



Submission

Emma has transformed waste and recycling at Telefónica Tech from good intentions into measurable, building-leading results. Through a practical, hands-on approach, she has embedded sustainable behaviours into everyday office life and delivered a tangible improvement in recycling performance.

Emma worked closely with Recorra to redesign our waste infrastructure, introducing large, clear signage across all bins (food, glass, cardboard, mixed recycling and general waste), colour-coded bin bags, coffee pod recycling, soft plastic recycling, and additional food caddies in reception.

She led the onboarding of Recorra as office suppliers, championing circular products made from waste generated within the building, and hosted an in-person Lunch & Learn to educate employees on correct waste separation.

Culturally, Emma drove significant change by removing individual desk bins and encouraging shared responsibility for waste, supported by regular internal communications and two Recorra walk-rounds to identify further improvements. She also introduced battery recycling, a tech amnesty station for unused devices, and improved event waste management through additional guest-facing recycling stations.

Beyond recycling, Emma reduced waste at source by streamlining office sustenance ordering through a monitored weekly standing order, minimising surplus. She also ensured excess food was donated to charity and volunteers personally in her own time.

Emma's impact is measurable and recognised. Telefónica Tech is now one of the top recycling performers in the building, achieving a 91% recycling rate.

As noted by Chris Brookes, VP of Business Operations:

“Emma is fastidious about ensuring waste is properly sorted and recycled. She never wastes an opportunity to educate employees, and her commitment mirrors her values-based approach to running our London office.”

Kishanth Prabhakaran, ESG Manager at 20 Fenchurch Street, described Emma as “a frontrunner for the awards”.

Emma is a true Waste Warrior.

[Attachments](#)

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