

Sustainability Strategy

**SUSTAINABLE
DEVELOPMENT GOALS**
Thalia supports the Sustainable Development Goals



Thalia
Waste Management

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Introduction



At Thalia Waste Management, sustainability is not just a goal, it is a commitment to the communities we serve, the environment we rely upon, and the future we are shaping together. Our sustainability strategy is our blueprint of a modern, circular economy company, fully aligned with our values of inclusivity, ambition, collaboration and responsibility. We are proud to operate with a deep sense of purpose, turning waste into energy and resources while fostering innovation and resilience across our operations. This strategy outlines our dedication to reducing our environmental impact, empowering our people, supporting our communities, and holding ourselves accountable to the highest standards of governance.

As a team, we are continuously evolving to meet the challenges of climate change, resource efficiency, and social responsibility. We look forward to building a legacy of positive impact, not just for today but for generations to come. By embedding these goals into our key business objectives, and aligning with key UN Sustainable Development Goals, Thalia Waste Management seeks to operate with circularity, achieve net-zero emissions, and enhance community partnerships.

This strategy document provides essential information about how we integrate Environmental, Social and Governance (ESG) commitments into Thalia Waste Management's core business, focusing on reducing our environmental impact, supporting communities, fostering a safe and inclusive workplace, and ensuring robust governance.

A handwritten signature in black ink, consisting of a stylized 'P' followed by a series of loops and a long horizontal stroke.

Paco Hevia
Chief Executive Officer
Thalia Waste Management

Thalia Waste Management

Who are we and what do we do?

Thalia Waste Management operates some of the most advanced waste management technology across our operations in North Yorkshire, Milton Keynes, Cambridgeshire, Northampton, and on the Isle of Wight, managing and treating a total of circa 1 million tonnes of waste per year.

This includes a full range of waste collection and processing technologies including Household Waste Recycling Centres, creating energy from waste, material recycling facilities to advanced thermal treatment (gasification), composting and anaerobic digestion.

At Thalia Waste Management, we can drive the future of waste, turn it into power and resources while encouraging households, businesses, local authorities and the Government to invest in reducing, reusing, recycling, and recovering.



Reduce



Reuse



Recycle



Recover

Our vision is simple - Be a trusted and inspirational leader in innovative waste and energy solutions.

Through our waste treatment operations, we see first-hand how society uses resources and how different technologies reduce impact through improving sustainability and recovering value. In other words, creating infrastructure that delivers positive societal benefits and outcomes while increasing community resilience by mitigating the impact of waste on climate change.

Where we work

At our sites, we operate a combination of technologies:

- Material Recycling Facilities (MRFs), pre-sorting waste before the next phase of treatment and sorting recyclable material for further use.
- Anaerobic Digestion (or AD) and In-Vessel Composting (IVC), breaking down organic matter such as food waste and biosolids in the absence of oxygen leading to the release and capture of biogas and onward generation of partially renewable energy, while recovering the organic matter through aerobic processes to be used as a soil improver.
- Gasification and incineration where non-recyclable and non-compostable material is used as a fuel to generate partially renewable energy exported to the national grid.

Alongside these technologies, we also operate:

- Domestic and Trade Waste Collections
- Household Waste Recycling Centres
- Transfer Stations
- Landfill



Corporate Objective:

Commitment to ESG

At Thalia Waste Management, we are creating a future to be proud of underpinned by key strategic objectives. These are:

- Environmental, Social and Governance
- People at our best
- Operational focus
- Financial results
- Targeted growth

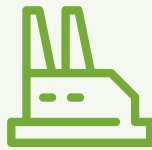
We think differently, which enables us to develop progressive solutions and services to transform waste into resources and energy. Being motivated by this ambition, we tackle problems head on, seeking to inspire others to take responsibility, and make a difference.



**Environmental,
Social and
Governance**



**People at
Our Best**



**Operational
Focus**



**Financial
Results**



**Targeted
Growth**



ThaliaCode

Thalia Waste Management's cornerstone corporate objective is underpinned by our commitment to our ESG Agenda. We have a clear focus on improving performance relating to all aspects of our impact on the communities and surrounding environment where we operate. We will meet this focus through implementing and maintaining our certified integrated management system and our Thalia Code: **"Ready to Go, Kitted Out, Stick to the Plan, Stay Alert."**



Ready to go



Kitted out



Stick to the plan



Stay alert

*We think differently,
which enables us to
develop progressive
solutions and services
to transform waste into
resources and energy.*



Thalia's Values

Together with associated policies, these principles uphold our values of being Inclusive, Ambitious, Collaborative, and Responsible, ensuring that ESG commitments align seamlessly within our corporate culture and across our operations.



Inclusive

“We’ll be inclusive to others, harnessing ideas, skills and knowledge to achieve common goals. We honour diversity and difference in Thalia”



Collaborative

“We’ll work together, listening, sharing knowledge and ideas to allow us to achieve individually and as teams across Thalia”



Ambitious

“We’ll show strong motivation, focus and determination to not just succeed but to go above and beyond”



Responsible

“We’ll have a strong sense of responsibility, and are accountable for everything that’s in our power”

*We'll have a strong
sense of responsibility,
and are accountable
for everything that's in
our power.*

Commitment to the

UN Sustainable Development Goals (SDGs)

In line with the United Nations Member States, Thalia Waste Management recognises that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth while tackling climate change and working to preserve our oceans and forests.

Thalia aligns its corporate vision with the United Nations Sustainable Development Goals (SDGs), adopted in 2015 as a universal call to action to end poverty, safeguard the planet, and ensure peace and prosperity for all by 2030. Recognising the interlinked nature of the 17 SDGs, Thalia integrates these goals into its operational and strategic frameworks, understanding that progress in one area inevitably influences outcomes in others.

The company's approach reflects a commitment to balancing social equity, economic development, and environmental responsibility in pursuit of truly sustainable growth.



Thalia Waste Management is committed to delivering on the Sustainable Development Goals relevant to our business and aligning specifically with SDG 7 (Affordable and Clean Energy), SDG 8 (Decent Work and Economic Growth), SDG 9 (Industry, Innovation, and Infrastructure), SDG 12 (Responsible Consumption and Production), SDG 13 (Climate Action), and SDG 16 (Peace, Justice, and Strong Institutions). Each aspect of our sustainability strategy is built to further these goals and to promote a circular, resilient, and inclusive economy.

Environment, Social and Governance

Our strategy is centred on three pillars, Environment, Social and Governance. Together, they define our commitment to sustainable development. By prioritising these objectives and setting linked ambitions and targets, Thalia Waste Management creates lasting value for all stakeholders while promoting environmental stewardship. The initiatives and actions we implement are designed to lead change within our industry, influence policymakers, and encourage proactive measures across all our operations.

Our ESG pillars



Environment

Embracing sustainability in everything we do

- Decarbonisation, Energy Efficiency, Net Zero
- Embracing Circularity
- Contributing to a Resilient Sustainable Future



Social

Creating equitable opportunity for all

- Enhancing Employee Wellbeing
- Community Engagement
- Investing in our People
- Inclusion



Governance

Delivering with integrity

- Governance Framework
- Ethics and Compliance
- Procurement with Purpose



Pillar 1 - Environment

Thalia's Ambition:

Embracing sustainability in everything we do

Thalia Waste Management embeds sustainability in our core, responsibly reducing the impact of our operations on the environment. We are committed to protecting the environment in which we operate; this commitment can be observed through our corporate objectives and core values. Thalia Waste Management complies with all applicable legislation, guidance, and industry practices to ensure that our impact on the environment is minimised. All our waste management facilities are operated under Environmental Permits which are regulated by the Environment Agency.

Decarbonisation, Energy Efficiency, Net Zero

Thalia Waste Management conducts regular Integrated Management System and Environmental Permit audits and adopts energy-efficient systems to track and reduce energy use. In 2024, we undertook a carbon footprint baselining exercise, using the Smart Carbon platform, enabling us to report transparently and consistently. This also enabled us to set clear, ambitious targets for greenhouse gas reductions, which we can monitor. Our aim is to optimise existing operations and explore further advanced technologies to reach interim milestones towards net zero. Through the innovation and refinement of service logistics, route efficiencies, and the use of resources, emissions will be minimised and sustainable practices promoted.

Embracing Circularity

Thalia Waste Management engages and supports efficient circular solutions for the resources we handle through sustainable resource management and embedding the waste hierarchy throughout our operations. At all our operational sites, we focus on reducing waste at the source, reusing where possible, recycling, and recovering materials to promote resource efficiency and provide partially renewable energy to the grid.

Working towards a lower carbon future, Thalia Waste Management collaborates with local businesses and communities to support circular solutions through the Thalia WB Community Fund, part of the national Landfill Communities Fund scheme. This is achieved through offering grants for capital projects to improve the local environment, including public buildings and amenities, habitats, and architecture. Building a sustainable ecosystem that benefits everyone.

Contributing to a Resilient Sustainable Future

Thalia Waste Management is committed to continual improvement across our operations aiming to maintain stability, predictability and resilience across our activities. We aim to protect, enhance, and regenerate the natural environment to promote biodiversity and focus on green growth technologies, actively supporting a transition to a low-carbon future. We continually refine and adapt operations to mitigate risks related to climate change.



Our Commitments

Decarbonisation, Energy Efficiency, Net Zero



- Reducing and optimising the use of energy and natural resources across our infrastructure.
- Maximising energy efficiency across our facilities and infrastructure, reducing reliance on non-renewable resources.
- Reducing greenhouse gas emissions and reaching Net Zero by 2050, improving sustainability metrics.
- Partnering with suppliers and stakeholders to decrease carbon across the supply chain, integrating offset measures for residual emissions.
- Operating compliantly with our Environmental Permits.

Embracing Circularity and a Lower Carbon Future



- Reduce and optimise water consumption, the use of energy and natural resources across our operations.
- Increased adoption of renewable energy sources, targeting 100% renewable energy use by 2025.
- Optimising recycling from our business activities with a focus on zero waste to landfill by 2030.
- Actively supporting a transition to a low-carbon future in alignment with our sustainability goals.

Contributing to a Resilient Sustainable Future



- Protecting and enhancing biodiversity at our sites through sustainable land management practices and environmental regeneration projects.
- Investing in infrastructure upgrades with a green growth focus by using innovative technologies to support the energy transition.

Pillar 2 – Social

Thalia's Ambition:

Creating equitable opportunity for all

At Thalia Waste Management, we have committed to creating opportunities and enhancing the wellbeing of our workforce, the communities in which we work, and our supply chain. We are dedicated to building a safe, inclusive, and supportive environment for all our stakeholders. By empowering our employees, engaging with local communities and civic societies and prioritising diversity and equity, we aim to create a lasting positive impact. Thalia's social initiatives reflect our core values of inclusivity, ambition, collaboration and responsibility, ensuring meaningful contributions to sustainable development.

Enhancing Employee Wellbeing

Thalia Waste Management prioritises a healthy and safe working environment by applying our Thalia Code to all our work activities, promoting a culture of openness and transparency. We offer an Employee Assistance Programme to all employees and their families. We support our employees' mental health by equipping our managers with mental health awareness training and maintaining a network of mental health first aiders.

Investing In Our People

Thalia Waste Management is proud to hold a Silver Investors in People Accreditation, reflecting our commitment to continuous learning and career development. We provide a range of opportunities that create a robust pipeline for internal promotions and professional growth. We value and reward the contributions of our employees to Thalia's success. Through our apprenticeship programme, we create pathways into the waste management sector and STEM fields for young people, while also offering bespoke programmes designed to support those facing barriers to employment. By investing in our people, we are shaping the next generation of skilled professionals.

Inclusion

Thalia Waste Management is committed to ensuring that our hiring practices are inclusive, opening doors to people from all backgrounds. We actively promote gender equality, empowering women across all levels of the organisation, and providing a fair opportunity for all employees to progress their career paths. By embracing diversity, we aim to create a workplace culture where everyone feels, valued, respected and supported. We will continually review our family-friendly policies and promotion of flexible working options where possible.

Community Engagement

Thalia Waste Management actively encourages employees to participate in community projects by offering paid leave for volunteering opportunities. We engage in outreach activities with schools and universities and provide work experience in the waste management sector. Additionally, we collaborate with local and national organisations to address community needs and promote sustainability focusing on the circular economy.

Thalia prioritises inclusive partnerships and education, creating opportunities for diverse communities. Through initiatives like our Disability Confident commitment, and engagement with ENEI (Employers Network for Equality & Inclusion), we create pathways for employment and skills development. Additionally, by collaborating with local schools, we educate young people about sustainable waste management, inspiring the next generation of waste champions and reinforcing our role as a responsible, community-driven organisation.



Our Commitments

Enhancing Employee Wellbeing



- Maintaining a safe working environment and ensuring transparency in reporting, sharing lessons learnt and delivering actions to improve safety in the workplace.
- Continuous development of our work/life balance policies and the promotion of flexible working options where possible.
- Promoting a culture of continual improvement and welcomes input and 'Shout Outs' from our staff to enable us to improve wellbeing provisions.

Investing In Our People



- Refreshing and enhancing our approach to behavioural safety, centred around our Thalia Code.
- Maintaining but also striving to elevate our Investors in People accreditation, reflecting our ongoing dedication to excellence in supporting and developing our employees.

Inclusion



- Driving inclusivity through the establishment of our Thalia Inclusion and Belonging network to support and promote an inclusive culture. By providing support, resources, and advocacy for employees, the network ensures that inclusivity remains at the heart of our values and ESG strategy.

Community Engagement



- Continued investment in projects that benefit local communities, such as waste management education and recycling programmes.

INVESTORS IN PEOPLE®
We invest in people Silver

Pillar 3 – Governance

Thalia's Ambition:

Delivering with Integrity

Thalia Waste Management is committed to strong, transparent governance that aligns with our values, embeds ESG into our decision making and ensures that all our employees understand their responsibility in delivering our ESG ambitions. Our governance framework ensures that decisions are made with:

- Adherence to our surrounding legislative and regulatory environment
- Proactive stakeholder engagement
- A focus on sustainable growth and effective risk management

With an unwavering commitment to compliance, we maintain transparency and accountability, build trust and foster long-term value for all stakeholders. Governance is the foundation of our commitment to responsible, impactful leadership.

Governance Framework

Thalia Waste Management ensures that business decisions align with organisational standards, ensuring they reflect our values of inclusivity, ambition, collaboration, and responsibility. We assess, manage and mitigate ethical risk, reinforcing our commitment to long-term stability and integrity. While ultimate responsibility for ESG lies with our Board, we empower individuals to make responsible choices as part of their day-to-day activities, equipping employees with resources, such as the Thalia Code, reporting systems, and the Business Ethics Policy, empowering responsible decision-making in daily activities and delivery of our ESG ambitions.

Ethics and Compliance

Ethics and compliance are the foundations upon which we conduct our business. Thalia Waste Management proactively engages with stakeholders including our employees, investors, clients, supply chain, regulatory bodies and the wider communities we serve to ensure transparency and compliance with the legislative and regulatory environment. We encourage employees and suppliers to raise concerns where these may contravene our policies and procedures through secure reporting mechanisms.

Procurement with Purpose

Thalia Waste Management is committed to ending modern slavery and ensures compliance with ethical labour practices. We treat our customers/suppliers with integrity, building fair, transparent relationships, prioritising prompt payments, and equitable treatment.

Our Commitments

Governance Framework



- Transparent, rigorous and accountable governance supported with clear strategic clear policies to build trust and confidence.
- Maintaining a policy with regard to risk management, ensuring that stakeholders are considered and consulted in the development of a systematic approach to minimising risk.

Ethics and Compliance



- Upholding the highest ethical standards, maintaining policies and procedures that prevent, among other things, fraud, corruption, breaches of legislation or the abuse of power.
- Maintaining a whistleblowing policy and procedures that enable the safe reporting of any concern with any wrongdoing and to the objective investigation of any matters raised through these channels.

Procurement with Purpose



- Maintaining and increasing spending with carefully assessed and selected local small and medium-sized enterprises, voluntary, community and social enterprises, and supporting community-based growth.
- Committing to the detection and prevention of modern slavery by proactive supplier onboarding and periodically auditing the performance of its supply chain.

Commitment to

ESG Transparency

Thalia Waste Management is committed to maintaining transparency and accountability by publishing an annual ESG (Environmental, Social, and Governance) review.

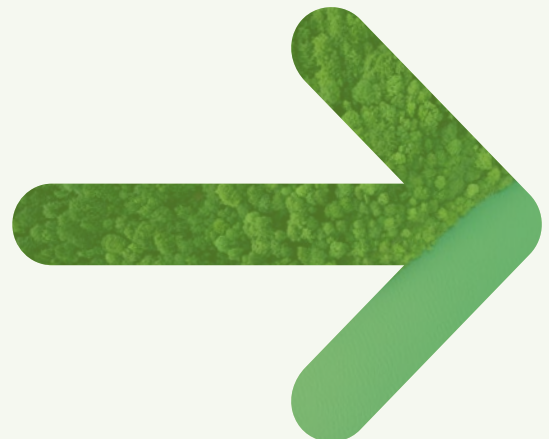
This review will provide stakeholders with insights into our progress, achievements, and areas for improvement, aligning with our ESG targets and sustainability goals. We will continue to make ESG a key focus, embedding our aims into key decision forums across the business.

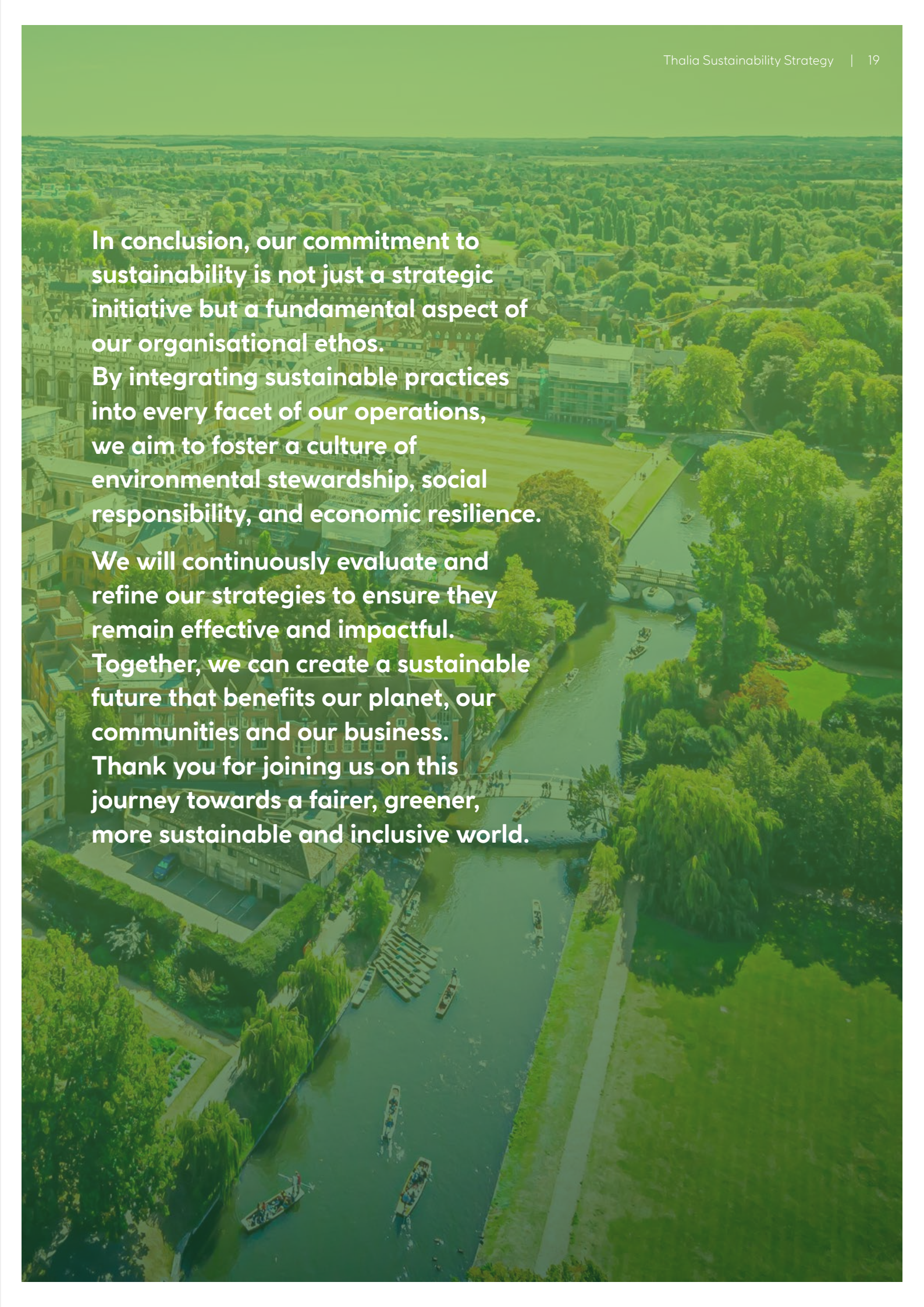
Monitoring and Reporting

Thalia Waste Management has established a robust monitoring and reporting framework that tracks progress toward our sustainability goals and facilitates continuous improvement. Through consistent data collection, regular evaluations, and stakeholder communication, we aim to keep our ESG commitments on course, adapting as needed. We have put in place monitoring and reporting processes to support this goal, ensuring accountability and transparency and providing clear metrics and actionable insights on continuing our journey towards sustainable growth and responsible practices.

Monitoring and reporting processes include:

- **KPIs:** KPIs will be set with an associated framework for each ESG Pillar e.g. emissions reductions, employee well-being, and resource efficiency.
- **Annual Sustainability Report:** An annual report will be published detailing performance across ESG metrics to communicate achievements, challenges, and progress to stakeholders and identifying areas of improvement.
- **Feedback Mechanisms:** we will use feedback from communities, employees, and clients to continuously improve sustainability initiatives.



An aerial photograph of a city, likely Oxford, featuring a river with several punts, bridges, and lush greenery. The image is overlaid with a semi-transparent green gradient. The text is positioned on the left side of the image.

In conclusion, our commitment to sustainability is not just a strategic initiative but a fundamental aspect of our organisational ethos. By integrating sustainable practices into every facet of our operations, we aim to foster a culture of environmental stewardship, social responsibility, and economic resilience.

We will continuously evaluate and refine our strategies to ensure they remain effective and impactful. Together, we can create a sustainable future that benefits our planet, our communities and our business. Thank you for joining us on this journey towards a fairer, greener, more sustainable and inclusive world.

**At Thalia Waste Management,
we see waste differently.**

Waste isn't just rubbish to us.

**We see waste as a resource to
be reused, recycled, or turned
into energy.**

**Together we're transforming
today's waste into tomorrow's
energy.**

Thalia.co.uk

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thalia.co.uk/thalia-policies

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SUSTAINABLE DEVELOPMENT GOALS

United Nations Sustainable Development Goals
un.org/sustainabledevelopment

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