



Our Company

Viridor



"Viridor is at the forefront of change in our industry, leading investment in 'next generation' green infrastructure to help public, private and community sector partners deliver sustainable resource management."

Maureen Lindsay, Recycling Manager.

Welcome to Viridor

Welcome to Viridor, the UK Recycling and Waste Management Company of the Year 2010.

Part of the FTSE 250 Pennon Group, Viridor is at the forefront of investment in 'next generation' infrastructure to help a broad range of public and private sector organisations deliver sustainable resource management.

Our world is changing, and the pace of change is accelerating – from the global focus on climate change to community concern for effective resource management. Consumers and council tax payers demand environmental responsibility, and our regulatory environment has been transformed – with policies pioneering waste reduction, reuse, enhanced recycling and recovering energy from what remains.

As one of the UK's leading recycling, renewable energy and resource management companies, Viridor is today turning policy into practice for communities, consumers, councils and corporate customers.

Our technology-neutral approach allows investment in a broad range of resource solutions, from state-of-the-art materials recycling facilities to advanced recovery hubs diverting waste from landfill, generating renewable heat and power for local use.

The Undercover Boss

Featured in the hit Channel 4 programme 'Undercover Boss', Viridor's Chief Executive, Colin Drummond, spent time visiting company locations across the UK whilst masquerading as an unemployed worker seeking employment in the waste sector.

In the show Colin witnessed the very best in customer care and gained valuable insight into where potential improvements could be made at an already successful business. He witnessed how the company was delivering sustainability and found out where problems lay within the organisation, whilst discovering the unsung heroes who make Viridor's business run smoothly.



At Viridor we're passionate about our commitments to our environment, our people and our communities. We have transformed our business to meet the needs of the changing world we operate in and we aim always to be ahead of the game.

I hope the following pages give you a feel for our business, particularly for our commitment to our customers and communities, and to industry-leading solutions to the challenges of today and tomorrow.

Yours sincerely,

A handwritten signature in black ink that reads "Colin Drummond". The signature is written in a cursive, slightly slanted style.

Colin Drummond, Chief Executive, Viridor.



UK Recycling and Waste Management Company of the Year 2010

Seeing off competition from some of the industry's leading lights, Viridor's Managing Director Mike Hellings was delighted to accept the **National Recycling Awards** top accolade on behalf of the business.



"In a short space of time Viridor has transformed its **recycling, renewable energy** and **resource management capabilities**, placing itself at the very forefront of a fast-moving industry.

Our business is all about helping customers and partners achieve **high levels of recycling** and **best practice waste management, delivering innovation** and **value for money**.

We are delighted to win this award and it is testament to the **dedicated** and **professional work** completed every day by our **3,000 employees** across the business."





Beyond recycling: Delivering sustainability today

As the UK Recycling and Waste Management Company of the Year 2010, Viridor is leading the industry by investing in advanced 'next generation' green infrastructure to turn policy into practice.

Building on a network of over 300 facilities across the UK, including 24 materials recycling facilities, advanced recovery hubs diverting waste from landfill and energy from waste infrastructure, Viridor is deploying its technology-neutral approach to accelerate investment across the UK.



Lakeside Energy from Waste

Viridor's investment in building a world class Energy from Waste facility was realised when HRH The Duke of Edinburgh opened Lakeside EfW in October 2010.

The Lakeside Energy from Waste (EfW) facility at Colnbrook, near Slough exports enough energy recovered from residual waste to meet the domestic needs of around 50,000 householders. The facility has the capacity to recover energy from up to 410,000 tonnes of residual waste per year from local authorities and businesses and is capable of producing 37 Megawatts of power.

Once the recyclable materials have been removed from household and commercial waste, Energy from Waste is one of the most effective ways to harness residual energy from the remaining materials. EfW not only produces sustainable energy for export to the National Grid, it also diverts waste from landfill.



The Lakeside EfW facility also has the potential to supply surplus heat to local infrastructure, to make it a combined heat and power (CHP) plant. CHP feasibility and implementation options are currently being explored.

Delivering for the Public Sector

Across the UK, Viridor is working in partnership with Britain's public sector to deliver sustainable resource management.



Drawing together the best in local, national and international expertise, Viridor's professional teams use their 'technology neutral' approach to assess a broad

range of technologies from the UK and across the globe which will deliver for our partners. This approach, combined with the financial and technical strength to deliver world class solutions and leading expertise in partnership working, ensures Viridor is best placed to meet the increasingly complex needs of the public sector.

In demonstration of this, Viridor is the infrastructure delivery and service provider behind Europe's largest waste partnership between the public and private sectors at Greater Manchester. From Kent and Devon in the South of England to the Scottish Highlands, Viridor works with over ninety local authorities, exceeding national and international targets through enhanced recycling and recovering value from what remains.

In addition to supporting a broad range of governmental organisations, we work with NHS and health authorities, the police, ambulance and fire and rescue services.

Delivering Europe's largest partnership between the public and private sectors

Viridor Laing (Greater Manchester) Limited is the infrastructure delivery partner for Europe's largest waste partnership between the public and private sector at Greater Manchester. With an investment of over £631m devoted to the project, Viridor Laing is developing state-of-the-art waste management facilities to deliver a world-class solution for Greater Manchester's recycling and waste requirements.

The building programme started immediately upon signing of the recycling and waste management contract in April 2009 and the final facility is due to be completed in April 2013.

With Viridor as the operations partner, the programme aims to recycle and compost at least 50% and divert from landfill at least 75% of the waste generated in the Greater Manchester Area.



Despite the scale of the project, the building programme is being delivered on time and to budget to create this network of advanced facilities. This is supported by our ambitious partnership programme to ensure residents in Greater Manchester actively participate in reducing, reusing and recycling their waste, to allow the partnership to meet its targets.

Delivering for Corporates

Understanding the changing needs of the corporate community and its customers is only one of the reasons why Viridor is trusted by some of the biggest names in British business – brands such as BAE Systems, Coca Cola Enterprises, IKEA, Manchester United, Morrison Supermarkets, Royal Bank of Scotland and Scottish Power.



Viridor's investment in a UK network of advanced recycling and landfill diversion infrastructure combined with our strong regional customer service and delivery

network ensure that we can quickly respond to the demands of a changing environment.



We work directly with corporates and with facilities management companies to define national objectives and to understand the needs across our customer's network of sites. We believe in investing in strong, lasting relationships, to provide bespoke reporting to demonstrate delivery, and work hard to exceed expectations.

Sustainability at IKEA

Viridor delivers recycling-led waste management services for IKEA's two main distribution operations in the UK at Peterborough and Doncaster.

Like IKEA, we are passionate about education and awareness and are working with the leading retailer to support its employees deliver for the business.

The 'Recycle for IKEA' training and awareness programme was launched at IKEA's distribution centre in Peterborough featuring a Viridor sustainability roadshow highlighting the importance of recycling to IKEA. The roadshow has been extended to the company's northern distribution



centre in Doncaster. Both companies aim to encourage more participation in the scheme among IKEA's 700 employees at the distribution centres.

Delivering for SMEs

With over 4.8m small businesses in the UK, the sector is responsible for generating around 50% of the nation's GDP. Viridor understands the vital role played by these small and medium enterprises and has the right expertise and facilities to help them become more sustainable.



Understanding the time, resource and financial constraints faced by small business is key to helping the



sector meet the challenges of changing environmental regulations. With a regional network of advanced recycling and landfill diversion infrastructure combined with our strong local customer service and delivery network, Viridor makes sustainability simple.

From free on-site recycling and waste audits to making the most efficient use of available space, Viridor ensures waste is working for small businesses.

Helping Edinburgh's Pink Olive

Viridor is the recycling and resource management partner of Edinburgh's Pink Olive restaurant.



Awarded "24 out of 25" by the Daily Record – Scotland's leading daily newspaper – the Pink Olive promises 'exceptional food – no exceptions' and sets high standards for quality and customer care. It is this commitment to customer care that led to Pink Olive to select Viridor to help boost its delivery of sustainable resource management.

Owner Kay McBride said, "At Pink Olive we know the importance of doing the right thing. That's true whether we're delivering excellent service to our customers or minimising waste and recycling more. Viridor has not only helped our business, but has made the process simple and efficient."

Delivering for Communities: Compliance Schemes, Charities and Social Enterprises

With its network of advanced recycling and landfill diversion infrastructure, Viridor is the perfect delivery partner for compliance schemes, charities and social enterprises.



Responding to environmental requirements placed on manufacturers by the Waste Electronic and Electrical Equipment (WEEE) Directive, Viridor is at the forefront of minimising the impact of electrical and electronic goods on our environment by increasing reuse and recycling. We work with the full range of customers, including the UK's leading producer compliance schemes, a number of charities and social enterprises.

Our links with charities and social enterprises don't end there. Viridor also provides valuable recycling and waste management services ranging from tailored programmes to encourage recycling and reuse, to information and guidance about recovering energy from waste.

State-of-the-art WEEE Recycling

Viridor has invested £9m in the latest, cutting edge MeWa technology at its St Helens facility, marking it out as one of the most advanced Waste Electronic and Electrical Equipment (WEEE) recycling facilities in the UK, recovering resources collected from household waste recycling centres, schools, hospitals and businesses across England and Wales.

This Viridor facility can process up to 120 fridges, 60 televisions and six tonnes of discarded household equipment every hour. Electrical components are separated for reuse, and glass, metals and other recyclable materials are removed and further distributed for recycling.



Viridor's sister facility is located at Perth in Scotland.

Our Services

Recycling and Waste Collection Services



Composting



Waste Electrical and Electronic Equipment Recycling (WEEE)



Liquid Waste Collection and Treatment Services



Materials Recycling Facilities (MRF)



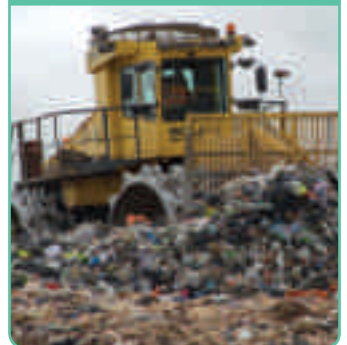
Anaerobic Digestion



Household Waste Recycling Site Management



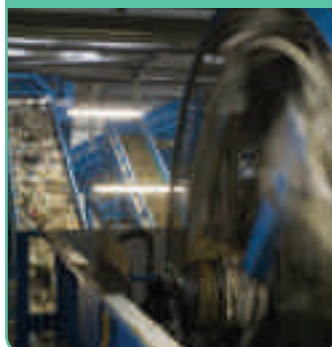
Landfill Disposal and Landfill Gas Power Generation



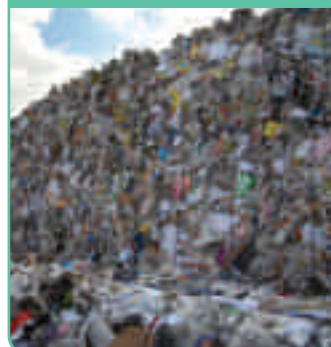
Glass Recycling



Mechanical Biological Treatment (MBT) for Enhanced Recycling



Paper Recycling



Scrap Metal Recycling



Polymer Reprocessing



Energy from Waste (EfW)



Plastics Recycling



Our Environment

Viridor safeguards its environment by providing a broad range of advanced recycling, renewable energy, and resource management services and by managing and minimising the impacts of our business.



Viridor's sites and services are operated under the company's Business Management System incorporating ISO14001 (Environmental Management), ISO9001 (Quality Management) and OHSAS 18001 (Health and Safety) standards, and formally accredited by BSI. These are the highest recognised international standards, ensuring continuous improvement in these key areas and providing assurance to customers and communities alike.



What's more, Viridor plays a leading role in developing the environmental performance indicators for the resource and waste sector as adopted by the



Environmental Services Association (ESA), which incorporate those developed by the Green Alliance. Viridor is committed to assessing and improving the carbon footprint of its own operations, as well as its customers where possible, and we work with ESA to establish carbon management protocols for the waste management sector.



The company conducts detailed environmental assessments prior to submitting proposals for new or enhanced recycling and energy recovery facilities as well as monitoring the impacts on the environment of our existing facilities – essential under our permits and licences.

Our People

As the UK Recycling and Waste Management Company of the Year 2010, Viridor knows its greatest asset remains its people, now standing at over 3,000 employees. The challenge is to continue to harness employees' expertise and channel it into supporting business objectives and future development.

The company employs a diverse workforce. Its objective is to be an employer of choice, embracing equal opportunities. To do this Viridor has incorporated a full range of best practice employment policies, benchmarked regularly. Since its inception, Viridor has invested in proactive communications and training policies to help recruit, retain and develop the skills it needs for fast moving business demands.

Viridor's vision of leadership and growth can only be achieved if everyone in the company is kept safe, healthy, motivated and empowered. Part of this calls for the continuous development of individuals, with the right training being delivered to the right people at the right time.

"Viridor's support for the Future Jobs Fund has given me a real start, real opportunities and the confidence to move into this exciting industry."

Scott Sutherland, Future Jobs Fund Employee



- The Performance Appraisal Review (PAR) process, which recognises employee achievements, sets future objectives and identifies opportunities for training and development to benefit both the individual and the company.
- Viridor's Employee Assistance Programme, a comprehensive welfare resource providing fast and easy access (via 24/7 telephone helpline) to confidential support, advice and counselling for those facing difficult or stressful situations, either at work or at home.

"Viridor's placement programme with Glasgow Caledonian offered me invaluable experience of advanced resource management technologies. I was pleased to link up with other Viridor community programmes in Glasgow to pass on what I learned."

Katie Ferrie. Glasgow Caledonian University Placement Student



Key people issues for the company include:

- Ensuring our people have access to and embrace opportunities for professional development.
- Continuing to attract, develop and retain key skills at all levels as the company moves towards increased recycling, treatment and recovery processes.
- Addressing the trend towards an ageing workforce
- Further developing and reviewing employee benefit packages to remain competitive in the marketplace, particularly non-financial benefits.
- Continuing improvements that allow the absorption and integration of acquired companies into the Viridor family in a speedy and effective manner.

Our Communities

Viridor is committed to the communities in which it operates. It supports these through a combination of direct and indirect support, through education and lifelong learning, and through stakeholder engagement.



Direct Support

Viridor continues to support its two adopted charities, Trees for Cities and the Cystic Fibrosis Trust, with the company providing match funding to these organisations to any charitable funding raised by employees.

The company also continues to deliver local sponsorship to community endeavours including sports teams, education initiatives and events in areas close to operations and services. Examples include on going support for the award-winning Carymoor Environmental Education Centre in Somerset, AFC Fritwell football team in Oxfordshire and the Go4SET science, engineering and technology education and business link initiative in Scotland.

Viridor Credits

Viridor has provided £9,409,206 of funding for conservation and community projects in areas of landfill operations via the Landfill Communities Fund. Such projects can create significant long-term environmental and social benefits, including jobs and volunteer engagement opportunities. This successful and innovative tax credit scheme enables landfill operators to contribute up to 6% of landfill tax liability to registered Environmental Bodies, such as Viridor Credits Environmental Company, providing essential and important funding access for local communities and conservation groups.

Viridor Credits is a non-for-profit company set up to consider applications and distribute LCF funding in areas around Viridor landfill operations. Decisions on local funding are taken by 22 area panels using criteria of eligibility, sustainability, value for money and proven need.

Education and Lifelong Learning

As well as hosting educational visits for school, college, community and other groups at its recycling and waste management facilities across the UK, Viridor also operates and/or supports seven innovative and interactive on-site education centres promoting waste prevention, recycling, energy recovery and best practice. It also provides information and signposting services assisting environmental education programmes for teachers and lecturers.

Three education centres (at Bolton, Pilsworth, near Bury, and Ford, West Sussex) achieved the Learning Outside the Classroom Quality Badge, a national accreditation approved by the Department for Education combining the essential elements of learning and safety.

Stakeholder Engagement

The company's 'open door' policy encourages communities and other stakeholders to become better informed on recycling and waste issues via visits to operational facilities. In 2009/10 many visits were accommodated including local community groups, local and national Government committees, officials and ministers.

Viridor maintains an active dialogue with government, industry, media and other stakeholders through an active public affairs programme. The company's Chief Executive chairs the UK Environmental Sustainability Knowledge Transfer Network, UK Trade & Investment's Environmental Sector Advisory Group, and the Business Advisory Board for the Government's Living with Climate Change programme. Other company directors and senior managers actively participate and support various government, industry and trade body committees and initiatives.



Viridor

National Recycling Awards 2010 Winner

South East
0800 206 1998

South West
01823 728 800

North East
01142 414 140

North West
0161 872 0976

Scotland
0141 7819 151

Website
www.viridor.co.uk

Email
enquiries@viridor.co.uk

Facebook
facebook.com/Viridor

Twitter
[@ViridorUK](https://twitter.com/ViridorUK)

YouTube
youtube.com/ViridorTV

