



CORPORATE RESPONSIBILITY REPORT 2019

FULL DATA DOCUMENT

Renewi PLC

This is our Corporate Social Responsibility (CSR) Full Data Document. Our publicly available annual CSR Reports include highlights of our sustainability and CSR performance. This document supports our CSR Report by giving additional and more in-depth information, such as divisional splits of data and detailed emissions figures. Please visit our dedicated CSR website <https://www.renewi.com/en/investors/our-responsibilities> for more information





Renewi CSR Report 2019 – Full data document

Renewi was formed in February 2017 by the merger of Van Gansewinkel Group (VGG) and Shanks. Each of our legacy businesses differed in how they defined and reported on CSR performance. As a result, Renewi's 2017 CSR Report was a transitional report in which the data was represented as a sum of the totals from the two legacy businesses. From 2018 onwards, we have calculated our CSR statistics on a fully merged basis, which also gives us the opportunity to report on divisional performance in this full data document. Our divisional structure is as follows:

- Commercial Belgium
- Commercial Netherlands
- Hazardous Waste
- Municipal
- Monostreams

We are a leading waste-to-product business ideally positioned to be part of the solution to some of the main environmental problems facing society today.

In a world where resources are limited, the status of waste is changing. By giving new life to used materials, we play an important role in the circular economy – an economy that keeps resources in use for as long as possible through recycling and recovery. This is our purpose. In order to fulfil our purpose, our vision is to be the leading waste-to-product company.

We use a range of sustainable and cost-effective technologies to make valuable products from waste that is thrown away. We see waste as an opportunity to give new life to used materials. We transform waste into useful products, such as recycled paper, metal, plastic, glass, woodchips, compost, energy and fuel, while generating returns for our shareholders.

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Basis for data

Each of the above sections is presented below with a brief description of what the data is and what it shows. CSR 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 'CSR Indicators document', which is available in the Our Responsibilities section on our Group website: (<https://www.renewi.com/en/investors/our-responsibilities>).

This CSR indicators document also explains how we treat data issues such as joint ventures, reporting cycle and other information on our CSR data.

1. Renewi at a glance

Overview	Indicator	Belgium Commercial Waste	Netherlands Commercial Waste	Hazardous Waste	Municipal	Mono-streams	Renewi total
<p>Our operations are diverse and widespread. The data to the right illustrates this and provides readers with an overview of our operations. Remarks:</p> <ol style="list-style-type: none"> The total figure includes 125 FTE who work at Group Central Services Number operating centres does not include small stand-alone civic amenity, offices and other non-operational sites Total waste handled at sites is calculated based on total accepted waste which left our company to (third party) processors and recyclers or is recovered or disposed by ourselves or third parties 	Number of employees (FTE)	1,892	2,967	919	649	484	7,035
	Number operating sites	41	68	17	36	27	189
	Operating sites with recycling/recovery	20	23	2	36	26	114
	Operational landfill sites	1	1	0	2	3	7
	Number waste collection and transport trucks	749	1,400	368	24	0	2,541
	Total waste handled at sites (million tonnes)	3.03	4.91	1.62	1.36	2.93	13.85
	Recycling and recovery as % of total waste handled ⁴	95.6%	93.9%	94.9%	84.0%	77.9%	90.0%
	Green electricity generated (Megawatt hours)	45,869	2,499	1,034	12,842	62,339	124,582



PLANET

**Protecting and preserving
the environment**

We take waste and we create something new. This helps to protect the world's natural resources and preserve the planet for future generations. Our work is integral to preserving the environment and it puts us at the heart of the circular economy.

2. Planet – Recycling and recovery performance

Our vision is to be the leading waste-to-product company	Indicator	Belgium Commercial Waste		Netherlands Commercial Waste		Hazardous Waste		Municipal		Monostreams		Renewi total	
		2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19
Our recycling and recovery performance is key to this. The table at the right shows how much of the waste we handled at our sites was recycled and recovered, rather than being disposed of in the year compared to the previous year	Total waste handled at sites (million tonnes)	2.59	3.03	5.02	4.91	1.88	1.62	1.63	1.36	2.91	2.93	14.02	13.85
	Materials recycled (million tonnes) ¹	1.54	1.41	3.12	3.55	1.78	1.48	0.58	0.59	2.29	2.23	9.30	9.27
	Materials recovered (million tonnes) ¹	0.80	1.49	1.59	1.06	0.05	0.06	0.70	0.55	0.05	0.05	3.19	3.20
	Total materials recycled and recovered (million tonnes) ^{1,2}	2.34	2.90	4.71	4.61	1.82	1.54	1.28	1.14	2.34	2.28	12.49	12.47
	Recycling as % of total waste handled	59.6%	46.6%	62.1%	72.4%	94.5%	91.3%	35.6%	43.5%	78.6%	76.3%	66.3%	66.9%
	Recycling and recovery as % of total waste handled	90.5%	95.6%	93.8%	93.9%	97.0%	94.7%	78.5%	84.0%	80.4%	77.9%	89.1%	90.0%

1. Recycling is materials given a 'second life' for reprocessing into new goods/materials. Recovery is waste used for energy production such as production of waste derived fuels, bio-mass and similar
2. Includes water recovery and moisture loss during treatment for some technologies employed

3. Planet – Waste to raw materials

Our waste types	Indicator	Belgium Commercial Waste	Netherlands Commercial Waste	Hazardous Waste	Municipal	Mono-streams	Renewi total
	<p>As a waste management company, our purpose is to turn the wastes we accept into raw materials. Right is a synopsis of the waste types we accepted, split into main categories (in '000 tonnes). As for other data this is split between our divisions plus a Renewi total.</p> <p>For an insight in which waste categories fall under these main-categories, see the CSR indicators document available on our Group web site in the 'Our Responsibilities' section.</p>	Residual (household) waste, SRF / RDF (incineration)	1,233	1,328	3	781	278
Minerals		229	1,882	494	22	684	3,311
Glass		42	91	-	16	1,117	1,266
Wood		547	532	1	33	-	1,113
Plastics		98	55	-	16	17	186
Metals		83	132	5	21	28	269
Paper		372	371	-	23	-	766
Hazardous		190	123	1,091	2	114	1,520
Organic waste		138	270	18	276	229	931
Other recyclates / PMD		30	-	-	70	-	100
Bulky household waste & Electrical/electronic waste (WEEE)		29	32	-	72	147	280
Other (mixed) waste streams		42	96	9	28	311	486
Totals		3,033	4,912	1,621	1,360	2,925	13,851



4. Planet – carbon footprints

Renewi total carbon footprint

This is our Renewi total carbon footprint. Unlike many other companies Renewi activities provide a potential carbon avoidance benefit produced from our recycling and recovery operations. The footprint right is split to reflect this.

Figures are rounded to nearest 1,000 tonnes – totals may reflect rounding. The data is based on carbon 'factors' which are included in our **CSR indicators document** available on our Group web site in the 'Our Responsibilities' section. These vary from country to country and are periodically updated, such as by Government agencies

The following pages contain individual footprints for our operating divisions, which when totalled result in our Renewi total footprint.

Carbon emissions from our activities (CO₂-equivalent '000 tonnes)¹	2017/18	2018/19
Process based emissions		
Emissions from green composting	76	90
Emissions from landfill	101	91
Emissions from hazardous waste treatment	256	204
Emissions from mechanical biological treatment (MBT)	67	50
Transport based emissions		
Fuel used by waste transport vehicles	120	120
Business travel (cars, trains, flights etc)	5	5
Energy use emissions		
Electricity used on sites and in offices	121	117
Gas used on sites and in offices	16	17
Fuel used on sites for plant and equipment / heating	36	36
Total emissions from significant sources	799	732
Carbon avoidance as a result of our activities (CO₂-equivalent '000 tonnes)²	2017/18	2018/19
Materials separated for re-use/recycling	1,823	1,699
Renewable energy generated	56	47
Waste derived fuels produced and sold	946	970
Energy from waste used on site as a fuel	305	241
Total potential avoided emissions	3,006	3,022
Carbon emissions and avoidance intensity ratios	2017/18	2018/19
Million tonnes greenhouse gases emitted (CO ₂ equivalent) per million tonnes waste handled	0.057	0.053
Million tonnes greenhouse gases avoided by our activities (CO ₂ equivalent) per million tonnes waste handled	0.214	0.218

1. Restatement of energy data also affects the carbon footprint. As a result, some of the data above relating to carbon emissions in 2017/18 is restated
2. Some of the 2017/18 data above relating to carbon avoidance is restated due to improved reporting on some of the indicators involved



Belgium Commercial carbon footprint

This is our Belgium Commercial carbon footprint. Unlike many other companies Renewi activities provide a potential carbon avoidance benefit produced from our recycling and recovery operations. The footprint right is split to reflect this. For details of how we calculate this data see our CSR Indicators document.

Figures are rounded to nearest 1,000 tonnes – totals may reflect rounding. The data is based on carbon 'factors' which are included in our **CSR indicators document** available on our Group web site in the 'Our Responsibilities' section. These vary from country to country and are periodically updated, such as by Government agencies

Carbon emissions from our activities (CO₂-equivalent '000 tonnes)¹	2017/18	2018/19
Process based emissions		
Emissions from green composting	25	26
Emissions from landfill	29	30
Emissions from hazardous waste treatment	-	-
Emissions from mechanical biological treatment (MBT)	-	-
Transport based emissions		
Fuel used by waste transport vehicles	40	40
Business travel (cars, trains, flights etc)	1	2
Energy use emissions		
Electricity used on sites and in offices	14	11
Gas used on sites and in offices	2	2
Fuel used on sites for plant and equipment / heating	11	11
Total emissions from significant sources	123	122
Carbon avoidance as a result of our activities (CO₂-equivalent '000 tonnes)²	2017/18	2018/19
Materials separated for re-use/recycling	453	415
Renewable energy generated	12	12
Waste derived fuels produced and sold	259	201
Energy from waste used on site as a fuel	-	-
Total potential avoided emissions	725	628
Carbon emissions and avoidance intensity ratios	2017/18	2018/19
Million tonnes greenhouse gases emitted (CO ₂ equivalent) per million tonnes waste handled	0.046	0.047
Million tonnes greenhouse gases avoided by our activities (CO ₂ equivalent) per million tonnes waste handled	0.268	0.242

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2. Some of the 2017/18 data above relating to carbon avoidance is restated due to improved reporting on some of the indicators involved



Netherlands Commercial carbon footprint

This is our Netherlands Commercial carbon footprint. Unlike many other companies Renewi activities provide a potential carbon avoidance benefit produced from our recycling and recovery operations. The footprint right is split to reflect this. For details of how we calculate this data see our CSR Indicators document.

Figures are rounded to nearest 1,000 tonnes – totals may reflect rounding. The data is based on carbon 'factors' which are included in our **CSR indicators document** available on our Group web site in the 'Our Responsibilities' section. These vary from country to country and are periodically updated, such as by Government agencies

Carbon emissions from our activities (CO₂-equivalent '000 tonnes)¹	2017/18	2018/19
Process based emissions		
Emissions from green composting	11	9
Emissions from landfill	31	30
Emissions from hazardous waste treatment	-	-
Emissions from mechanical biological treatment (MBT)	-	-
Transport based emissions		
Fuel used by waste transport vehicles	71	70
Business travel (cars, trains, flights etc)	3	3
Energy use emissions		
Electricity used on sites and in offices	17	17
Gas used on sites and in offices	6	8
Fuel used on sites for plant and equipment / heating	13	13
Total emissions from significant sources	153	150
Carbon avoidance as a result of our activities (CO₂-equivalent '000 tonnes)²	2017/18	2018/19
Materials separated for re-use/recycling	772	880
Renewable energy generated	1	1
Waste derived fuels produced and sold	178	229
Energy from waste used on site as a fuel	-	-
Total potential avoided emissions	950	1,110
Carbon emissions and avoidance intensity ratios	2017/18	2018/19
Million tonnes greenhouse gases emitted (CO ₂ equivalent) per million tonnes waste handled	0.029	0.030
Million tonnes greenhouse gases avoided by our activities (CO ₂ equivalent) per million tonnes waste handled	0.178	0.221

1. Restatement of energy data also affects the carbon footprint. As a result, some of the data above relating to carbon emissions in 2017/18 is restated
2. Some of the 2017/18 data above relating to carbon avoidance is restated due to improved reporting on some of the indicators involved



Hazardous Waste carbon footprint

This is our Hazardous Waste carbon footprint. Unlike many other companies Renewi activities provide a potential carbon avoidance benefit produced from our recycling and recovery operations. The footprint right is split to reflect this. For details of how we calculate this data see our CSR Indicators document.

Figures are rounded to nearest 1,000 tonnes – totals may reflect rounding. The data is based on carbon ‘factors’ which are included in our **CSR indicators document** available on our Group web site in the ‘Our Responsibilities’ section. These vary from country to country and are periodically updated, such as by Government agencies

Carbon emissions from our activities (CO₂-equivalent ‘000 tonnes)¹	2017/18	2018/19
Process based emissions		
Emissions from green composting	-	-
Emissions from landfill	-	-
Emissions from hazardous waste treatment	256	204
Emissions from mechanical biological treatment (MBT)	-	-
Transport based emissions		
Fuel used by waste transport vehicles	8	9
Business travel (cars, trains, flights etc)	0.2	0.2
Energy use emissions		
Electricity used on sites and in offices	42	39
Gas used on sites and in offices	1	2
Fuel used on sites for plant and equipment / heating	2	3
Total emissions from significant sources	310	258
Carbon avoidance as a result of our activities (CO₂-equivalent ‘000 tonnes)²	2017/18	2018/19
Materials separated for re-use/recycling	-	-
Renewable energy generated	-	-
Waste derived fuels produced and sold	-	-
Energy from waste used on site as a fuel	305	241
Total potential avoided emissions	305	241
Carbon emissions and avoidance intensity ratios	2017/18	2018/19
Million tonnes greenhouse gases emitted (CO ₂ equivalent) per million tonnes waste handled	0.153	0.137
Million tonnes greenhouse gases avoided by our activities (CO ₂ equivalent) per million tonnes waste handled	0.150	0.128

1. Restatement of energy data also affects the carbon footprint. As a result, some of the data above relating to carbon emissions in 2017/18 is restated
2. Some of the 2017/18 data above relating to carbon avoidance is restated due to improved reporting on some of the indicators involved



Municipal carbon footprint

This is our Municipal carbon footprint. Unlike many other companies Renewi activities provide a potential carbon avoidance benefit produced from our recycling and recovery operations. The footprint right is split to reflect this. For details of how we calculate this data see our CSR Indicators document.

Figures are rounded to nearest 1,000 tonnes – totals may reflect rounding. The data is based on carbon 'factors' which are included in our **CSR indicators document** available on our Group web site in the 'Our Responsibilities' section. These vary from country to country and are periodically updated, such as by Government agencies

Carbon emissions from our activities (CO₂-equivalent '000 tonnes)¹	2017/18	2018/19
Process based emissions		
Emissions from green composting	30	46
Emissions from landfill	16	17
Emissions from hazardous waste treatment	-	-
Emissions from mechanical biological treatment (MBT)	55	36
Transport based emissions		
Fuel used by waste transport vehicles	2	1
Business travel (cars, trains, flights etc)	0.2	0.2
Energy use emissions		
Electricity used on sites and in offices	23	26
Gas used on sites and in offices	2	1
Fuel used on sites for plant and equipment / heating	4	5
Total emissions from significant sources	132	133
Carbon avoidance as a result of our activities (CO₂-equivalent '000 tonnes)²	2017/18	2018/19
Materials separated for re-use/recycling	124	126
Renewable energy generated	16	6
Waste derived fuels produced and sold	509	540
Energy from waste used on site as a fuel	-	-
Total potential avoided emissions	650	673
Carbon emissions and avoidance intensity ratios	2017/18	2018/19
Million tonnes greenhouse gases emitted (CO ₂ equivalent) per million tonnes waste handled	0.076	0.082
Million tonnes greenhouse gases avoided by our activities (CO ₂ equivalent) per million tonnes waste handled	0.374	0.413

1. Restatement of energy data also affects the carbon footprint. As a result, some of the data above relating to carbon emissions in 2017/18 is restated
2. Some of the 2017/18 data above relating to carbon avoidance is restated due to improved reporting on some of the indicators involved



Monostreams carbon footprint

This is our Monostreams carbon footprint. Unlike many other companies Renewi activities provide a potential carbon avoidance benefit produced from our recycling and recovery operations. The footprint right is split to reflect this. For details of how we calculate this data see our CSR Indicators document.

Figures are rounded to nearest 1,000 tonnes – totals may reflect rounding. The data is based on carbon 'factors' which are included in our **CSR indicators document** available on our Group web site in the 'Our Responsibilities' section. These vary from country to country and are periodically updated, such as by Government agencies

Carbon emissions from our activities (CO₂-equivalent '000 tonnes)¹	2017/18	2018/19
Process based emissions		
Emissions from green composting	9	9
Emissions from landfill	25	14
Emissions from hazardous waste treatment	-	-
Emissions from mechanical biological treatment (MBT)	12	14
Transport based emissions		
Fuel used by waste transport vehicles	-	-
Business travel (cars, trains, flights etc)	0.1	0.1
Energy use emissions		
Electricity used on sites and in offices	24	24
Gas used on sites and in offices	4	4
Fuel used on sites for plant and equipment / heating	6	5
Total emissions from significant sources	81	69
Carbon avoidance as a result of our activities (CO₂-equivalent '000 tonnes)²	2017/18	2018/19
Materials separated for re-use/recycling	351	343
Renewable energy generated	26	29
Waste derived fuels produced and sold	-	-
Energy from waste used on site as a fuel	-	-
Total potential avoided emissions	377	371
Carbon emissions and avoidance intensity ratios	2017/18	2018/19
Million tonnes greenhouse gases emitted (CO ₂ equivalent) per million tonnes waste handled	0.028	0.024
Million tonnes greenhouse gases avoided by our activities (CO ₂ equivalent) per million tonnes waste handled	0.132	0.128

1. Restatement of energy data also affects the carbon footprint. As a result, some of the data above relating to carbon emissions in 2017/18 is restated
2. Some of the 2017/18 data above relating to carbon avoidance is restated due to improved reporting on some of the indicators involved

5. Planet – resources and spills

Our resource use	Indicator	Belgium Commercial Waste		Netherlands Commercial Waste		Hazardous Waste		Municipal		Monostreams		Renewi total	
		2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19
This data is a synopsis of our resource use across our activities. As for other data the basis for calculation is included in our CSR indicators document available on our Group web site in the 'Our Responsibilities' section	Electricity consumption (MWh)	20,102	15,364	26,544	26,608	64,712	60,447	46,947	53,148	37,429	36,526	195,735	192,091
	Gas used at sites and offices (MWh)	11,405	12,132	33,182	41,386	6,633	10,511	12,078	6,405	18,521	19,648	81,820	90,082
	Fuel use at sites and offices (MWh)	36,889	36,405	42,202	41,410	6,164	10,545	14,537	15,843	19,160	16,035	118,962	120,238
	Total energy use at sites (MWh)	68,406	63,901	101,929	109,402	77,509	81,502	73,562	75,396	75,111	72,209	396,517	402,411
	Fuel use waste collection vehicle (000' litres)	12,275	12,434	22,021	21,608	2,436	2,833	466	338	-	-	34,296	34,042
	Green electricity generated (MWh)	46,098	45,869	3,280	2,499	1,097	1,034	17,818	12,842	57,069	62,339	125,363	124,582
	Significant spills at sites – reports of spills required by permits	2	10	1	6	39	11	1	1	7	6	50	34



PEOPLE

Keeping our people safe and well

Safety is our first value and number one priority. There is nothing more important than getting our people home safely every day. Ensuring the health, safety and wellbeing of our people and their full engagement with Renewi is crucial to our success. We are proud to have that responsibility and we take it very seriously.

6. People - Health and safety data

Our accident performance	Indicator	Belgium Commercial Waste		Netherlands Commercial Waste		Hazardous Waste		Municipal		Monostreams		Renewi total	
		2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19
<p>The health, safety and wellbeing of all of our employees are key issues for Renewi. We accept that we operate in a known high-risk sector. The most basic measures of accident rate are shown right, along with severity and near miss close out. Together this data provides the top-line indicators of our success in this area</p> <p>See the key on next page for definitions and explanations</p>	Total Number LTIs	71	55	81	63	4	7	6	24	10	19	172	168
	LTI rate	23.6	17.3	12.1	8.4	2.3	4.3	3.7	10.0	12.6	21.3	12.5	10.8
	Number >3 day accidents	45	43	46	42	4	4	5	1	8	8	108	98
	>3 day accident rate	2,315	2,165	1500	1465	440	430	695	140	1540	1685	1,505	1,404
	Number fatal accidents	0	0	0	0	1	0	0	0	0	0	1	0
	Severity Rate	20.3	32.9	15.8	14.5	23.5	25.1	13.2	2.1	10.4	11.4	17.4	18.8
	Number near-miss reports raised	2,639	4,177	1,664	1,490	761	603	4,935	10,834	935	823	10,934	17,927
	Number near-miss reports closed	2,013	3,162	1,942	1,330	533	354	3,859	6,535	750	912	9,097	12,293
	Near-miss close-out rate	76%	76%	100%	89%	70%	59%	78%	60%	80%	100%	83%	69%



Key to terms used in health and safety tables and graphs:

>3 day accident – any injury suffered by an employee which results in more than three days off work. Note – in some Renewi documents this type of accident is referred to as ‘reportable’. In Renewi documents, the terms ‘reportable’ and ‘>3 day’ are interchangeable and mean the same. Renewi has decided to use >3 day as a definition to allow comparison both between Renewi divisions and over time.

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

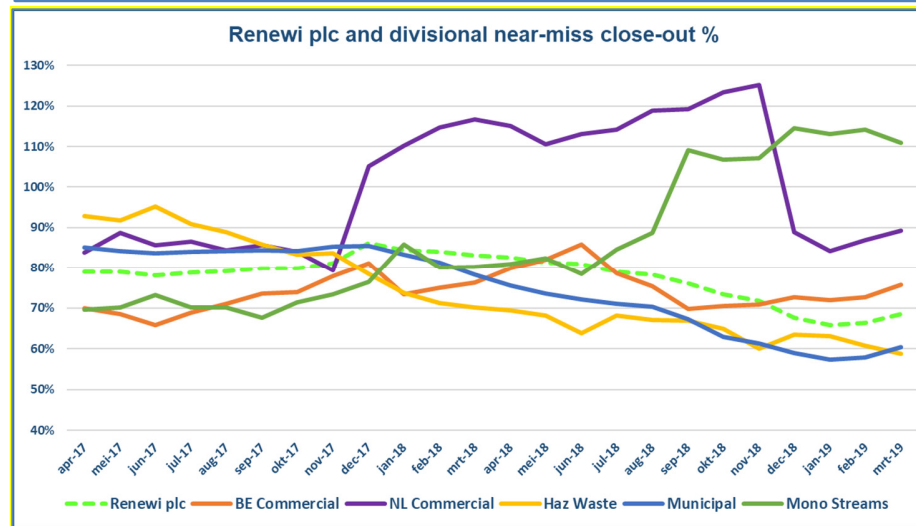
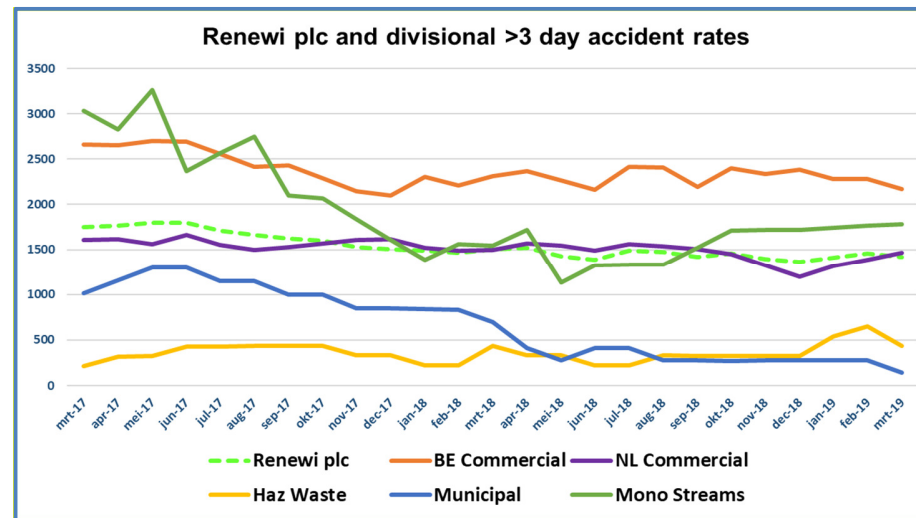
Fatal accidents – fatal employee workplace accidents.

>3 day accident and LTI 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. Note – scale used in graph right is different to that in tables above. This is simply to allow all data to fit onto the graph right.

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 month-to-month changes and allow the data to represent trends

Graphs - Renewi >3 day accident rate and near-miss close out rate



7. People – Our employees, turnover and absenteeism

Our people	Indicator	Belgium Commercial Waste	Netherlands Commercial Waste	Hazardous Waste	Municipal	Mono-streams	Group support	Renewi total
On the right you will find synopsis data on our people performance	Total number employees (FTE)	1,892	2,967	919	649	484	125	7,035
	Total number employees	2,145	3,150	947	659	505	156	7,562
	Number of female employees	458	430	107	101	119	106	1,321
	Number of male employees	1,687	2,720	840	558	386	50	6,241
	Number of full-time employees	1,701	2,649	862	634	450	104	6,400
1. Employee numbers are by divisional reporting line and are reported in headcount (if not otherwise stated)	Number of part-time employees	444	501	85	25	55	52	1,081
	Number of operational employees	1,413	2,140	626	439	361	0	4,979
	Number of admin/support employees	732	1,010	321	220	140	156	2,579
	Number female senior managers	13	24	6	4	6	19	72
	Number male senior managers	42	80	6	43	34	52	257
2. Statutory directors only as listed in company data	No. female Board statutory directors	NA	NA	NA	NA	NA	NA	2
	No. male Board statutory directors	NA	NA	NA	NA	NA	NA	7
3. Other senior executives/directors such as divisional MD direct reports. Note – not including statutory directors noted in the lines above to avoid double-counting	Number of employees who left the company during the year	271	222	98	195	38	-	824
	Employee turnover %	12.6	7.0	10.3	29.6	7.5	-	10.9
4. Male/female splits are as at year-end for reporting rules reasons, whereas total employee figures are averages – male/female splits may not total to averages	Number of non-permanent employees (FTE)	460	402	75	7	183	18	1,145
5. Director and senior executive data only given as Group totals								



	No. Of permanent employees up until 20 years old	5	40	5	6	1	0	57
	No. Of permanent employees from age 21 to 30	227	304	119	95	57	9	811
	No. Of permanent employees from age 31 to 40	522	673	182	155	134	38	1,704
	No. Of permanent employees from age 41 to 50	702	921	275	170	168	56	2,292
	No. Of permanent employees from age 51 to 60	614	954	284	179	124	43	2,198
	No. Of permanent employees from age 61 and above	75	258	75	54	23	10	495
	Total employee absenteeism from work (% of available days)	2.8%	7.0%	7.7%	2.7%	2.1%	-	5.2%



PARTNERSHIPS

Making society better and being a good neighbour

Our actions and our innovations help society towards a more sustainable future. We also understand that our activities can have an impact on the communities that host us and we do our best to mitigate this. Our local communities and society as a whole are key stakeholders for us.

8. Partnership – Community performance

Community complaints performance	Indicator	Belgium Commercial Waste	Netherlands Commercial Waste	Hazardous Waste	Municipal	Mono-streams	Renewi total
<p>The local communities around our sites are a critical stakeholder group for Renewi. 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. This includes all complaints, both those substantiated and those not substantiated.</p>	Odour	3	10	2	352 ¹	4	423
	Litter	7	1	1	2	1	12
	Vermin/flies	0	1	0	55	0	58
	Traffic	0	0	0	2	0	2
	Mud/Dust	11	4	2	3	1	33
	Noise	0	1	0	25	1	27
	Other	1	0	2	20	2	23
	TOTAL number of complaints	22	17	7	459	9	576
	Average number of complaints per site	0.5	0.3	0.4	10.7	2.6	2.9
<p>1. The high number of odour complaints for Municipal is largely the result of complaints received by Renewi its new Derby plant, which is being commissioned by a contractor under our environmental permit</p>							

9. Partnership – Accreditations

Management systems – 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. Data is presented as number of operating centres covered by accreditations	Indicator	Belgium Commercial Waste	Netherlands Commercial Waste	Hazardous Waste	Municipal	Mono-streams	Renewi total
	ISO 14001 / EMAS (environment)	34	68	16	36	21	140
	ISO 9001 (quality)	34	68	16	36	21	140
	OHSAS 18001 / ISO45001 (health and safety)	34	62	16	36	12	125
	% operations with ISO 14001 / EMAS	76%	100%	94%	100%	78%	74%

10. Partnership – Compliance

Our compliance performance Right is a synopsis of our compliance record. Data is for convictions (cases where the company goes to court) and administrative fines (such as those in Belgium and the Netherlands)	Indicator	Belgium Commercial Waste	Netherlands Commercial Waste	Hazardous Waste	Municipal	Mono-streams	Renewi total
	Number of environmental convictions and fines	0	2	2	0	0	4
	Number of health and safety convictions and fines	0	0	2	0	0	2
	Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	0	0	0	0	0	0