



Recorra Ltd – CORPORATE SOCIAL RESPONSIBILITY POLICY

Recorra was founded by Friends of the Earth in 1988, specifically to provide high quality environmental services to offices in London. We have kept this focus on meeting the highest environmental standards as we have grown, to offer a complete spectrum of services; however, the fact that we help businesses become more sustainable, does not mean that we are exempt from having environmental and social impacts.

Our Corporate Social Responsibility strategy focuses on 4 cornerstones:

- **The use of resources:** We aim to understand our resource use in our buildings and transport fleet and reduce our carbon footprint where possible.
- **Our customers:** As a provider of sustainability services, helping our customers to become more sustainable is our absolute priority.
- **Our employees:** A committed and motivated workforce is key to ensure our success.
- **Giving back to our community:** We strongly believe that we should have a positive impact on the communities we engage with.

The use of resources:

Best practice environmental standards are fundamental to Recorra operations. We are conscious of the environmental impact of our own activities and fully support the belief that each of us has a responsibility to protect the environment and human health. We maintain an Environmental Management System certified to ISO 14001 and are audited annually by a UKAS approved third party audit body.

Recorra has calculated its carbon footprint since 2009 and the results of our analysis are published on our website. We are committed to continuous improvement and regularly monitor our environmental objectives. Previously, we have:

- Implemented and improved carbon footprint data collection and monitoring system and formal energy reduction procedures
- Trialled new energy saving technologies (including SMART meters, Voltage Optimization management device, PIR sensors and timers)
- Trained all our drivers in eco-driving techniques combined with the use of a telematic driver monitoring system
- Removed surplus lighting in office and warehouse and installation of motion detection lighting
- Reconfigured and upgraded the equipment at our Materials Recycling Facility. This has had a significant impact on our ability to extract more materials for recycling, thus reducing the amount of waste

Our current objectives to ensure continuous improvement include:

- Our staff are passionate about environmental issues. Our active Sustainability Wellness Action Group runs internal training and events for other staff and ensures that we achieve the targets set out in our action plan.
- By 2030 to transition 10% of fleet to electric vehicles to replace our diesel vehicles



- A Science Based Target to reduce our emissions in line with a 2 degree warming , (scope 1 and scope 2 GHG emissions 30 % by 2030 from a 2018 base year, and to measure and reduce its scope 3 emissions)

Our customers:

It is Recorra's aim to provide a consistent, high quality service which meets the requirements and expectations of our customers at all times. This commitment to quality is based on the implementation of a Quality Management System which is certified to ISO 9001 and audited annually by a UKAS approved third party audit body. This system provides clear standards and guidelines for all areas of the company's activities. The Directors, Senior Management Team and all employees of Recorra are fully committed to a process of continuous improvement in all our products and services. We monitor customer satisfaction and service performance through defined KPIs and objectives.

We provide a wide range of added value services including launch days, seminars, waste management reports, waste audits and volunteering opportunities with our charity partners. We also aim to provide customers with a recycling option for all their waste. We have recently introduced a compostable waste stream and a SustainABLE box to collect hard-to-recycle items, in line with this objective.

Our employees:

As a service provider, our employees are our most valued asset. Recorra's Senior Management Team recognises that a passionate, motivated and happy workforce is paramount to our success, and in order to achieve this, has set out a number of areas for investing in our people:

- **Learning and development** – As an employer, we seek to ensure equality of opportunity and treatment in the recruitment, selection, retention, training and promotion of staff at all levels, and the adoption of flexible patterns of working.
- **Rewards and team building** - Each line manager has an annual budget available to spend on team building activities for staff. Rewards are available for employees who do well (outside of their normal performance related pay). Social events for the whole organisation are organised across all Recorra sites.
- **Internal marketing, communications and engagement** – Internal staff updates are presented on a regular basis by Company Directors along with quarterly staff newsletters and HR emails circulated by line managers. We carry out an annual staff survey which is anonymous and provides an opportunity for staff to be honest about how they feel about the company and their work-life balance. We take action points from the survey and these are implemented by the Senior Management Team over the course of the following year.

Giving back to our community:

At Recorra, a commitment to charity is part of who we are, not just what we do. We run a substantial annual program of donations to environmental charities and have donated over



£650,000 since 2001. We recognise that helping charities to succeed is a collective effort and actively encourage customers, partners and staff to get involved. Recorra has seven main charity partnerships which enable us to give back to the community:

- *Friends of the Earth* - Originally Paper Round was started by Friends of the Earth and we retain strong links with the charity. Our Managing Director serves as Treasurer on the Friends of the Earth Charitable Trust Board.
- *The Zoological Society of London (ZSL)* - Recorra has a close relationship with the ZSL holding an annual donations ceremony and organising volunteering opportunities for clients and staff, to help out at the Zoo.
- *Trees for Cities* – For every new customer that starts recycling paper on our membership service, we fund the planting of 1 tree.
- Plan Zheroes (London) – For every food waste bin collected, we donate enough for one meal to feed a vulnerable person.
- Fareshare (South East) – For every food waste bin collected, we donate enough for one meal to feed a vulnerable person.
- *The Children’s Literacy Charity* – for every 15 PCs or laptops we collect, we donate the value of one tutoring session for a child at risk of illiteracy.
- *Umthombo Trust* – sponsor an annual Eco Youth Circle (Club) for young people from the low-resource community in Knysna, South Africa.

This policy will be reviewed on an annual basis.

Signed: 

Date: 01/04/2026

MANAGING DIRECTOR