



# Sustainability

## Annual Report

2024-25

# Sustainability



## Foreword

I am proud to introduce our fourth annual Sustainability Report, which reflects an important step forward in our journey: moving from setting clear sustainability ambitions to fully integrating them into the way we do business every day.

At Thanet Earth, our sustainability priority is clear: to balance economic growth with environmental protection and social responsibility, minimising waste while providing high-quality, sustainable produce to our customers. This year, we have focused on embedding this principle into our everyday operations - ensuring that it guides decisions at every level of the business.

From how we grow and package our crops, to the way we support our people and work with our partners, sustainability is no longer a separate initiative. It is becoming part of our culture and processes, influencing the way we operate as standard.

This report highlights the progress we have made towards putting sustainability at the heart of “business as usual,” strengthening Thanet Earth for the future while ensuring we continue to thrive responsibly and deliver trusted, sustainable products for our customers.

## Rob James

*Technical Director & Sustainability  
Team Leader*



# Sustainability



## Introduction

Sustainability at Thanet Earth is growing now more than ever. At the centre of this progress is a new commitment to embedding it into every aspect of our operations. This approach ensures that environmental considerations are now a core part of every decision. By doing so, we're not only strengthening our operations but also demonstrating our ongoing commitment to meaningful, measurable progress on our environmental agenda.

Building on the focus of last year, seeking to understand the business Scope 3 emissions we have successfully completed a full corporate carbon footprint assessment, a major milestone and something that will continue moving forward, allowing us to unlock new opportunities in the UK and international supply chains to reduce our emissions. We are also celebrating winning the prestigious Emsden award for outstanding contribution to conservation within Kent, testament to all the work put in by the team.

Looking ahead, we wish to investigate building a Net Zero roadmap, enhance responsible sourcing and become even more efficient within our own operations. Sustainability isn't just a goal for Thanet Earth, but a key aspect of how the business thrives now and in the future.

## Adam Harrison

*Environmental & Sustainability  
Technologist*





# Net Zero and SBTi

*Sustainability*  
Annual Report  
2024-25



# Net Zero and SBTi

Target: To reduce Scope 1 and Scope 2 emissions by 42% by 2030.

## What are Scopes?

When we talk about energy and sustainability, the conversation often comes back to carbon emissions and where they come from. To make sense of this, emissions are grouped into three categories, known as Scopes.

### Scope 1

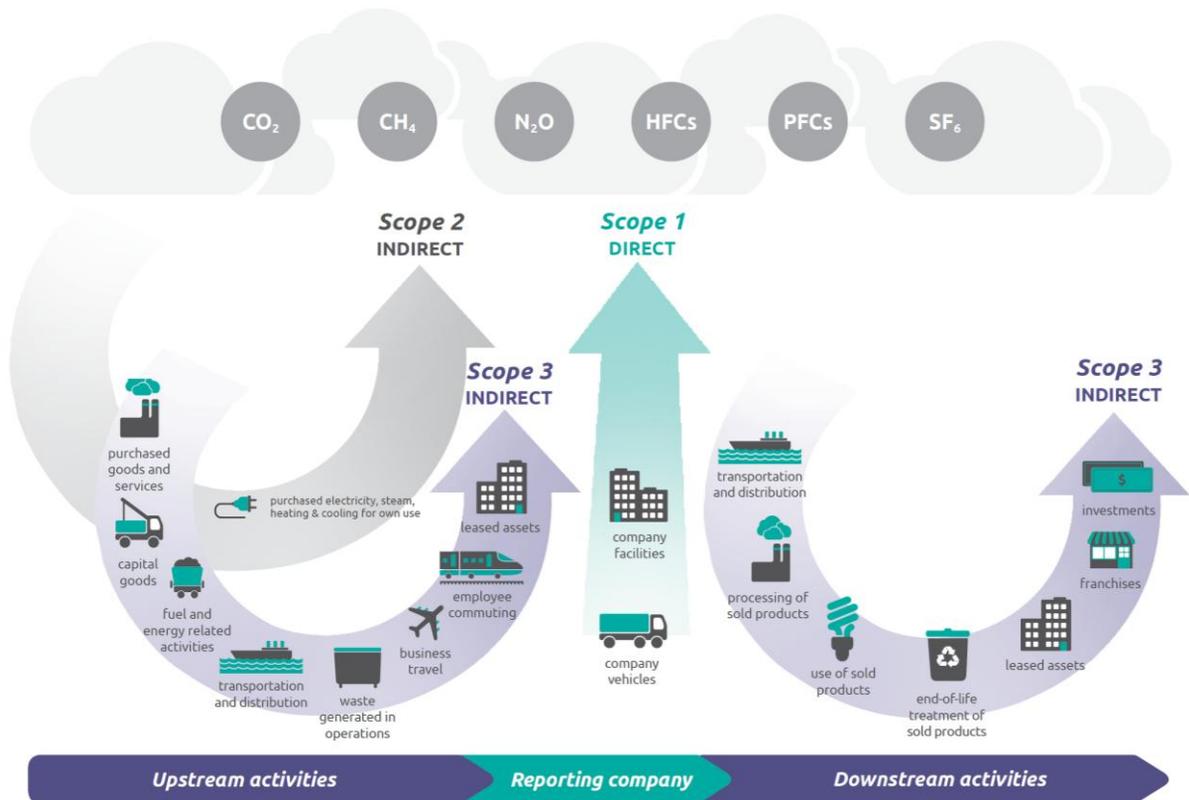
Emissions from things we directly control, like fuel we burn on site.

### Scope 2

Emissions from the electricity, heating, or cooling we buy.

### Scope 3

Everything else, mostly indirect emissions across our supply chain, such as transport, suppliers, and product use.



# Net Zero and SBTi

Target: To reduce Scope 1 and Scope 2 emissions by 42% by 2030.

At Thanet Earth, we've been tracking our Scope 1 and 2 emissions since 2015 in both the packhouse and all greenhouses. We've also been measuring some of our Scope 3 emissions for a while, mainly looking at energy use, but until recently we hadn't explored the full impact of our overseas supply chain.

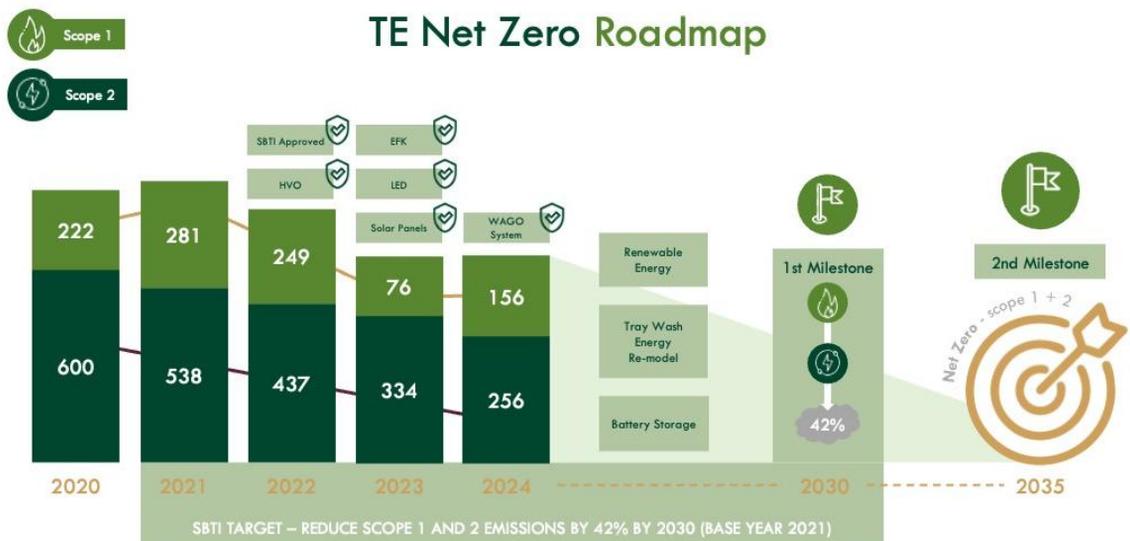
**That changed this year.** With Fresca surpassing £500 million in turnover, all businesses in the group are now required to report under the Climate-Related Financial Disclosure (CFD) rules. These rules are designed to shine a light on how climate change could affect a business financially, and to make sure large companies are being open and accountable about the risks and opportunities it brings.

As part of this process, we've now taken a big step forward: we've completed a full

Scope 3 carbon footprint assessment. This meant looking at where we source our products from around the world and applying region-specific data to calculate the emissions linked to those volumes. We worked closely with Climate Partner, who provided the tools and expertise to help us measure this accurately.



This step forward not only strengthens the quality and depth of our carbon reporting but also provides a clearer picture of the risks and opportunities within our supply chain. It enables Thanet Earth to make more informed decisions on how we manage emissions, engage with suppliers, and align our strategy with the long-term challenge of achieving a low-carbon future.



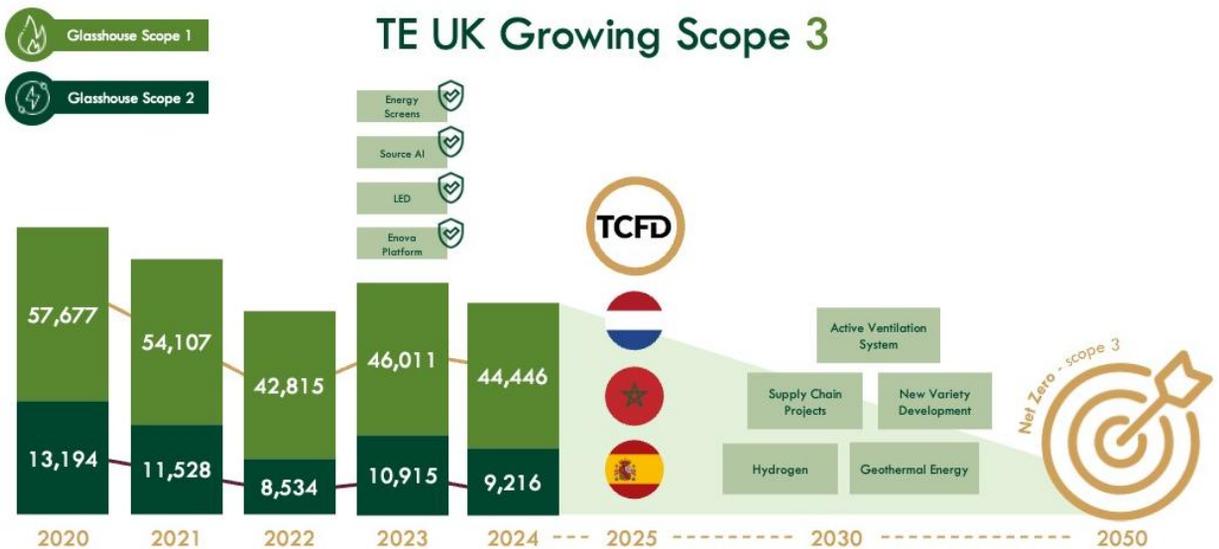
# Net Zero and SBTi

Target: To reduce Scope 1 and Scope 2 emissions by 42% by 2030.

As well as measuring our packhouse Scope 1 and Scope 2 emissions, we also monitor emissions across all our own greenhouses as part of our agreement with them and the NFU. Each year we receive a comprehensive report detailing usage and corresponding emissions, allowing us to track progress and try to find opportunities for improvement.

While energy consumption in the glass is heavily influenced by the external weather conditions it is pleasing to see that as part of the ongoing investment the business has made in using LED lights within the glass the energy demand has reduced slightly from 2023-2024.

Because of the way our business is structured, the greenhouses fall within Thanet Earth Scope 3. Historically Scope 3 emissions are more challenging to manage, especially across overseas supply chains, but given our collaborative approach with and from the greenhouses we have been measuring their emissions since 2015. Together we explore can implement investments and innovations to reduce emissions and drive efficiency long term, reducing the overall business carbon footprint, driving towards Net Zero.



# Net Zero and SBTi

Target: To reduce Scope 1 and Scope 2 emissions by 42% by 2030.

For us, this isn't just about ticking a reporting box. Having this level of detail means we can better understand the real impact of our supply chain, identify where the biggest opportunities are to cut emissions, and make smarter, more sustainable decisions for the future of our business.



Our total business carbon footprint is pictured above. We can see the footprint is predominantly made up off scope 3. Encompassing things like all the fruit we purchase for the business. The report shows us how as a business we need to focus on our supply chain and work with strategic suppliers, showing best practice and assisting them on their reduction journeys.

As part of our collaboration with Climate Partner, we are developing a comprehensive Net Zero Roadmap. Currently in the scoping phase, this work uses our baseline assessment to set ambitious yet achievable targets and define a costed path to Net Zero.



# Sustainability Pillars

*Sustainability*  
Annual Report  
2024-25





# Energy



Target: Aim to achieve Net Zero in Scope 1,2 and 3 emissions by 2050, with structured milestones and continuous improvement across the organisation.



CO<sub>2</sub> reduced  
Lifetime:  
1011t



Electric Car Range  
Lifetime:  
10,488,515km

To further benefit from the solar panels the team is looking into battery storage.

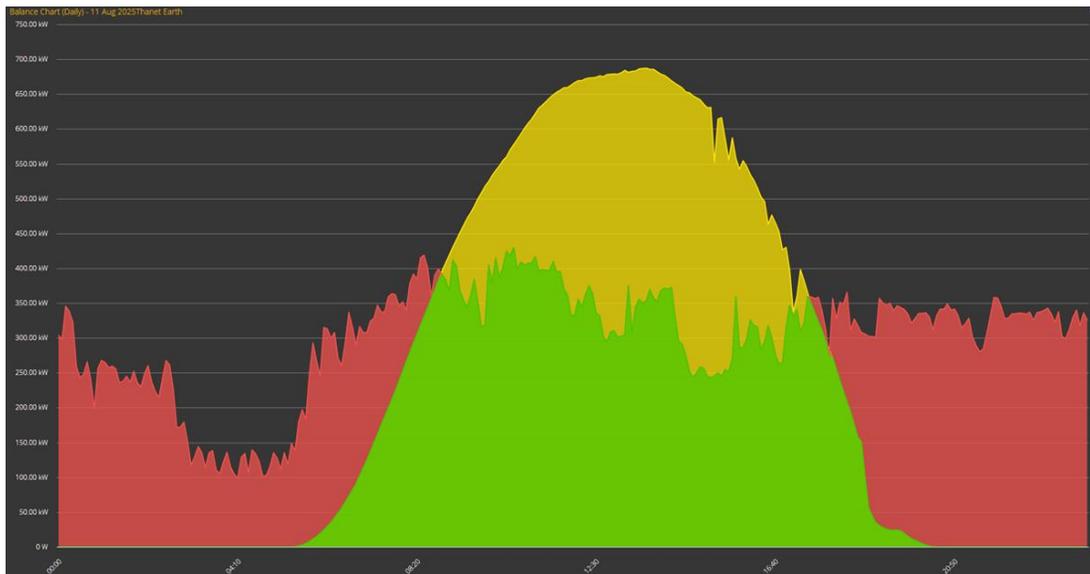
During a peak day shown below (11th August 2025):

The red line represents the packhouse energy requirement.

The green line represents what is being covered by the solar panels.

The yellow line represents the excess energy produced by the panels that is then transferred back onto the grid.

In last years' report we discussed the opportunity to gain efficiency through battery storage, to utilise the excess energy the solar panels produce during peak summer days. We have made progress on understanding what our options are with this level of storage with assistance from Beba energy. The next steps in the project are to understand costs and then look at how it will add value to the business long term.





# Energy

*Target: Aim to achieve Net Zero in Scope 1,2 and 3 emissions by 2050, with structured milestones and continuous improvement across the organisation.*

*This year we have continued to take meaningful steps toward improving our energy efficiency and reducing our environmental impact.*

## *Enhanced Energy Monitoring*

The 3<sup>rd</sup> stage of the WAGO system has now been installed, enabling us to monitor power feeds into the packhouse separately. This gives us greater visibility of where and how energy is used, allowing us to identify high usage areas and take targeted action to improve efficiency. As part of the 3<sup>rd</sup> stage upgrade there is also a new, more user-friendly software to make energy data more interactive.

## *LEDs*

We are in the very final stages of replacing all the lighting across site with LED systems. This transition has been delivering reductions in electricity usage and will continue to do so creating long term savings in areas like maintenance costs as well as energy reduction.

## *Gas Usage Tracking*

A new gas meter has been purchased for our tray wash operations. By understanding consumption in real time, we will be better positioned to reduce usage and make informed decisions long term around upgrades and energy saving opportunities.

## *Refrigeration Upgrades*

Our phased refrigeration system update continues, aimed at future proofing our operations while reducing environmental impact through efficiency.

## *Green Electricity*

Over the past few months, the business has been looking into the various tariffs of green electricity. When the decision is made, we will then be sourcing 100% renewable electricity, a significant step forward in reaching the goal of Net Zero across scope 1 & 2 emissions by 2035. The green electricity would remove all the business scope 2 emissions meaning all that's left for the business would be a small amount of scope 1 to tackle.



# Waste



Target: Reduce waste in line with WRAP food waste reduction roadmap.

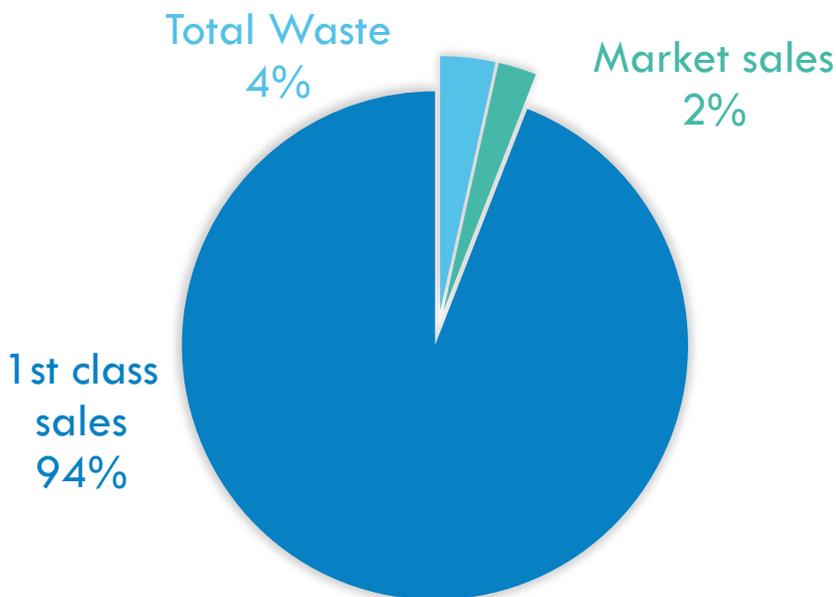
*This year brought a change to the Thanet Earth Grown on Purpose team. We welcome Vasilka and Lena as the new waste champions.*

One of the first things implemented in the new year was engaging with our waste project which was scoped in last years' report. Lena's role within the project is to complete daily checks of rejected fruit, assessing its redistribution potential. This is then communicated with Vasilka to explore the opportunities to redistribute to one of our selected charities.



Next Waste Project: Implement process for daily checks of waste to assess redistribution potential.

## 2024/2025 WASTE VS SALES



Year-on-year we have seen very little change in the percentage of 1st class sales, market sales and total waste. This is an excellent achievement and a result worth celebrating as we are still consistently growing our volume and turnover.



# Waste

Target: Reduce waste in line with WRAP food waste reduction roadmap.

Our relationship with FareShare continues to thrive, having donated another 15 tonnes of produce this year.

## Thanet Earth surplus volumes January - December 2024



**15**  
Tonnes of food



**459**  
Charities helped



**35K**  
Equivalent meals



**40**  
Tonnes of CO<sub>2</sub>e prevented from being wasted

Since a large portion of our import Tomato business now goes through Thanet Earth Paddock Wood, all the waste from this site is now taken to AWO Bedford who operate an Anaerobic Digestion site. Our waste in turn produces power for the national grid and produces a digestate which is applied as a fertiliser back to land to regrow crops and feed cattle.





# Waste

Target: Reduce waste in line with WRAP food waste reduction roadmap.

In the last year we have:



**Savour Salads** – Since the launch of the initiative, our onsite donations to staff have been a tremendous success. In 2024 alone we were proud to provide over **36 tonnes** of produce to our team members. This initiative not only helps to reduce the business food waste but also ensures our people can enjoy what we grow.



Engaged with **Ample** – online Marketplace for Surplus Food redistribution.



Engaged with **City Harvest** – food charity rescues nutritious surplus food from farms, manufacturers, wholesalers, and retailers, and delivers it, for free to over 130,000 people a week via organisations feeding those facing food poverty. City Harvest vans deliver to food banks, homeless shelters, hostels, soup kitchens, mental health charities, projects supporting the elderly and socially isolated, social pantries, community kitchens, refugee hostels, schools and nurseries, family centres and domestic abuse refuges. We have donated 5 pallets of Mini Cucumbers so far, but this is falling into Year 25/26.



Engaged with **Company Shop** – UK's leading surplus supermarket with over 13 stores nationwide, offering everyday essentials at great prices. We are now working with them as well but only started supplying in July so this will be also falling into Year 25/26.



# Waste

Target: Reduce waste in line with WRAP food waste reduction roadmap.

In the 24/25 financial year we saw the introduction of a new piece of legislation focused on better management of waste separation.

Any business with more than 10 employees were subject to changing the way they handle waste.

Using the new bins throughout the site, we now must separate into 3 different streams:

**General Waste, Food Waste and Mixed Recycling.**

## New Waste Legislation

*Help us by doing your part!*

### Why this matters

New waste legislation requires us to separate our waste more efficiently. This helps increase recycling rates and protect our environment. By following these new guidelines, we can ensure compliance while making a positive impact on the planet.

### How it works

We are introducing new waste bins in our workplace. Each bin is clearly labelled to help you dispose of waste correctly. It is essential that everyone follows the new system to ensure we comply with regulations and minimise contamination.



Office Kitchens | Transport Office



Canteen | Outside

### What Goes Where?

 <b>Recycling</b> Paper, cardboard, clean plastics, and cans.	 <b>General Waste</b> Non-recyclable materials and food-contaminated items.	 <b>Food Waste</b> All food scraps and compostable waste.
--	--	--

### Your Role



Take a moment to sort your waste correctly.



Encourage colleagues to do the same.



Report any issues with the bins.

Together, we can meet these new regulations and contribute to a cleaner, greener future.





## GENERAL WASTE

THIS BIN IS FOR:

**Dirty food packaging** 

**Food wrappers** 

**Tissues** 

**Coffee packets** 

  
 general waste



## FOOD WASTE

THIS BIN IS FOR:

**Cooked food** 

**Plate scraping** 

**Tea bags** 

**Compostable food packaging** 

  
 Food waste



## MIXED RECYCLING

THIS BIN IS FOR:

**Plastic bottles** 

**Plastic bags** 

**Milk bottles** 

**Cling film** 

**Drink cans** 

**Tins** 

**Tin foil** 

  
 mixed recycling

# Packaging



*Target: Work toward reducing single use plastic, where elimination is not possible, increase the level of recycled content, minimise weight and increase recyclability/compostability.*

*The last year has seen a lot of work to reduce plastic and save on cardboard punnets – The biggest savings below!*

## Pointed peppers – switching plastic flow wrap to banding saved:

# 1.3 TONNES

Of plastic since September 24 - present



We have had 2 separate promotions with M&S. Promoting loose pointed peppers in red, yellow, orange and now chocolate.

Around 350,000 peppers were sold, saving 116,000 plastic bags which they would usually be sold in as a triple pack.

**Pepper Banding:** Sainsburys have now been in the paper banded format for a year now which won Thanet Earth a Sainsburys best innovation award at their Produce supplier conference recently, this has so far removed half a million units of plastic from the chain.



## Baby peppers – a switch to punnetless packaging saved:

# 1 MILLION

Cardboard punnets since March 24

**Midi Cucumbers:** We launched Midi Cucumbers in October 2024, and it has been a success, replacing Portion Cucumbers. While the Midi Cucumbers are still shrink wrapped with plastic the plastic content is around half per unit of what was required for Flow Wrapping Portion Cucumbers.

**Natural Polymer trials:** We are currently looking into this technology with a retailer, but so far not it has not been successful enough to take further.

## Padron peppers:

# 700,000

Cardboard punnets since March 24



# Water



Target: Aim to reduce water risk and increase usage efficiency in the UK and overseas sourcing regions through adoption of innovation and technology practices.

Over the past year our emphasis has continued to be on gaining a clearer picture of our water usage and identifying opportunities to reduce water where possible. Although our operations are already highly efficient, we remain committed to making incremental improvements.

A key example of this is the tray wash cycles being scheduled strictly based on operational need. If the cucumber grader is inactive or during quieter winter shifts, it may not even be turned on at all.

Another example of small but impactful improvements we're making is the installation of sensor-controlled taps across all handwashing areas. By removing the need for manual operation, we're reducing unnecessary water use and improving hygiene. Initiatives like these collectively drive our ongoing progress and support long-term saving for the business.

BUILDING SERVICES	HYGIENE	TRAY WASH
Toilet flushing Toilet sinks* Kitchen sinks* Handwashing* Coffee / Cold water machines Solar panel cleaning Drivers portacabin showers  <i>*Fitted with sensor control</i>	Jet washes Cleaners sink for volume filling of equipment Mopping and general cleaning Floor scrubbers	Rinse - 300 L Wash - 400 L Rinse - 400 L Final Disinfection - 300 L

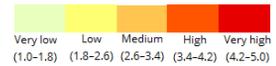


# Water

Target: Aim to reduce water risk and increase usage efficiency in the UK and overseas sourcing regions through adoption of innovation and technology practices.

## Horizon Scanning – Water Risk for Import Tomatoes

WWF Water Risk Filter levels



Risk Type	1 Low Risk, 5 Very High Risk	Details	Existing Risk Mitigation	Future Opportunities To Reduce Risk	
Water Pollution	2	Build-up of polluted water in irrigation systems	Good irrigation and pesticide management, biological control		0-2 Year Outlook
Water Scarcity	3	Summer droughts across sourcing regions and overextraction	Strong supplier relationships and advance planning	Sourcing diversification	
Flood/Over Supply	3	Isolated flash floods / storm events	Field drainage management at suppliers	Collective Action projects to increase resilience increased microbiological testing where this occurs	
Risk Type	1 Low Risk, 5 Very High Risk	Details	Existing Risk Mitigation	Future Opportunities To Reduce Risk	
Water Pollution	2	Pesticide build up in soil, pathogen build up	Focus on IPM and flushing of systems, bio controls, detailed risk assessments, more water testing/results testing	Advanced water filtration/recycling systems	2-5 Year Outlook
Water Scarcity	4	Repeated draught leading to water restrictions being implemented	Hotspot mapping to identify highest risk suppliers	Investment in further desalination plants, benchmarking good process water saving projects	
Flood/Over Supply	4	Increased susceptibility to flash flooding, increasing the risks of microbiological contamination	Hotspot mapping to identify highest risk suppliers	Implement early warning systems	



# Environment



Target: To improve biodiversity on site and within the supply chain.

The Environmental Pillar includes the Landscape and biodiversity of the Thanet Earth site, which is also part of the LEAF Accreditation (including M&S Biodiversity Module), M&S Farming with Nature and other customer requirements.

At Thanet Earth we recognise the importance of having a healthy local environment and are proud to showcase the work we do to support and protect the diverse range of local habitats and wildlife that surround our operations. Our goal is to create and maintain spaces where plants and animals can thrive alongside our greenhouses. From targeted biodiversity areas and careful land management, we work hard to protect the habitats on site. By investing time in sustainable practices, we're helping to ensure the health of our environment and allowing sustainable food production to exist.



## North-East Kent Cluster Group

The North-East Kent Cluster Group of FWAG (Farming and Wildlife Advisory Group) is a local group within the FWAG South-East region, led by Jack Scott of FWAG South-East. This cluster focuses on providing advice to farmers and land managers on conservation and environmental topics, including water usage and sustainable farming practices. Recent activities include an event at Thanet Earth, discussing these topics with guest speakers.





# Environment

Target: To improve biodiversity on site and within the supply chain.



## AWARD WINNERS

*We have been presented with a top conservation award for our work keeping nature and the values of environmental and human health at our core.*

The Country Land and Business Association (CLA), which represents hundreds of farmers, landowners and rural businesses across the county, awarded its Emsden Trophy on Thursday, 10 July.

The awards presentation and drinks reception was hosted by last year's winner, livestock farmer Neil Anderson based near Sittingbourne. Sally and Adam were there to receive the trophy.

We were nominated for the award by Kent Farming & Wildlife Advisory Group (FWAG).

The event, which is supported by BTF Partnership, is held in memory of Brigadier Brian Emsden, the Kent and Sussex CLA Regional Secretary in the 1980s who died of cancer in post. He was very keen on wildlife and conservation, hence the award in his name.

Sally said;

*"We are truly honoured to have been nominated for the CLA Emsden Trophy. This recognition means a great deal to Thanet*

*Earth, as it reflects the hard work and commitment we have invested in sustainable practices across our site.*

*"Approximately 10% of our land is dedicated to landscape and wildlife. We have taken deliberate steps to enhance local biodiversity by restoring areas of native calcareous grassland, which now support many indicator plant species and, in turn, have encouraged a wide range of butterflies and invertebrates.*

*"In addition, we have planted native hedgerows to create sheltered corridors that support the movement and habitat needs of birds and other wildlife. It's incredibly rewarding to see these efforts acknowledged, and it inspires us to continue championing responsible environmental stewardship."*

Rob James commented;

*"A huge thank you to Sally. Her passion and dedication to environmental conservation have been the driving force behind everything we've achieved, so it was only fitting that she accepted the award on our behalf."*





# Environment

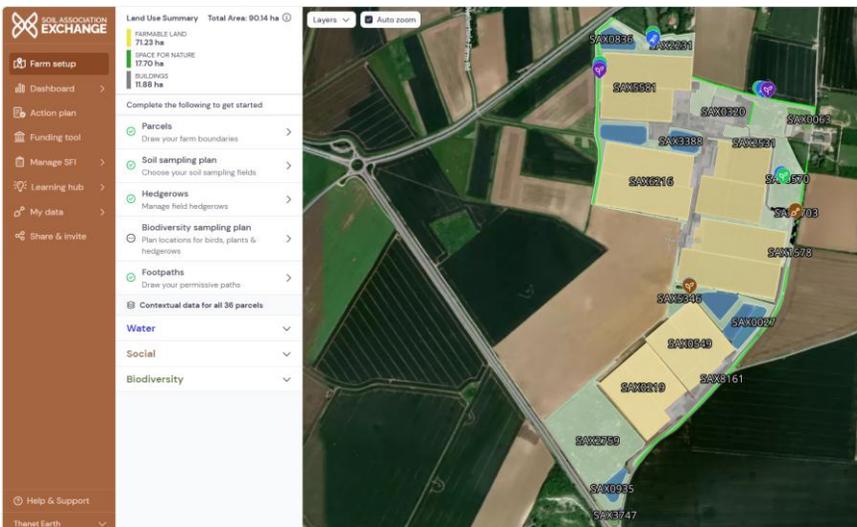
Target: To improve biodiversity on site and within the supply chain.

## Biodiversity

M&S Farming with Nature – ended and now M&S Farming for the Future Programme with Soil Association Exchange, mapping our site and looking for areas to enhance and improve.

## Soil Association Exchange Visit

Will Campbell Clause, Soil Association Exchange Farm Advisor, visited us this summer to complete surveys on our flora and fauna, giving advice on areas such as hedgerow management.



Different plant species offer varied root structures and growth habits that contribute to soil stability and prevent erosion. They also attract a wide range of beneficial insects, such as pollinators and natural enemies of pests, fostering a more balanced ecosystem and reducing the need for chemical inputs. Monitoring plant species richness allows farmers to assess the effectiveness of their land management practices in promoting biodiversity and sustainability, especially through supporting a diversity of flowering and fruiting times. Furthermore, a diverse plant community in grasslands and field headlands enhances the aesthetic appeal of the farm, supports wildlife habitat, and contributes to the overall resilience and long-term productivity of the agricultural landscape.



# Environment

Target: To improve biodiversity on site and within the supply chain.

## The Big Butterfly Count



The **Big Butterfly Count** is a nationwide citizen science survey aimed at helping us assess the health of our environment. It was launched in 2010 and has rapidly become the world's biggest survey of butterflies.

We count butterflies because not only are they beautiful creatures, but they are also extremely important. They are vital parts of the ecosystem as both pollinators and components of the food chain.

However, they are under threat. Numbers of butterflies and moths in the UK have decreased significantly since the 1970s. Butterfly declines are also an early warning for other wildlife losses. Butterflies are key biodiversity indicators for scientists as they react very quickly to changes in their environment.



With our flower-rich calcareous grassland meadows, Thanet Earth annually has contributed to the count with staff being invited out at lunchtime for a sunny walk and count.

**8 recordings were made in 2025.**



New Orchid discovery 8<sup>th</sup> May  
Green Winged Orchid - *Anacamptis morio*



# Environment

Target: To improve biodiversity on site and within the supply chain.

## Monkton Nature Reserve

Monkton Nature Reserve have been one of our Community Champions for some time, we often work with them in terms of our biodiversity, facilitating seed swaps from our grounds to theirs and vice versa, regular produce donations to their cafe and supporting their events and sponsoring the great work they do for the community.

In April, Monkton were our Community Champion, but with a slightly different form of support than our usual produce or financial support. A team of 4 staff traded an afternoon of working hours to volunteer at the reserve.

The team undertook work around the site, cutting back overhanging vegetation on paths, filling rabbit foraging holes on paths and general cleaning of infrastructure, supported by Monkton's Volunteer Coordinator, Laura Shale.

We plan to offer more volunteering opportunities in the future.



On 28th June we were invited to attend the 40th anniversary celebration of Monkton Nature Reserve.

The event was marked by a speech from Reverend Jonathan Aitken, who opened the reserve forty years ago.

Sir Roger Gale, MP, was also in attendance as an avid supporter of the reserve.

The day was celebrated with an open day, a plant sale, tombola, photobooth, guided nature walk and much more.



# Environment

Target: To improve biodiversity on site and within the supply chain.

## Hadlow College Visit To Thanet Earth



In March Thanet Earth hosted a visit for 14 Level 3 and Level 4 students from Hadlow College, accompanied by Alan Harvey, Head of Curriculum, Dr. Ros Fisher, and David Harbour.

During the visit, the group was given a tour of TG5, the cucumber greenhouse, led by Iza Majda. She provided a detailed explanation of the growing techniques, noting that the plants were introduced in January, planted on the slabs, and the ongoing work involved in their growth. Iza highlighted that up to 200,000 cucumbers could be harvested in a single day.

The students then proceeded to the pepper greenhouse, TG2, where they met Tomasz Krause, the greenhouse Operations Manager, and observed the differences between growing cucumbers and peppers. A walk through the crop allowed them to see the trial line, where some of the chillies were ripening.

The final stop was at the bridge, where the group was able to observe the packhouse in operation. Mike Howland, Factory Manager explained the packhouse's commitment to being audit-ready, maintaining a safe environment for all employees, and the impressive capacity of the grader, which can process up to 130,000 cucumbers per shift.





# People



Target: Keep employee voluntary turnover to under 10%, employee absence under 3.5% and aim for 70% participation in our engagement surveys throughout the year.

## Aspire Strategy

We are now in year 3 of our 5 year Aspire Strategy and our colleagues continue to play a key part in driving our business priorities.

Over the last 12 months we have reviewed our behaviour framework and following feedback, we have simplified it to help everyone understand and be able to relate to it. We encourage all colleagues to challenge each other if they see behaviours that fall outside of the framework. It also plays a big part in our Aspire Perform meetings.



**Excellence**  
in everything  
we do



We do the  
**Right** thing



We embrace  
opportunities  
to **Improve**



We work as  
a **Team**

## People XD

This year we launched a new HR system – People XD.

It is our people platform that gives employees the ability to access and update their personal information and view their payslips via an app. For some employees, this is also how they request annual leave.





# People

Target: Keep employee voluntary turnover to under 10%, employee absence under 3.5% and aim for 70% participation in our engagement surveys throughout the year.

## Paddock Wood

We went live with our second site earlier this year; Thanet Earth Paddock Wood. 42 permanent colleagues transferred across to us and we have been working with them to embed our Aspire Strategy and people initiatives. We have introduced Aspire Collaborate Meetings, Aspire Briefings and HR Drop ins so far.



## Aspire Innovate Forum

We introduced our Aspire Innovate Forum as part of our strategy to encourage our colleagues to tell us about their ideas for improvement or innovation within Thanet Earth.

We have a representative from each area of the business, and the focus is on new ideas, new processes and changes to current ways of working. The forum is chaired by a member of the Senior Leadership team, meeting bimonthly to discuss and deliver these ideas.





# People

Target: Keep employee voluntary turnover to under 10%, employee absence under 3.5% and aim for 70% participation in our engagement surveys throughout the year.

## Wellbeing



To support our colleague's wellbeing, we have launched a cashback scheme - Medicash. Colleagues can be reimbursed when costs are incurred for certain medical treatments. The scheme is free of charge, and they also have access to multiple mental and physical wellbeing tools.

**GET YOUR HANDS ON THE MEDICASH APP**

SCAN TO DOWNLOAD THE APP TODAY

Rated 'Excellent' on Trustpilot

It's now easier than ever to manage your Medicash plan through your smartphone or tablet whenever and wherever you like.

With the My Medicash App you can:

- Submit your claims
- View your policy documents
- See a summary of your benefits and your benefit table
- Add your bank details
- Access services on your plan at the touch of a button

TO GET THE MOST OUT OF YOUR MEDICASH PLAN VISIT [MEDICASH.ORG](https://www.medicash.org) OR DOWNLOAD THE MY MEDICASH APP

medicash a positive approach to health

App Store | Google play

## Communication



### Listening Groups

We continue to hold bimonthly Listening groups with our MD. We have extended this to our Agency Colleagues, holding an annual listening group specifically for them, to listen and understand their experiences of working within our business.



### YSWD

Feedback to our colleagues on the changes we have made as a result of things they've asked is important to us. We continue to share positive changes through You Said, We Did, highlighting where it was raised, and the changes we have made.



# People



Target: Keep employee voluntary turnover to under 10%, employee absence under 3.5% and aim for 70% participation in our engagement surveys throughout the year.

## Aspire Community Team

Our Pillar Mission is to promote and enhance the position of Thanet Earth within the wider community, promoting community trust in our business and giving back to those people around the Thanet area. Promoting the positive impact Thanet Earth is having on the local community and industry is a priority.

The Community Team meet monthly to discuss requests for support from local charities and organisations with anything from financial support, to talks, to donations of produce. We always look for requests that align with our core company values. These are our Community Champions.

We have a charity partner, Porchlight, who we fundraise for throughout the year. Our standout event over last year was a sleepout in April, raising over £15,000 for the charity.

In November we had a striking night of bowling fun at Buggy's in Cliftonville and celebrated the business together with two all-staff events at Christmas and Summer. Those that couldn't make the parties had takeaway pizzas delivered to their shift.

We had easter eggs in April and the ice cream van on site during summer.





# People

Target: Keep employee voluntary turnover to under 10%, employee absence under 3.5% and aim for 70% participation in our engagement surveys throughout the year.

## Health, Safety & Welfare

Ensuring the health, safety and welfare of our colleagues is our primary objective. Keeping everyone safe onsite is paramount and the core responsibility of us all. We've worked hard to build and maintain a positive safety culture and over the last 12 months our accident frequency rate; which is how we measure safety within the business, has dropped for the third year running. Near Miss reports have decreased slightly since last year but continues to demonstrate the engagement across the business.

	21/22	22/23	23/24	24/25
No of Accidents	38	29	15	14
Accident Frequency Rate	-4.15%	-24.7%	-46.1%	-9.4%
Near Miss Reports	669	1041	1393	1212



Our Safety Committee play an active role in making sure safety is high on everyone's agenda and we have a "Health & Safety Champion of the Month" award to recognise the positive behaviours colleagues demonstrate.

Company registration number 06167025 Registered in England and Wales. Registered office: Barrow Man Road, Birchington, Kent CT7 0AX

# Sustainability Annual Report 2024-25

## CONTRIBUTORS TO THIS REPORT

**Rob James** Sustainability Team Leader

**Adam Harrison** Environment & Sustainability Technologist

**Tim Jennings** Pillar Champion *Energy*

**Richard Bonell** Pillar Champion *Water*

**Kasinueda Zholi/Vasilka Mancheva** Pillar Champions *Waste*

**Mike Smart** Pillar Champion *Packaging*

**Sally Channon** Pillar Champion *Environment*

**Naomi Hogg** Pillar Champion *People*

**Charlotte Cooke** *Marketing & Communications Manager*