Impact Report

2023

— Make it Possible —

Materials | Carbon | Energy | People

Contents

Foreword

In 1987, the United Nations Brundtland Commission introduced a timeless definition of sustainability: **“Meeting the needs of the present without hindering future generations from meeting their own needs.”** A generation later, this principle remains unchanged and just as pertinent.

To turn this vision into reality, I am certain that **sustainability must be embedded in the heart of every organisation**. It is more than just an add-on; it is the foundation of **growth, excellence, and innovation.**

With each year, the urgency for proactive measures intensifies. Now is the time for concrete, straightforward solutions. Awareness of environmental and sustainability issues has become widespread among organisations and consumers alike, with **actionable solutions at our fingertips.**

My belief in our capacity for impactful action has never been stronger. I can state with assurance that WRM is equipped to guide any organisation on the path of sustainability.

This report highlights the significant contributions of WRM’s efforts and our dedication to **making sustainable progress possible.**

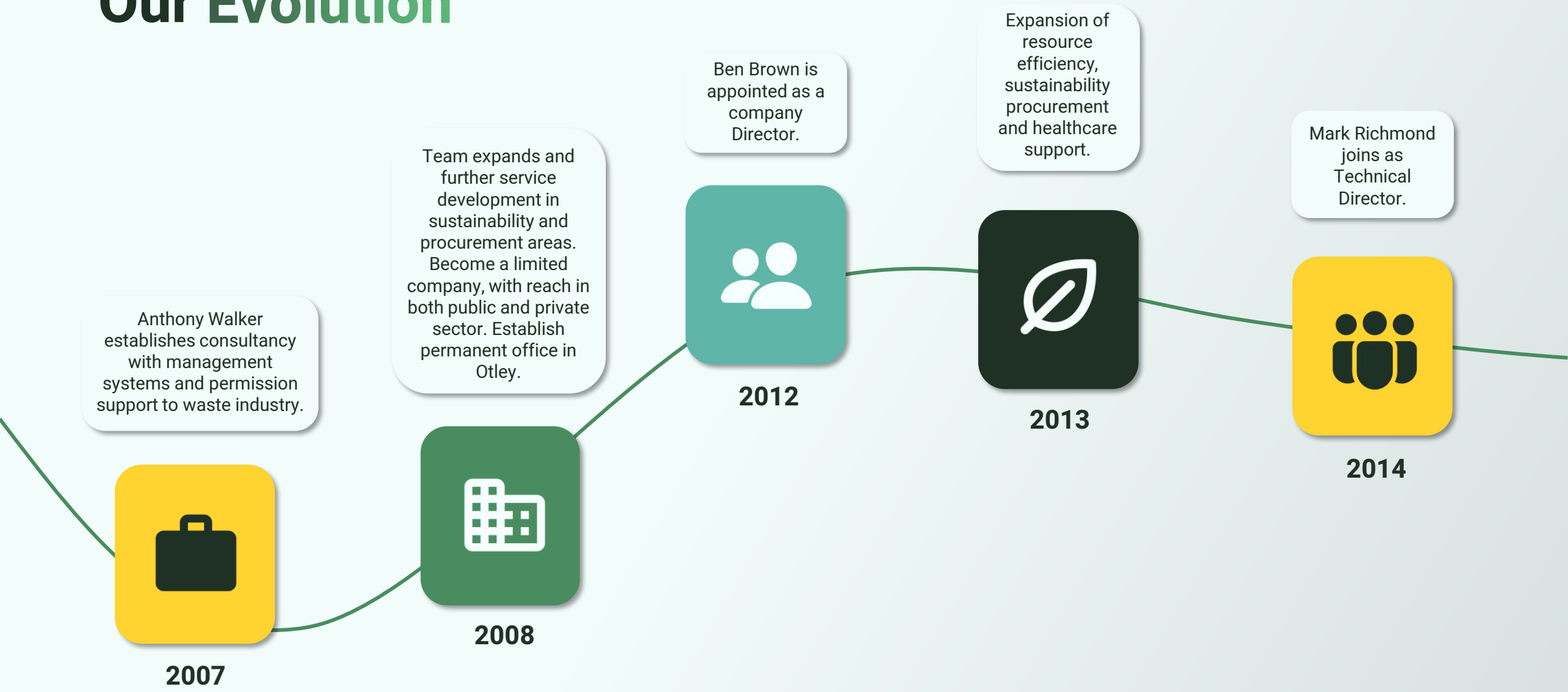
Anthony Walker
Managing Director

About Us

18 Manor Square in Otley, Leeds. Once an old bank, this historic building has been brilliantly renovated to provide a new home for WRM.

WRM Make it Possible

Our Evolution



Our Evolution

Move to larger office at Wharfebank Mill to accommodate expanding team including Martin Ropka, Beth Watson and James Hay.

2018

Renovation of new home at 18 Manor Square; International projects commence.

2020

Our first Mental Health and wellbeing campaign is launched and we achieve mindful employer status.

2022

WRM commits to Net Zero by 2045, formalisation of our in-house impact team is formed, all staff are trained in Carbon Literacy and the team expands to 20.

2023

Matthew Greenhill made Head of Sustainability, Gold Carbon Literacy award achieved and external UKAS accreditation of established IMS commenced.

2023

Sustainability is at the heart of all organisations, **driving growth, excellence and innovation**.

To expertly deliver a **technically diverse** range of environmental and sustainability services which **provide assurance, ensure legal compliance, enhance social value and elevate commercial resilience.**

To assure our customers that **progress is always possible** on their sustainability journey.

Our Team

Our Values

Sustainable at Heart	Sustainability is at the heart of all our decisions, we care about the environment and social impact alongside business performance.
Sharp and Straight-up	We deliver serious technical expertise, in an honest, passionate, and authentic manner.
Awesome as Standard	We work hard for each and every individual client, exceeding customer expectations, delivering exceptional quality service and great value.
People and Numbers	Our team is vital to the success of our business and the projects we deliver. We empower and support each other to realise professional and personal life goals.

Our Progress

WRM accepting the Gold Carbon Literate Organisation Award from the Carbon Literacy Project.

WRM Make it Possible

Highlights of 2023

We began the **UKAS certification process for our Integrated Management Systems 14001, 9001 and 45001.**

We were awarded the **Gold standard for Carbon Literate organisations**, having successfully delivered Carbon Literacy training to just under **500 professionals** across the country.

Our recently formed wellbeing working group finished the dedicated **office wellbeing space** and achieved **Mindful Employer** status two years in a row.

The **WRM team expanded by 3 staff members**, welcoming additional support to a range of departments.

Mark Richmond, Technical Director at WRM, was voted by the Anaerobic Digestion and Biogas Association as **lead of their 'Food Waste' working group**.

Our Performance

For a full explanation of our progress indicators, please refer to the appendix (Part One – Our Progress).

1. **100%** — Electrical equipment purchased as second hand
2. **▼ 6.1%** — Change in sheets of paper used
3. **100%** — Legacy electrical equipment offered to WRM workforce
4. **55%** — Proportion of total waste recycled (2% increase since baseline year)
5. **2,706 $kgCO_2e$** — GHG emissions avoided through ultra-low carbon & active travel
6. **541.8 kgCO2e** — Greenhouse Gas (GHG) emission reduction opportunities identified through Carbon Literacy pledges
7. **▼ 10.5% tCO_2e** — Change in GHG emissions
8. **▼ 25.5%** — Change in average GHG emissions / employee (0.37 tCO_2e)
9. **7** — Additional staff members trained in Carbon Literacy

12

▼ 4.5%

Change in electricity consumption

13

▼ 44.5%

Change in gas consumption

11

100%

Proportion of electricity and gas supplied by a renewable energy provider

14

10

Total wellbeing sessions

17

100%

Proportion of workforce retained

10

100%

Proportion of lighting supplied by LED bulbs

15

4

Mental health first aiders trained

16

7

Number of new roles developed

Our Plans for the Future

Materials

We will continue to update our supplier screening process to include factors such as ISO accreditation.

We will introduce environmental criteria, metrics and considerations for the products we procure, alongside a focus on cost and availability.

We will regularly report on our energy and water usage progress.

We will continue to identify opportunities to convert our waste into a resource.

Carbon

We will strive to improve our scope 3 calculations as more data becomes available.

We will include sustainability and net zero as a mandatory training module in the onboarding and educating of new starters.

We will engage with our staff to support them in minimising waste and carbon at home.

We will create a Climate Change Risk Assessment and Adaptation Plan.

Energy

We will explore generating our own onsite renewable or ultra-low carbon energy.

We will review our office site and identify opportunities to install electric vehicle charging points.

We will work with staff to calculate the commuting and homeworking emissions and ensure regular data capture.

We will engage our staff in energy saving practices at home and in work.

People

We will show evidence that staff wellbeing has improved by greater access to green space and green features during work.

We will provide staff with opportunities for local volunteering.

We will provide training sessions on diversity, LGBTQ+ rights, equity and inclusion.

We will continue to offer internship opportunities for university students.

How We Do It

To ensure we reach our Net Zero and sustainability targets we have developed a comprehensive Sustainability Action Plan. This plan outlines 122 individual actions under 10 key themes to tackle carbon emissions and long-term sustainability in every aspect of our operations and influence.

This internal document details each intervention with designated action leads, timescales for completion and monitoring frequencies to ensure that actions are successfully implemented. All actions have been discussed and agreed upon by the cross-departmental sustainability working group to ensure they are material and realistic for WRM.

To successfully achieve our sustainability and carbon reduction targets, it will require all employees to support and commit to playing their part in WRM's sustainability journey. The roll-out of additional financial support will also be required to reach Net Zero by 2045.

122 Actions

Net Zero by 2045

Our Key Themes

- Corporate Approach
- Asset Management & Utilities
- Estates & Facilities
- Digital Transformation
- Greenspace & Biodiversity
- Workforce & Partnerships
- Travel & Transport
- Supply Chain & Procurement
- Adaptation
- Social Value

Our Work

WRM on one of our routine bioaerosol monitoring site visits at the Greener Composting Ltd facility.

WRM Make it Possible

Our Expertise

Materials

We propel the development of waste management infrastructure, creating a more circular economy, and enabling the production of high value secondary resources.

Carbon

We develop strategies for public and private sector organisations that have a measurable environmental impact, including the quantification and reduction of carbon.

Energy

We enable organisations to understand and reduce their energy consumption, whilst implementing renewable and low carbon energy solutions.

People

We support the development and empowerment of your staff to be the change to protect our environment and transition to a sustainable future.

WRM provide assurance through pragmatic, honest and actionable advice, enabling organisations to improve their sustainability and environmental impact in these key areas.

Our Clients

We work with clients across various sectors and industries including healthcare, finance, law, agriculture, energy, local authority/government, manufacturing and waste & recycling.

NHS
The Leeds Teaching Hospitals
NHS Trust

NatWest

forbessolicitors.

biowise

VITAL ENERGi

GMCA
GREATER MANCHESTER COMBINED AUTHORITY

SURRIDGE

CODFORD BIOGAS
Energise your waste

For a full explanation of our progress indicators, please refer to the appendix (Part Two – Our Work).

Materials

A
100%
Woodsure, end of waste, PAS, ISO and CMS audit certification rate

B
768,982T
Quantity of PAS100&110 certified compost returned to land

C
£135M
Total value of procurement contracts supported

D
1,818,500T
Additional permitted waste processing capacity applied for

Carbon

E
1,732,281 tCO_2e
GHG emissions avoided through landfill circumvention

F
64,633 tCO_2e
GHG emission reduction opportunities identified through carbon assessments

G
£1.5M
Total value of carbon assessment business cases supported

H
1,273 tCO_2e
GHG emission reduction opportunities identified through Carbon Literacy pledges

For a full explanation of our progress indicators, please refer to the appendix (Part Two – Our Work).

Energy

I

202
Megawatts

Low carbon energy capacity supported

J

222,403

Potential equivalent number of properties served by low carbon appliances (electricity only)

K

160,355
tCO_2e

Potential equivalent GHG emissions avoided through low carbon energy capacity support

People

L

497

Participants trained in Carbon Literacy

M

400

Participants trained in ESG & Sustainability

N

£3M

Value of sustainability funding applications supported / made

Showcase Projects

For a full explanation of project outcomes, please refer to the appendix (Part Three – Showcase Projects).

Biowaste Strategy Review

GMCA GREATER MANCHESTER COMBINED AUTHORITY

1

Sustainability Secondment

NHS The Leeds Teaching Hospitals NHS Trust

3

MCPD Permit

VITAL ENERGi

5

Life Cycle Assessment

BIOMARA

2

ESG Audit, Strategy & Training

Archus
The healthcare infrastructure specialist

4

Competence Management System

OCL regeneration ltd
SUSTAINABLE MATERIAL SOLUTIONS

6

Our Partners, Associations & Accreditations

WRM celebrating with partners and peers at the Yorkshire Asian Business Association Gala Dinner.

WRM Make it Possible

The University of Leeds

Since 2014, WRM's partnership with the University of Leeds has provided students with valuable research placements in environmental consulting, influencing our operations and yielding practical insights.

This collaboration has led to **impactful briefing papers** and the creation of **11 graduate jobs**, leading to long careers at WRM, demonstrating our commitment to **local and educational social value**.

We are grateful to the University of Leeds for their support and look forward to nurturing this relationship further.

Our Associations & Accreditations

CIWM

iema
Institute of Environmental Management & Assessment

wra
Wood Recyclers' Association

NFU

BASIS

ADBA
Anaerobic Digestion and Bioresources Association

Carbon Literate Organisation
Gold

REA
RENEWABLE ENERGY ASSOCIATION

barbour consolidated

MINDFUL EMPLOYER

yaba
yorkshire asian business association

fsb

nebosh

Supporting Information

WRM – Make it Possible. Let's Grow Sustainably!

WRM Make it Possible

Appendix – Part One (Our Progress) (Page 1 of 2)

This data was collected and calculated for the calendar year 2023:

1. We ensure that 100% of all electrical equipment including laptops and monitors are purchased as send hand refurbished items to extend their lifespan and avoid emissions associated with the production of newly procured items;

2. We raise awareness on the importance of minimising paper use and embracing digital alternatives across the team. In 2023 a focussed campaign aimed at reducing printing resulted in 270 fewer sheets of paper used (a 6.1% reduction since our baseline year);

3. We offer 100% of our legacy equipment to WRM staff members, giving old but functional equipment extended life, before responsible disposal;

4. We monitor all waste streams, ensuring that recyclable waste is segregated and diverted from non-recyclable materials. In 2023, a total of 1,960 litres of waste was recycled (55% of our total waste production). This was a 2% increase in the proportion of waste recycled since our baseline year;

5. At WRM, we offer hybrid ways of working to reduce demand on travel and allow our employees to balance their work/life priorities. On average, staff members commute to the office twice a week. Our sustainability working group recorded all modes of transport over the course of 2023 and found a carbon emission avoidance of 2,706kg CO_2e through low carbon/active choices;

6. Seven members of staff received Carbon Literacy training in 2023. The actions committed as part of the qualification requirement enable estimated carbon reductions of 5-15% per person (as benchmarked by the Carbon Literacy Project). As such, a maximum emissions potential of 581.8kg of CO_2e was avoided as a result;

7. In 2023, our total carbon footprint was 19.45 tCO_2e, an 10.5% reduction from our baseline year (2022). This is a significant milestone considering we expanded our team by 3 members. In 2023 scope 3 made up 71% of our total emissions. Scope 3 includes employee commuting and homeworking emissions both of which are the two largest emission sources for WRM. The third largest emission source is our fleet emissions which made up 25% in 2023 of our total carbon footprint. WRM's pathway to net zero requires a greater understanding of our scope 3 emissions, which includes our water supply and waste, business travel, printing, waste management, commuting and home-working emissions. Our commitment to reaching this emissions value by 2045 is a realistic but ambitious target, and will require engagement from all internal and external stakeholders;

8. Considering this value, we looked to calculate the change in average GHG emissions / employee in WRM. We found that since our baseline year, this had reduced by 25.5% on average (0.37 tCO_2e);

9. Total number of additional staff members from WRM trained in Carbon Literacy;

Appendix – Part One (Our Progress) (Page 2 of 2)

This data was collected and calculated for the calendar year 2023:

10. 100% of lighting in our Otley based office is maintained and replaced with LED bulbs which have a significantly lower energy use rating (80-90% on average) than normal halogen light bulbs and can last up to 25% longer;

11. Although we recognise that our energy is supplied by the national grid which contains a mixture of energy sources, we actively promote the generation of green energy by purchasing our supply from a 100% renewable energy provider;

12. Since our baseline year, WRM has reduced its electricity consumption by 4.5% (106 kWh – taken by automatic meter readings);

13. Since our baseline year, WRM has reduced its gas consumption by 44.5% (1322 kWh – taken by automatic meter readings);

14. At WRM we have made significant strides in prioritising the mental and physical health of our workforce. In 2023 we held 10 weekly wellbeing sessions, where we were guided through meditation and breathing techniques, and other exercises to relieve stress.

15. We also trained four mental health first aiders;

16. The WRM workforce saw the creation of seven new roles in 2023, including four Heads of Service, an IT Manager, a Partnerships and Networking Lead, and a Marketing Manager;

17. In 2023, WRM also saw a 100% retention rate in its workforce, and welcomed an additional three members of staff, expanding our resource in marketing, procurement, management systems and sustainability.

Appendix – Part Two (Our Work) (Page 1 of 1)

This data was collected and calculated for the calendar year 2023:

A. The percentage of successful Woodsure, End of Waste, PAS100, PAS110, ISO14001, ISO45001, ISO9001 and CMS audit certifications;

B. Tonnes of certified PAS100 and PAS110 product recovered and returned to land through WRM PAS support;

C. Total value of procurement projects supported;

D. Tonnes of additional permitted capacity applied for on behalf of our clients;

E. Tonnes of potential GHG savings by landfill circumvention of the permitted throughput from sites with existing permits. Calculated by isolating the difference between the emissions produced if the permitted throughput of the waste was sent to landfill, minus the CO_2 produced through the recovery process. The figures for CO_2 produced are taken from UK Government guidance and is a potential, based on operating 24/7 at 100% (https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2023);

F. Tonnes of potential GHG emission reduction opportunities identified through carbon assessments, including sustainability strategies, carbon reduction plans and NHS green plans;

G. Total value of carbon assessment businesses cases we have developed or supported our customers to apply for;

H. Tonnes of potential GHG emission reduction opportunities identified through Carbon Literacy pledges, estimated from the benchmarks set by the Carbon Literacy Project (ranging from 5-15% reductions for low-high impact actions);

I. Total megawatts of low carbon energy capacity supported by permitted/PAS certified facilities. These are the net thermal input ratings of the low carbon CHPs/boilers on the sites we work on;

J. Potential equivalent number of properties served by these low carbon appliances, assuming appliances are on at full power, every hour of the year, and the average electricity use per average household (2-3 bed house, 2-3 people) is 2.7MWhr, respectively (https://www.ofgem.gov.uk/information-consumers/energy-advice-households/average-gas-and-electricity-use-explained);

K. Potential equivalent GHG emissions saved through low carbon energy capacity support, by calculating the reduction in GHG emissions from natural gas and non-renewable electricity to low carbon heat and electricity. Conversion factors were selected based on the renewables technology and the material combusted (https://www.ofgem.gov.uk/information-consumers/energy-advice-households/average-gas-and-electricity-use-explained; (https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2023));

L. Total number of participants that have attended Carbon Literacy training sessions held by WRM;

M. Estimated number of participants that have attended ESG and sustainability training held by WRM;

N. Total value of sustainability funding applications that have either been supported or applied for by WRM.

Appendix – Part Three (Showcase Projects) (Page 1 of 2)

1. WRM was commissioned by the Greater Manchester Combined Authority (GMCA) to produce a business case of the most up to date costs, emerging technologies and innovations, transfer and bulking options and site suitability. This proceeded the development of a comprehensive biowaste strategy in 2020. The business case confirmed the strategy's structure, which focused on the management of household organic waste, considering local factors and aiming for carbon reduction. It included a waste collection strategy for nine authorities, efficiency-driven transfer and bulking options, and a treatment strategy that explored innovative technologies like dry anaerobic digestion. A bespoke evaluation model assessed the strategy based on carbon emissions, recycling metrics, and costs. The preferred strategy involved co-mingled waste collection and a dry anaerobic digestion facility on a DBO basis, which underwent consultation and additional evaluation to align with national policies. The strategy, supported by various governance groups, will guide major procurement activities from 2024, reflecting the requirements of the evolving waste and resource strategy;

2. WRM was thrilled to play a pivotal role in carrying out a thorough Life Cycle Assessment (LCA) for Biomara. The procedure commenced with the determination of the LCA's scope, which included the model to be employed, the supply chain's breadth, and the impact categories based on potential impacts from production activities. An inventory was compiled, encompassing factors such as emissions, energy requirements, and material flows for each process. While primary data was given precedence, secondary data was utilised when necessary. The environmental impacts were then calculated using this inventory data, resulting in a Life Cycle Impact Assessment (LCIA) that quantified the impact at each stage of the production process and supply chain. The results were analysed in the context of the initial goal and scope, identifying significant issues and evaluating the completeness and sensitivity of the study. This rigorous procedure facilitated a deeper understanding of the environmental impact of their seaweed-derived products, paving the way for effective reduction strategies;

3. Over the past eight years, WRM has been deeply committed to providing a seconded Sustainability Management service to The Leeds Teaching Hospitals NHS Trust (LTHT). This collaboration is of great importance to us. We've authored three iterations of their organisational Green Plan, and have consistently developed and tracked their carbon footprint throughout this period. In the absence of an internal Head of Sustainability in 2023, we've also managed three large scale secondments and extended our support to various sustainability workstreams, including governance, assurance, staff engagement, project support, and stakeholder engagement. One notable project included a carbon assessment for the Trust, in which our team reviewed the benefits of using cold metal sticks instead of ethyl chloride spray to test the effectiveness of anaesthesia in patients. As we look to the future, WRM is eager to leverage this extensive experience in sustainability within the NHS to develop long-term partnerships with other trusts and organisations. We hope that, through these partnerships, we can provide critical assurance that for this hugely valued public service, decarbonisation is possible;

4. WRM are delighted to have had the opportunity to collaborate with Archus on their ESG initiative. The project was a comprehensive journey that started with a materiality assessment, where we engaged with both internal and external stakeholders to identify existing ESG activities and future aspirations. This engagement led to the development of a strategic framework that prioritised ESG activities in line with stakeholder expectations. An action plan was then crafted, focusing on key areas for ESG enhancement and considering B Corp reporting aspects. The pinnacle of our efforts was the creation of a branded customer-facing strategy document. This was complemented by a series of online training workshops aimed at upskilling the workforce about the significance of ESG, its implications for Archus, and how each team member could play a part in its successful implementation. We are extremely pleased with the value this project has brought to the Archus team and look forward to seeing the positive impact of their ESG efforts in the future;

Appendix – Part Three (Showcase Projects) (Page 2 of 2)

5. Vital Energi Utilities Ltd, a company specialising in multi-technology energy solutions, embarked on installing a new dual-fuelled boiler at the Energy Centre serving York Hospital. The boiler's capacity exceeded 1MWth, necessitating permitting under the Medium Combustion Plant Directive (MCPD). However, existing boilers on-site also had capacities greater than 5MWth, leading to uncertainty about the specific environmental permit required. In collaboration with Vital Energi, WRM provided expert MCPD guidance. Our team determined the Energy Centre qualified for a Standard Rules SR2022 No.9 permit. We prepared supporting documentation, including an Environmental Management System, and submitted it to the Environment Agency. As a result, an environmental permit covering all appliances was issued in November 2023. The existing boilers were permitted ahead of the deadline, ensuring compliance with Environmental Permitting Regulations. Our ongoing successful partnership with Vital Energi continues. We look forward to supporting Vital Energi with additional sites requiring permitting support in the future.

6. OCL Regeneration Ltd, a company operating three waste management facilities for recycling tar-bound asphalt materials, demonstrated their technical competence through an individual with WAMITAB certification. However, as the individual was set to retire, and the company needed to explore options to replace this competency. OCL contacted WRM to help them investigate the various routes available for certification. This included: WAMITAB, which involves training and portfolio development, and CMS (Competence Management System), which integrates into the business more holistically. WRM proposed delivering a CMS route, including staff training and preparation for audit, as a fixed-price service. The CMS helped identify gaps in knowledge and training, and facilitated improve in staff performance and career development. It also freed up more time with a reduced EA attendance time requirement. The system aligned well with environmental permitting regulations and there was no requirement for revision and exams. We were pleased to support OCL in this new management system venture, and look forward to working with them closely in the future.

— Make it Possible —

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