

FCC Environment
Corporate Social
Responsibility
Report 2017



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Foreword

Corporate social responsibility is fundamental to FCC Environment's role as a leading waste and recycling company. We have a duty to invest, innovate, and drive good practice and this report highlights many of the ways we deliver on these commitments.



Our able workforce is equipped with the knowledge, experience and passion for FCC Environment to be an exemplar of safe and sustainable resource management. We manage waste for 60 local authority areas and 4000 business waste customers, and recycle 1.6 million tonnes of material each year. How we operate has an impact on environmental and social wellbeing and it is important that we celebrate our successes while always aiming higher.

Corporate social responsibility isn't simply a box to tick. It's a way of running a successful business to everybody's benefit. We help our clients meet their legal, social and corporate commitments, and this is our opportunity to assess and report on our own development.

Our business grows best on shared values – within the company, and with our neighbours, regulators and customers. This too, is our corporate social responsibility.

A handwritten signature in black ink that reads "Paul". The signature is written in a cursive style with a long horizontal stroke underneath.

Paul Taylor
Chief Executive Officer
FCC Environment UK



Who we are

FCC Environment is one of the UK's leading recycling and waste management companies, helping thousands of businesses and communities waste less and recycle more. We benefit from being part of the FCC Group, one of the world's largest environmental services companies.

Every waste collection is an opportunity to reclaim valuable resources and improve the environment we all share. We use the latest recycling and green energy technology to recover as much value as possible and minimise the use of landfill.

Safety, Health, Environmental and Quality Policy Statement 2017

Our corporate social responsibility activities are underpinned by our company policies. See www.fccenvironment.co.uk



Our values
—
**Delivering
clarity and
direction**

INTEGRITY

ENGAGEMENT

People focus

We value our people and genuinely enjoy what we do – which is why our people enjoy working with us too



Environmental commitment

We care about what we do and how we do it; running our operations in an environmentally and socially responsible way



Doing the right thing

To ensure the ongoing success of our business, we focus on our customers to ensure our services meet their needs



Forward thinking

By embracing change, we can be better prepared for the future, whatever it may bring

What we do

Every day we minimise the amount of waste that ends up in landfill by transforming it into something valuable. We collect recyclables and waste – from businesses, local authorities and households – and process it to ensure we fully realise its potential as a resource.



Business & Municipal Services

FCC Environment provides **excellent service levels and flexibility** for business customers, strengthening our reputation as a trusted business waste solutions provider. In addition, our long-term contracts with local authorities enable us to offer a **high quality service for local residents** and a secure supply of waste into our facilities.

We balance municipal waste inputs with feedstock collected from our commercial and industrial customers and third party consignments, **reducing risk** and **providing confidence** to our investors.



recycling

Recycling

We are the UK's leading operator of household waste recycling centres, capturing significant quantities of source separated materials from the domestic waste stream. Along with our collections, this enables FCC to supply **clean materials** for the manufacture of **quality recycled products**.

FCC is contributing towards a healthier, more resilient and prosperous Britain.



green energy

Green energy

Our home-grown energy from waste (EfW) network provides our customers with a **safe and sustainable solution** for non-recyclable waste.

FCC's EfW facilities at Eastcroft, Allington, Lincolnshire, Mercia and Buckinghamshire are contributing to the UK's green energy supply, and will soon be joined by our new facility in Edinburgh and Midlothian. Generating energy from waste within the UK helps **avoid costly waste exports** and increasingly expensive fuel imports. In essence, it **keeps the value** of British resources in Britain.



waste processing

Waste processing

FCC Environment prides itself on providing 360° solutions for all our customers' waste, including those items that cannot be recycled, composted or used as a fuel to generate electricity.

Our specialist workforce handles complex and hazardous waste streams, and advises our diverse customer base on compliance, waste reduction and secondary market opportunities, providing an end-to-end solution that is **both sustainable and cost-effective**.

FCC Environment in numbers

1.6 million

Recycle 1.6 million tonnes
of waste per annum

4,000

Business waste
customers

100

Contracts across some
60 local authority areas

7

PFI and PPP contracts –
Wrexham, RE3, Lincs, Mercia,
Bucks, Allington, Edinburgh

102^{MW}

Generate 102 MW
of green energy

Our EfW facility
Edinburgh and
Midlothian will
12.04^{MW} to the
National Grid

Equivalent to the energy needs of 27,000
households with the potential to supply up to
20MW of heat to local district heating networks
to meet the needs of 10,000 homes

at
export

The world we live in

Paul Taylor

Chief Executive Officer
FCC Environment UK

Being forward thinking means being prepared for change within the waste and recycling industry, and in the world around us. The waste business is affected by global shifts and political accords, and we are confident that our talented workforce and robust business model can rise to today's challenges.

The ban on the export of plastic waste to China has shaken the industry and continues to pose some valuable questions regarding the economics of recycling. At FCC Environment, we recognise this moment as an opportunity to strengthen indigenous recycling capacity and develop home-grown markets for recycled materials.

Meanwhile, the BBC's documentary Blue Planet II left nobody in doubt about the global scale of plastic pollution, prompting responses from UK Government and major retailers that aim to reduce our dependence upon single-use disposable items; to recycle more and waste less.

Our goals are well-aligned with those advocating for progress, and we are pleased to be expanding our reach and creating a more sustainable waste and recycling sector. The waste sector is among the top five sectors in the UK with the smallest gender pay gap, and at FCC Environment women are on average paid slightly higher than men. We continue to attract talent to the business, and by involving our workforce in a strong culture of safety, innovation and recognition, FCC Environment is cementing its reputation as a great place to work.

We are driving consistent improvements in environmental protection alongside strategic investments in renewable energy and electric vehicles. Many of our sites are becoming wildlife havens through our habitat restoration, tree and hedgerow planting and networks of lakes and waterways, helping enhance Britain's biodiversity and create beneficial spaces for people to enjoy the natural world.

FCC Environment continues to achieve higher quality, health and safety, environmental and energy standard requirements, while our support for community-based initiatives is a source of pride for everyone involved.

In the meantime, we look forward to helping deliver the Government's national infrastructure ambitions, Clean Growth Strategy and 25 Year Environment Plan, and to creating a more resourceful future by maximising the recovery of value from waste.

Highlights and investments

Our business is growing and we are recovering more valuable materials and clean energy from waste than ever before



Contract Wins and Renewals

Our municipal services remain popular with local authorities. Over the last year we have been awarded a number of important contracts to manage refuse, recycling, street cleansing and related services for Barrow-in-Furness Borough Council, Kent County Council, East Northamptonshire Council, North Yorkshire County Council and Essex County Council.

We have been appointed to design, build, manage and operate a household waste recycling centre (HWRC) for Peterborough City Council, and started an 8 year contract to manage household waste recycling centres on behalf of Wiltshire Council.

Our specialist waste service remains of value: FCC entered into a 5 year agreement with Yorwaste to safely dispose of asbestos; an annual agreement to manage demolition waste from Sellafield; and a 3 year contract to treat and dispose of hardcore and soil waste for Buckinghamshire County Council.

Looking at our broader facilities management services, we are building on our successes. In 2017 FCC signed a three year contract with District of Harborough Council to maintain the prestigious local landmark, the Symington Building, in addition to our existing contract cleaning the nearby Market Hall. The Symington Building houses the local museum, library, council offices and registry office.

£110^m

Value of new contracts in **2017**

£93^m

Value of contract renewals in **2017**

Our broad range of contract renewals reflects the value for money of our services and the positive feedback from our customers. Recent renewals include an integrated waste management contract with Luton Borough Council, municipal collections for West Devon, Wychavon and Herefordshire Councils, and waste treatment and disposal for Central Bedfordshire Council.

Revamping Wiltshire's Household Waste Recycling Centres

On being awarded control of Wiltshire's nine household waste recycling centres (HWRCs), FCC Environment set about improvement works to improve their efficiency and user experience, and to introduce a reuse scheme to benefit local charities.

The refurbishment programme was meticulously planned and resulted in every HWRC reopening on the planned and publicised date.

A lot of hard work went into ensuring that the service delivery was as per the client's expectations. FCC's role included taking over the delivery of services on sites, as well as behind the scenes work with the electronic data system, reporting and handling of the clients queries and questions.

This was a major project for the FCC team and its success was due to the outstanding levels of communication between departments and operations.



Far left: Before
Left: After

“Its construction marks an important step forward for our Mercia Waste Management partnership”

Paul Taylor
Chief Executive Officer
FCC Environment UK



The Grand Opening

New facility officially opened by HRH The Duke of Gloucester

The Duke of Gloucester officially opened FCC Environment's flagship waste treatment facility – EnviRecover – on 15 June. The facility, which is near Kidderminster, is operated by FCC through Severn Waste Services as part of its contract with Worcestershire County Council and Herefordshire Council.

The site will treat up to 200,000 tonnes of waste, and produce 18MW of electricity – enough to power all the homes in Kidderminster. It is the largest single piece of capital infrastructure in Worcestershire and Herefordshire, and its opening means the virtual elimination of landfill in the two counties.

"Its construction marks an important step forward for our Mercia Waste Management partnership, and for our business. As we continue to develop, we're focusing on our customers' requirements for extracting value – in the form of energy – from the waste left over after recycling has taken place."

Paul Taylor
Chief Executive Officer
FCC Environment UK

With an onsite visitor and education centre, EnviRecover is now an integral part of engagement within the area and complements the education programme at EnviroSort, Norton.

EnviRecover The facility in numbers

200,000

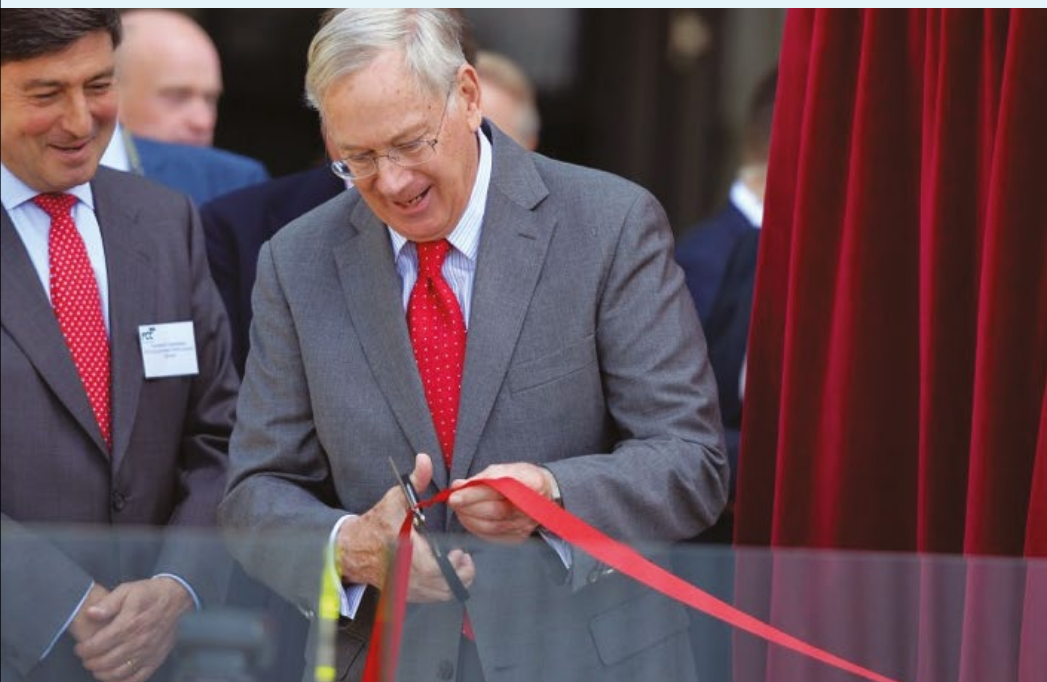
Tonnes of waste treated per year

18^{MW}

Of electricity produced

32,000

Homes powered



The Duke of Gloucester officially opening FCC Environment's flagship waste treatment facility – EnviRecover



Halfway point reached in construction of new Millerhill recycling and energy recovery facility

The construction of the new state-of-the-art energy-from-waste plant, which will serve the City of Edinburgh and Midlothian, has reached an advanced stage. Millerhill Recycling and Energy Recovery Centre (RERC) is being developed by FCC Environment, which signed a 25-year contract to deliver and operate the £142m plant in October 2016.

The build, which is scheduled to take 30 months, is on a brownfield site which is now barely recognisable as the former Millerhill Marshalling Yard. The main building has now reached its full height with the first part of the roof structure installed at the end of December 2017. A vast amount of specialist equipment has also been delivered and installed in the facility.

The plant is set to enter full operation in 2019 and will treat around 135,000 tonnes of household residual waste and a further 20,000 tonnes of commercial waste every year. It will generate enough power to meet the needs of up to 32,000 homes. Construction will continue through the rest of 2018 and the two Councils are expected to start delivering waste to the facility at the end of the year to allow the important commissioning and testing phase to get underway.

"We're absolutely delighted to see the progress so far on this major facility. The plant is certainly becoming a new local landmark. The project is a fantastic example of partnership working that will not only help both councils meet Zero Waste targets but also produce energy for the National Grid."

Councillor Russell Imrie

Midlothian Council's Cabinet Member for Zero Waste

A separate facility, which takes all of the food waste collected by the partner councils, is already in operation on the neighbouring site to the RERC. It is hoped these new facilities treating both food and non-recyclable waste, creating renewable energy in the process, will help both authorities contribute to the national recycling target of 70% by 2025 and the national landfill diversion target of 95% by 2025.

2019

The plant will enter full operation in 2019

32,000

It will generate enough power to meet the needs of up to 32,000 homes

135,000

Tonnes of household waste treated per year





Barnsley Council and Cycle Penistone

Cycling is becoming increasingly popular in Yorkshire, particularly since the Tour de France inspired a "Tour de Yorkshire". Barnsley Council was already encouraging staff to cycle to work, and wanted to share the benefits of cycling with more local residents.

Working with FCC Environment, they identified a potential source of free bicycles at the borough's HWRCs. FCC trained operatives to separate bikes fit for repair, and partnered up with local Community Interest Company (CIC) Cycle Penistone to repair, rent and sell the bicycles at affordable prices.

Within a few months the scheme was a success, with recycled bikes available from as little as £25 and all with a full refurbishment, 9 point safety check and 3 month warranty.

As a result of the additional bikes available for refurbishment and increased publicity through the scheme, Cycle Penistone soon hired an apprentice and employed 5 part time staff to assist with the website, sales and back office, and the bike hire and servicing. In June 2017 Cycle Penistone sold their 300th bike "rescued" under the scheme and identified a need for more sales outlets for the bikes throughout the borough.

"The launch of the recycling scheme through partnership with the household waste recycling centres has been one of the best things to happen for Cycle Penistone CIC and I'm sure most of the customers who buy the bikes would say the same."

Jill Bramall

Director, Cycle Penistone

The partnership now also includes Elsecar Park Cafe which rents bikes and helmets to children in the park. They are now hoping to build a children's cycle track with road markings and stop and go signs to help promote road safety awareness.

Can we sort it?

A new reuse shop was opened at Kirkless, bringing a lifeline to Wigan's homeless. All items salvaged from FCC's Wigan household waste recycling centres are 'upcycled' by volunteers from charity The Brick, then sold to help ease poverty for townspeople. A new, two-storey building is being constructed to house the shop and FCC offices.



Awards

Awards for excellence

2017 successes: Huge congratulations to Suffolk County Council's Foxhall Household Waste Recycling Centre, provided by FCC, for taking home the title of Civic Amenity Site of the Year. Also to Greatmoor EfW facility, a partnership between Buckinghamshire County Council and FCC Environment, for their award in Innovation in Design of a Waste Management Facility at the Excellence for Recycling and Waste Management Awards 2017.

"The Awards for Excellence 2017 have been a real success story for FCC Environment, working in partnership with key customers. I would like to thank all the hard-working people on the ground who deliver these award-winning facilities day in and day out."

Paul Taylor
Chief Executive Officer
FCC Environment UK

East Riding of Yorkshire Council

After coming second in the whole of England for recycling performance, East Riding of Yorkshire Council (ERYC) has thanked FCC Environment colleagues for their hard work and support.

The ERYC hopes that they – alongside FCC colleagues – can continue to improve and become the top-performing authority this year.

"It is recognised that a large contributing factor for the result has been due to a committed full team effort, working together to divert more residual waste and send it for reuse and recycling."

Debbie Mansell
Waste Contract and Recycling
Manager, ERYC



Recycle Devon Thank You Awards

FCC Environment's recycling crew in the north of West Devon were nominated by a local resident to the Thank You Awards, organised by Recycle Devon. The team was praised for improving the service and their friendly manner.

The Thank You Awards are organised by the Recycle Devon team, and were first launched to recognise those people who do that bit extra to help ensure Devon remains clean and green.

The West Devon crew received a Runner Up Award in their category of 'Collection Crew/Operative (Recycling, Garden, Food or Refuse Collector(s))' but also won the overall Award of the 'People's Choice Hero' Award, with approximately 25% of the total 1,200 votes!

Following this achievement, FCC Environment also entered the team to the Awards for Excellence in Recycling and Waste Management, and they are now looking forward to the national finals.



"I wanted to thank the Recycle Team that serve Hatherleigh. They work incredibly hard doing such a physical job collecting our waste down narrow congested roads. They are helpful, polite and always go above and beyond."

Resident
Hatherleigh

INTEGRITY

ENGAGEMENT

People focus

The health, safety and wellbeing of our colleagues is absolutely paramount and always will be



Health and Safety

Over the past 12 months FCC Environment has received some of the highest awards for health and safety in the country. While we are proud of these achievements, we know there is always work to be done when it comes to keeping our workforce safe.

Sword of Honour Award:

FCC Environment was one of 57 organisations worldwide to achieve a Sword of Honour, which is awarded to companies that have demonstrated excellence in managing health and safety risks at work. The Sword of Honour Award followed FCC Environment achieving the top accolade in the British Safety Council Five Star Audit Process in 2016.

“Achieving the Sword of Honour is great news, although it doesn’t come easy. A lot of time and effort from everyone in the organisation has been put in over a number of years.”

Paul Stokes

Head of Safety, Health and Environment and Quality, FCC Environment

Safety Climate Survey:

Developed by the Health and Safety Laboratory, the Safety Climate Survey is used by proactive companies to measure safety culture. The FCC 2017 survey showed that, across every factor, our safety culture remains higher than the all industry average.

Behavioural Safety Programmes:

We have continued to roll out our “Because” campaign across the company. “Because” encourages managers and employees to improve their safety performance by identifying poor behaviour. In addition, we are building on our “iWill” campaign, which empowers people to take

responsibility for the health and safety of themselves, their colleagues, customers and suppliers.

Workplace Wellbeing Charter:

FCC Environment’s commitment to the health, wellbeing and safety of our colleagues has been recognised by the Workplace Wellbeing Charter. As part of our Employee Wellbeing Charter, we continue to organise initiatives such as dementia awareness, aural health, hayfever and men’s health, women’s health and monthly health bulletins on a variety of conditions.

“We’ve made some great progress in terms of health and safety since 2010, but there’s absolutely still work to be done, and that’s the responsibility of each and every one of us.”

Paul Stokes

Head of Safety, Health and Environment and Quality, FCC Environment



Paul Stokes representing FCC Environment with the Sword of Honour Award winners.



Health and Safety

Continued »

The Six Pillars

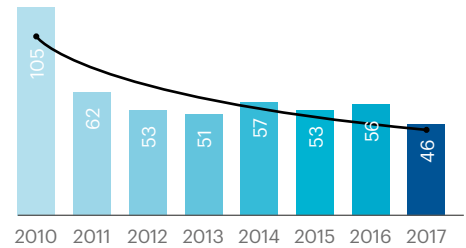
→ We're maintaining a high performance Health and Safety culture through our Six Pillars



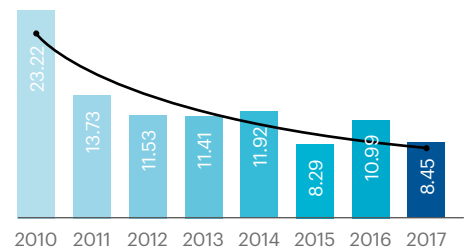
Lost Time Accidents

Our record of Lost Time Accidents is an account of working days lost due to work-related illness and workplace injury. This provides a more accurate picture of our safety achievements than RIDDOR, which only reflects significant absences or injuries.

Lost Time Accidents (LTA) 2010-2017



LTA Frequency Rate 2010-2017



Equality and diversity

2017 workforce demographics



2,396

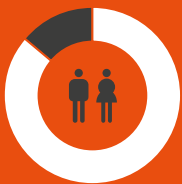
FCC Environment employs 2,396 people in England, Scotland and Wales across 166 operational sites

1.55%

Our proactive absence management programme has continued to reduce our employee sickness and absence rate to well below the national average

1,267

We continue to invest in developing our workforce, and in 2017 delivered 1,267 courses to aid professional development across the business



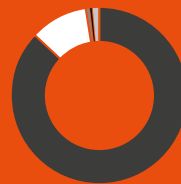
Gender

- 86% male
- 14% female



Disability

- 0.91% registered disabled



Ethnicity

- 87.11% White European
- 10.52% Not specified
- 0.77% Asian
- 0.28% Black
- 1.26% Other



Staff Turnover

- 21.61% leavers (includes Tupe transfers)

Gender pay gap

In April 2017 the Government introduced gender pay gap reporting for all companies with more than 250 employees.

The gender pay gap shows the difference between the average hourly pay for men and women across all ages, roles and levels. It differs from equal pay which is the right for men and women to be paid at the same rate of pay for work of equivalent value.

FCC Environment companies in the UK have a robust job evaluation process for all non-manual roles. This has enabled us to create a framework of

pay ranges that avoids any gender bias. Manual roles are determined by local market job rates and TUPE transfers. However, all manual roles are paid a rate for the job regardless of gender.

Our overall workforce is predominantly male, which is typical within the waste, energy and water industry that consists of 78% men. We remain committed to improving gender balance, however with a long service workforce and

transfer of employees into the business we recognise this will take time to change.

The gender pay gap is the difference between the average hourly pay received by men and women within FCC Environment Services (UK) Ltd as at 5 April 2017. We're reporting two measures of our gender pay gap, the median and mean (average) gender pay gap. The median gender pay gap

Figure 2: FCC reports as FCCE and FCCES. Both reports bear out the trend of the pay gap being in favour of women. If a company has a +1% figure this means that the average man would earn 1% more than average woman. A -1% figure would mean that the average woman would earn 1% more than the average man.

	FCCE		FCCES	
	Male	Female	Male	Female
Total % employed	81.0%	19.0%	94.5%	5.5%
Median gender pay gap	-8.2%	In favour	-1.0%	In favour
Mean gender pay gap	-4.6%	In favour	-5.0%	In favour
Lower quartile	92%	7.2%	96.9%	3.1%
Lower middle quartile	77.4%	22.6%	92.9%	7.1%
Upper middle quartile	80.9%	19.1%	92.1%	7.9%
Upper quartile	81.6%	18.4%	96.1%	3.9%
Received a bonus in this period	48.1%	31.0%	8.0%	0.0%
Median bonus gender pay gap	11.7%	-	100.0%	-
Mean bonus gender pay gap	16.7%	-	100.0%	-
Percentage of employees who received bonus	48.1%	31.0%	8.0%	0.0%



Women in Waste

Shannon Moreby

removes any influence of very high and very low pay.

The national median is 18.4% in favour of men. This rises to 19.6% within the utilities sector of which we form part.

Our figures show that both our median and mean hourly rates favour women in our workforce. The figures are influenced by the significant numbers of male staff in frontline roles, and the higher proportion of women in typically higher-paid support and technical roles in the business.

The gender bonus gap is the difference between the average bonus received by men and women across FCC Environment at the snapshot date of 5 April 2017.

We operate two types of schemes – a group bonus scheme, which is primarily for non-manual staff and KPI schemes for site based staff. KPI schemes vary for each sector of the business.

Both types of schemes have various payment dates throughout the year. The snapshot date of 5 April 2017 only reflects those who received bonus during that period so does not capture all employees who were actually paid a bonus outside of the snapshot date.

We are confident that we have equitable and fair schemes in place regardless of gender and the majority of employees receive a bonus payment at some point during a calendar year.

Traditionally, the waste and resources sector has had a reputation for being “a man’s world”... but not any longer.

“Ever since being accepted onto the graduate programme I have had, and continue to have, training opportunities to accelerate my development. Even after finishing the graduate programme and moving into a permanent management position the momentum hasn’t slowed down. There is a huge amount of support from the company who really invest in their people and want you to reach your full potential.

“There are more women than I expected there to be in the operations side of the business, but there’s no escaping the fact that our industry is still male-dominated. There are more women moving into the industry at all sorts of levels and in all sorts of roles but we could be doing much more to attract female talent. In my view, this needs to start by showcasing how interesting and challenging the sector can be (and how it’s not all about dealing with stinking waste and getting filthy!). Our industry will only thrive if it attracts a diverse range of people and skills, from environmental advisors to business development professional, to engineers and operations managers like me.

“If I could give one piece of advice to women considering a career in waste, it would be not to let any reservations – or stereotypes – hold you back. If the role interests you, go for it!”

Attracting talent

Talent Match

FCC Environment is a proud member of Talent Match, a scheme that is targeting young people who are furthest from the jobs market, including those who are completely outside of the benefits, work and training system and facing severe barriers to gaining the skills they need to get into work.

Talent Match boosts opportunities for young people in these areas by bringing together partnerships of employers, education providers and others, led by local charities.

The investment was co-designed with young people, both centrally and in each of the 21 partnership areas, and will continue to have young people at the heart of decision making throughout the programme.

Outstanding success

FCC's partnership with talent match has been recognised with a Talent Match 'No One Left Behind' award. The glittering conference was held at Rotherham United Football Club in November and hosted by local, BBC Look North journalist Tom Ingle.

FCC Environment walked away with 'Outstanding Employer Contribution 2017' for the Sheffield City Region – a fantastic achievement.

"I feel brilliant knowing that I'm not going back to the job centre."

James

"The project has given James a job, and we have gained a dedicated and hardworking employee."

BDR contract manager

"FCC was the only corporate company to win an **outstanding achievement award**, which is pretty **ground-breaking**"

BDR contract manager



Energy and Utility Skills Partnership

FCCE is a member of the Energy and Utilities Skills Partnership to “ensure a safe, skilled and sustainable workforce provides the essential services that our customers seek and meets the UK’s needs from the energy and utilities infrastructure.”

The sector delivers essential services to 65 million people across England, Scotland, Wales and Northern Ireland, and is the largest single contributor to the UK-wide National Infrastructure Delivery Plan.

Waste management has an increasing demand for candidates with qualifications in STEM subjects (science, technology, engineering and mathematics), as many of the low grade manual skills in the industry will be superseded by higher level skills relating to processing, recycling and energy recovery.

In order to proactively address any future skills shortages, and to increase diversity within the workforce, FCC and partners are working on three priority areas:

- A** Increase sector attractiveness and recruitment to ensure the sector appeals to all communities, generations and genders. FCC and 19 other sector employers are working with schools and colleges through the Talent Source Network initiative to attract and retain talent.
- B** Maximise investment in skills, including supporting the development of entry routes to employment, building high quality apprenticeships and investing in sustainable skills in the supply chain.
- C** Taking targeted action to address anticipated skill gaps and shortages, including providing consistent training, mobility and skills transfer through the Energy and Utility Skills Register sector passport schemes.

Training and development

FCC Environment's graduate scheme is attracting graduates into entry roles across the business.

George Newman joined FCC Environment in 2015 on the graduate management trainee scheme and was awarded two placements, one in Recycling Operations and one in Energy from Waste.

George has learned skills in risk assessments, procedures, health and safety, minimising our impact on the environment, staff management, and communicating with contractors, customers, and fellow FCC sites, and has successfully completed his Certificate of Technical Competence.

Shannon Morbey joined FCC Environment's graduate programme in 2015 after completing an environmental management postgraduate diploma. Shannon was first placed in the business development team, where she assisted in preparing detailed proposals for local authority contracts.

Shannon then experienced the day to day operations of service delivery. While completing her Certificate of Technical Competence and other operational training, Shannon investigated ways to improve re-use at the 11 Suffolk household waste recycling centres, diverting reusable items to be sold through a charity partnership shop.

“I have thoroughly enjoyed my time on the scheme and feel it has given me the perfect opportunity to develop what I hope will be a long and successful career within an exciting and important industry.”

George Newman
Graduate Management Trainee
FCC Environment

“FCC Environment has supported and encouraged me throughout the programme and given me every opportunity to develop my skills further.”

Shannon Morbey
Assistant Contract Manager
FCC Environment

FCC Environment Long Service Awards

Celebrating long service in 2017

Celebrating 35 years' service

35

Doug Rowe is another long-serving member of the FCC workforce, with 35 years under his belt. Doug joined in 1982 and is now a Closed Site Supervisor at the Scabba Wood in Doncaster.

Celebrating 45 years' service

45

Peter Hann has completed an incredible 45 years' service for FCC. Starting in his role in 1972, Peter is now a Contract Supervisor in Recycling Operations in Hereford.

In 2017, a further 17 members of the workforce celebrated 25 years in post, including frontline staff (Glen Brennan, Anthony Doyle, Dennis Elliott, Richard Maiden, Gerald McAllister, Stephen Pugh, Leslie Shilton, David Thompson and Colin Vernon), site and operations managers (Antony Hepworth, Andrew Langan, Lee Raynor, Kevan Simpson, Terence Walsh and Andrew Papworth), a senior HR business partner (Sara Atkinson) and Malcolm Kendrick, general manager of our Wrexham PFI contract.

Everyone's achievements and commitment to the business were celebrated at the glittering Long Service Awards ceremony. Congratulations to all our long serving employees!

ABCD Awards

2017 winners



Doing the right thing

To ensure the ongoing success of our business, we focus on our customers and ensure our services meet their needs

John Cartwright and Norman

Smith: When a small fire broke out Smallmead Waste Transfer Station, their swift response meant the site was evacuated within 4 minutes. The emergency services and FCC have congratulated the team for their professionalism.

John Oakes: John is an excellent supervisor who recently dealt with an incident involving a vulnerable member of the public. John's quick and clear thinking avoided a potentially dangerous situation, and his actions are a credit to his professional standards.

John Wilson: Working for FCC for 24 years, John is now site foreman at Staple Quarry, carrying out his duties in a conscientious, safe and efficient manner. He ensures customers are happy using the site and is a credit to himself and the entire company.



Environmental Commitment

We care about what we do and how we do it, running our operations in an environmentally and socially responsible way

Landfill Engineering Team: David Brown, Robert Ogden, Anthony Porter, Tim Darby and Davy Sow are well organised and motivated, delivering permanent capping works across 20 sites and achieving cost-savings for the business.

Wilmington Transfer Station, Hull: When a fire broke out at night, Tanya Thrower and Jason Riley operated heavy plant to remove waste under instruction from the Fire Brigade, without any hesitation for the good of FCC.

Norwich (Mile Cross) Recycling Centre: Under the leadership of the new Site Supervisor, Shayne Dunt, the overall standard of service has made a marked improvement, receiving compliments from Norfolk County Council and excellent customer satisfaction.

Environmental Monitoring Technician: Adam Doubtfire introduced changes to the sampling regimes at two sites in Winterton, making a significant improvement in service while saving costs. Adam cares about what we do and how we do it, and is a credit to himself and FCC.



People focus

We value our people and genuinely enjoy what we do – which is why our people enjoy working with us too

Shahid Khan: Shahid was recognised for his outstanding service to the company, above and beyond normal expectations. Shahid manages a very busy customer-facing workload and always supports his colleagues to the most professional level.

Adam Newman: Always producing work of a high standard, Adam will put himself out in order to get the task done. His dedication, customer focus and exceptional attitude have been recognised by multiple FCC teams and our clients.

Bernie Burke: Nothing is too much trouble for Bernie, and her obvious commitment and enthusiasm towards her role, the company and the employees within her region is second to none.



Forward thinking

By embracing change, we can be better prepared for the future, whatever it may bring

John Smith: A Refuse Collection Driver in Harborough, John was asked to assist when a person collapsed in the street. A trained first aider, John carried out CPR until paramedics arrived. His positive actions have been praised by everyone concerned.

Simon Smith: Since Simon became Team Leader at the Sudbury HWRC in October 2015, team morale and customer service levels have improved dramatically. Simon is continually developing his own professional skills as well as those of his team.

Milton Landfill Team: The temporary reopening of Grunty Fen Landfill required a lot of hard work from Richard Horwood and his team. They have admirably kept this part of the business running and minimised disruption for FCC customers.

Valuing our people

Our ABCD (Above and Beyond the Call of Duty) Awards continue to attract nominations from across the business. The awards are presented every three months, with categories that reflect our brand values.

Darrington Team: Lee Jordan, John Dickinson and their teams at Darrington Quarry have completed a succession of improvements which have had a significant positive impact on the profitability of the site as well as staff safety and wellbeing.

Foxhall HWRC Team: The Foxhall team has excelled throughout significant operational changes, and provided valuable input to the redesign of the site. They have won a national award and earned the praise of Suffolk County Council, and importantly, members of the public.



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