



Corporate Social  
Responsibility  
Report 2008

# CHIEF EXECUTIVE'S INTRODUCTION



Welcome to Augean PLC's fourth Corporate Social Responsibility (CSR) report for the year ending 31 December 2008, which we are publishing alongside our annual report. We hope this will give all our stakeholders a clear view of our understanding of Augean's financial and non-financial issues that affect our business and the local communities within which we operate.

At Augean we continue to recognise the importance of our CSR objectives and that the management of such factors is key to our continued growth and success and is the foundation of good corporate governance.

We have had many successes this year but I am particularly pleased with the construction of the first phase of the Waste Recovery Park at our Port Clarence facility. This will provide greater diversity to the group's treatment capability and provide services to the oil and gas markets. The Waste Recovery Park underpins the group's strategy to innovate and develop its assets to deliver robust, strong technological solutions to the emerging markets, particularly in these difficult economic times.

Development and implementation of the Group's Integrated Management System has continued at existing and newly acquired sites. The Avonmouth facility was accredited to PAS 99 during the later half of 2008 and further sites will follow in 2009 delivering benchmark standards in health, safety and the environment. During the year we focused on improving our internal communication mechanisms to ensure dialogue with our employees was both effective and beneficial. This drive saw the launch of our internal newsletter 'Augean today' in the Summer and a further issue published in the Winter of 2008. With information on current company developments, market news and a focus on the successes our employees have delivered to the group and the wider community.

We broadened our corporate commitment during 2007 to environmental management and sustainability and took steps to determine our carbon footprint across the group's operations. This gives me and the company a clear understanding of our environmental impact and of the opportunities for continuing to improve year on year.

Finally, I hope that you will find the information that you need. We have endeavoured to provide a comprehensive and straightforward account of our activities and we would welcome your views on how successful we have been. A feedback form has been provided at the back of this report and I hope that you will use it to let us know where we have succeeded in meeting your expectations and where we can improve.

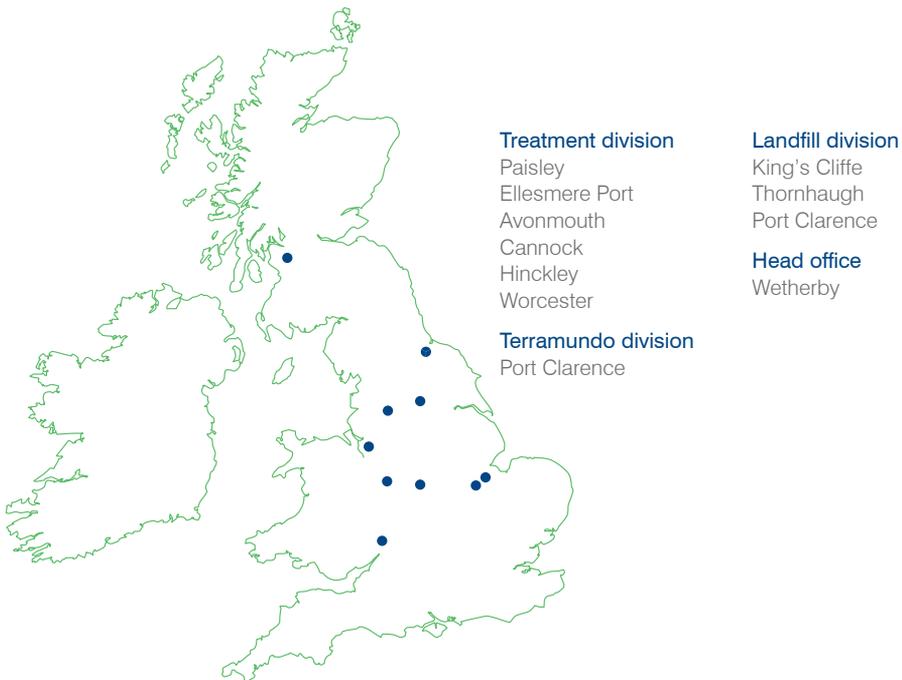
A handwritten signature in blue ink, which appears to read 'Paul Blackler'. The signature is fluid and cursive.

**Paul Blackler**  
Chief executive

# ABOUT AUGEAN

**Augean PLC** is a market-leading UK-based specialist waste and resource management group focused on providing a broad range of services to the hazardous waste sector. The group is at the forefront of developing innovative process and technological solutions to lead the modernisation of the UK specialist waste infrastructure.

2008 was Augean's fourth year of operation. From the very beginning we have adopted strong ethical and professional standards of operation – while dealing with challenges of our newly-acquired businesses. Consistent with other leading responsible businesses we annually report our performance for the attention of our stakeholders and the wider public. This is the fourth CSR report in the series, explaining our achievements in 2008 with reference to the objectives set for the year in the 2007 CSR report and setting objectives for 2009 to meet our aspirations for the future.



# INTRODUCTION



## WHAT IS CORPORATE SOCIAL RESPONSIBILITY?

CSR comprises two fundamental elements. Firstly, the recognition by a business of how it interfaces with the environment and its stakeholders, including the public, regulators, clients, employees and shareholders. Secondly, the actions taken by the business to ensure that the interface results in a positive relationship with stakeholders and the environment, consistent with sustainable business and development.

At Augean the relationship is promoted through clearly stated business values and realised through our Integrated Management System. CSR is an approach to our business led from the business.

Our CSR report is about our company, our people and how we are working together to improve our performance both in current markets and within our local communities. This annual exercise is a valuable discipline to help us demonstrate our commitment to responsible care, evaluate our performance against stated objectives, and provide focus in our aspirations for the year ahead.

A handwritten signature in black ink, appearing to read 'G B Wilson'.

**Dr Gene Wilson**  
Group technical director

# AUGEAN'S CORPORATE SOCIAL RESPONSIBILITY STATEMENT

Augean recognises that CSR is an essential element of our business. A key theme of our approach is promoting a positive relationship with stakeholders and the environment. We seek to follow best practice, adhere to regulatory standards as a minimum and aim to exceed the expectations of those that regulate our businesses and stakeholders that have an interest in our operations.

We recognise that all aspects of CSR must be firmly embedded in the culture of the company. We maintain and publish our core business values which set our ethical position (see Augean's Core Business Values). Our operational performance is maintained through a certified Integrated Management System delivering protection of health and safety, both internally and externally, and the management, protection and improvement of the environment for nature and our local communities.

Augean sets clear policy and objectives on its expectations on CSR from the top of the management team throughout the organisation. We are proud of our culture where all staff are responsible for making a difference in delivering high standards within the organisation and to our clients, stakeholders and local communities.

To ensure that the business achieves its objectives we invest in high-quality operational and monitoring equipment and employ skilled and responsible people. We recognise the need for continual development and improvement in the standards of our operations and measure performance year-on-year by reporting factually the success of the objectives through annual reporting on CSR, which demonstrates to shareholders, staff, neighbours and regulators how our objectives are being met and exceeded.

## AUGEAN'S CORE BUSINESS VALUES

- ▶ **Transparency**  
We are open and transparent in all that we do.
- ▶ **Integrity**  
We are trustworthy and honest in all that we say and do and take responsibility for our own actions.
- ▶ **Social and community responsibility**  
We recognise that our actions have a material impact on the communities in which we operate and take that responsibility extremely seriously.
- ▶ **Environmental responsibility**  
We respect the environment and invest time and resource in protecting it.
- ▶ **Technical excellence**  
We employ skilled staff and use up-to-date techniques and equipment.
- ▶ **Professionalism**  
We are reliable and consistent and deliver excellent service.
- ▶ **Respect**  
We are friendly and courteous to colleagues, clients and suppliers.
- ▶ **Passion**  
We are proud of our company and dedicated to its purpose. We are enthusiastic, enjoy challenges and are eager for success.

# INTRODUCTION

continued

## BUSINESS POLICY



We seek to exceed legal obligations and be among the leading exponents of good practice and technological development within the waste management industry.

Augean is committed to conducting its business operations in a responsible manner and we recognise the need to continually improve our operations where practical to do so in order to reduce our effects on the environment, ensure the safety and welfare of our personnel and neighbours, and ensure client satisfaction through service excellence.

We seek to exceed legal obligations and be among the leading exponents of good practice and technological development within the waste management industry.

At no time shall we provide services that fall short of the professional integrity and objectivity that we understand our clients and stakeholders will require and every effort shall be sustained to ensure the accuracy, probity and surety of the services that we provide.

To achieve this and remain competitive, we pursue a programme of continuous improvement in all aspects of our business. To assist in achieving this high level of regulatory compliance, client satisfaction and operational improvement, corporate objectives shall be set on an annual basis. Realisation of set objectives is continuously monitored, reviewed and communicated throughout the company.

To ensure a high standard of awareness within the company we provide our employees with continuous training to improve their skills and competencies. To maintain external awareness and good perception that the company actively liaises with regulatory bodies, environmental organisations, stakeholders, the local community and all other interested parties.

The company shall encourage our supply chain and contractors to improve business standards through continual assessment.

It is the policy of the company that the documented Business Management System detailed in the Business Manual and supporting administrative procedures are the normal basis of working and will be applied to all relevant work.

A handwritten signature in black ink, appearing to read 'Paul Blackler', written in a cursive style.

**Paul Blackler**  
Chief executive

## ABOUT THIS REPORT

This is our fourth CSR report covering our performance during 2008. It is a report about our company, our people and how we are working together to improve our performance both in current markets and within our local communities. In response to received feedback from previously published reports we have reduced the commentary within this year's report to provide our stakeholders with a consolidated view of our performance during the last year. Progress made against our stated objectives for 2008 and our planned objectives for the year ahead in 2009 are illustrated in much the same way as for previous reports. We hope that this shorter more manageable read will still be as informative and useful to our stakeholders as before and welcome feedback on these changes.

The quantitative performance reporting within the 'Our Indicators' section remains unchanged to ensure we present at the same level of detail to facilitate continued transparency and objectivity in our reporting approach. This final section of the report sets our CSR baseline using indicators set by the Green Alliance, the Global Reporting Initiative and internally within Augean. Our performance against this baseline will be assessed in subsequent CSR reporting.

## OUR BUSINESS

### SUCCESSES IN 2008

- ▶ Implementation and certification of Augean's Business Management System into our newly-acquired site at Avonmouth.
- ▶ Planning permission granted for Port Clarence Waste Recovery Park and development phase initiated for commencement of operations in early 2009.
- ▶ Development and commencement of full scale in-vessel treatment and cement stabilisation at Cannock treatment centre.
- ▶ Investment in thermal treatment technologies for our treatment centres at Avonmouth, Port Clarence and Paisley.
- ▶ Establishment of the East Northants resource management facility soil treatment centre.
- ▶ Acquisition of the Astec Chemical Waste Services.



The group is strategically positioned to provide strong commercial and compliance-led solutions in a complex and legislative driven market.

Augean PLC, formed in 2004, is a UK-based specialist waste and resource management group delivering a broad range of services to the hazardous waste management sector. The group is strategically positioned (see page 1 site locations) to provide strong commercial and compliance-led solutions in a complex and legislative driven market. The group provides a wide range of services through its treatment, transfer, landfill disposal and recycling operations.

Our purpose-built treatment facilities include treatment, transfer and recycling activities and accept wastes of all types in packaged and bulk form. 2008 has seen significant investment in and development of our treatment capability across our facilities within the group. Most notable have been the development of a state of the art physico-chemical treatment plant at our Cannock Treatment and Transfer Facility. The plant has been designed and constructed to process a comprehensive range of inorganic liquids and can handle all types of containers, from small packages to bulk transfers. The Port Clarence Waste Recovery Park, which will include a range of twelve waste treatment activities, is under construction and will be operational in early 2009. In late 2008 Augean invested in thermal treatment technologies for organic wastes which will be installed at the Waste Recovery Park, Paisley and Avonmouth.



Our purpose-built treatment facilities include treatment, transfer and recycling activities and accept wastes of all types in packaged and bulk form.

# OUR BUSINESS

continued



Augean now provides bespoke services in the collection, transport and disposal of chemical waste to a wide range of customers including educational establishments, chemical and pharmaceutical manufacturers, local authorities and research bodies.

This year has seen an extension to capability at our East Northants Resource Management Facility (ENRMF) with the development of soil stabilisation and washing processes at the site. This site will be treating the waste originating from the Olympic redevelopment sites amongst other waste streams and will be commissioned in 2009.

We extended our service capabilities within, and the geographical coverage of, our treatment division further in 2008 with the acquisition of Astec Chemical Waste Services in June. Augean now provides bespoke services in the collection, transport and disposal of chemical waste to a wide range of customers including educational establishments, chemical and pharmaceutical manufacturers, local authorities and research bodies. Astec was integrated into Augean's operational management progressively throughout the latter half of the year.

Our landfill facilities are designed and engineered to the highest standards and are monitored under the Pollution Prevention and Control (PPC) regime. All sites have the capability to accept a broad range of waste for example contaminated soil, fibrous and bonded asbestos, treatment residues and filtercakes subject to passing a rigorous technical assessment and testing regime.

In Augean Laboratory Services the group has invested not only in the most advanced analytical equipment but also in highly qualified chemists to provide an accurate and detailed testing capacity for our clients. Our purpose-built laboratory is able to provide a broad range of analytical capabilities following approved methods; whether it be waste characterisation and composition reports or compliance testing for processed wastes. 2008 has additionally seen development of our laboratory testing facilities at our treatment and transfer sites at Cannock, Hinckley, Worcester and Avonmouth. We can now provide a more focused approach to testing to waste stream acceptance requirements, improving effectiveness of our response to our customers as a result.

## **Business responsibility**

As the UK's leading hazardous waste specialist we advise and help our clients every day, assisting them in understanding and complying with the complex legal and technical requirements for the safe management of hazardous wastes. Waste is an issue for every business, but it doesn't have to be a problem. Augean ensures that through our technical department the progress of forthcoming legislation is monitored so that the compliance objectives are understood, communicated to our operational teams and clients, and new protocols implemented as necessary ahead of regulatory implementation. This is common practice and common sense, and in following this approach we ensure that our waste solutions are sustainable, protecting the interests of our clients and shareholders.



Augean operates on the premise that best practice is normal practice striving to ensure that regulatory standards are met and where possible exceeded.

#### **Service excellence**

Augean is committed to delivering excellence in client service. To ensure we sustain this standard all facets of the business including sales, customer services and customer-facing operational departments operate to ISO 9001. The group continues to successfully achieve high standards of performance as assessed during all maintenance assessment visits conducted by BSI, our chosen certification provider.

A full breakdown of all our service-led indicators is provided in 'Our Indicators' on pages 21 to 38.

We have continued to develop our customer first approach throughout 2008 setting up three focused customer support centres for our landfill and direct producer customers at our Wetherby office, and our waste management customers from our Cannock offices. We now provide competitive prices within hours of an enquiry being received and can co-ordinate from these centres a whole host of complementary customer support services such as our mobile chemists, waste sampling and assessment, and laboratory services. Initial feedback from our customer base demonstrates that this has been a sound investment both in terms of time and expenditure. Further developments have been programmed for the year ahead with a view to continual improvement within our customer-led services.

This year has seen Augean build on our programme of client education and we have sponsored and delivered a number of presentations and seminars at conferences across the United Kingdom. Most notable during 2008 included delivering a seminar to Chartered Institute of Waste Management (CIWM) in June 2008 on the forthcoming Waste Recovery Park at our Port Clarence site and delivering a presentation to Brownfield Briefing on soil treatment centres – 'What does the future hold' during September 2008.

#### **Operational control**

Augean operates on the premise that best practice is normal practice striving to ensure that regulatory standards are met and where possible exceeded. Our accredited business management system (ISO 9001, ISO 14001, OHSAS 18001 and PAS 99) underpins the operational standards of our landfill and treatment divisions.

Even before waste is accepted at our sites we are actively ensuring its effective control through our waste acceptance management systems. The necessary operational controls to ensure effective protection of health, safety and the environment are determined through robust waste characterisation assessment. Our technical assessment teams ensure that the assessment process is both effective and expeditious for our clients, whilst continuing to facilitate effective compliance management.

Our control systems do not stop once the waste has been safely treated or deposited. All systems are audited by our technical department and externally by our regulators and certification body to ensure their robustness and continued relevance.

# OUR BUSINESS

continued

## OBJECTIVES FOR 2009

- ▶ Commencement of operations of Port Clarence Waste Recovery Park including thermal treatment, waste transfer and power generation.
- ▶ Commence infrared thermal treatment at Avonmouth.
- ▶ Full integration into Augean's operational management, commencement of infrared thermal treatment and development of waste transfer facilities at Paisley to access new markets.
- ▶ Commissioning of the East Northants Resource Management Facility soil treatment centre.
- ▶ Development of hazardous waste segregation service at Hinckley.
- ▶ Development of laboratory smalls services network.
- ▶ Achieve UKAS accreditation and further expansion of analytical capabilities at Augean Laboratory Services.

# OUR PEOPLE

## SUCCESSES IN 2008

- ▶ Development of our OHSAS 18001 management system to meet the new requirements of the expected ISO 18001 management system standard.
- ▶ Implementation of robust external verification and evaluation of our approach to health and safety management.
- ▶ Improved safety awareness through the delivery of proactive safety campaigns and provision of accredited training to managers with safety responsibility.

### Protecting our people

When compared with other industries the waste industry could be perceived as dangerous and with good reason. The industry's overall accident rate is four times higher than the national average, the fatal accident rate is over ten times higher than the national average and the major accident rate is over three times higher than the national average. Augean does not accept that this should also be the case for its sites and for its personnel. We take our responsibilities to the health, safety and welfare of our employees seriously. It is the priority of all those with responsibility for the safety and health of others, from top management down to supervisory level, to take a proactive approach to safety and to improve our performance each year.

The good safety performance within our landfill operations has continued, although there has been a continued increase from 2007 in reported instances of near misses or minor accidents, these have been attributed to better site reporting and awareness of accident reporting at operator level. This represents an increasing safety culture in the business.

There have been eleven Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) accidents reported to the Health and Safety Executive (HSE) within the group's operations. The RIDDOR incidents reported did not

result in any serious or lasting injury to those involved. These accidents were reported as they fell within the strict definitions of a reportable incident or injury in accordance with the RIDDOR regulations. This increase has been attributed to a number of factors: an increase in the number of sites for which the reporting during 2008 covers (an additional three sites are considered within this figure); better reporting systems and awareness of the application of the RIDDOR regulations; and an isolated cluster of accidents within a Construction, Design and Management (CDM) area (under contractor control) at our Cannock treatment and transfer centre. Reduction in the number of RIDDORs is priority objective for the management board during the year ahead.

Seven major accidents were reported from group operations showing an increase from the previous year's operation. This increase has been attributed to a number of factors: an increase in the number of sites for which the reporting during 2008 covers (an additional three sites are considered within this figure); better reporting systems and awareness of the definition of a major accident; and disappointingly a small number of incidences of poor safety management. In all such cases Augean has taken swift corrective and preventative action and the reduction in the number of major accidents for the coming year ahead is a key objective for the management board.

# OUR PEOPLE

continued



Augean provides to all its workforce a comprehensive and independent occupational health surveillance and management programme.

## Protecting our people continued

Work has continued throughout the group during 2008 to raise standards in our approach to health and safety management. Site managers have been 'empowered' both through training and support from the group's technical department and through accredited external training to achieve qualifications such as Institute of Occupational Safety and Health (IOSH) (diploma) or National Examination Board in Occupational Safety and Health (NEBOSH) (diploma) status. Operational managers have continued to act as the key driving force for culture change and safety improvements at the local, site level. Key safety issues have been tackled through the delivery of 'safety campaigns' championed by Augean's Chief executive, Paul Blackler. This approach has been successful both in improving our safety awareness but also engaging the workforce in this culture change.

Augean provides to all its workforce a comprehensive and independent occupational health surveillance and management programme. This is to ensure that any occupational health issues are determined as quickly as possible to prevent any longer-term health issues for our personnel. The scheme also acts as a reassurance for our employees that we value their health and recognise that there are aspects of their jobs that could pose a risk to health if not adequately controlled and managed. As new sites are acquired they and their personnel are automatically incorporated into the programme.

As part of the progression of Augean's Integrated Management System throughout the group we have successfully achieved certification for the group's operations to the revised OHSAS 18001 (2007), the occupational health and safety assessment standard for health and safety management systems. This will facilitate sustainable control over our operational systems within our treatment operations to ensure risks to health, safety and welfare are eliminated or minimised.

We do not take our internal systems for granted and validate our management through external verification. In 2008 Augean revised its approach to external verification of health and safety performance. An independent consultancy was appointed to deliver a focused evaluation method to deliver a benchmarked performance assessment. This is a brave step for Augean to take as the basis of assessment is more detailed and considered than previous external assessments but provides a more effective management tool for continual improvement moving forward. The result of this group-wide review is discussed within the 'Our indicators' section of this report on pages 21 to 38.

## OBJECTIVES FOR 2009

- ▶ Continue to improve safety awareness through proactive safety campaigns.
- ▶ Development of quantitative targets for improvements of health and safety performance.
- ▶ Achieve a reduction in RIDDOR and major accidents as reported against 2008 levels.

### Developing our people

To continue to maintain our high levels of client service and operational performance within a technically complex industry, we need people with high level skills in waste analysis, environmental management, health and safety and regulatory liaison. In parallel with these skills we also need individuals with strong management and commercial talents.

We have been fortunate in retaining people with these skills in the businesses that we have acquired. As the business has grown we have been successful in recruiting new highly-skilled people to join us. As important to us is developing the people within Augean to fulfil their potential within the business.

Augean values its employees and the commitment that they continue to give. Our business success is dependant on people working effectively together with a common objective. To ensure continued success for the business and development of our work force we continue to increase our investment in training both through the provision of external courses, which account for the expenditure as presented in 'Our Indicators' on pages 21 to 38, and through devoting management time to improve competency within the organisation. This strategy complements our commitment to the organic growth of the business and ensures a growth in knowledge and technical competence within the business as a whole.



Augean values its employees and the commitment that they continue to give. Our business success is dependant on people working effectively together with a common objective.

# OUR COMMUNITY

## SUCCESSSES IN 2008

- ▶ Continued reduction in complaints received at our sites.
- ▶ Active public liaison in place with our local communities.
- ▶ Over £250,000 contributed to local communities via the Landfill Tax Credits Scheme.

### Our responsibility

We consider ourselves to be part of any community in which we operate. We strive in all our operations to provide a positive contribution to the community and to be a good neighbour.

All our sites operate robust management systems to minimise the potential for environmental nuisance on our local communities. Issues such as odour, dust, noise and litter are tightly controlled. Our performance with regards to complaints has continued to be commendable during 2008 with seven out of the eight sites reporting achieving an unblemished record for the year. Only minor complaints (three in number) were received at our East Northants Resource Management Facility which were quickly and effectively resolved.

### Working together

Active community liaison has continued at all our landfill sites and has provided a valuable vehicle for discussion of issues pertinent to landfill operations and the local community.

To assist us in community liaison Augean publishes a bi-annual community newsletter. This has proven effective in informing those people who live closest to our sites on how we operate and our development proposals and in addition stimulated discussion on issues that are important to the community.

### Community investment

Augean invests in our local communities because they are important to us. Through the Landfill Tax Credit Scheme we contribute to many local initiatives and will continue to support the communities in the areas in which we operate. This process is managed by the South West England Environmental Trust (SWEET) for our southern sites and by the Teeside Environmental Trust for our northern sites. These independent bodies ensure objectivity in decision making and full accountability of the distribution of funds.

Our landfill site at Port Clarence contributed over £100,000 to the Salthome International Nature Reserve in the Tees Valley during 2008. The reserve has transformed an area of industrial waste land and land filling to a wild flower meadow and has been supported by Augean since 2004. The reserve was opened in January 2009 by Teeside Environmental Trust and the RSPB with the official opening expected in March 2009.

Our southern sites at East Northants Resource Management Facility and Thornhaugh have contributed over £152,000 to projects during 2008. The King's Cliffe and Thornhaugh Environmental Associations were formed so that local people could bring their ideas on how Landfill Tax Credit funds should be spent. The associations provide independent and objective verification to ensure that funds that are allocated are for genuine projects that will make a real difference to the local community. Highlights for Augean during 2008 have been the



We consider ourselves to be part of any community in which we operate. We strive in all our operations to provide a positive contribution to the community and to be a good neighbour.

opening of the new recreational facilities in King's Cliffe village including football pitches, an all weather pitch, and BMX track, which Augean, via landfill tax credits, provided the funding for the land purchase and foundations for the planned pavilion at the site. We have also been pleased with the progression of works within the Bedford Purlieus nature reserve. 2008 saw the design and installation of interpretation panels and bat hibernacula and improvements to newt habitats within the site.

#### Community education

Augean has continued to work with King's Cliffe Endowed School during 2008 and in February we visited the school to discuss waste management with the year 5 school children. Following on from this exercise we ran a competition for the best projects with the winning children receiving book tokens and a guided tour of our East Northants Resource Management Facility. The initiative was tremendously enjoyed by both the children and staff involved at the school but also by the Augean personnel that took part. This project and competition were undertaken again by Augean and King's Cliffe Endowed School in February and March 2009.

Further and continued support has been provided to other educational establishments such as Longeaton School where we assisted at a careers workshop and to the University of Wales at Swansea through support to the Environmental Engineering MRes programme.



King's Cliffe Endowed School year 5 winners.

# OUR COMMUNITY

continued

## OBJECTIVES FOR 2009

- ▶ Continued support for active public liaison.
- ▶ Continued provision of practical environmental education to local schools and universities.

# OUR ENVIRONMENT

## SUCCESSES IN 2008

- ▶ Feasibility study for energy from landfill gas at our Port Clarence landfill site.
- ▶ Completion of carbon footprinting project.
- ▶ ISO 14001 accreditation for our newly-acquired site at Avonmouth.
- ▶ Continued improvement in site operational standards as measured through Compliance Classification Scheme (CSS) scores.

### Environmental stewardship

Augean shares society's concerns about the potential consequences of poorly managed and operated waste treatment and landfill sites. Our landfill sites are the subject of expert design and constructed in accordance with detailed quality assurance plans. All our treatment processes use best available techniques and their commissioning is approved by the Environment Agency through the IPPC permitting process. Rigorous operational controls are adopted and monitoring systems are used to verify performance at all our sites.

Dedicated monitoring technicians work to agreed programmes and protocols with the Environment Agency and gather qualitative environmental data which is reported to our regulators at agreed periodic intervals. Augean reports environmental performance in respect of landfill gas (landfill sites only), ambient air emissions, leachate, surface water, ground water, dust and noise.

Analysis of our performance is presented in 'Our Indicators' on pages 21 to 38.

Our environmental controls start well before the waste arrives at our treatment centres or landfill sites. Our technical assessors conduct a detailed analysis of the waste stream to determine its suitability for acceptance at the site and then specify the correct control systems that apply for reception at site.

Our rigorous compliance systems ensure that every drum or container that arrives for treatment or landfill disposal undergoes a thorough inspection by a qualified chemist. Similarly all bulk loads that arrive at our treatment centres are inspected by a chemist. Those bulk loads destined for landfill disposal are periodically inspected by a chemist and all are subject to a visual spot check by either a chemist or COTC holder to ensure acceptability for site. All our sites have dedicated quarantine areas to ensure that waste determined unacceptable for the site by our chemists can be stored safely and with minimal risk to the environment while an appropriate means of treatment or disposal is found in consultation with the Environment Agency.

We are a heavily scrutinised business not only by our own internal compliance teams but also by the Environment Agency, our local authorities and our external auditor, the British Standards Institute. Our clients frequently audit our site to ensure that we operate to the high standards that they require.

# OUR ENVIRONMENT

continued



In 2008 our sites have seen an improvement in their regulatory performance, with significant improvements being seen at all our sites.

## Regulatory performance

During 2008 our sites were evaluated by the Environment Agency using the CCS. The CCS approach categories breaches of permit conditions based on their potential for environmental impact.

The breakdown of inspections and attributed CSS scores is presented in the table below. Overall in 2008 our sites have seen an improvement in their regulatory performance, with significant improvements being seen at all our sites. Much work has been done throughout the year on achieving compliance within site operations, using awareness raising and culture change as the key facilitators to improving performance. This is now evident in the data reported.

Site	Total number of scores in CCS category for 2008				Total number of inspections
	4	3	2	1	
<b>ENRMF</b>	0	0	0	0	7
<b>Port Clarence hazardous landfill</b>	0	0	0	0	5
<b>Port Clarence non-hazardous landfill</b>	0	0	0	0	5
<b>Mark's Quarry non-hazardous</b>	0	0	0	0	1
<b>Thornhaugh non-hazardous and SNRHW</b>	0	0	0	0	5
<b>Cannock treatment centre</b>	0	4	2	0	8
<b>Hinckley treatment centre</b>	0	4	3	0	4
<b>Worcester treatment centre</b>	1	0	0	0	3
<b>Avonmouth treatment centre</b>	1	0	0	0	1



Augean has an opportunity through its restoration and after-care systems to contribute to the development and maintenance of biodiversity in the localities of our landfill sites.

#### Regulatory performance continued

CSS scores as attributed by the Environment Agency are one of our core indicators by which we evaluate our environmental performance. Although we are generally pleased with the improvements made in this last year, Augean will seek to improve our CCS scores further during 2009, with particular focus being given again to the performance of our treatment centres.

The number of environmental enforcement notices and environmental prosecutions in 2008 across the group is shown in the tables below. Much work has been done to address compliance issues raised by the enforcement notices received in 2007 and this is evident from our improved performance reported this year. Our Technical Team continues to work in partnership with the Environment Agency and site operations to implement training and improvement programmes to facilitate effective corrective and preventative actions.

#### Land management and biodiversity

Augean has an opportunity through its restoration and after-care systems to contribute to the development and maintenance of biodiversity in the localities of our landfill sites. The restoration schemes for our landfill sites are sensitive to the local ecological situation and aesthetic requirements of local communities.

The great crested newt reserve covering an area of 1.5 hectares at our Thornhaugh landfill site has continued to thrive during 2008. Further newt habitats within a non-operational part of our East Northants Resource Management Facility were identified in late 2007. During 2008 Augean embarked on a substantial rescue project to move them to an area of the site reserved for nature conservation. With the approval of Natural England and the help of an independent consultancy Augean translocated 500 great crested newts along with over a 1,000 other amphibians to an area of safety. A six-year project will commence in 2009 to monitor their progress.

Site	Number of enforcement notices 2008	Site	Number of environmental prosecutions 2008
<b>ENRMF</b>	0	<b>ENRMF</b>	0
<b>Port Clarence</b> hazardous landfill	0	<b>Port Clarence</b> hazardous landfill	0
<b>Port Clarence</b> non-hazardous landfill	0	<b>Port Clarence</b> non-hazardous landfill	0
<b>Mark's Quarry</b> non-hazardous	0	<b>Mark's Quarry</b> non-hazardous	0
<b>Thornhaugh</b> non-hazardous and SNRHW	0	<b>Thornhaugh</b> non-hazardous and SNRHW	0
<b>Cannock</b> treatment centre	0	<b>Cannock</b> treatment centre	0
<b>Hinckley</b> treatment centre	0	<b>Hinckley</b> treatment centre	0*
<b>Worcester</b> treatment centre	0	<b>Worcester</b> treatment centre	0
<b>Avonmouth</b> treatment centre	0	<b>Avonmouth</b> treatment centre	0

\* Whilst there were no prosecutions a formal caution was issued to Augean Treatment relating to the condition of the site in 2006 shortly after the site was acquired and before Augean had implemented management systems and practices.

# OUR ENVIRONMENT

continued

## OBJECTIVES FOR 2009

- ▶ Continued improvement in regulatory performance with specific regard to CCS scores attributed by the Environment Agency during routine inspections or auditing.
- ▶ Continue good practice in land management and biodiversity.
- ▶ Consider opportunities for reduction of our carbon footprint and seek to achieve these reductions where appropriate to the business.

Our Port Clarence site is located adjacent to internationally and nationally designated areas of wild fowl interest. There are also significant habitats within the site comprising scrub and short ephemeral turf covering an area of approximately 80 hectares. The restoration of the landfill site will include the creation of new scrub and short turf habitats consistent with the surrounding area. The first phase of restoration is likely to commence in 2010.

The closure phase of a landfill site is the longest within its life cycle. The aftercare schemes for all our landfill sites run for 60 years and include financial provisions for site maintenance and security, running of equipment such as leachate management and landfill gas plants and environmental monitoring of the landfill site and immediate surrounding area. Augean sets aside substantial financial provisions during the operation of our sites so that adequate funds are in place to cover the aftercare costs. These are additional funds to those required by the Environment Agency.

In 2008 in partnership with the University of Wales at Swansea and its Environmental Engineering Masters of Research Programme, we completed a research project to determine the carbon footprint of our business. Carbon footprinting, a relatively new discipline, is an effective way of identifying opportunities for saving money as well as reducing the impact the company has on the environment. Carbon footprinting of a business which operates landfill facilities is a new activity and as such there was no fixed outline for which this project could follow, as a result therefore the project also had to define the methodology for which to calculate Augean's carbon footprint. The calculated carbon footprint for our business during 2008 generated from this research project was reported at 151,862.607 tonnes. There is a lack of comparable data from other similar businesses within the waste industry for which to obtain a benchmark upon our performance in this regard. A number of opportunities for reducing our footprint were suggested through the research process and these will be actively considered and pursued by the management board where appropriate during 2009.

# OUR INDICATORS

Augean has developed a comprehensive set of performance indicators against which our progress towards our CSR objectives can be evaluated. We have been reporting in this way since 2005 and this year's report therefore shows more depth of comparable data on which to evaluate our continuing performance.

Our indicators come from several sources: the Green Alliance, the Global Reporting Initiative and internal criteria which we consider to be particularly pertinent to our business. We have broken down the 'list' of indicators into subject areas of best fit that cover health, safety and welfare; quality and client performance; environmental management; and community.

This is our fourth CSR report and for which the last three years' performance is presented.

## Key:

GA: An indicator taken from the Green Alliance's Indicating Right: Environmental Performance Indicators for the Waste Management Sector

GRI: An indicator taken from the Global Reporting Initiative Sustainability Reporting Guidelines

Augean: An internal indicator

N/A: Not acquired

N/Rep.: Not reported

N/Rec.: Not recorded

## Health, safety and welfare

### Number of reportable incidents under RIDDOR per site <sup>Augean</sup>

RIDDOR stands for the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 which came into force on 1 April 1996. The incidences that must be reported to the HSE are death or major injury or three day injury (if the accident that caused the injury resulted from a work activity, or was the result of physical violence at work) and notifiable work-related diseases. The regulations specify that employers must report dangerous occurrences such as an accident or incident which does not result in a reportable injury but which clearly could have done.

Site	Number of RIDDORS during 2006	Number of RIDDORS during 2007	Number of RIDDORS during 2008
<b>ENRMF</b>	0	0	<b>1</b>
<b>Port Clarence</b> hazardous landfill	0	0	<b>0</b>
<b>Port Clarence</b> non-hazardous landfill	0	0	<b>0</b>
<b>Mark's Quarry</b> non-hazardous	0	0	<b>Non-operational</b>
<b>Thornhaugh</b> non-hazardous and SNRHW	0	0	<b>0</b>
<b>Cannock</b> treatment centre	2	1	<b>6</b>
<b>Wetherby</b>	0	0	<b>0</b>
<b>Hinckley</b> treatment centre	1	0	<b>1</b>
<b>Worcester</b> treatment centre	0	1	<b>1</b>
<b>Avonmouth</b> treatment centre	N/A	N/Rep.	<b>0</b>
<b>Paisley</b> treatment centre	N/A	N/Rep.	<b>2</b>
<b>Ellesmere Port</b>	N/A	N/Rep.	<b>0</b>

The RIDDOR incidents reported above did not result in any serious or lasting injury to those involved. These incidents were reported as they fell within the strict definitions of a reportable incident or injury in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. Four of the six listed for our Cannock treatment centre were directly attributed to development works on site within a CDM area and were therefore under the direct control of an appointed contractor. Augean undertook swift investigative measures with the contractor in question and safety management issues were quickly addressed and necessary mitigatory actions implemented to minimise further risk.

# OUR INDICATORS

continued

## Health, safety and welfare continued

### Percentage of sites where if a safety committee is appropriate it is in place <sup>GRI</sup>

Consulting employees on health and safety matters is very important in creating and maintaining a safe and healthy working environment and culture. Through consultation an employer can motivate staff and make them aware of health and safety issues, in turn the company can become more efficient and reduce the number of accidents and work-related illness. By law employers must consult all of their employees on health and safety matters. Augean is governed in this regard by the Health and Safety (Consultation with Employees) Regulations 1996. To satisfy the requirements of these regulations Augean has formed safety committees where appropriate. The meetings are attended by health and safety representatives who are elected by employees to consult on their behalf. At our recently acquired sites we have ensured that health and safety representatives are elected and are supporting the formation of safety committees.

Year	% of sites with safety committees
2006	75
2007	100
<b>2008</b>	<b>100</b>

### Lost time and absentee rates <sup>GRI</sup>

The Confederation of British Industry's annual survey of absence and labour turnover in 2006 showed that lost time due to absence was on average 6.3 days per employee for private sector workers which includes 6.2 days for non-manual workers and 8.0 days for manual workers. The report also highlights that the best performing organisations lost only 2.7 days per employee while the worst lost 12.0. The average cost of absences per employee was estimated to be £537 per absence. Augean actively seeks to reduce its lost time and absentee rates through proactive management of health and safety but by also understanding the causes of absenteeism, such as stress or job dissatisfaction.

Year	Average absentee rates for non-manual workers	Average absentee rates for manual workers	Lost time incidents
2006	1.40	2.80	2
2007	3.00	3.20	0
<b>2008</b>	<b>0.37</b>	<b>2.11</b>	<b>0</b>

The rates above for 2008 show a considerable reduction in absentee rates for both non-manual and manual workers. This has been attributed to the sustained programme of safety campaigns and communication initiatives with our staff. The rates reported above are significantly lower than the private sector average for a medium sized business (51–249 employees) of 6.0 mean number of sickness/absence in a twelve month period (Health and Safety Executive – Survey of Workplace Absence Sickness and Health).

## Health, safety and welfare continued

### New in 2007 staff turnover <sup>Augean</sup>

For the first time during 2007 Augean monitored personnel data to determine staff turnover as a new indicator with a view to appraising the effectiveness of our approach to personnel development and welfare. Augean considers that a high staff turnaround is potentially an indication of a dissatisfied workforce, similarly from a low turnover it can be deduced that workforce is mainly satisfied with working conditions. Augean's staff turnover for 2007 has been calculated at 25%. This is comparable to the private sector average of 22.6% (Chartered Institute of Personnel and Development, August 2007) but even so does indicate a slight increase in turnover. This has been attributed to the expected staff turnover associated with our new acquisitions and every effort will be made during 2009 to reduce this figure.

Year	Staff turnover	
	Augean	Private sector average
2007	21.0	22.6
<b>2008</b>	<b>25.0</b>	<b>22.6</b>

### Number of work-related fatalities <sup>GRI</sup>

When compared with other industries the waste industry could be perceived as dangerous, and with good reason. The industry's accident rate is over ten times higher than the national average. Augean is committed to ensuring that no work-related fatalities occur on any of our sites.

Year	Number of work-related fatalities
2006	0
2007	0
<b>2008</b>	<b>0</b>

### Number of prohibition notices per site <sup>Augean</sup>

Sections 22 and 23 of the Health and Safety at Work Act concern prohibition notices. Prohibition notices are directed to addressing activities which involve a risk of serious personal injury. A prohibition notice will be served if the HSE is of the opinion that an activity carried on, or likely to be carried on by or under the control of a person, involves, or will involve, a risk of serious personal injury.

Year	Number of prohibition notices
2006	0
2007	0
<b>2008</b>	<b>0</b>

# OUR INDICATORS

continued

## Health, safety and welfare continued

### Number of improvement notices per site <sup>Augean</sup>

Section 21 of the Health and Safety at Work Act states that where the HSE is of the opinion that a person is contravening, or has contravened one of the relevant statutory provisions in circumstances which make it likely that the contravention will continue or be repeated, an improvement notice may be served that requires a person to remedy the contravention or the matters occasioning it and within a specified time period.

Year	Number of improvement notices
2006	0
2007	0
<b>2008</b>	<b>0</b>

### External verification of sites <sup>Augean</sup>

Croner Consulting were acting as our competent health and safety advisers and to provide external verification of our health and safety performance during 2006 and 2007. Within this timeframe a number of our sites were assessed and scored accordingly as presented below. All highlighted actions by Croner Consulting were incorporated at the time into our IMS improvement programme as part of the Health and Safety Management System.

#### External verification of sites 2006

Site	High actions	Medium actions	Low actions
<b>ENRMF</b>	0	3	0
<b>Cannock</b> treatment centre	Not assessed		
<b>Port Clarence</b> landfill site	0	5	2
<b>Thornhaugh</b> landfill site	0	3	1
<b>Wetherby</b> head office	0	11	1
<b>Hinckley</b> treatment centre	5	87	21
<b>Worcester</b> treatment centre	10	68	11

#### External verification of site 2007

Site	High actions	Medium actions	Low actions
<b>ENRMF</b>	0	1	0
<b>Cannock</b> treatment centre	0	6	0
<b>Port Clarence</b> landfill site	Not assessed		
<b>Thornhaugh</b> landfill site	Not assessed		
<b>Wetherby</b> head office	0	4	0
<b>Hinckley</b> treatment centre	Not assessed		
<b>Worcester</b> treatment centre	Not assessed		
<b>Avonmouth</b> treatment centre	Not assessed		
<b>Paisley</b> treatment centre	Not assessed		

## Health, safety and welfare continued

### External verification of sites <sup>Augean</sup> continued

#### Key to scoring:

- High – contravention of statutory requirements could lead to fatal or serious injury, prohibition notice or legal proceedings.
- Medium – contravention of statutory requirements could lead to injury or ill health, enforcement notice or legal proceedings.
- Low – not in line with best practice and/or established procedures. Enforcement action not likely but accident or property damage possible.

#### External verification of sites 2008

External verification has continued during 2008 however we have implemented a more critical and comprehensive process within which to evaluate independently our performance. A group wide review of our operational sites has been conducted by our newly appointed independent safety consultants – Renaissance Risk. The results of this review are presented below. All areas identified as requiring corrective or preventative action are incorporated into the IMS driven improvement programme. Progress against identified actions is assessed internally by our technical department and externally verified during continuing assessment visits of our OHSAS 18001 management system by BSI and at future follow visits by independent consultants.

The performance indicators for external verification as presented below use five grades of performance: poor, below average, average, above average, and best. The five grades are calculated from site assessment when benchmarked against other similar businesses within similar business profiles. The best grade represents the top 20% of scores; the above average is the next 20% and so on.

Site	Indicator/performance										
	Overall	Manual handling	Repetitive tasks	Hazardous materials	Working at height	Guarded machinery	Stress	Work transport	Slippery surfaces	Noise	Vibrating tools
ENRMF	Average	Best	Best	Average	Best	Below average	Average	Below average	Below average	Best	Average
Cannock	Poor	Best	Below average	Below average	Poor	Poor	Average	Below average	Below average	Poor	Below average
Port Clarence	Average	Best	Best	Below average	Below average	Below average	Best	Average	Above average	Average	Average
Thornhaugh	Average	Best	Best	Average	Best	Below average	Average	Below average	Below average	Best	Average
Hinckley	Average	Best	Average	Average	Below average	Above average	Below average	Average	Above average	Best	Average
Worcester	Average	Best	Best	Average	Below average	Below average	Poor	Average	Above average	Best	Below average
Avonmouth	Below average	Below average	Best	Average	Below average	Poor	Average	Below average	Poor	Best	Below average
Paisley	Poor	Best	Below average	Poor	Poor	Poor	Below average	Below average	Poor	Poor	Below average

The results presented above illustrate that there is much work still to be done at some of our sites to achieve the high standards of operational control that we expect at all Augean facilities. It is important to point out however that the 'poor' and 'below average' scores do not indicate a non-compliance with a health and safety legislation or best practice; they in fact benchmark our performance within the same working function against similar sized organisations within comparable industries. All instances of 'poor' or 'below average' performance will be actively pursued through raising standards within operational safety management in these areas. Progress will be comparably reported in the 2009 CSR report.

# OUR INDICATORS

continued

## Health, safety and welfare continued

### Near miss rate per site <sup>Augean</sup>

Near misses can lead managers to areas for concern and improvement. This helps to prevent the 'next day accident' and reduces lost time incidents. Augean implemented a near miss reporting system during 2006. Sites that have reported their statistics to facilitate trend analysis are listed below:

Site	Near miss rate		
	2006	2007	2008
<b>ENRMF</b>	1	1	<b>8</b>
<b>Port Clarence</b> landfill site	3	5	<b>14</b>
<b>Thornhaugh</b> landfill site	4	0	<b>2</b>
<b>Cannock</b> treatment centre	5	19	<b>33</b>
<b>Hinckley</b> treatment centre*	1	1	<b>7</b>
<b>Worcester</b> treatment centre*	0	0	<b>13</b>
<b>Avonmouth</b> treatment centre	N/A	N/Rep.	<b>22</b>
<b>Paisley</b> treatment centre	N/A	N/Rep.	<b>8</b>
<b>Ellesmere Port</b>	N/A	N/Rep.	<b>0</b>

\* Reported since June 2006.

Although near miss rates appear to have increased during 2008 we have attributed this to an improvement in reporting mechanisms not necessarily deterioration in site safety performance. Augean welcomes this cultural change as near miss data is valuable in preventing accidents and ensuring employee safety. All near miss data is centrally evaluated on a monthly basis and reported to the Augean management board. Proactive measures are taken swiftly where necessary to prevent further occurrence and further potential for risk.

### Minor accident rate per site <sup>Augean</sup>

As with the near miss indicator above, Augean implemented during 2006 systems for the recording and investigation of minor accidents. Minor accidents are defined by Augean as incidents that result in minor injury with less than three days' absence from work i.e. not governed by the requirements of RIDDOR. Sites that reported their statistics throughout 2006 to facilitate trend analysis are listed below:

Site	Minor accident rate		
	2006	2007	2008
<b>ENRMF</b>	0	3	<b>7</b>
<b>Port Clarence</b> landfill site	1	3	<b>2</b>
<b>Thornhaugh</b> landfill site	1	0	<b>1</b>
<b>Cannock</b> treatment centre	2	11	<b>13</b>
<b>Hinckley</b> treatment centre	0	1	<b>1</b>
<b>Worcester</b> treatment centre	1	4	<b>8</b>
<b>Avonmouth</b> treatment centre	N/A	N/Rep.	<b>20</b>
<b>Paisley</b> treatment centre	N/A	N/Rep.	<b>5</b>
<b>Ellesmere Port</b>	N/A	N/Rep.	<b>0</b>

Although minor accident rates appear to have increased during 2008, as for near misses (above) we have attributed this to an improvement in reporting mechanisms and not necessarily deterioration in site safety performance. All accident data is centrally evaluated on a monthly basis and reported to the Augean management board. Proactive measures are taken swiftly where necessary to prevent further occurrence and further potential for risk.

## Health, safety and welfare continued

### Major accident rate per site <sup>Augean</sup>

This indicator enables us to attribute significance to those events which although not required to be reported in the context of RIDDOR are still significant in their nature. Such incidents are defined as accident, fire or injury which is deemed significant by our internal accident investigation procedures but does not require to be reported in accordance with Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

Site	Major accident rate		
	2006	2007	2008
<b>ENRMF</b>	0	0	2
<b>Port Clarence</b> landfill site	0	0	1
<b>Thornhaugh</b> landfill site	1	0	1
<b>Cannock</b> treatment centre	3	0	0
<b>Hinckley</b> treatment centre	0	0	0
<b>Worcester</b> treatment centre	2	0	1
<b>Avonmouth</b> treatment centre	N/A	N/Rep.	2
<b>Paisley</b> treatment centre	N/A	N/Rep.	0
<b>Ellesmere Port</b>	N/A	N/Rep.	0

## Quality and client performance

### Average turnaround times for waste vehicles per site <sup>Augean</sup>

Hazardous waste travels much greater distances to its disposal sites than non-hazardous waste which tends to be managed within its locality. Augean is therefore committed to provide an effective and expedient disposal service that starts when the vehicle arrives at site. During 2005 we implemented turnaround times at all our landfill sites. The turnaround target for bulk loads from arrival at site to disposal is 25 minutes and the turnaround target for palletised loads, which require unloading by a fork lift truck and inspection by a site chemist is 45 minutes.

Site	Average turnaround times (minutes) 2006	
	Bulk loads	Palletised loads
<b>ENRMF</b>	19	31
<b>Port Clarence</b> landfill	24	42
<b>Thornhaugh</b> non-hazardous and SNRHW	19	45

Site	Average turnaround times (minutes) 2007	
	Bulk loads	Palletised loads
<b>ENRMF</b>	19.30	N/Rec.
<b>Port Clarence</b> landfill	24.19	43.19
<b>Thornhaugh</b> non-hazardous and SNRHW	16.70	N/Rec.*

# OUR INDICATORS

continued

## Quality and client performance continued

Average turnaround times for waste vehicles per site <sup>Augean</sup> continued

Site	Average turnaround times (minutes) 2008	
	Bulk loads	Palletised loads
ENRMF	20.0	N/Rec.*
Port Clarence landfill	13.0	28.60
Thornhaugh non-hazardous and SNRHW	17.2	N/Rec.*

Percentage of vehicles exceeding turnaround time targets <sup>Augean</sup>

Site	% exceeding targets 2006	
	Bulk loads	Palletised loads
ENRMF	13	18
Port Clarence landfill	20	31
Thornhaugh non-hazardous and SNRHW	9	1

Site	% exceeding targets 2007	
	Bulk loads	Palletised loads
ENRMF	10	N/Rec.*
Port Clarence landfill	25	35
Thornhaugh non-hazardous and SNRHW	6	N/Rec.*

Site	% exceeding targets 2008	
	Bulk loads	Palletised loads
ENRMF	19	N/Rec.*
Port Clarence landfill	8	0.6
Thornhaugh non-hazardous and SNRHW	6	N/Rec.*

\* Due to changes in the market during 2007 the volumes of palletised loads into our landfill sites have reduced and as such have not been recorded at some sites.

## Quality and client performance continued

### Number of client complaints <sup>Augean</sup>

No client complaints were recorded during 2006.

#### Client complaints

Site	Number of complaints	
	2007	2008
<b>ENRMF</b>	2	0
<b>Port Clarence</b> landfill site	0	0
<b>Thornhaugh</b> landfill site	0	0
<b>Cannock</b> treatment centre	0	0
<b>Hinckley</b> treatment centre	0	0
<b>Worcester</b> treatment centre	1	1
<b>Avonmouth</b> treatment centre	N/A	8
<b>Paisley</b> treatment centre	N/A	N/A

### Percentage of complaints responded to verbally within 1 day target <sup>Augean</sup>

Our complaint procedures require a verbal response to a complainant within 1 day of receipt. This facilitates a greater understanding of their grievance which assists us in determining a programme of action to resolve the issue.

It was not necessary to respond to complaints during 2006.

All complaints received during 2007 were responded to within the 1 day target.

Our IMS system was implemented during 2008 at our Avonmouth site and data for complaint response is therefore incomplete for this annual period.

### Percentage of complaints responded to in writing within 28 day target <sup>Augean</sup>

Our complaint procedures require that we formally write to complainants within 28 days of receipt of a complaint. This enables us to communicate further with the complainant to reassure them that we have addressed the issue appropriately, and provide them with details of the effective corrective and preventative actions taken to prevent a reoccurrence.

It was not necessary to respond to complaints during 2006.

All complaints received during 2007 were responded to in writing within the 28 day target.

Our IMS system was implemented during 2008 at our Avonmouth site and data for complaint response is therefore incomplete for this annual period.

### Percentage of Waste Acceptance Criteria (WAC) assessments finalised within 2 day target <sup>Augean</sup>

To ensure we provide an effective assessment service to our clients our target for finalising WAC assessments is within 2 days of receipt of adequate information (full characterisation and leachability results).

Year	% of WAC assessments within 2 day targets
2006	91.40
2007	89.44
<b>2008</b>	<b>87.63</b>

# OUR INDICATORS

continued

## Environmental management

### Summary of Compliance Classification Scheme performance for each site Augean GA

Our sites are scored on their operational performance by the Environment Agency the CCS. The CCS approach categorises breaches of permit conditions based on their potential for environmental impact as follows:

CCS category	Description
1	A non-compliance which has a potentially major environmental effect
2	A non-compliance which has a potentially significant environmental effect
3	A non-compliance which has a potentially minor environmental effect
4	A non-compliance which has no potential environmental effect

Total number of CCS scores per CCS category and total number of inspection visits for 2006 for each of our sites are provided below:

Site	Total number of scores in CCS category for 2006				Total number of inspections
	4	3	2	1	
<b>ENRMF</b>	3	2	0	0	23
<b>Port Clarence</b> hazardous landfill	0	0	0	0	3
<b>Port Clarence</b> non-hazardous landfill	0	0	0	0	3
<b>Mark's Quarry</b> non-hazardous	0	9	3	0	10
<b>Thornhaugh</b> non-hazardous and SNRHW	5	26	4	1	24
<b>Cannock</b> treatment centre	1	5	10	1	3
<b>Hinckley</b> treatment centre	0	13	5	1	5
<b>Worcester</b> treatment centre	0	4	2	0	5

Total number of CCS scores per CCS category and total number of inspection visits for 2007 for each of our sites are provided below. It is understood that the Environment Agency is not scoring issues graded as either a '4' or a '3' during routine inspection of landfills due to ongoing legal challenges within the industry. However no significant issues were raised verbally by the Environment Agency to the site managers during inspections. A key performance indicator for the company will be improvement of the CCS scores during 2008.

Site	Total number of scores in CCS category for 2007				Total number of inspections
	4	3	2	1	
<b>ENRMF</b>	0	0	0	0	15
<b>Port Clarence</b> hazardous landfill	0	0	0	0	6
<b>Port Clarence</b> non-hazardous landfill	0	0	0	0	6
<b>Mark's Quarry</b> non-hazardous	0	12	0	0	4
<b>Thornhaugh</b> non-hazardous and SNRHW	0	0	0	0	12
<b>Cannock</b> treatment centre	0	10	4	0	13
<b>Hinckley</b> treatment centre	0	9	3	0	6
<b>Worcester</b> treatment centre	1	0	0	0	6

## Environmental management continued

### Summary of Compliance Classification Scheme performance for each site <sup>Augean GA</sup> continued

Total number of CCS scores per CCS category and total number of inspection visits for 2008 for each of our sites are provided below:

Site	Total number of scores in CCS category for 2008				Total number of inspections
	4	3	2	1	
<b>ENRMF</b>	0	0	0	0	7
<b>Port Clarence</b> hazardous landfill	0	0	0	0	5
<b>Port Clarence</b> non-hazardous landfill	0	0	0	0	5
<b>Mark's Quarry</b> non-hazardous	0	0	0	0	1
<b>Thornhaugh</b> non-hazardous and SNRHW	0	0	0	0	5
<b>Cannock</b> treatment centre	0	4	2	0	8
<b>Hinckley</b> treatment centre	0	4	3	0	4
<b>Worcester</b> treatment centre	1	0	0	0	3
<b>Avonmouth</b> treatment centre	1	0	0	0	1

The reported CCS scores for our Hinckley and Cannock treatment and transfer centres reported above are currently under review by the Environment Agency. Augean has appealed to the Agency about the severity of attributed scores and their applicability and validity as a result is being considered at a senior level with the Agency. The scores reported above may therefore be reduced and our performance within the CCS regime improved.

### Number of enforcement notices per site <sup>GRI GA</sup>

If a site breaches its permit then the Environment Agency may serve an enforcement notice. An enforcement notice specifies the actions the permit holder must take to resolve the non-compliance and within what timescale. Details on enforcement notices issued are provided below:

Site	Number of enforcement notices 2006
<b>ENRMF</b>	0
<b>Port Clarence</b> hazardous landfill	0
<b>Port Clarence</b> non-hazardous landfill	0
<b>Mark's Quarry</b> non-hazardous	0
<b>Thornhaugh</b> non-hazardous and SNRHW	0
<b>Cannock</b> treatment centre	3
<b>Hinckley</b> treatment centre	0
<b>Worcester</b> treatment centre	0

# OUR INDICATORS

continued

## Environmental management continued

Number of enforcement notices per site <sup>GRI GA</sup> continued

Site	Number of enforcement notices 2007
<b>ENRMF</b>	0
<b>Port Clarence</b> hazardous landfill	0
<b>Port Clarence</b> non-hazardous landfill	0
<b>Mark's Quarry</b> non-hazardous	0
<b>Thornhaugh</b> non-hazardous and SNRHW	0
<b>Cannock</b> treatment centre	1
<b>Hinckley</b> treatment centre	0
<b>Worcester</b> treatment centre	0

Site	Number of enforcement notices 2008
<b>ENRMF</b>	0
<b>Port Clarence</b> hazardous landfill	0
<b>Port Clarence</b> non-hazardous landfill	0
<b>Mark's Quarry</b> non-hazardous	0
<b>Thornhaugh</b> non-hazardous and SNRHW	0
<b>Cannock</b> treatment centre	0
<b>Hinckley</b> treatment centre	0
<b>Worcester</b> treatment centre	0
<b>Avonmouth</b> treatment centre	0

## Number of prosecutions per site <sup>GRI GA</sup>

If a permit breach is severe or an operator persistently does not comply with permit conditions, the Environment Agency may prosecute the operator. Details on environmental prosecutions taken are provided below:

Site	Number of environmental prosecutions 2006
<b>ENRMF</b>	0
<b>Port Clarence</b> hazardous landfill	0
<b>Port Clarence</b> non-hazardous landfill	0
<b>Mark's Quarry</b> non-hazardous	0
<b>Thornhaugh</b> non-hazardous and SNRHW	1
<b>Cannock</b> treatment centre	0
<b>Hinckley</b> treatment centre	0
<b>Worcester</b> treatment centre	0

## Environmental management continued

Number of prosecutions per site <sup>GRI GA</sup> continued

Site	Number of environmental prosecutions 2007
<b>ENRMF</b>	0
<b>Port Clarence</b> hazardous landfill	0
<b>Port Clarence</b> non-hazardous landfill	0
<b>Mark's Quarry</b> non-hazardous	0
<b>Thornhaugh</b> non-hazardous and SNRHW	0
<b>Cannock</b> treatment centre	1*
<b>Hinckley</b> treatment centre	0
<b>Worcester</b> treatment centre	0

\* This prosecution relates to three incidences of delivering waste to landfill by Proactive Waste Solutions, former owners of the Cannock treatment centre and the offence occurred prior to Augean ownership of the site. No current Augean directors were involved with the business at the time of the offence and since Augean acquired the business the appropriate quality control, testing and reporting procedures were implemented.

Site	Number of environmental prosecutions 2008
<b>ENRMF</b>	0
<b>Port Clarence</b> hazardous landfill	0
<b>Port Clarence</b> non-hazardous landfill	0
<b>Mark's Quarry</b> non-hazardous	0
<b>Thornhaugh</b> non-hazardous and SNRHW	0
<b>Cannock</b> treatment centre	0
<b>Hinckley</b> treatment centre	0*
<b>Worcester</b> treatment centre	0
<b>Avonmouth</b> treatment centre	0

\* Whilst there were no prosecutions a formal caution was issued to Augean Treatment relating to the condition of the site in 2006 shortly after the site was acquired and before Augean had implemented management systems and practices.

# OUR INDICATORS

continued

## Environmental management continued

Number of sites registered to certified environmental management system <sup>GA</sup>

ISO 14001 is the international standard for an environmental management system. All our sites have implemented environmental management systems accredited to this standard.

Site	Certified to ISO 14001		
	2006	2007	2008
<b>ENRMF</b>	✓	✓	✓
<b>Port Clarence</b> hazardous landfill	✓	✓	✓
<b>Port Clarence</b> non-hazardous landfill	✓	✓	✓
<b>Mark's Quarry</b> non-hazardous	✓	✓	✓
<b>Thornhaugh</b> non-hazardous and SNRHW	✓	✓	✓
<b>Cannock</b> treatment centre	✓	✓	✓
<b>Hinckley</b> treatment centre		✓	✓
<b>Worcester</b> treatment centre		✓	✓
<b>Avonmouth</b> treatment centre			✓
<b>Ellesmere Port</b>			✓*
<b>Paisley</b> treatment centre			✓*

\* These sites are accredited to ISO 14001 but do not operate to Augean's IMS nor are they currently accredited with Augean's chosen certification body – British Standards Institute.

## Percentage of supply chain assessed for performance <sup>GRI</sup>

Through the continued development of our IMS and our commitment to continual improvement one of our objectives is to understand the performance of our supply chain. In 2007 the supply chain of the treatment division will be progressively assessed as the IMS is implemented.

Area	Percentage assessed	
	2006	2007
Landfill	100	100
Treatment	0	100

The next planned assessment of our supply chain will commence during the second quarter of 2009. This review will now be conducted on a two-yearly cycle.

## Location and size of land owned, leased or managed in biodiversity-rich habitats <sup>GRI</sup>

Augean has contributed directly through landfill restoration projects and indirectly through its commitments to environmental organisations to increasing biodiversity. The area of land owned, leased or managed in this way is an indicator of our success in this issue and is reported for 2006, 2007 and 2008 below:

Site	2006		2007		2008	
	Owned	Leased	Owned	Leased	Owned	Leased
<b>ENRMF</b>	2.0 hectares	N/A	2.0 hectares	N/A	2.0 hectares	N/A
<b>Mark's Quarry</b> landfill site	N/A	N/A	N/A	N/A	N/A	N/A
<b>Port Clarence</b> landfill site	80.0 hectares	N/A	80.0 hectares	N/A	80.0 hectares	N/A
<b>Thornhaugh</b> landfill site	1.5 hectares	N/A	1.5 hectares	N/A	1.5 hectares	N/A

### Environmental management continued

Amount in tonnes of landfill gas and the proportion of gas being flared, used for power generation, or passively vented <sup>GA</sup>

This will give an indication of the amount of landfill gas passing through gas management systems and our overall approach to gas management. Data for 2006, 2007 and 2008 is presented below:

Site	2006			
	Tonnes landfill gas	Proportion flared	Proportion power generation	Proportion passively vented
Mark's Quarry	60.93	12.10	87.90	0
Port Clarence non-hazardous	5.74	100.00	0	0
Port Clarence hazardous	72.19	0	0	100.00
Thornhaugh	133.13	11.40	0	88.60
ENRMF	91.80	21.90	0	78.10

Site	2007			
	Tonnes landfill gas	Proportion flared	Proportion power generation	Proportion passively vented
Mark's Quarry	62.00	12.00	88.00	0
Port Clarence non-hazardous	58.15	100.00	0	0
Port Clarence hazardous	52.45	0	0	100.00
Thornhaugh	37.76	75.00	0	0
ENRMF	107.59	54.40	0	45.40

Site	2008			
	Tonnes landfill gas	Proportion flared	Proportion power generation	Proportion passively vented
Mark's Quarry	4255.40	6.40	93.60	0
Port Clarence non-hazardous	786.24	100.00	0	0
Port Clarence hazardous	327.00	0	0	100.00
Thornhaugh	436.80	75.00	0	25.00
ENRMF	873.60	55.00	0	45.00

# OUR INDICATORS

continued

## Environmental management continued

Total amount of landfill gas reported as CO<sub>2</sub> in tonnes per site divided by tonnes of waste handled <sup>GRI GA</sup>

This will give an indication of the amount of carbon emitted to atmosphere directly related to our landfill sites. This is a particular issue for waste companies as to whether the fossil fuel energy saving by generating electricity from landfill gas should be offset against total greenhouse gas emissions. Data for 2006, 2007 and 2008 is presented below:

Site	Mark's Quarry	Port Clarence non-hazardous	Port Clarence hazardous	Thornhaugh	ENRMF
2006					
CO <sub>2</sub> (tonnes)/tonnes waste	2.673	1.841	0.054	2.294	1.246
2007					
CO <sub>2</sub> (tonnes)/tonnes waste	0	0.155	0.018	0.183	0.074
2008					
CO <sub>2</sub> (tonnes)/tonnes waste	0	0.279	0.022	0.151	0.103

New in 2008 carbon footprint – amount of carbon in tonnes produced directly as result of business activity <sup>Augean</sup>

Carbon footprint for 2008 as reported by University of Wales at Swansea is 151,862.607 tonnes.

## Community

Number of complaints <sup>GA</sup>

Complaints are an indicator of our perceived and actual impact on our local community by our local community, and indeed by other stakeholders. Details of complaints made to each of our sites are provided below:

Site/number of complaints for 2006	Odour	Mud on the road	Dust	Noise	Other
<b>ENRMF</b>	3	0	0	0	0
<b>Port Clarence</b> landfill	0	0	0	0	0
<b>Mark's Quarry</b> non-hazardous	0	0	0	0	0
<b>Thornhaugh</b> non-hazardous and SNRHW	7*	0	1	2	1
<b>Cannock</b> treatment centre	0	0	0	0	0

\* These odour complaints relate to March and April 2006 where remediation works to remove overtipped waste and reprofiling of the landform were being undertaken. These works were necessary due to inherited compliance issues from the site's previous owners. No odour complaints were made to site since April 2006.

Site/number of complaints for 2007	Odour	Mud on the road	Dust	Noise	Other
<b>ENRMF</b>	1*	0	0	0	0
<b>Port Clarence</b> landfill	0	0	0	0	0
<b>Mark's Quarry</b> non-hazardous		Site now closed			
<b>Thornhaugh</b> non-hazardous and SNRHW	0	0	0	0	0
<b>Cannock</b> treatment centre	0	0	1**	0	0
<b>Hinckley</b> treatment centre	0	0	0	0	0
<b>Worcester</b> treatment centre	0	0	0	0	0

\* Odour complaint from resident in village. Upon investigation by site manager and visit to complainant it was determined that the site was not at fault and the complaint was subsequently withdrawn.

\*\* Complaint from neighbouring property relating to small scale dust release. Dust abatement plant was installed promptly to mitigate against further releases.

## Community continued

### Number of complaints <sup>GA</sup> continued

Site/number of complaints for 2008	Odour	Mud on the road	Dust	Noise	Other
ENRMF	0	2*	0	0	1**
Port Clarence landfill	0	0	0	0	0
Mark's Quarry non-hazardous		Site now closed			
Thornhaugh non-hazardous and SNRHW	0	0	0	0	0
Cannock treatment centre	0	0	0	0	0
Hinckley treatment centre	0	0	0	0	0
Worcester treatment centre	0	0	0	0	0
Avonmouth treatment centre	0	0	0	0	0

\* These complaints relate to mud on the road. In both cases they were caused by vehicles failing to use the wheel wash facilities at our East Northants Resource Management Facility. Appropriate action was taken by site management and there have been no further complaints received.

\*\* This related to the site road sweeper working after dark, however the vehicle is adequately fitted with lights to adequate road-worthy standards and is additionally fitted with warning beacons for the safety of other road users.

## Workplace

### Percentage of advertised vacancies filled internally <sup>Augean</sup>

Augean takes pride in developing and investing in our employees. We have had success with bringing individuals up through the business to allow them to fulfil their potential and career aspirations. We are growing fast, however, not all positions can be filled internally, but this indicator is still useful to demonstrate organic growth and skill development within our company. Percentage of advertised vacancies filled internally are presented below:

Vacancy details	% filled internally		
	2006	2007	2008
Middle management	0	50	50
Senior management	0	50	0
Supervisory	0	100	0
Sales	15	15	0
Operational	14	6	50

### Results of employee feedback survey <sup>Augean</sup>

The next employee survey shall be conducted during 2009 and reported in the 2009 CSR report.

### Amount of time and money invested in training per head <sup>GRI</sup>

We believe that investing in the personal development of our employees is fundamental to the success of our business.

Year	Training expenditure per head*
2006	£390.00
2007	£395.00
2008	£401.70

Mechanisms for recording time spent on training and continuous professional development are still in their infancy across the group. Progress of implementation and available data will be presented in our 2009 CSR report.

# OUR INDICATORS

continued

## Workplace continued

### Workforce diversity survey <sup>GRI</sup>

To ensure we understand the state of diversity and equality within our company we conduct a workforce diversity survey annually, the results of which are presented below:

Position within company	2006 %	2007 %	2008 %
Female directors (management board)	0	0	0
Male managers	77	86	81
Female managers	23	14	19
Male total	75	76	82
Female total	25	24	18

# FEEDBACK FORM

We value your feedback on our fourth CSR report which will be used to improve our future reports.

How would you rate the honesty and trustworthiness of this report?

- Excellent
- Good
- Average
- Bad
- Not sure

Did you find the information you were looking for?

- Yes
- No

If not, what information were you looking for?

---

---

---

---

Did we get the level of detail right?

- Yes
- No – too much
- No – not enough

Do you think we missed any topics that you feel should be covered in the context of this report?

- Yes – please provide detail below
- No

---

---

---

---

Which of the following are you?

- Investor
- Client
- Employee
- Contractor/supplier
- Local resident
- Regulator
- Academic/student
- Media
- Other (please state)

If you would like us to respond to your comments please provide your contact details below:

---

---

---

---

Thank you for taking the time to respond, your feedback is important to us.



Business Reply  
Licence Number  
RRAB - STSJ - XCUH



Abigail Piddington  
Group compliance manager  
Augean PLC  
4 Rudgate Court  
Walton  
Wetherby LS23 7BF

# GLOSSARY OF TERMS

## **BAT**

Best Available Technique

## **BS EN**

British Standard European Norm

## **BSI**

British Standards Institute

## **CCS**

Compliance Classification Scheme

## **CDM**

Construction, Design and Management

## **COSHH**

Control of Substances Hazardous to Health

## **COTC**

Certificate of Technical Competence

## **CPD**

Continuing Professional Development

## **CSR**

Corporate Social Responsibility

## **CSS**

Corporate Safe System

## **DGSA**

Dangerous Goods Safety Adviser

## **DSEAR**

Dangerous Substances and Explosive Atmosphere Regulations

## **EPIC**

Extractive Processing Industries Companies

## **EMS**

Environmental Management System

## **EWC codes**

European Waste Catalogue codes

## **GA**

Green Alliance

## **GRI**

Global Reporting Initiative

## **HSE**

Health and Safety Executive

## **IOSH**

Institution of Occupational Safety and Health (diploma)

## **IMS**

Integrated Management System

## **INCA**

Industry Nature Conservation Association

## **IPPC**

Integrated Pollution Prevention Control

## **ISO (9001; 14001)**

International Standards Organisation

## **LSE**

London School of Economics

## **LTCS**

Landfill Tax Credit Scheme

## **MRes**

Master of Research

## **NEBOSH**

National Examination Board in Occupational Safety and Health (diploma)

## **OHSAS (18001)**

Occupational Health and Safety Accreditation Scheme

## **OPRA**

Operator Performance Risk Appraisal

## **PFA**

Pulverised Fuel Ash

## **PPC**

Pollution Prevention Control

## **PPE**

Personal Protective Equipment

## **RIDDOR**

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

## **SNRHW**

Stable Non-Reactive Hazardous Waste

## **UKAS**

United Kingdom Accreditation Service

## **WAC**

Waste Acceptance Criteria

designed and produced by

**the design portfolio**  
**marketing services.**

[www.design-portfolio.co.uk](http://www.design-portfolio.co.uk)

## Augean PLC

4 Rudgate Court  
Walton  
Wetherby LS23 7BF

Tel: 01937 844980  
Fax: 01937 844241  
www.augeanplc.com  
contact@augeanplc.com

## Contacting Augean

To find out about how Augean can help your business call us on 01937 844980, fax us on 01937 844241 or email us at [contact@augeanplc.com](mailto:contact@augeanplc.com) to arrange for a sales adviser to call you.



Augean's commitment to environmental issues is reflected in this corporate social responsibility report, which has been printed on Revive 50:50 comprising 50% recycled fibre and 50% virgin fibre certified by the FSC and produced at mills with ISO 14001 environmental management systems.

This document was printed by Beacon Press using **pureprint**, their environmental print technology which minimises the impact of printing on the environment. All energy used comes from renewable sources, vegetable based inks have been used and 94% of all dry waste associated with this production has been recycled. Beacon Press is a CarbonNeutral® printer.

Both the printer and the paper mill are registered to ISO 14001.