065 | 622120 |
| Total scope 3 biogenic emissions (tCO ₂ e) | 11333 | 33561 | 38950 | 36716 |
| Upstream Scope 3 emissions | 598640 | 586424 | 677065 | 660658 |
| Downstream Scope 3 emissions | 200169 | 308685 | 302671 | 301497 |
| Total energy consumption (kWh) | 761780962 | 712074974 | 720841318 | 689940587 |
| Purchased electricity (kWh) | 121968011 | 112709980 | 108628860 | 108025000 |
| Purchased renewable energy consumption (kWh) | 81715909 | 82273695.7 | 77243172 | 75641831 |
| Self-supplied renewable electricity (kWh) | 38394858 | 26703799 | 33101886 | 34769481 |
| Total generation (GWh) | 566 | 329 | 349 | 383 |
| Compliance Assessment Report Risk category 1 non-compliance (major impact) | - | 0 | 0 | 0 |
| Compliance Assessment Report Risk category 2 non-compliance (significant impact) | 7 | 1 | 4 | 4 |
| Compliance Assessment Report Risk category 3 non-compliance (minor impact) | 104 | 80 | 88 | 91 |
| % of land holding managed for biodiversity | 34 | 32 | 32 | 31 |



Biffa

Keep up to date with Biffa's
progress, and find out how
we can help you at

biffa.co.uk