

Appendix 1 - Veolia Annual Service Report

VEOLIA ANNUAL SERVICE REPORT

The Disposal Contract is for 25 years (2010-2035) between Medway Council and Veolia Medway Transfer Station.

A new Recycling Contract was agreed between Veolia and Medway Council for the management of recycling at Medway Transfer Station. This contract ran for an initial 2-year term, 1st October 2022 to 30th September 2024, with the option of a 2-year extension by mutual agreement. This option to extend has been mutually agreed upon by both parties and will now run until 30th September 2026. The award of this contract builds upon the already strong relationship between the two organisations.

This Annual Service Report is an integral part of the contract that exists between Veolia Environmental Services and Medway Council in so far as it is the agreed mechanism for the delivery of continuous improvement and is fundamental to the contract's performance management framework.

Disposal Contract destinations

Residual Waste

Residual waste is split into 3 waste streams on arrival at the transfer station, due to acceptance criteria at the end destinations:

- Black bag waste that can be sent to an Energy from Waste plant (EFW)
- Bulky waste that can be sent to a Refuse Derived Fuel (RDF) processing facility
- Persistent Organic Pollutants (POPs) are sent to specialised RDF facilities for processing before being incinerated.

To ensure service continuity, Veolia utilise several residual waste facilities as detailed below.

Enfinium, Kemsley (formerly Wheelabrator)

Enfinium UK is the fourth largest UK waste-to-energy business and currently has an annual waste processing capacity of over 2.2M tonnes (2.4M tons), and a total combined electric generating capacity of 245MW (gross) — enough energy to power more than 500,000 UK homes. Through the combustion process, high-pressure steam is created to power the turbine engine producing electricity for homes and businesses across the UK. As part of the process, metals and bottom ash are extracted for recycling and gas pollutants are treated.

Veolia South East London Combined Heat and Power (SELCHP)

SELCHP is a major [energy from waste](#) incineration plant located in [South Bermondsey, London](#) designed to generate both heat and electricity. The plant can generate up to 35 MW of power using a steam turbine in electricity-only mode. It can incinerate up to 420,000 tonnes per year of [municipal solid waste](#) and recover energy from the waste, supplying enough electricity to power around 48,000 homes. As part of the process, metals and bottom ash are extracted for recycling and gas pollutants are treated.

Bulky waste

Bulky waste is predominantly sent to Veolia's Greenwich Refuse Derived Fuel (RDF) facility, which can accept up to 16,000 tonnes of waste per annum from the Medway contract. Through the RDF process, recyclable materials are extracted, such as metal, electrical items and paper/card before the material is shredded and baled. The resulting RDF bales are then used as fuel at EFW facilities in the UK and Europe.

Veolia Canterbury Transfer Station, is utilised as a contingency bulky waste processing facility. The Transfer station also has the ability to shred bulky and POPS waste compliantly. The waste is shredded and sent to a UK EFW facility.

Landfill

Veolia operates a landfill site in Rainham, Essex. Waste is only sent to landfill as a last resort when other options have no capacity.

Mattresses

Mattresses collected as bulky waste and through recycling centres are processed by Matt UK, based in Chatham Dockyard. The units are deconstructed into their constituent parts (such as steel, cotton, foams and other fibres) before being sent for either recycling where a market exists or used as a fuel in RDF.

Roadsweepings

All mechanical street cleansing arisings are sent for processing at a Veolia site in Essex, where they achieve a 99% recycling rate. After being sorted and separated into distinct material bays, organic matter, sand, gravel and cobbles are each layered on top of the adjoining landfill in order to control waste and wind-driven erosion, store water and protect from freeze/thaw cycles. Sand and gravel remove infiltrating water to prevent ponding and help stop the downward flow of water into the waste. Only 1% of roadsweepings in the 2023/24 contract year consisted of contamination (litter).

Waste containing Persistent Organic Pollutants (POPs)

DEFRA and the Environment Agency undertook investigations into the presence of Persistent Organic Pollutants (POPs) in waste streams, which resulted in guidance being issued to manage the pollutants. This guidance impacted upholstered items only, such as sofas, sofa beds, armchairs, dining chairs and desk chairs and led to a significant change in the way these items are collected and processed, including:

- Segregated collections (flytipping, bulky waste and HWRCs).
- Separate the bulking of waste at the Veolia transfer station.
- Treatment through incineration which has been approved for complete destruction of POPs.

Veolia worked with Medway Council to provide a compliant waste bulking and incineration treatment solution for waste containing POPs that went live in early 2023.

Review of Christmas Disposal

As part of the Waste Disposal Contract, Veolia is responsible for ensuring that there is sufficient transfer capacity, haulage and treatment facilities in place to manage the increased demand for waste disposal over the Christmas period. After the supply issues over the 2023/2024 Christmas period. Veolia and Medway council worked together to ensure additional haulage and disposal contingencies were in place along with implementation of an extended collection methodology by Medway Council which contributed to a successful Christmas 2024/25

Recyclate Contract destinations

Recycling material is separated on arrival at the Medway Transfer Station. Material is quality checked on arrival to ensure we are providing a high-quality commodity to onward processors and end markets as detailed below.

Mixed paper and card

Separate paper and card collected at the kerbside is sent to Palm Recycling, Norfolk, for processing. Here, material is sorted and sent through the pulping process to be made back into paper and card products.

Recyclate

Mixed containers collected at kerbside are sent to Veolia Southwark's Materials Recycling Facility (MRF). Through a state-of-the-art mechanical and manual process, the material is separated into streams such as glass, paper and cardboard, steel and aluminium cans, plastic and cartons ready for onward processing.

Glass

Glass deposited at bring sites such as jars and wine bottles is sent to Selica. The material is then made into glass cullet for bottle manufacturers providing a closed-loop process.

Waste Electrical and Electronic Equipment (WEEE)

WEEE collected through bulky collections or flytips, such as TVs, fridges/freezers, cookers and kettles, is separated on arrival on site. The material is then sent to SWEEEP Kuusakoski, Sittingbourne, Light Brothers, East Sussex and European Metal Recycling (EMR), Rochester, where it is processed in line with the WEEE Directive.

Metal

Metal segregated by collection crews through bulky collections or flytips is separated on arrival on site. The material is then sent to EMR, Rochester, where it is processed into new metal products.

Tonnages Tipped at Medway Transfer Station (Contract Year)

Residual waste	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Black sack waste	60,425	62,822	58,286	57,719	58,188	58,760
HWRC waste	4,758	4,924	4,262	3,966	3,982	3,368
Bulky waste	1,064	967	889	1,041	1,223	828
Street cleansing	4,500	4,449	3,521	3,713	3,873	3,394
Flytipping	659	727	747	628	467	871
Mattresses	304	340	345	295	243	242
TOTAL	71,709	74,229	68,050	67,361	67,977	67,462

Recycling	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Kerbside recycling	19,645	21,006	18,842	18,061	17,898	17,828
Garden & food	23,469	24,506	20,780	21,336	20,981	19,207
Glass (bring bank)	353	299	289	263	223	210
Paper (bring bank)	118	119	114	105	128	125
WEEE	208	208	187	194	189	176
Wood	2	3	12	9	7	12
Rubble/hardcore	18	6	-	-	8	-
Tyres	7	11	8	8	1	-
Metal	38	25	14	18	20	18
TOTAL	43,857	46,182	40,246	39,994	39,456	37,576

Future developments

Energy audit

As part of the long-term contract between Veolia and Medway Council and the long lease on the site until 2041, Veolia planned an energy audit on the site to look at ways of improving the site and its efficiency. This took place in Q4 2023 with the view to have solar panels installed on the workshop and transfer station (which could reduce electricity consumption by 23% in year 1). Structural surveys have been completed pending approval from the site owner for installation. Now all legal agreements have been approved by the site owner. We plan to have the solar panels installed in Q1 2026.

MRF

Planning permission was granted for the construction of a container MRF at the George Summers Close site. Work will commence once guaranteed tonnages are obtained to make the building of the MRF viable. Planning permission has now lapsed.

Haulage

Veolia signed a 2-year contract with a haulage contractor ensuring continuous waste movements, which has been extended for a further year for 2024. We have been successful with implementing two of our own Veolia vehicles based at the Rochester depot to haul waste to different end destinations with a further 4 Veolia vehicles based at our other site at George Summers Close. The transfer station also has a close working relationship with Nicholls Haulage, who work with Veolia to haul waste into the Kemsley ERF. In 2024 / 2025 the haulage contract was extended and we have increased the number of internal vehicles.

Partnership working

Veolia continue to induct new Medway council staff so that they can safely access and utilise the Whitewall Road Transfer Station. Annual refresher inductions are carried out for existing staff.

Veolia have transitioned the Rochester TS workforce from temporary & agency to permanent contracts. A change from agency staff to direct employment has meant job security, long-term prospects and the opportunity to build other relationships with staff. Another benefit seen by permanent employees is higher levels of commitment from staff, fewer lost sick days and a more motivated workforce delivering an improved service.

As we continue to work closely with the Client, we hold monthly meetings to discuss disposal and continue developing the excellent working relationship.

We continue to use a Skills Gap Analysis for all our staff and have recognised training needs and introduced improved training programmes.

Health & Safety & Staff Welfare

At Veolia, we place health and safety at the heart of our operations and work hard with staff to report near misses when they see them. During this contract year, we have had zero RIDDORS, zero accidents and zero days lost time due to accidents.

ACCIDENT TOTAL	Days since a Lost Time Accident
0	0

Veolia also provide several benefits to improve staff health and wellbeing including:

- Simply Health - provides benefits to staff for dental, medical and optical insurance.
- Back in Action physiotherapy services – weekly clinic with on-site Physiotherapist.
- Optima Health – occupational health.
- Employee Assistance Programme – free-phone confidential service on all aspects of life from Debt, Health, Bereavement, Divorce, etc.
- Online Health Matters portal for all staff.
- Mental Health First Aider.

Staff development

Veolia continues to provide our staff with any training and development needs to encourage promotion within the contract/company and increase the staff skills, including environmental awareness and IOSH.

We have continued to use a Skills Gap Analysis for all our staff and have recognised training needs and introduced improved training programmes.

Veolia Purpose and Values:

Respect

For us, respect means treating people how they'd like to be treated.

We see the world as you do



RESPECT

See why treating people with **respect** matters. Respect is something that everyone has the right to in every workplace and here at Veolia it's no different. It's only fair that all our people treat each other with dignity and decency, as that's how we create a fair place to work where our people can be themselves.

Customer Focus

For us, customer focus means understanding exactly what our customers need.

We see the world as you do



CUSTOMER FOCUS

See how important our **customer** relationships are. When we listen, we learn. It's the best way to respond to our customers' needs, it's what helps us deliver fresh ideas that suit them to build strong relationships. From there, we can work towards their goals, while moving towards ours at the same time. Once we understand each other, our potential together is limitless. And it all starts with trust and openness.

Community Spirit

For us, community spirit means doing what's best for our colleagues, customers and communities.

We see the world as you do



COMMUNITY SPIRIT

See just how much we can do together. When your team is committed to creating meaningful change, you're part of something bigger. And everyone's different perspective on how to make that happen is key. So we openly support each other, our customers and **community**, to help everyone grow and move forward. It's how we support local communities and how we've built our own.

Responsibility

For us, responsibility means knowing the difference we can make.

We see the world as you do



RESPONSIBILITY

See the crucial part we all play. When you see the world as we do, you can see the environment's potential. That potential is what gives us a sense of **responsibility** to change our future and create a better, more sustainable world.



INNOVATION

See how even the smallest changes can make the biggest difference. [Innovation](#) plays a part in everything these days, but it's easy to forget what it's actually for. It doesn't mean we rely on technology to do our jobs for us. It means looking for better ways to stay productive, working smarter and finding new ways to get the most out of what we do, no matter what part of the business we're in.

Veolia UK is part of a worldwide Group of companies, with over 163,000 employees worldwide, the Group designs and provides water, waste and energy management solutions that contribute to the sustainable development of communities and industries. We are no longer just a waste management company, with the integration of Energy and Water and the constant drive for new technologies to turn waste into a resource. There is a huge amount of knowledge and resources investing in the latest technologies for the benefit of all our customers while maintaining our commitment to improving the quality of life for local communities.

Veolia can deliver the benefits of district heating using a centralised energy plant to provide heat and potentially electricity and cooling for groups of buildings - ranging from private developments, social housing, community, educational and commercial buildings, campuses or even whole cities. Veolia can also manage the distribution network installation and scheme management through a dedicated Energy Services Company (ESCO) arrangement. Typical applications include housing, business parks, and hospital sites.

Veolia Environmental Trust

Veolia contributes to many grant schemes across the UK. Alongside the work done by the [Veolia Environmental Trust](#), we work with local authorities across the UK. These schemes offer grants to local people involved in local projects, with the aim of improving their local community and environment. The trust funds the improvement of community spaces available to all: such as public play areas, skateparks, community centres, village halls, parks and nature reserves. Applications for funding for these projects are accepted from not-for-profit organisations and local authorities.

The Trust also considers applications from ENTRUST-enrolled environmental bodies who want to make landscape-scale environmental improvements through habitat creation or management, and species protection.

Charities

Veolia have also supported The Groundwork Team this year, a charity all about mobilising community action to eradicate poverty and protect the environment. The Groundwork team is passionate about creating a future where every neighbourhood is vibrant and green; every community is strong and able to shape its own destiny; and no one is held back by their background or circumstances. To Veolia this sounds like an amazing ambition – and one that echoes our own Resourcing the World mission. Groundwork has been managing local community projects for almost 40 years now, helping to improve the lives of people across the UK and Ireland. From the team of [Green Doctors](#), who visit vulnerable households and offer energy efficiency advice to help keep homes warm, to the [Community Enablers](#), who give people the skills, tools and confidence to run projects in their own community – Groundwork really is the expert in making local change happen.

Since starting our partnership, we've supported Groundwork with fundraising and volunteering, including:

- Over £40,000 raised for projects across UK,
- Over 850 hours of volunteering time donated to local communities,

- [17 community projects](#) directly supported through Veolia fundraising.

Veolia Orchard inspiring future eco-warriors



Working with our charity partner, Groundwork, Veolia are proud to have launched our latest schools-focused campaign: Veolia Orchard. Following the call for schools across the country to sign up, this project will see 500 trees and 100 bird boxes donated to 100 primary and secondary schools across England. We all know that more trees are needed in the world - not only for mitigating climate change [by creating more carbon sinks](#), but also for biodiversity. That's why we're passionate about developing this national network of orchards and bringing more green infrastructure to our urban areas.

At Veolia, we know the importance of youth and their role in adopting sustainable habits and behaviours for a healthy and happy future. By donating orchards to schools, we're placing the power of positive change in the hands of the future guardians of our planet. School children across the country will have the opportunity to plant their very own orchard and learn how to care for them until they bear fruit – providing them with healthy, locally sourced tasty food and supporting them to get one of their five-a-day. To add even more biodiversity to the mix, we're working with Tesco to donate bird boxes as part of the orchard. Made of recycled plastic from banana transport containers, these boxes will become a home for birds in the school orchards, where students can feel even more connected to nature.

Following the national call for schools, Veolia Medway selected 17 local schools that received fruit trees and plants.:



Sustainability Fund

In 2024, Veolia donated £3,087 to 3 projects in Medway.

- The Friends of Rochester Churchfields and Esplanade (FoRCE): Restoration of Rochester Pier with educational signage, plants, and cleaning equipment.
- Woodlands Primary School outside play area: Build a better learning environment for pupils at playtime with new picnic benches and sensory squares
- Rivermead Post 16 outdoor garden and reading space: Creating a vegetable and flower garden for horticultural activities and relaxation, continuing community litter-picking, installing recycling bins, creating planters on the playground, and revitalising a seating area for younger learners

The team joined a litter picking session with students from Rivermead Post 16 around the local area.



2025 applications are now closed. Applications are being reviewed, and funding will be confirmed by the end of 2025.