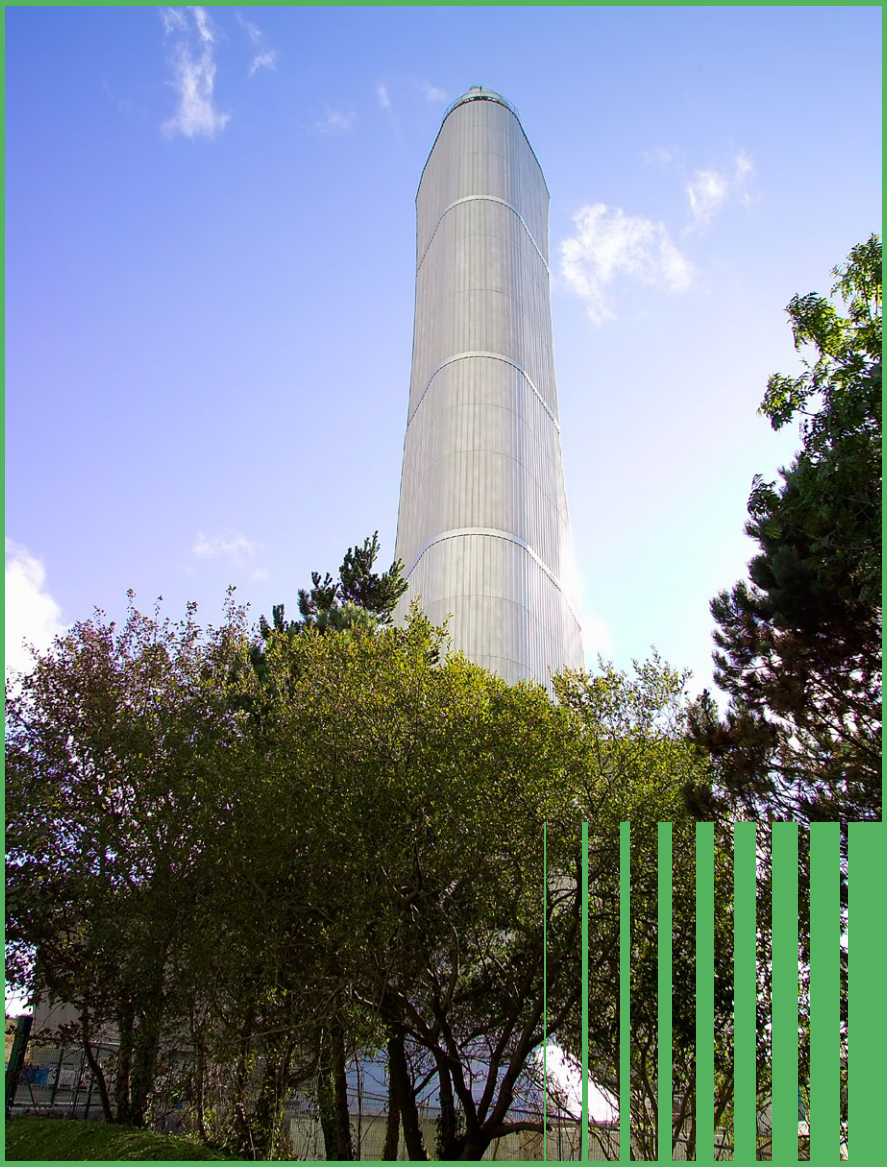
SUEZ Isle of Man
Annual Public Report
2025

suez



This report is printed on 100% recycled material

Foreword

It is with great pleasure that we introduce another annual public report from SUEZ Isle of Man. Entering its third decade of operations, the island's energy-from-waste facility sustained its exemplary record of environmental performance, safety and efficiency through 2025.

Energy-from-waste is a complex industrial process. Fluctuations in the throughput of wastes, non-compliant substances, and wear and tear in equipment over time compound the technical and logistical challenges. The team on Richmond Hill overcame these and other difficulties to maintain the facility's high level of service to the island's Government, our customers and local communities.

Over the year:

- Just under 50,000 tonnes of waste from households, businesses and healthcare providers were treated safely and efficiently.
- The island's 'other power plant' exported more than 24,000 megawatt hours of electricity to the grid.
- Emissions were expertly controlled to minimise the environmental impact of processing most of the island's residual waste.
- A major programme of preventative maintenance was delivered effectively with minimal disruption.
- The safety record for our personnel and the many contractors required to carry out specialist works was exemplary.

There are significant challenges too for an island economy striving for greater self-sufficiency and sustainability in resource management. The Government's new 10-year waste strategy underlines the strategic importance of the energy-from-waste facility over the last 20 years – and into the future.

Overall, the strategy sets out practicable steps towards waste reduction, re-use, recycling and recovery. We welcome this approach and ambition which accord with the SUEZ long-term vision of a society with no more waste. We stand ready to lend our expertise to support the evolution and implementation of the strategy over the coming years.

In the meantime, we can assure all customers and stakeholders of the ongoing dedication and commitment of our local team, ably supported by our specialists within SUEZ in the UK.

We also wish to acknowledge how our people gave back to the community in 2025 by fundraising for charity, partnering with schools and other educators, and volunteering for good causes.

Taken as a whole, the team's contribution embodies SUEZ's commitment to building a sustainable future together by balancing the interests of planet, people and profit.

John Scanlon
Chief Executive Officer
SUEZ recycling and recovery UK

Jon Garrad
Plant Manager
SUEZ Isle of Man

Introduction

Welcome to our 2025 annual public report, which details the operations at our Richmond Hill facility and our activities throughout the calendar year.

Over the following pages, we set out how much material we processed, report on our environmental performance and outline the other ways in which SUEZ Isle of Man has contributed to the island's community. The final section contains all supporting data, including our annual objectives, targets and outcomes.

By publishing this report and posting emissions data on our website, we honour our commitments to the Department of Infrastructure and to transparency.

All information has been reviewed and verified by The Sustainable Growth Company Ltd, independent inspection and certification experts.

SUEZ in the UK

SUEZ Isle of Man was founded to develop and operate the island's energy-from-waste facility.

Our parent company, SUEZ Recycling and Recovery UK Ltd, was established in 1988 and has grown into a leading national provider of environmental services to local authorities and businesses. Over that time, SUEZ has helped drive the transformation of waste management, anticipating the evolution of environmental regulation and technologies.

Turning waste into value

The guiding principle has been, and remains, to maximise the value of waste resources while minimising environmental impacts. SUEZ's solutions help customers shrink their carbon footprints while achieving higher standards of resource efficiency and environmental responsibility.

Generating electricity from landfill gas was an early example of energy recovery. Today, across the UK, SUEZ operates a network of energy-from-waste facilities and harnesses multiple complementary technologies – including gasification, anaerobic digestion for food waste, and waste wood processing.

Recyclable materials collected from customers are sorted and prepared for reprocessors. At household waste recycling centres, our UK colleagues identify items that can be refurbished or repaired for resale, giving them a second life.

The company also manufactures industrial fuels from household and commercial waste, composts green waste and even processes road sweepings as sustainable aggregate for concrete blocks.

Employing more than 6,000 people, these diverse activities across Britain and on the island support an innovative strategy embracing the circular economy and sustainable resource management.

The SUEZ group

As part of SUEZ in the UK, our Isle of Man team is also able to draw on the world-class expertise of the global SUEZ Group.

Central to its purpose is the development of more efficient technologies and circular solutions to make the best possible use of the Earth's finite resources.

Operating in 40 countries, the group's 40,000 employees manage water and waste, serving the needs of a billion people. More than 10,000 water and waste treatment plants have been built by SUEZ worldwide.

The group's sustainable development strategy aims to grow the positive impact of the business on the climate, biodiversity and nature. Producing partially renewable energy locally from waste materials and sewage sludge (from water treatment) is central to the strategy.

The current sustainability roadmap is for 2023-2027. Over this period, the group is:

- Increasing research and development activity by 50%. An innovator over its 160-year history, SUEZ conducts research and development at 10 centres across Europe and Asia.
- Doubling investment in projects that boost the energy value of waste and the effectiveness of recycling innovation.
- Aiming to reduce greenhouse gas emissions from waste activities by 26%.
- Investing €40 million in carbon capture and storage.
- Challenging all SUEZ companies to eliminate incidents resulting in serious injury at work and to promote social inclusion through training and job opportunities.

UK operations and infrastructure

Richmond Hill is part of a SUEZ UK network of 11 energy-from-waste facilities and other diverse waste management infrastructure (see panel).

The throughput of waste materials and the value recovered from them are significant[1]:

- **12 million tonnes of waste a year handled**
- **More than 8.5 million tonnes sent for treatment**
- **87% of waste diverted from landfill**
- **1.5 million megawatt hours of electricity generated**
- **495,000 megawatt hours of thermal energy generated**
- **1.2 million tonnes of customer carbon dioxide emissions avoided**
- **£600,000 invested in carbon capture**
- **4,805 tonnes of household items salvaged for re-use**
- **£3.2 billion of social value created**

12
MATERIALS RECYCLING FACILITIES

11
ENERGY-FROM-WASTE FACILITIES

2
SOLID RECOVERED FUEL FACILITIES

18
ALTERNATIVE FUEL FACILITIES

6
WOOD PROCESSING FACILITIES

5
COMPOSTING FACILITIES

1
ANAEROBIC DIGESTION FACILITY

1
BATTERY RECYCLING FACILITY

3
STREET SWEEPINGS RECYCLING FACILITIES

114
HOUSEHOLD WASTE RECYCLING CENTRES

84
TRANSFER STATIONS

33
RE-USE SHOPS

[1] Figures from the SUEZ recycling and recovery UK Sustainability Report 2024: **www.suez.co.uk/downloads**

Developments in 2025

The SUEZ business is one with social responsibility and environmental sustainability at our core.

Over the last two decades, the business has been re-engineered to meet the challenge of a circular economy, one where spent materials are treated as valuable resources that are reused, recycled or fuel energy recovery.

Progress is measured, and reported, against the triple bottom line of people, planet and profit. This commitment is reflected not only in business investment and operations but also other activities, such as thought leadership and community action.

Our people

Our programmes promoting health and safety (Safety in Mind) and wellbeing (Wellness for All) are well established and ongoing.

Recently, UK staff on the frontline in household waste recycling centres and on collection rounds have faced a growing risk in the form of verbal and physical abuse from certain members of the public. In August 2025, SUEZ launched a national campaign and short film, 'We Refuse Abuse', calling for an end to violence and aggression against waste management workers[2].

Macmillan Cancer Care and the British Heart Foundation are our national charity partners. A six-month fundraising drive got underway in June 2025 involving colleagues on the island and across England and Scotland. Called 'The Big Four' – a reference to the four elements: earth, air, fire and water – the campaign inspired various sponsored activities, including tree planting, skydives, chilli eating contests and swims[3]. More than £87,000 in total was raised during the year for the two charities.

Senior colleagues serve on a range of industry and government policy committees and working groups. In November, Chief Executive Officer John Scanlon was named the new Chair of the Environmental Services Association (ESA), our sector's trade body[4]. This followed his appointment to the UK government's expanded Net Zero Council in the summer, reflecting the company's leading position in the industry[5].

[2] www.suez.co.uk/news/press-releases/250806-we-refuse-abuse-campaign-calls-for-end-to-violence-and-aggression-against-waste-staff

[3] www.suez.co.uk/news/press-releases/250624-suez-staff-embrace-the-elements-in-six-month-charity-drive-for-bhf-and-macmillan

[4] www.suez.co.uk/news/press-releases/251128-environmental-services-association-names-suezs-john-scanlon-as-next-chairman

[5] www.suez.co.uk/news/press-releases/250206-suez-recycling-and-recovery-uk-ceo-joins-governments-expanded-net-zero-council

Planet

Our company is heavily involved in efforts to tackling some of the most challenging waste streams – from wind turbine blades to various forms of plastic. September saw the culmination of the three-year FlexCollect project focusing on flexible plastics. SUEZ helped pilot different collection and processing methods for food packaging, film and carrier bags across 10 English local authorities and 160,000 households. The blueprint for a cost-effective recycling solution was revealed in a report launched at the Westminster parliament[6].

In November, the company joined a new programme designed to accelerate the transition to a circular packaging system. The UK Packaging Pact builds on the UK Plastics Pact, co-founded by SUEZ, and commits major supermarket chains, manufacturers and other partners to boosting the recyclability and recycled content of packaging materials, and to promoting re-use and re-fillable packaging.

We marked World Biodiversity Day in May by urging other businesses to commit to protecting nature. The call for action cited SUEZ's recent and ongoing contribution, including the restoration of former landfills, planting of trees and hedgerows, feasibility studies for improving biodiversity at company sites, and the efforts of our 250 local sustainability champions[7].

Profit

Energy-from-waste customers face potentially significant additional costs from the UK's Emissions Trading Scheme (ETS), which is to be extended in 2028 (but does not apply to the Isle of Man). Research commissioned by SUEZ showed how the impact on budgets can be mitigated by improving waste minimisation, and recycling and re-use services both at the kerbside and in household waste recycling centres. The report was published in September[8].

Education and lobbying to accelerate the transition to a circular economy continued in 2025. SUEZ seized on the publication of statutory advice by the UK Climate Change Committee to argue for a greater focus on re-use and repair[9]. Policy measures to support this 'fix-first, pre-loved' economy were outlined in the company's re-use manifesto, also published in February[10].

Contracts were extended and new waste management services rolled out in several local authority areas, including Devon, Kirklees, Southend-on-Sea, Doncaster, Stockton-on-Tees and Middlesbrough. Meanwhile, SUEZ also announced further investment in anaerobic digestion, one of the innovative technologies essential for achieving carbon net zero. Plans were revealed to generate a renewable gas supply for up to 8,200 homes using food waste from across West London[11]. The company already operates one digestor in the UK with two others in planning or under construction.

[6] www.suez.co.uk/news/press-releases/250901-recycling-roadmap-for-flexible-plastics-launches-at-westminster

[7] www.suez.co.uk/news/press-releases/250522-suez-recycling-and-recovery-uk-marks-world-biodiversity-day-with-call-for-business-to-support-nature

Purpose and principles

The over-arching purpose of SUEZ is to build a sustainable future that doesn't cost the earth. This goal defines the business, its strategy and diverse activities.

In line with this purpose, the company agreed a series of principles in consultation with employees, customers and local communities. They cover eight areas and help guide our progress.

Lead by example

Embed the environment and social value at the core of how we do business, to make an increased difference year-on-year.

Employees

Create a network of sustainability champions to empower and support employee action and develop our understanding of the key issues we face.

Carbon

Reduce the carbon emission intensity for each tonne of waste we handle for our customers and our own activities per employee year-on-year.

Re-use

Expand our network of re-use facilities to increase the volume of items reused, repaired or repurposed.

Supply chain

Improve the environmental, social and economic impact of our supply chain year-on-year.

Communities

Continue to be a good neighbour in the local community, taking part in local events and increasing what we spend with local suppliers.

Biodiversity

Take action at every SUEZ location to improve its natural environment.

Education

Share our knowledge and expertise to develop the resources sector, influence public behaviour and build a future workforce as part of the UK's creation of a sustainable future.

Waste management on the Isle of Man

For two decades, energy-from-waste has been at the heart of the island's approach to promoting sustainability and self-sufficiency. Under the proposed new waste strategy, announced by the Isle of Man Government in January 2026, the Richmond Hill facility will continue to operate until at least 2039.

The Government's review for the 2025-2035 strategy concluded that energy-from-waste was "the best management option for our household waste" and "this operation model has worked well for the last 20 years". Strategically important to the island, the facility "has saved not only landfill capacity, but also resulted in a saving of 13,260 tonnes of coal or 7.7 million litres of petroleum or 5.36 million cubic metres of natural gas".

With less than four years of the current operating contract remaining, the proposal to extend for at least 10 years is grounded in the sustained compliance and operational effectiveness of the facility. Expertly managed, this strategic asset is more than capable of performing at a similarly high level to 2039 and beyond.

Three other elements of the strategy relate directly to energy-from-waste operations:

- The potential for recycling of bottom ash
- A new secondary incinerator
- Biomass as an additional waste stream

The main thrust of the island's new blueprint for waste management is to expand recycling and re-use of wastes, increase efficiency and self-sufficiency, and set the course for a greener, cleaner and more sustainable future for the island. Other proposals in the strategy, subject to Tynwald approval, include:

- Investigating a landfill tax as an economic driver for separation, recycling and re-use, especially of challenging materials like demolition waste.
- Developing re-use centres and expanding civic amenity site services.
- Conducting a comprehensive island-wide waste audit and household waste survey.
- Reviewing UK and EU waste legislation for potential adoption into Manx law.
- Exploring emerging technologies such as bioreactors and district heating schemes.

SUEZ Isle of Man has welcomed the proposed strategy and pledged to work with the Government and other stakeholders to support its implementation.

Ash to aggregate

The island's energy-from-waste facility is the only one in SUEZ's UK portfolio whose incinerator bottom ash (IBA) is not re-used in some form.

Reprocessed incinerator bottom ash can replace traditional quarry-derived aggregate in concrete and other applications, with significant reductions in embodied carbon and material costs. Formerly a niche material in construction, incinerator bottom ash is becoming a strategic resource in the transition to a circular, low-carbon economy.

In addition to the annual tonnage generated, there are over 200,000 tonnes of incinerator bottom ash at Turkeylands where additional ferrous and non-ferrous metals have been recovered. This material is an almost-ready state for use as an aggregate substitute. We are working with a specialist contractor to confirm what would be required to realise this renewable resource, minimise landfilling and reduce waste on the island.

Biomass on trial

Noting that the facility has not been operating at full capacity, the new waste strategy commits to maximising our green energy output by ensuring appropriate waste streams are harnessed. This could include biomass from the island's tree plantations.

To assess its potential, around 228 tonnes of forestry waste materials from Archallagan plantation were chipped and transported to Richmond Hill in 2025. Problems at the chipping stage limited the amount of biomass that could be delivered during the week-long trial. This low volume impacted the cost, so that the operation would not be economically sustainable at that scale. The future supply of biomass is still being investigated, with plans for a second, larger trial in summer 2026.

Treating hazardous waste

The facility's secondary incinerator has been used only to treat clinical and oil wastes in recent years, since animal waste was diverted to the Government's dedicated facility. It is now in the process of being dismantled and replaced.

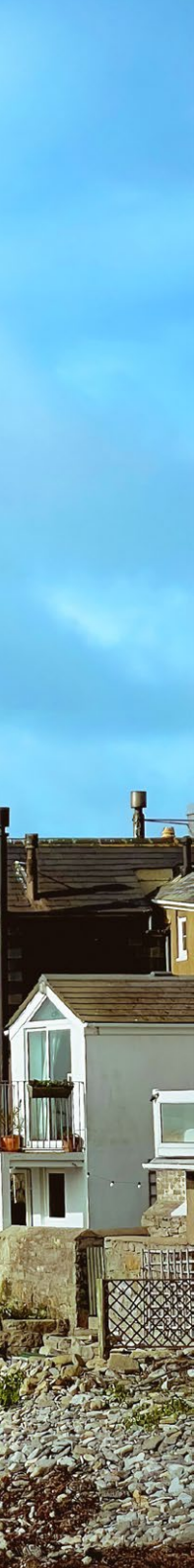
The unit will be replaced by a new incinerator with upgraded capabilities to treat hazardous wastes. When commissioned in the second half of 2026, this advanced unit will also be capable of safely processing non-flammable and flammable liquids and granular hazardous wastes currently exported to the UK for treatment.

Apart from the associated savings in shipping costs, the Basel Convention reinforces the rationale for updating and expanding the island's processing capacity. This international agreement requires that countries manage hazardous and other wastes within their own borders wherever possible.

The Department of Environment, Food and Agriculture will need to approve licence amendments for treatment of these waste streams. Work is underway to secure the necessary planning order.

Managing waste

The amount of waste processed on Richmond Hill rose slightly in 2025 but remained under 50,000 tonnes, while the facility turbine exported more than 24,000 megawatt hours (MWh) of electricity to the island.



This chapter begins with an overview of the journey from waste to energy and the main technologies and stages involved.

We also report on:

- The different waste streams treated in 2025
- Other inputs, such as fuel and chemicals
- Physical outputs, including ash
- Major maintenance work undertaken
- Performance against our efficiency targets

The energy-from-waste process

Each component of the facility is designed and managed to ensure safe and efficient operation, while minimising impacts on the environment and community – and maximising electricity exported to the island's grid.

Richmond Hill has two lines for treating waste. The primary incinerator can process up to 60,000 tonnes a year of municipal, commercial and other types of waste – from vehicle tyres to sewage treatment byproducts. Its flexibility also enables safe processing of used oils and most clinical wastes.

The smaller secondary line – with a capacity of 5,000 tonnes – has only operated for short periods in recent years. It was designed for animal, clinical and waste oils. For some years, the island's animal waste has been diverted to the Department of Infrastructure's Animal Waste Processing Plant. The unit will be replaced by a new incinerator with upgraded capabilities to treat hazardous wastes. Planning for decommissioning works is underway.

The site's Waste Disposal Licence specifies minimum operating temperatures consistent with stringent international standards for incineration. Waste is burned at temperatures of over 850°C in the furnace of the primary line. On the secondary line, that rose beyond 1,000°C in its secondary chamber to destroy volatile gases.

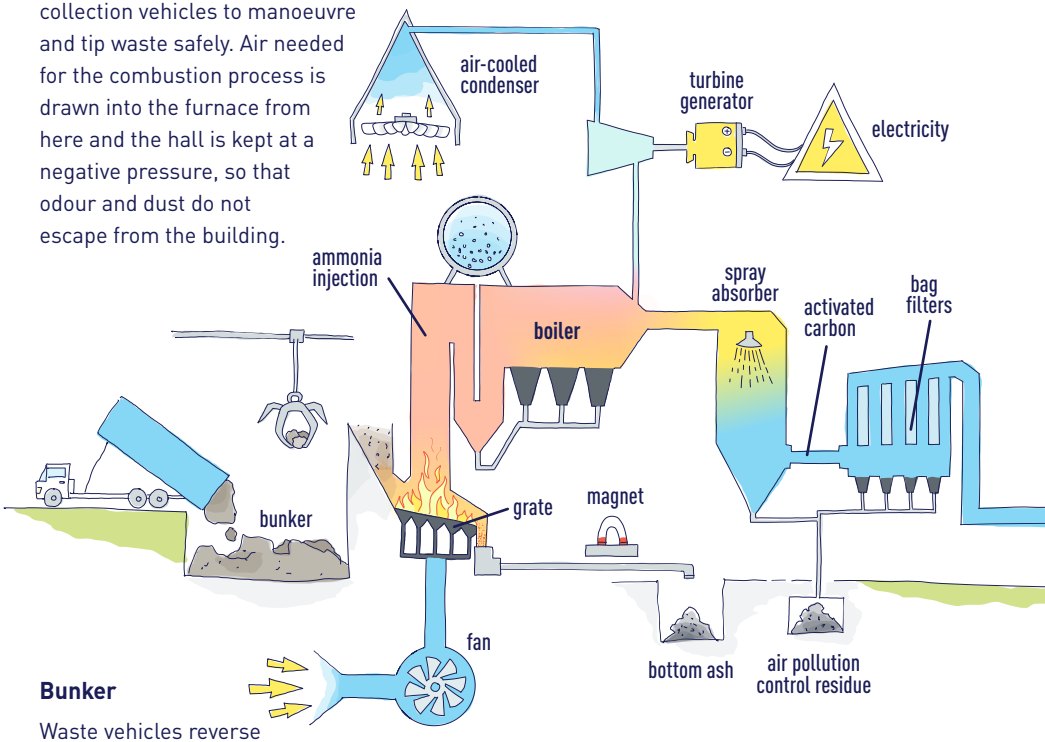
On arrival at Richmond Hill, waste vehicles use an automatic weighbridge set back from the site entrance, so that vehicles do not have to queue on the public highway. Waste type and amount, as well as customer details, are recorded and the driver is directed to the appropriate delivery bay.

Reception hall

A large reception hall allows refuse collection vehicles to manoeuvre and tip waste safely. Air needed for the combustion process is drawn into the furnace from here and the hall is kept at a negative pressure, so that odour and dust do not escape from the building.

Control room

The facility's control room centralises the operation of all equipment, including the grab crane used to mix and load waste into a hopper that feeds the furnace. All on-site functions are monitored both automatically and manually. Control systems verify in real time that equipment is functioning properly, continuously monitor the combustion gas and maximise the efficiency of the entire energy-from-waste process.



Bunker

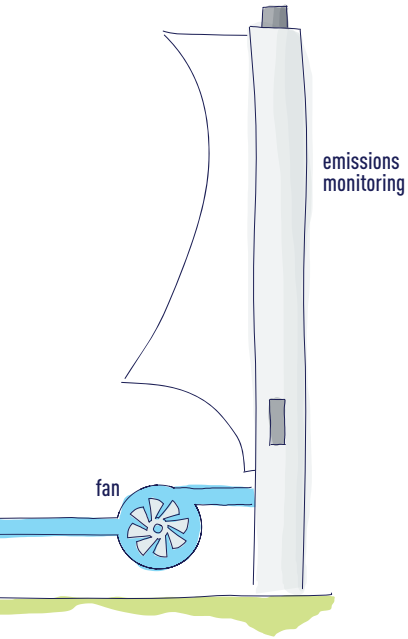
Waste vehicles reverse to a wheel-stop and tip their loads into a large concrete bunker. At 60,000 tonnes of waste delivered per year, this is big enough to hold 16 days' waste, so that tipping can continue when the facility is shut down for maintenance. A shredder, for bulky items such as mattresses, also discharges material directly into the bunker.

Grate and boiler

Combustion air is blown up into the bottom of the water-cooled grate through five computer-controlled zones. The thermal energy released from the burning is used to convert water into super-heated steam. At high pressure, this steam drives a turbine-alternator to generate electricity.

Electricity generation

Electricity is generated at 11kV. At full capacity, around 1.5 megawatts is used to power the facility, leaving up to 5.5 megawatts for export to the Manx Utilities Authority, which distributes it around the island. The facility's switchgear is designed to protect the island's supplies from interruption.



Bottom ash

Ash left on the grate after incineration is carried by conveyor, after quenching, to a storage bunker. A magnet above the conveyor extracts ferrous material for recycling. The remaining bottom ash is sampled for contaminants before being removed for disposal to landfill.

Air-cooled condensers

After exiting the turbine, the steam is cooled and condensed back into water through air condensers. This recovered water is treated and reused in the boilers to produce more steam.

Emission control

The gases from the furnace are subject to a rigorous cleaning process involving selective non-catalytic reduction, spray absorbers and active carbon injection. This removes oxides of nitrogen, acidic gases, dioxins and heavy metals from the gas stream.

Air pollution control residue

The cleaned gas is passed through fine-fabric bag filters to remove solid particles before it is emitted through the stack. The resultant air pollution control residue, or fly-ash, contains particles from the incineration process, lime used in the spray absorbers, salts and carbon dust. It is analysed for contaminants and stored in a sealed silo or bags (approved under international rules for the carriage of dangerous goods) until it is collected for disposal in specialist, authorised facilities.

Emissions monitoring

As they pass through the stack, the residual flue gases from the process are continuously monitored before release. This data is relayed automatically to the control room and to a secure recorder.

The results of monitoring are set out in the data tables at the end of section five. The emissions management systems and all environmental incidents are detailed in section three, which describes how we manage the facility's environmental impacts.

Our operations

The team on Richmond Hill sustained the facility's record of operational excellence and efficiency in 2025. This was despite some major challenges early in the year, including a lime slurry pump failure, a primary waste crane fault, turbine generator issues and high raw sulphur dioxide (SO2) in the waste stream. A planned maintenance outage was also carried out in the first quarter.

Planned maintenance

Each year, two shutdowns are scheduled for planned maintenance. The first began on 09 February and lasted 20 days. Essential for major maintenance of critical plant and process cleaning, the outage also allowed annual statutory inspections to be made of the boiler and turbine.

The turbine's generator underwent maintenance by a specialist contractor, and its lube and control oil systems were also serviced. Upon startup, the permanent magnet generator unit on the turbine generator was damaged and power had to be imported during repairs to enable waste processing. The repaired unit was returned, refitted and commissioned in mid-February.

Other works completed included:

- Replacing 12 grate bar rows in the furnace and installing stainless steel pipework in place of flexible tubing in the undergrates following a successful trial in 2024. Leaking water-cooled sidewall boxes were also replaced. In the refractory, 30 square metres of wall area were relined.
- The filter socks that filter particulate matter out of the furnace gases in the bag filters were replaced.
- On the conveyor for the resultant air pollution control residue, its chain and wear plate were renewed.
- Hydraulic systems were serviced, and numerous grate and deslagger hydraulic cylinder leaks were repaired. Preventative maintenance checks were made on all other conveying systems.

The plant was brough back on line successfully on 27 February.

Our second planned shutdown began on 08 September.

Much of the works centred on the furnace. Teams of steeplejacks and scaffolders cleaned the furnace funnel, grate and undergrates, with the former involving abseiling.

In the furnace refractory, a further 12 square metres of wall was relined, curved blocks were reinstated above the side water-cooled boxes following temporary repairs in previous shutdowns, and a bricked section of wall in the feed chute was rebuilt.

Other works involved installing a new process water pump, cooling system pipework, and installation and commissioning of a new vacuum chiller – one of the year's continuous improvement projects. Operations resumed on 25 September, as scheduled.

Shutting down risk

Risk is ever-present in any industrial plant. Paradoxically, it increases when the facility shuts down and maintenance activity by our team and external contractors peaks.

In both shutdowns, works were carried out to a high level of safety, with no personal injuries, and only minor issues mostly dealt with through Safety in Mind conversations (see section four). Our efforts to minimise risk continue, for example, by reviewing the induction process for contractors.

Two other examples from 2025:

- We enhanced safety management in confined spaces by retaining specialist consultants to manage entry control, removing the requirement for contractors to provide their own 'topmen'. The feedback was positive and this arrangement will apply to future shutdowns.
- It is essential to remove and reline the ignition roof of the furnace refractory roof as it thins. Hydro-blasting is a clean, efficient and precise method, reducing the risk of injury and plant damage. Previously, this work has been carried out by contractors using hand-held high-pressure waterjet lances. This time, we retained a specialist company that used a remotely operated robot lance attached to a scaffold tower inside the furnace.

Operational efficiency

Over the years as the facility's plant and equipment have aged, the onus on preventative maintenance has increased. Our approach is also shaped by best practice within SUEZ and the wider industry, as well as our continuous improvement programme.

Proactive monitoring of plant is crucial. By measuring and analysing vibration levels in equipment such as pumps, motors and fans, we can anticipate fatigue and pre-empt failures. Our Mainsaver computer system allows us to track and manage all repair and maintenance work – planned and unplanned – along with service intervals.

To benchmark the quality of performance and drive improvement we set targets each year for plant reliability and proactive asset management:

- Overall equipment effectiveness (OEE) is gauged by quantifying the availability and downtime of items of plant that are critical to our operations. In 2025, despite dealing with the aforementioned plant issues in the first quarter, the team still managed to achieve the annual OEE target of 65.7%.
- Preventative maintenance depends on sound knowledge of the condition of numerous components across the facility's many systems. We set a 90% benchmark both for the proportion of these assets assessed over the year and for their health – being in a good condition that requires no intervention. These overall asset health and compliance scores were achieved.

Continuous improvement

Underpinned by the principles of 'lean' thinking, our strategy for continuous improvement is to seek and eliminate any wasteful aspects of how we work and use resources. The aim is to keep improving safety, efficiency and sustainability.

Our people are trained in the lean toolkit of techniques and set a target of completing five improvement projects each year. All this activity is guided by our Continuous Improvement Management System (CIMS). The group's National Transformation Manager led an audit of our CIMS implementation during the year, awarding an excellent score of 96.67% compliance. This is the highest score achieved by the site and the fourth time we have retained the 'Gold' standard for Lean Maturity.

Six projects were completed in 2025. These involved:

- **LED lighting**

  All lighting throughout the facility is now provided by LED lamps. This upgrade saves energy and carbon emissions, and the units' longer life compared with the old system reduces the need to replace bulbs and tubes.

- **Air-cooled condenser (ACC)**

  This system is essential to the safe and economical operation of the facility's electricity generator and conserves water by condensing exhaust steam from the turbine. Failure of the gearbox that drives mechanical ventilation poses a risk of prolonged disruption as the lead time for a spare unit is extensive. Two replacement gearboxes were purchased to provide long-term operational security. Our maintenance team installed a new unit and carried out vibration analysis at different operating speeds. No further adjustments were required to the frame cradle which had been enlarged to secure the new gearbox. Additional improvements are planned in 2026 through efficiency studies to optimise blade pitch and leak tests.

- **Sewage treatment**

  A new treatment plant was installed in June. It replaced a 20-year-old system that struggled to reach targets for biological oxygen demand. As spares were no longer available to maintain or upgrade the plant, the project team researched alternative biological treatment solutions. The new biodisc sewage treatment plant is designed to break down sewage naturally, ensuring high effluent quality.

- **Feed ram**

  The unit that pushes waste onto the furnace grate, moving the material through its combustion zones, suffered a major failure in March 2025. This forced an unplanned shutdown at short notice for emergency repairs. Consequent costs include unbudgeted use of gas oil, imported electricity, mechanical repair works and associated scaffolding. With the help of specialist contractors, the feeding table was replaced with a new hardened plate and the underside of the feeding ram was repaired with new structural supports. Spare parts are stored on site to facilitate proactive maintenance or rapid repair, if required.

Vacuum chiller

One of the two chiller units used for cooling the vacuum pumps on the air-cooled condenser system showed signs of failure in the months leading up to the September shutdown and additional cooling fans were used. Given the chiller's age, it was decided to replace rather than repair the unit, with a view to upgrading performance, if possible. Market research by the team identified a chiller with a 40% greater cooling capacity that could be delivered and installed in the planned outage. Given its larger size, supply pipework had to be relocated ahead of its installation by an air conditioning specialist. The increased cooling capacity allows the plant to operate more efficiently by reducing the temperature of our vacuum system. It also supports the performance of components within the vacuum system and should significantly reduce unbudgeted maintenance costs.

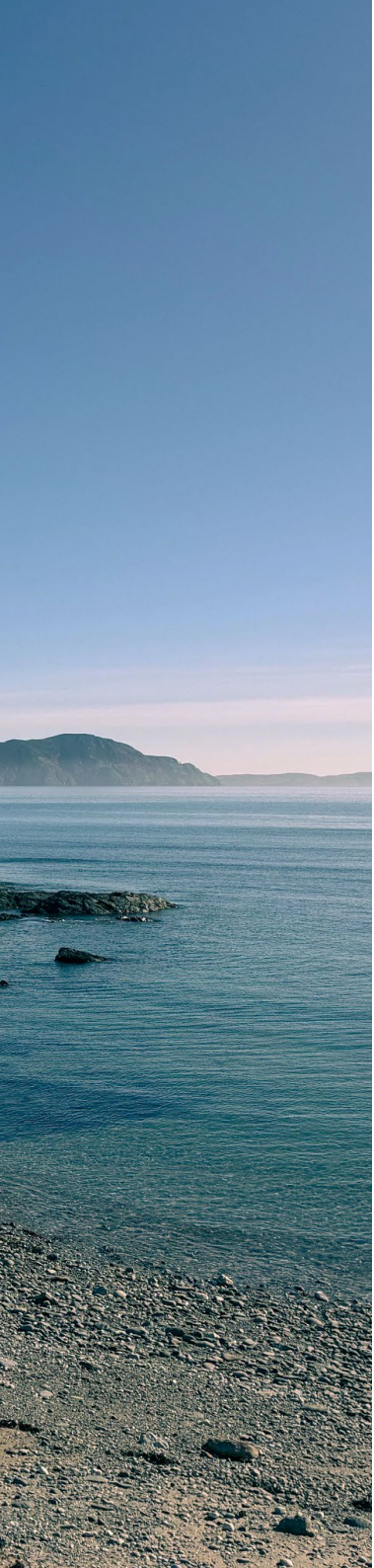
Training programme

Development work to upgrade our learning management system (LMS) came to fruition in 2025. Our team collaborated with SUEZ in the UK's learning development team to set up new training shells and reporting functions on the platform, enabling more efficient management of our training. The upgraded system, which now automatically enrols staff on essential training courses and tracks expiring qualifications, has been rolled out across the group's other energy-from-waste facilities.

Bag-filter lid trial

During recent years, technical inspections during outages have highlighted significant defects within the bag-filter system, which forms the final stage of the flue gas treatment process. The root cause was the condition of the bag-filter lids and sealing methods. Any air ingress into the system increases corrosion rates. Our project team engineered a new lid design and fabricated it on site for a trial. It was installed during the September planned outage. Monitoring shows that the performance of the trial bag filter has improved. Work is planned to replace the other lids during 2026.

Other projects, such as streamlining bin handling on the secondary incineration line, were launched in 2025 and will be completed over the coming months.



What we processed

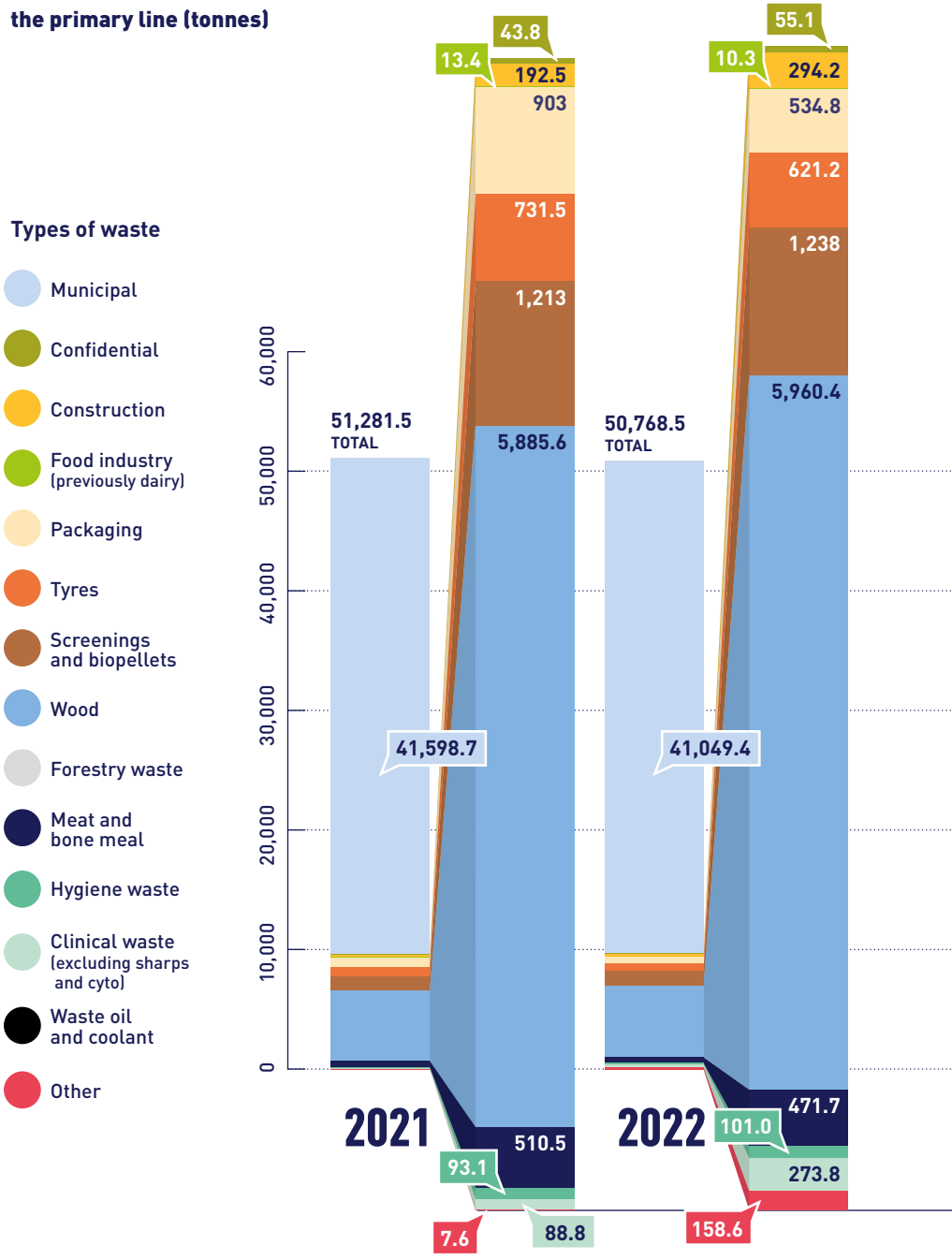
Despite an uptick in municipal waste delivered to Richmond Hill over the last few years, the total remained just below 50,000 tonnes in 2025 – leaving over 17% spare capacity.

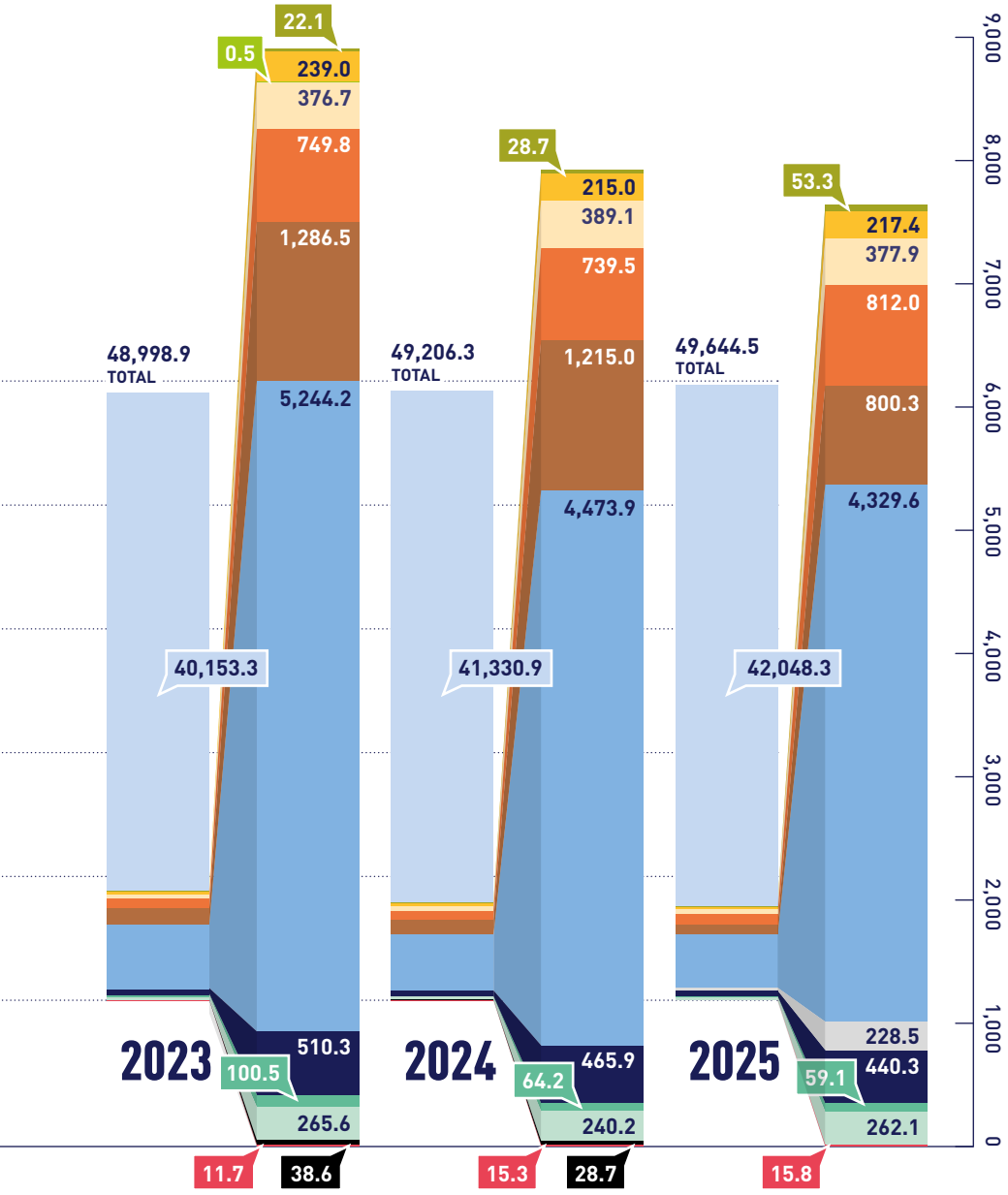
Households generated an extra 700 tonnes compared with 2024, taking the municipal waste total above 42,000 tonnes. Wood remained the next biggest waste stream, at around 4,300 tonnes. A 3% decline in that source was more than offset by almost 230 tonnes of plantation tree chippings, delivered as part of a biomass trial (see section one). Forestry waste was last processed in 2020.

Waste tyres saw the largest proportionate rise amid the mixed materials that make up the primary incinerator's feedstock – up 9% to around 810 tonnes. More than 90 tonnes of waste oils were processed.

Richmond Hill's secondary line operated just once during the year before decommissioning began ahead of its replacement in 2026. The final batch treated in February comprised just over 22 tonnes of clinical waste.

Waste incinerated in the primary line (tonnes)




2023
48,998.9
TOTAL
40,153.3
22.1
0.5
239.0
376.7
749.8
1,286.5
5,244.2
510.3
100.5
265.6
11.7
38.6
2024
49,206.3
TOTAL
41,330.9
28.7
215.0
389.1
739.5
1,215.0
4,473.9
465.9
64.2
240.2
15.3
28.7
2025
49,644.5
TOTAL
42,048.3
53.3
217.4
377.9
812.0
800.3
4,329.6
228.5
440.3
59.1
262.1
15.8
9,000
8,000
7,000
6,000
5,000
4,000
3,000
2,000
1,000
0

Waste incinerated in the secondary line (tonnes)

Generating energy

The island's electricity grid received more than 24,200 megawatt hours from the facility over the year. This exported power was down by 5% from 2024, though higher than in some previous years.

Power must be imported from the grid when the turbine is offline for maintenance or under repair. Our consumption rose 24% to almost 840 megawatt hours.

Imports were higher and exports lower as the facility had to run for a period without the turbine, while our system's permanent magnet generator was being repaired. This followed damage to the generator caused by a specialist contractor in the year's first planned shutdown.

Nevertheless, turbine availability was a respectable 85.5% over the year as a whole.

Other outputs and inputs

The chief byproduct of the energy-from-waste process is ash, in two forms. Bottom ash is the residue from incinerated waste, while fly-ash – air pollution control residue – is produced in the process of cleaning flue gases.

This gas scrubbing process requires three chemicals – lime, ammonia and carbon. Gas oil and water are the other main inputs essential to safe and efficient operations.

Bottom ash

The ash deposited on the furnace grate is an inert material. Naturally occurring compounds make up about 5%. We analyse the ash for contaminants at regular intervals.

How much ash is generated depends on the mix of materials and the efficiency of combustion, as well as the amount incinerated. For every tonne of waste treated in 2025, just over 186 kilograms of bottom ash was produced – a slight reduction compared with the year before. The total recovered was around 9,250 tonnes, also down despite the small increase in the throughput of waste.

Currently, ash from Richmond Hill is transported to Turkeylands New Quarry for landfill.

Ferrous metals

Mixed wastes delivered to Richmond Hill contain various types of metal. Unlike aluminium – which melts on the grate and can contribute to blockages – ferrous metals are not destroyed in the furnace. Pieces of iron and steel can be recovered from the bottom ash for recycling. However, these ferrous metals are of less value after they have been through the combustion process.

Almost 400 tonnes of scrap metal were exported to reprocessors in 2025, an increase of more than 5% on the previous year.

Air pollution control residue

Gases rising from the furnace contains particles of ash and pollutants. Gas-scrubbing chemical sprays remove these in the flue while the fine fabric of bag filters trap the fly-ash particles.

Lime, heavy metals and dioxins contained in the residue mean it must be managed as a hazardous waste and samples are analysed each quarter.

As with bottom ash, the amount of air pollution control residue and its make-up vary with the mix and volume of wastes, but also the quantities of chemicals required to clean the gas stream and prevent pollution. As with bottom ash, the rate at which our operations generated this residue fell. Around 25.5 kilograms were left after treating each tonne of waste in 2025. The total sealed in special bags for shipment to a specialist recovery facility in north-east England was down by over 80 tonnes to 1,270 tonnes.

Gas oil

Burning gas oil is essential to ensure that all waste is safely destroyed during the start-up and shutdown phases of operation. Gas burners are also triggered automatically at other times, for example, when non-compliant waste or technical faults lead to a drop in furnace temperature.

We strive to reduce consumption, given its environmental impact as well as financial cost. Usage overall fell by a fifth to around 217 tonnes, reflecting the decommissioning of the secondary incinerator. Consumption was down by a third on the primary line, which experienced fewer interruptions to operations. Waste oil was also used to bolster furnace temperatures while deslagger blockages were being cleared, further reducing reliance on virgin gas oil.

Water

The energy-from-waste process requires water for cooling the furnace grate and for the super-heated steam produced in the boiler to drive the turbine. General cleaning, offices, our visitor centre and toilets also consume water.

Our facility is designed to conserve water. As steam leaves the turbine it is captured and condensed for re-use in the boiler. We harvest rainwater across the site, storing it in an underground tank for applications such as mixing lime slurry for gas scrubbing and cooling heat exchangers.

Consumption exceeded 15,400 tonnes over the year. The 15% increase in water usage was due to leakage from passing drains, vents and steam traps that will require major overhaul or replacement. With more grate rows in use following outages, the number of routine grate leaks that can occur without impacting the incineration process also tends to rise.

Chemicals

Our priority is to keep all emissions within the strict limits defined in our site licence, while managing consumption responsibly. The rates at which chemicals are consumed in gas scrubbing varies according to the levels of harmful gases and particles in the flue. In 2025, lime consumption fell, while heavier use of ammonia and carbon was required.

- **Lime**: Used in far greater quantities than the other chemicals, lime mixed with water is sprayed to neutralise acidic gases. Consumption has dropped steadily over the last few years as measures to detect and deter deliveries of non-compliant waste have taken effect. Plasterboard has been the main culprit, as it emits sulphur dioxide and hydrogen chloride when incinerated.

  Compared with 2024, there was a further reduction in lime usage to 357 tonnes – a significant saving of nearly 64 tonnes. The feed rate for lime slurry fell by 16% to its lowest level for many years.

- **Ammonia**: Oxides of nitrogen (NOx) are controlled by injecting ammonia into the boiler. There was a 7% increase of almost 1.4 tonnes, taking total usage over 20 tonnes. From late summer, the usage rate rose due to a suspected fault in the control loop of the NOx system, which was still being investigated at the end of the year.
- **Carbon**: Demand for activated carbon increased more sharply. Just under 30 tonnes were used to adsorb dioxins and trace metals in flue gases. The feed rate was 45% higher than in 2024, increasing consumption by nine tonnes.

  A fault in an eductor dosing unit led to excessive usage on the primary line. 'Double-dosing' – required by our operating procedures during the 24 hours following each re-start after a shutdown – also occurred more often than usual.

Other activities

SUEZ Isle of Man provides additional waste management services to businesses and householders.

Hazardous waste

Since 2007, our company has managed hazardous waste on behalf of the Government.

A range of hazardous substances are generated by the island's manufacturers, labs and healthcare services. These include flammable wastes, acids and alkali cyanides that must be shipped to specialist facilities in the UK.

Transportation of hazardous wastes across borders is governed by international law.

Our staff analyse and classify substances before raising trans-frontier shipment notices specifying the appropriate treatment or disposal facility. The wastes are kept in our site's purpose-built store and consolidated into economic loads.

During the year, we shipped three loads comprising around 50 intermediate bulk containers of ethanol, dimethylformamide and acids. Meanwhile, the site accepted deliveries of other hazardous substances – including flammables, acids, xylene and glycol – for secure storage, pending their transhipment in 2026.

Confidential waste

Our facility provides a local solution for potentially sensitive records no longer required by businesses and other organisations. We managed the secure destruction of more than 53 tonnes of this material during the year, almost double the amount of confidential waste incinerated in 2024.

Managing environmental performance

Environmental protection and safety are the overriding priorities in all operations on Richmond Hill. Our facility, management systems and procedures are designed to minimise impacts on air, land, water and the surrounding community, while ensuring the safety of our people.

In this section, we report on the environmental impacts of our operations, and describe the environmental policy, management systems, auditing and other activities that underpin our compliance. All supporting environmental performance data is set out in the tables at the end of the report in section five.

SUEZ environmental policy

A standardised policy framework governs all SUEZ sites and activities. Our parent company has developed this environmental management system to minimise environmental impacts. Tested and proven, its procedures are applied on each operational site.

Our environmental policy demands, as a minimum, complete compliance with the terms of our site licence and all relevant legislation and regulations. Wherever practicable, we must strive to exceed those standards.

Central audit teams monitor compliance and performance against objectives and targets to drive continuous improvement.

Our integrated policy statement for environment, health, safety and quality

SUEZ Recycling and Recovery UK Ltd recognises that how we manage our customers' and our own waste has an impact on the environment, the health and safety of our employees, persons working on our behalf, and the public. From a position of leadership in the UK's recycling and waste management industry, SUEZ is fully committed to the effective management of all such issues associated with our activities.

Management responsibility

The Management Board will ensure that responsibility for environmental, health and safety, and quality issues is clearly defined and understood throughout the company. All activities will be conducted in a manner designed to: protect the health and safety of our employees, persons working on our behalf and the public; ensure the sustainable consumption of resources, mitigate the causes of climate change and biodiversity loss, and protect the environment from risk of pollution; and ensure a high quality of service for our customers.

Managers should be aware that a European Health and Safety agreement exists. This sets out the standards that the Company expects in respect of securing the health, safety and welfare of our employees and all other persons that could be affected by our business activities. A copy of the agreement can be found in the policy statement section of the SUEZ policies and procedures database.

Legislation

SUEZ will comply with and wherever possible exceed existing environmental, health and safety, fleet and other pertinent legislative requirements at all stages of our business activities and operations.

Stakeholder relations

SUEZ recognises the importance of our relationship with stakeholders: employees, the public, contractors, customers and shareholders. We will communicate this Policy to them, report annually on performance and engage with stakeholders so as to understand and consider their expectations in the way we manage our business.

Continuous improvement

SUEZ will monitor and measure progress by setting improvement objectives and targets to ensure continuous improvement in performance.

In order to mitigate the impact on the environment, enhance health and safety management and performance, and ensure delivery of service to all our customers, SUEZ will:

- Commit to eliminate hazards and reduce occupational health and safety risks in order to prevent injury and ill health and promote a positive health and safety culture.
- Prevent pollution or harm and protect sensitive receptors from industrial incidents and uncontrolled or unintended emissions.
- Mitigate exposure to climate change.
- Continue to improve biodiversity across all our sites each year.
- Become carbon positive by preventing more carbon than we generate by 2040.
- Help our customers reduce waste and reuse more, creating solutions to reuse more material by 2030.
- Empower the sustainability network to drive forwards sustainability improvements across our sites.
- Use suppliers or contractors that have environmental and health and safety standards compatible with our own wherever possible, and maintain good customer and supplier relationships.
- Continually reassess all the above in light of changing technology, legislation, the precautionary principle, business requirements and best practice.
- Ensure adequate resources are provided to meet specified customer and company requirements.
- Ensure personnel working for and on behalf of SUEZ are aware of their responsibilities and comply with our policies and procedures.
- Regularly evaluate and review company performance and service provision.
- Commit to consultation and participation of workers and where they exist, workers' representatives.
- Evaluate the incident and crisis preparedness, response and recovery protocols to mitigate risk.
- Drive forward the promotion of health and wellbeing programmes, providing resources to support our employees.

The Management Board will periodically review this policy to ensure that it continues to meet the needs and aims of the business.

Management systems

Our integrated management system covers all procedures for environmental protection, health and safety, and quality of service. This means that our people have a clear and consistent set of rules for all activities – from reception of incoming waste deliveries to disposal of bottom ash.

This system specifies the responsible, safe and effective way of working, and the procedures for reporting both internally and to the island's regulator, including performance against operating parameters such as emission limits.

Since operations started in 2004, our management system has been continuously certified to international standards. Certification is independently verified, in addition to the regular compliance audits conducted by the Government's Environmental Protection Unit and by our parent company. Our management system meets the environmental requirements of ISO 14001 and the equivalent standards for managing quality (ISO 9001:2008) and assets (ISO 550001).

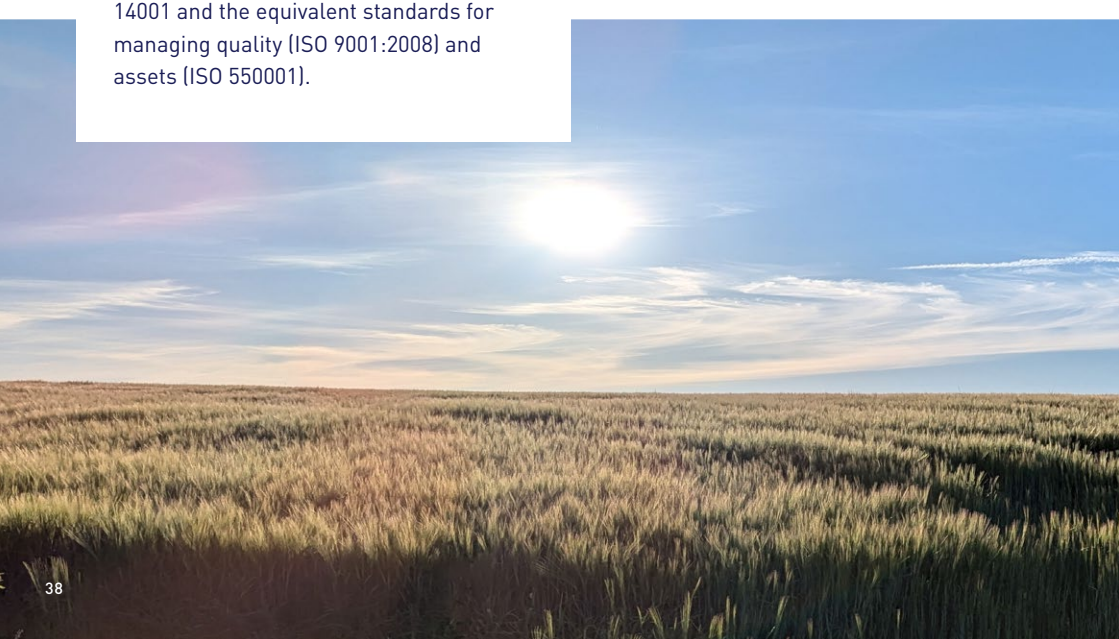
Environmental compliance

As well as satisfying the terms of our operating licence, SUEZ Isle of Man is bound by the standards laid down in local laws and regulations, and in relevant UK and European legislation. Our corporate environmental policy challenges us to surpass these benchmarks.

This local legislation includes:

- The Public Health Act 1990
- The Collection and Disposal of Waste Regulations 2000
- The Import and Export of Waste Regulations 2001
- The Town and Country Planning Act 1934-1991 (as amended 1999)

Our operations are regulated by the Environmental Protection Unit, which reports to the Department of Environment, Food and Agriculture.



Compliance audits

Compliance auditing is performed by the Environmental Protection Unit, independent verifiers, our local staff, and by SUEZ's UK-based team at various intervals.

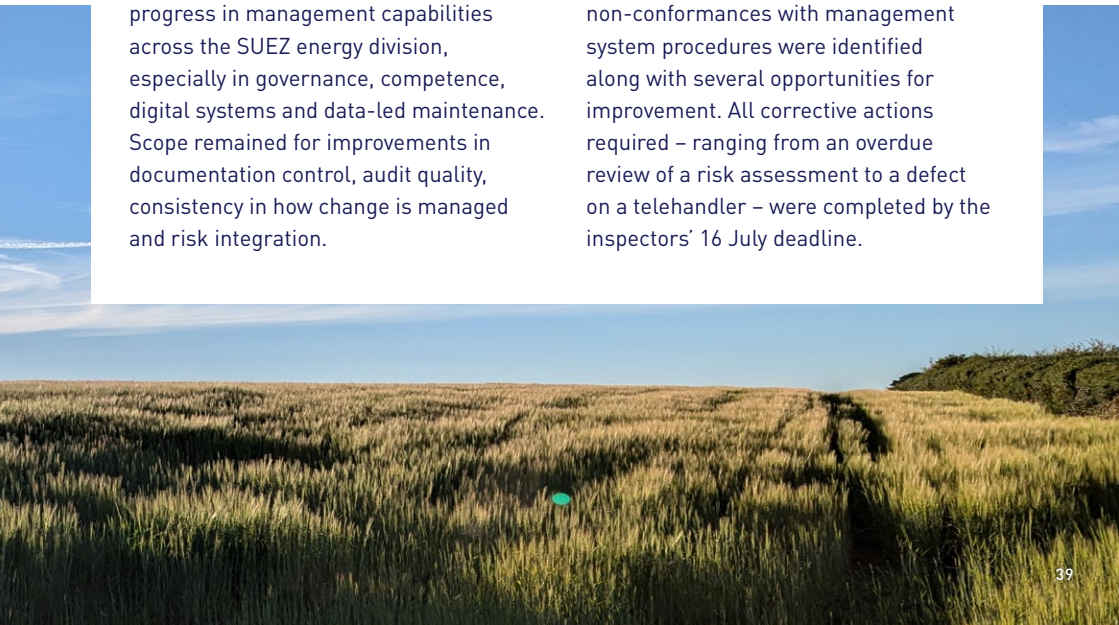
In addition, compliance matters are high on the agenda of our monthly safety, health, environment and quality meetings – the internal committee that covers safety, health, environmental management, and quality.

During the year, three audits were carried out by SGS, an external accreditation organisation, confirming our system's compliance with standards for managing environmental impact, occupational health and safety, and quality respectively – ISO 14001:2015, ISO 45001:2018, and ISO 9001:2015.

The equivalent assessment against ISO 55001 for asset management took place in October. SGS reported continued progress in management capabilities across the SUEZ energy division, especially in governance, competence, digital systems and data-led maintenance. Scope remained for improvements in documentation control, audit quality, consistency in how change is managed and risk integration.

In early December, the island's Environmental Protection Unit carried out its annual compliance audit. It found that the site continued to be well managed and operated in compliance with the conditions of its licence. The only events detracting from its overall rating were the year's four emission exceedances and three instances when the combustion temperature in the primary's furnace dipped below 850°C before being boosted by burning oil. In all cases the impact was adjudged to be minor. The audit report also noted several improvements made since the last inspection.

SUEZ's business control team conducted its three-day audit of our operations towards the end of June. Their inspection – which assessed conformance against the three ISO standards for environment, quality and health and safety – found that the site was "very well organised, tidy and well maintained". Five minor non-conformances with management system procedures were identified along with several opportunities for improvement. All corrective actions required – ranging from an overdue review of a risk assessment to a defect on a telehandler – were completed by the inspectors' 16 July deadline.



Environmental impacts

All foreseeable impacts of our energy-from-waste operations and related activities are covered by our management system. Emissions to air, water and land are subject to tight controls.

Along with the potential impacts of noise and odour, these risks are also set out in the facility's Significant Environmental Impacts Register. We regularly review the register as part of our risk assessment procedures and emergency planning.

Our in-house training programme also ensures that staff are competent in assessing risks and carrying out all activities in a compliant manner that protects the environment and their safety.

Emergency planning

Training also has an essential role in minimising the impact of any emergency and preventing physical harm. Our people are trained in the procedures to follow, and this training is regularly refreshed and tested.

We test their emergency preparedness and response through drills. These simulate various scenarios from chemical spillages to fires in the waste pit or other areas, and incidents such as a casualty in a confined space or operational malfunctions.

Staff on duty do not receive advance warning. Site managers evaluate and time their actions. Any lessons are shared with all relevant employees and procedures updated if necessary. A target of 12 emergency drills was set for 2025 and fulfilled.

Our environmental performance

All emissions to air, water and land from the facility are closely monitored, and the results reported to the Environmental Protection Unit.

This monitoring regime is defined by the terms of our site licence and EU Industrial Emissions Directive, under which energy-from-waste is one the most tightly regulated processes in Europe.

Emissions to air

Gases from the furnace are analysed by the facility's continuous monitoring system as they pass through the flue. Readings are made after the scrubbing process, recorded and compared in real time against the emission limits set in the facility's operating licence.

The system measures the following:

- Particles
- Carbon monoxide
- Sulphur dioxide
- Hydrogen chloride
- Oxides of nitrogen
- Volatile organic compounds
- Ammonia

Licence limits also apply to certain compounds that cannot be measured continuously and are tested periodically. Dioxins, furans and dioxin-like PCBs are monitored quarterly, while testing for heavy metals and PAHs takes place twice a year[12].

Half-hourly limits are set for some other compounds, while carbon monoxide is subject to a 10-minute interval. The facility may still operate when these thresholds are exceeded, but must be shut down as soon as practicable if the emission is not brought back under control within a specified time.

All exceedances are reported to the Environmental Protection Unit. Our staff take any necessary corrective action before closing their investigation of the incident and communicating the results to the regulator.

Our company's website – www.suez.co.im – reports daily emission data for the continuously monitored parameters Graphs are shown for the daily readings of each parameter and emission limit, and the emissions profile for the previous 90 days for both lines.

[12] Polychlorinated biphenyls (PCBs) are banned carcinogenic compounds formerly used to insulate electrical equipment such as transformers. Polycyclic aromatic hydrocarbons (PAHs) occur naturally in crude oil and coal, and also result from incomplete combustion of refuse or wood.

Licence emissions limits

Emissions to air

	Half-hour average	Daily average	Other limit
Particulate matter	30 mg/m^3	10 mg/m^3	
VOCs as Total Organic Carbon	20 mg/m^3	10 mg/m^3	
Hydrogen chloride	60 mg/m^3	10 mg/m^3	
Hydrogen fluoride			2 mg/m^3
Carbon monoxide		50 mg/m^3	150 mg/m^3 95% of all 10-minute averages in any 24-hour period
Sulphur dioxide	200 mg/m^3	50 mg/m^3	
Oxides of nitrogen	400 mg/m^3	200 mg/m^3	
Cadmium and thallium (and their compounds)			0.05 mg/m^3
Mercury (and its compounds)			0.05 mg/m^3
Sb, As, Cr, Co, Cu, Pb, Mn, Ni and V (and their compounds)			0.5 mg/m^3
Dioxins and furans			0.1 ng/m^3
Ammonia			*
Polyaromatic hydrocarbons			*
Dioxin-like PCBs			*

Emissions to water

Surface water	Limit
pH minimum	6
pH maximum	10
Conductivity	*
Temperature	30˚C
Flow duration	*
Suspended solids	*
Chemical oxygen demand	*
Sulphides	*
Sb, As, Cd, Cr, Co, Cu, Pb, Mn, Hg, Ni, Ti and V	*
Visible oil	Nil
Ammonia (N)	0.6 mg/l

* Parameter does not have a limit stated in the waste disposal licence, but is required to be measured and reported to the Environmental Protection Unit.

Sewage treatment facility	Limit
pH minimum	6
pH maximum	9
Visible oil	Nil
Suspended solids	60 mg/l
Biochemical oxygen demand	50 mg/l

Discharges to water

No water used in cooling the furnace grate or the boiler or turbine is discharged to local watercourses.

The only discharges are of surface rainwater and those made via the sewage bio-treatment system. A river discharge licence, introduced in 2023, tightened the limits for biochemical oxygen demand and suspended solids that had been specified in our original site licence.

A new biodisc sewage treatment plant was installed in June. This biologically active system is designed to break down sewage naturally, ensuring high effluent quality. Our procedures provide for regular sludge removal and effluent sampling.

Initial results were variable, which is to be expected in the early stages of operation as bacterial communities within the system become established. These aerobic micro-organisms will stabilise over time, providing more consistent treatment performance.

Licence variations

There have been various amendments to our operating licence since the facility began operating. Most were made to allow processing of additional types of waste, such as tyres or bio-pellets.

Any licence variation is only sought or approved if our operations team and the Department of Environment, Food and Agriculture are satisfied that the change would not compromise the safe, compliant and efficient operation of the energy-from-waste process.

In 2025, pigeon droppings were permitted and the company also applied for a licence to install the upgraded sewage treatment plant.

Measuring our performance

The Richmond Hill facility has an exemplary record on emissions control, which our team sustained through 2025.

As in the previous year, there were just four incidents in which half-hourly limits were exceeded:

- **12-13 January 2025**: Lime dosing was interrupted when both pumps feeding the atomiser spray failed simultaneously. This resulted in a spike in **hydrogen chloride** exceeding the half-hourly limit for 2.5 hours around midnight and the daily average limit for 12 January. The operations team ran down the waste on the grate, and the oil burners were fired to maintain the correct combustion temperature. Repairs were made to the lime system, which was tested before waste was reintroduced. The facility operated below the subsequent daily average.
- **02 March 2025**: The half-hourly average for **sulphur dioxide** was exceeded for two periods when a bearing temperature probe in the atomiser failed, forcing the spray system to shut down. Replacing the faulty atomiser with a spare unit returned the system to service with no further issues.
- **27 September 2025**: Another **hydrogen chloride** exceedance occurred due again to an atomiser malfunction, this time involving a blockage in its heat exchanger. The subsequent rise in temperature tripped the unit, leading to a breach of the limit for two half-hourly averages. Flushing the heat exchanger and fitting a spare component restored normal treatment of the flue gases.
- **02 December 2025**: A large explosion in the combustion chamber led to increased pressure and caused oxygen levels to drop. The level of **volatile organic compounds** spiked briefly due to incomplete combustion of waste. Gas bottles mixed in with municipal waste are the most likely cause. This is an increasing problem in UK energy-from-waste facilities due to the discarding of nitrogen oxide (NOx) cannisters (intended for medical or catering applications) by recreational drug users. Spot checks are being made to try and identify NOx bottles in incoming waste before loads are tipped in the waste pit.

Biodiversity

Going beyond protective measures, our company's core principles include a pledge to take action at every SUEZ location to improve its natural environment.

We have in place a Sustainability Action Plan for the Richmond Hill site to guide our efforts to enhance biodiversity. As well as the local ecosystem and its existing habitats, the plan takes account of the potential for improvements that would promote flora and fauna and the island's UNESCO Biosphere status. Planned actions are coordinated with other companies and charities involved in the Biosphere partnership.

Technical Plant Engineer Mike Valerga – the site's designated sustainability champion – leads on implementation. A total of 137 actions were undertaken during the year in line with the 10 SUEZ sustainability principles. The two categories accounting for the most measures were 'travel smarter' – to reduce car journeys by staff – and 'connecting with the community'. For example, colleagues spent a day volunteering with the Woodland Trust, planting trees.

Climate change

Our parent company and our industry – represented by the Environmental Services Association – are committed to achieving carbon neutrality by 2040.

SUEZ Group is also a leading international proponent for the transition to carbon net zero. Guided by science-based targets, the SUEZ 2023-2027 Sustainability Roadmap aims to cut Scope 1 and 2 carbon emissions from general waste activities by 26%. A separate and preliminary target for a 2% cut was set for energy-from-waste emissions, pending the extension of the EU's Emissions Trading Scheme[13]. The Group and SUEZ in the UK are also investing heavily in projects to pioneer the capture and storage of carbon from energy-from-waste facilities.

As well as releasing carbon into the atmosphere, the energy-from-waste process and other services and solutions avoid emissions by diverting waste from landfill. Over the course of a year, our parent company saves over a million tonnes of carbon on behalf of its customers, typically offsetting more than 90% of the business's total carbon footprint[14].

The corporate carbon plan includes measures to reduce the carbon intensity of the business as a whole.

Calculating emissions

Methodology for estimating carbon emissions continues to evolve. Since 2024, our calculations for energy-from-waste have used stack emissions and the fossil carbon content of waste. The carbon content is ascertained either by analysing the composition of sampled waste or Carbon-14 analysis. This approach is more accurate than the previous standard method, which was based on tonnage throughput and averages for fossil content.

We also estimate our full carbon footprint – comprising Scope 1, 2 and 3 emissions:

- Scope 1 – direct emissions, for example, from mobile plant and vehicles, as well as the energy-from-waste facility's furnace and boiler.
- Scope 2 – indirect emissions arising from the generation of imported electricity used to power lighting, heating and cooling in our buildings.
- Scope 3 – upstream emissions in the supply chain that are embedded in the products and materials consumed on site, as well as those downstream associated with bottom ash disposal.

[13] Both the EU and UK are planning to widen their respective Emissions Trading Scheme (ETS) regimes to include energy-from-waste, putting a price on CO2 emitted from these facilities from 2028. ETS does not apply to the Isle of Man.

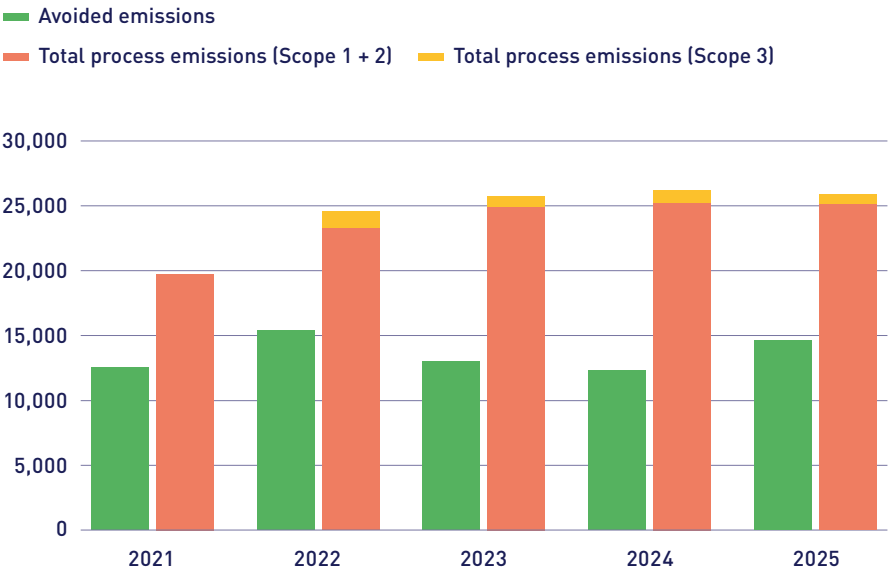
[14] SUEZ Sustainability Report 2024: Almost 1.2 million tonnes CO2e (carbon dioxide equivalent) were avoided in 2024 (the latest full-year calculation available at time of publication). Per tonne of carbon emitted, the amount avoided was 0.92 tonnes.

The emissions data for the last five years is shown here.
Please note that changes in methodology mean that annual estimates are not directly comparable.

Total process emissions (combining Scope 1 and 2) amounted to 25,250 equivalent tonnes of carbon dioxide ($TeqCO_2$) – a lower estimate than previous years despite the higher throughput of waste.

Our facility's Scope 3 emissions are much lower, at 747 $TeqCO_2$. This calculation is significantly lower despite recovering more ferrous metals for recycling, which is treated as an addition to downstream emissions (although in practice, recycling displaces emissions from producing virgin iron and steel).

Total process emissions and avoided emissions ($TeqCO_2$)

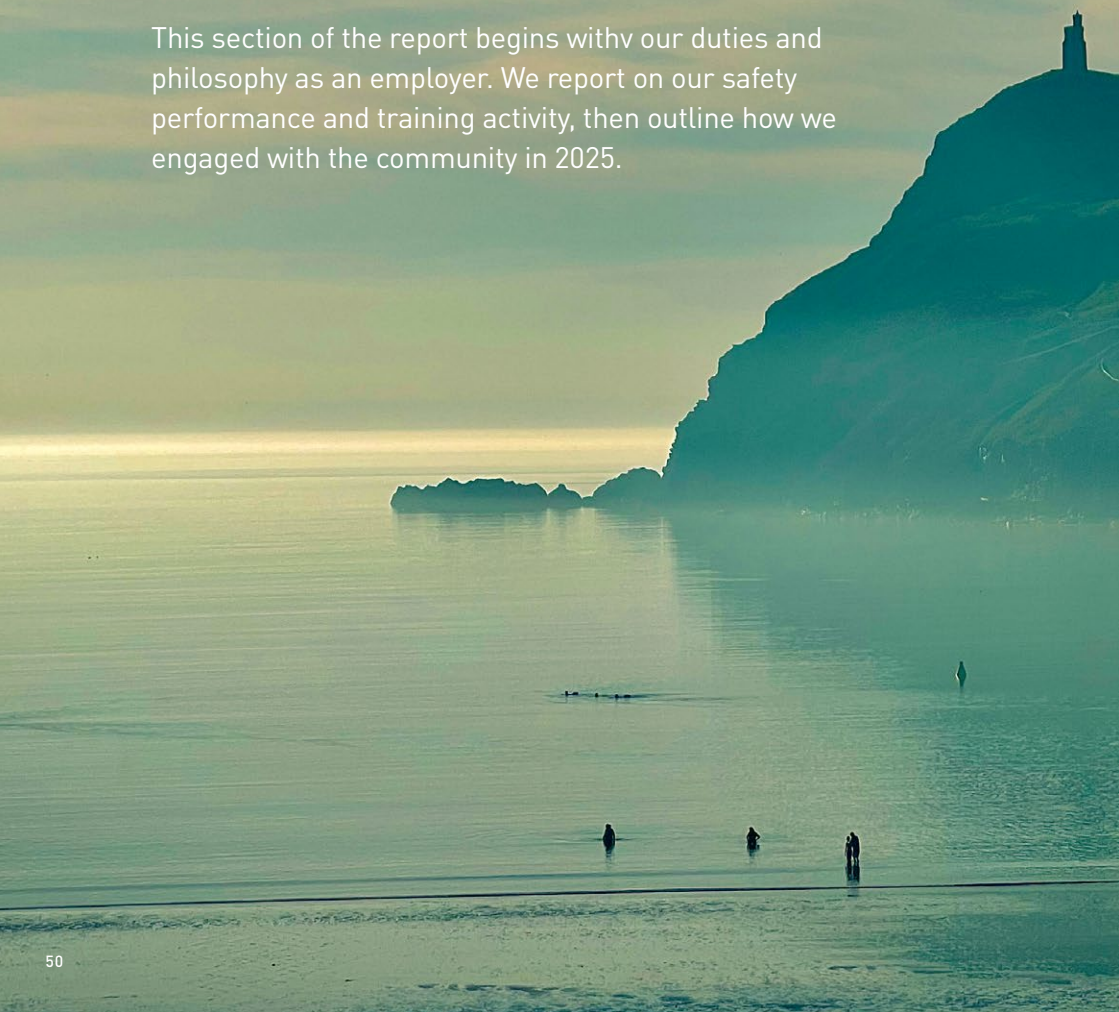


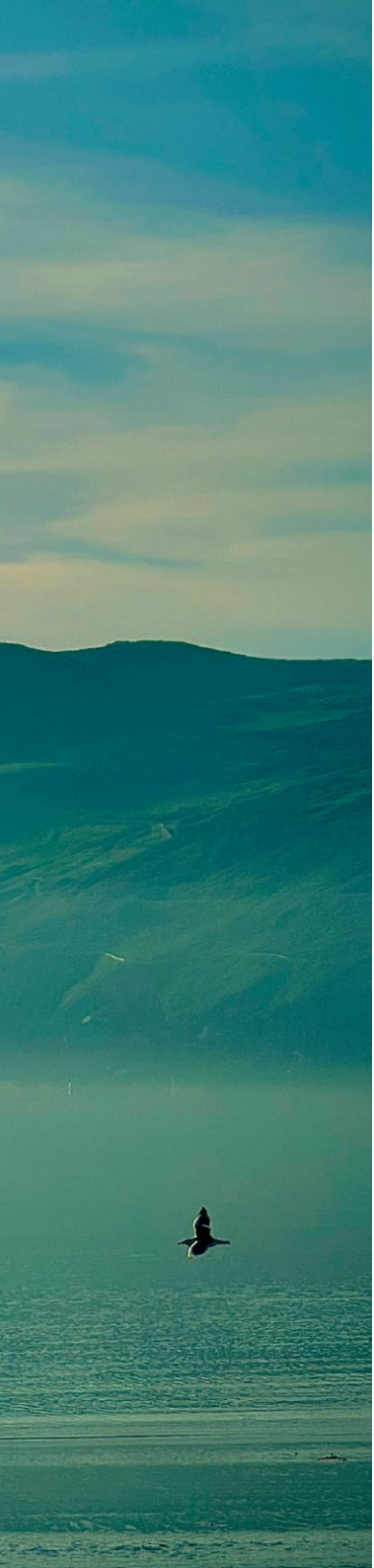
	2021	2022	2023	2024	2025
Avoided emissions	12,591	15,456	13,003	12,326	14,666
Total process emissions (Scope 1 + 2)	19,803	23,359	24,981	25,290	25,250
Total process emissions (Scope 3)		1,287	943	977	747

Corporate social responsibility

Our responsibility to people – as part of the triple bottom line – starts with the welfare of our staff, but extends to the community – from our neighbours on Richmond Hill to wider society.

This section of the report begins withv our duties and philosophy as an employer. We report on our safety performance and training activity, then outline how we engaged with the community in 2025.





Our people

We follow well-established safety policies and practices developed for all SUEZ sites and operations. They are embedded in our integrated management system – accredited to the international standard for occupational health and safety, ISO 45001 – and we monitor compliance.

Our workplace culture also encourages everyone to take responsibility for their own and colleagues' safety, to 'Speak Up and Stop' in any potentially unsafe situation, and to suggest potential improvements within the facility and better, safer ways of working.

Called Safety in Mind, the SUEZ behavioural safety programme was developed with the input of employees to foster safety awareness and vigilance in all areas of operations. The culture is continuously reinforced through risk assessments, training, 'toolbox talks', other team meetings, and by our safety representatives.

Health and safety

We expect contractors to show the same commitment to safety. Our team includes designated senior colleagues authorised to issue work permits and ensure that external workers are pre-approved before arrival on site. They are briefed on our safety procedures and urged – like employees – to report 'near misses'.

Eighteen near misses were reported during the year, along with nine hazard observations. These reports are reviewed by the relevant managers to inform our ongoing risk assessment.

These events are recorded, analysed and managed through our EcoOnline system, which provides a single portal, streamlining our safety reporting and investigation processes. The system also captures the details of periodic visits by company senior leadership to SUEZ sites to observe operations and discuss safety matters.

During the year, another procedure was introduced, involving other managers and supervisors, who conduct 'safety samples' – a structured record created within EcoOnline to capture observations of workplace activities, environments, or behaviours at a specific point in time. These identify safe and unsafe practices, highlight potential hazards and any corrective actions required.

Details include the location, activity observed, nature of hazards, risk level, recommended actions and responsible persons for follow-up. Safety samples support proactive safety management by providing data that can be analysed to identify trends, improve risk controls and promote continuous improvement in health and safety performance.

We also track and record other activities, including the year's 1,932 Safety in Mind conversations.

Re-tooling to minimise risk

The UK's Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) require employers to manage and control the risks to safety from fire, explosions and substances corrosive to metal. These substances are found in many workplaces and include solvents, paints, flammable gases, dusts from machining and pressurised gases.

Requirements cover risk assessment, control measures, marking hazardous zones, procedures to manage emergencies and adequate training. In 2025, we carried out a DSEAR survey to identify relevant risks and potential improvements to our safety management, equipment and ways of working.

The main outcome of this review was the decision to specify that all tools used within potentially hazardous zones in the facility are certified to the EU's ATEX safety standards. They are now housed in a designated ATEX tooling cupboard in the office of the Shift Manager, who controls the use of tools and the permit to work process in ATEX areas. The aim is to minimise the risk of sparks and ignition sources when using drills, wrenches, grinders and other tools in routine and reactive maintenance work.

Incidents in 2025

All incidents are thoroughly investigated, reported to the authorities where injury is severe, and any lessons are applied through changes to procedures, the work environment and training, where required.

During 2025, there were just two safety incidents. Both involved minor injuries. As none entailed an absence from work of three days or more, they did not have to be reported to the authorities under RIDDOR (the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations).

The first involved a sudden pain felt at the back of the knee when walking up the staircase in our office block. In the other case, a Technician strained his shoulder when removing a gas scrubbing nozzle that had become stuck in its slot.

Incidents causing property damage are also recorded. There were five in 2025, the most significant involving the permanent magnet generator (PMG). On a turbine generator, the PMG provides a reliable, independent power supply to the generator's excitation and control systems.

While reassembling the generator after maintenance, our contractor reinserted the bolts securing its electrical connections incorrectly. This caused internal damage that was detected when our staff were attempting to synchronise the generator to the high-voltage network before restarting the plant. The contractor was called back to site and the turbine had to be cooled sufficiently to allow the rotor turning gear to be stopped for a full investigation. When the damage was identified, the generator was removed and sent to a specialist in the UK for repair.

The other incidents were:

- A forklift truck broke the weighbridge's barrier.
- A mobile phone used to record visual spot checks in the tipping hall was left on the seat of a JCB Loadall and it fell to the floor when the Day Operator climbed into the cab.
- During a routine plant operation, the lifting shackle securing an atomizer in place was dislodged by vibration forces.
- The site's exit barrier snapped when struck by a waste delivery truck.

A holistic view of health

As an employer, SUEZ takes a holistic view of employee wellbeing that complements physical health and safety policies.

Colleagues across the business helped draw up our Wellness for All charter, which addresses eight different aspects of wellbeing – from mental health and financial concerns to the working environment.

Employees can access support through various channels, including a comprehensive employee assistance programme offering a range of confidential support services.

Designated wellbeing ambassadors are also available to provide advice or signpost colleagues and their family members to appropriate professionals. Educational webinars are presented by external specialists. The company hosts voluntary networks to offer support, a sense of community and a way to share experiences. These networks include veterans, parents, carers, inclusion and diversity, multicultural, cancer support and other groups.

Training and development

Investment in training ensures staff are competent and promotes personal development – both fundamental in a learning organisation like SUEZ that prioritises employee engagement.

Our corporate training and development programme is also designed to nurture the next generation of managers and fulfilling careers for all. On the island and across the Group, the aim is to retain talent and promote from within. We see this as central to our company's success.

Training requirements have been standardised across our energy teams. The competency of operations and maintenance personnel is formally assessed and training is mandatory. Each energy-from-waste facility also has its own site-specific training and skills modules.

Managers and their team members review training needs monthly. Progress is tracked automatically in our learning management system, alerting employees and enrolling them on appropriate courses so that all qualifications are kept up to date.

In addition to technical in-house training and industry-accredited courses, we support apprenticeships and employees pursuing further education, such as part-time degree courses. An e-learning platform offering a diverse range of digital courses gives employees greater autonomy and flexibility in what, when and how they learn.

Most training is focused on competency and safety. Courses delivered over the year covered areas such as first aid at work, fire awareness, mobile plant, abrasive wheels, mental health first aid, and the Institution of Occupational Safety and Health training for managers and supervisors.

Engagement

Our people-centred policies help foster engagement and collaboration.

Two-way communication is central. In addition to other team meetings, our four employee representatives meet monthly with Plant Manager Jon Garrad to discuss any matters raised by their colleagues. This staff forum provides another channel for consultation and sharing information, supplementing the site's monthly staff newsletter.

Annual staff surveys track engagement and job satisfaction across the group and a range of parameters. SUEZ Isle of Man achieved excellent scores across the board in the January 2025 survey, in which 92% of our people took part.

Employees are asked to identify what their employer does well or needs to improve. Managers can see how their teams' views compare with their counterparts across the group and we have highlighted areas where we will focus our efforts to raise our scores in 2026.

SUEZ also conducts a Net Promoter survey (NPS). Our team on the island remains one of the highest-scoring parts of the group.

Our team

At the end of 2024, SUEZ Isle of Man had a workforce of 36 people. There were no leavers, one joiner and two promotions were confirmed during the year:

- Josh Dallimore joined the team in June as a Mechanical Technician.
- In February, Dean Marchbank was confirmed as Assistant Maintenance Manager, following a six-month trial period.
- Jonny Smith stepped up to the role of Electrical Control and Instrumentation Technician.
- Trevor Illingworth and Stephanie Gray also joined the team as facility Tour Guides. Trevor brings years of experience from the merchant navy on large steam ships, while Stephanie has a deep understanding of the Isle of Man waste strategy from her time as Head of Waste Management in the Department of Infrastructure.

Continuity has played an important part in the facility's sustained performance over the last two decades. That fact is underscored by the continuous service of eight of our original team – Ross Cormode, Robert Jepson, John Hyland, Paul McCallum, John O'Toole, Conrad Philander, Elliot Millar and Chris Savage. Colleagues toasted their 20-year anniversary at a celebratory dinner. It was fitting that retired former Plant Manager Gerrit Du Toit, who recruited the now veteran eight, joined in the celebrations.

Another member of the team entered the growing group of colleagues who have spent the last decade with SUEZ Isle of Man as Akkie van den Berg reached his 10-year anniversary.

Star qualities

Our parent company recognises the special contributions made by employees through its Star Awards programme. Four colleagues were named among the winners during the year:

- **Josh Dallimore** has quickly established himself as an integral part of the facility's maintenance team since joining in June 2024 as a Mechanical Technician. Now our specialist in motor and pump laser alignment, Josh is leading the programme to monitor the condition of plant and equipment through vibration analysis. He also stepped up to cover a senior colleague's period of leave, demonstrating his flexibility and commitment to the team's success.

- **Mark Ellison** and **Ross Commode** were also recognised for the dedication and initiative they showed during the facility's planned shutdown in September. Staff shortages in our Shift Manager group meant that several shifts risked not having a senior person in the key role of authorising maintenance and repair work by contractors. Mark and Ross covered as many shifts as possible, ensuring all permits and isolations received the necessary scrutiny for planned work to proceed safely as scheduled for a timely start-up.

- December brought two further awards. **Paul Mccallum**, Hazardous Waste Coordinator, was named the winner in the category for Best Charity and Social Value Contribution. Paul organised an activity day to get children involved in engineering while raising over £280 for the British Heart Foundation. **Josh Dallimore** was honoured again as Outstanding Team Member.

Our community

SUEZ is a leading corporate champion of social value. Responsible businesses not only do the right thing by their people and the environment, but also by society.

Our parent company monitors and measures those benefits across all locations using a specially commissioned social value calculator tool. It also manages its triple bottom line strategy and business activities to maximise the value created, encouraging local authority partners and other waste service providers to do the same.

The annual social value calculation is based on 88 indicators that track diverse contributions across the UK and on the island. These range from charitable donations and staff volunteering to spending with social enterprises and small and medium-sized firms. A further boost comes from donations to charities and grants to communities near operating landfills made by SUEZ trusts funded from landfill tax receipts in England and Scotland.

Total social value amounted to £3.2 billion in 2024 (the latest annual figure available)[15], exceeding the company's strategic target of £3 billion. An 18% increase on the year before, it means that £2.88 was generated for each £1 of company expenditure.

Fundraising for charity

SUEZ has had two national charity partners since 2024, when the British Heart Foundation was co-opted alongside Macmillan Cancer Support. These charities were chosen partly because they address two of the biggest health issues facing our communities in Britain and the Isle of Man.

The Manx contribution to this fundraising drive included the completion of the Thames Bridge Trek in London by Plant Manager Jon Garrad. On the island, James Smith organised a charity bike ride which was well supported by colleagues.

Our people arranged various other sponsorship events on the island including a golf day, young engineers' activity day and a bowling competition, contributing more than £800 to the annual fundraising drive for the two charities.

A similar sum was raised for the island's hospice through visits from its coffee van in February and September, followed by a December donation of skincare and cosmetic pamper tins for patients and their families. Staff also donated clothes and items for re-sale in Salvation Army and British Heart Foundation shops.

[15] SUEZ Sustainability Report 2024


TROPIC
TROPIC
TROPIC
TROPIC
TROPIC
TROPIC


British Heart Foundation

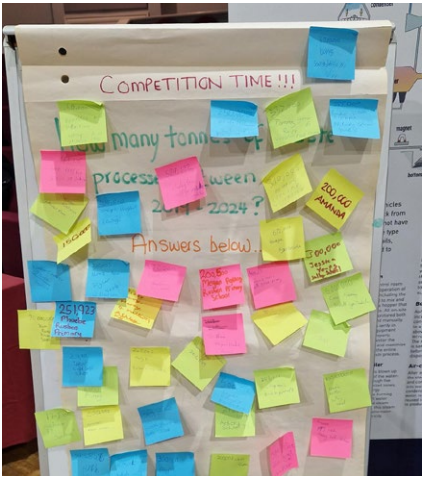
Education and careers

Education is a priority of the SUEZ community outreach programme, which is reflected by our investment in Richmond Hill's visitor centre.

We are also working to inspire the island's next generation of engineers, technicians and operators. As a member of the ACE Committee raising 'Awareness of Careers in Engineering,' we attended the annual STEMFest event in March for school children and students at the Villa Marina in Douglas.

The same month, our people also supported the first annual Queen Elizabeth II STEM conference promoting interest in the subjects of science, technology, engineering and mathematics. Around 500 children were involved.

Our own activity day with young engineers was attended by 22 children. As part of our commitment to ACE, we have also agreed to host training days for college students, beginning in February 2026.



Volunteering for good causes

The SUEZ volunteering scheme encourages employees to devote 'A Day a Year to Volunteer'. Colleagues on the island are enthusiastic volunteers. The island's hospice is a favoured partner. A team also spent a day planting trees with members of the Woodland Trust.


MILLENNIUM WAY
START - FINISH

Our neighbours

We manage a large facility operating 24/7, so are mindful of the potential effects on our neighbours around Richmond Hill.

Our building's design, site risk register and operating procedures are geared to minimising all forms of pollution including odour and noise. For example, fans keep the reception hall, which houses the waste pit, under negative air pressure to contain dust and smells. Materials handling vehicles around the site are equipped with white-noise reversing alarms. Members of shift teams walk around the site to listen for abnormal noises that could be intrusive.

All complaints – whether received directly, via community representatives or the Department of Environment, Food and Agriculture – are logged and promptly investigated. We report back to the complainant on the outcome and any corrective actions required.

No complaints were received during the year.

Our visitors

The visitor and education centre continues to be a popular community amenity for the community, especially schools.

Younger visitors and people with disabilities who cannot enter the energy-from-waste facility for safety or practical reasons can take a virtual tour, viewing operations close-up on touch screens.

We hosted 11 groups from primary schools and college. More than 180 students visited the facility, as well as another 60-plus more children in social groups. A similar number of adults also took part in tours.

In April, a student from the University of York visited the facility as part of her work on a dissertation focusing on the island's waste management services and infrastructure. The centre hosted a luncheon and talk for members of the Probus Club in May.

Our communications

Our company's website is the other main source of information on the Richmond Hill facility, complementing this annual report. Website users can view daily emissions, three-month trends, and details on electricity production at **www.suez.co.im**

For further information about our parent company's activities, energy from waste, the circular economy and our research reports, please visit the SUEZ in the UK website at **www.suez.co.uk**.

We welcome your queries and comments, along with requests to visit the site and tour the facility.

Our objectives

We benchmark our performance in environmental compliance, efficiency and continuous improvement by setting annual objectives and targets.

This section summarises the outcomes achieved in 2025 and our goals for 2026, followed by the data underlying this year's report.

How we did in 2025

Our strategic objectives	Targets set for end of 2025
Emergency preparedness	Carry out 12 emergency preparedness procedures.
Biodiversity	Implement sustainability and biodiversity action plan, as required.
Hazardous waste	Complete hazardous waste shipments, as required.
Compliance and communication	Conduct safety, health, environment and quality meetings.
Environmental protection and compliance	No daily emission breaches during normal operating conditions. No BOD breaches following installation of the new sewage system.
Oil usage	Maintain primary oil target 2024 levels.
Staff competency	Conduct monthly staff training meetings.
Management systems	Maintain ISO certification.
Reporting	Meet SUEZ internal reporting and carbon monitoring requirements.
Operational efficiency	Meet operational equipment efficiency and preventative maintenance targets.
Continuous improvement	Conduct eight continuous improvement projects.

Achieved?	How we performed
✔	12 emergency exercises completed, including spillage, fire, incinerator bottom ash blockage, personal accident, missing person, loss of compressed air, man in the bunker, STG fire, telephone bomb threat, unauthorised person on site, flooding.
✔	137 sustainability actions completed during 2025. Of the 10 SUEZ Sustainability Principles, the two enacted most were 'travel smarter' and 'connecting with the community'.
✔	Three loads shipped off Island for recovery – two of DMF and one load of acids. A range of other flammable wastes and acids were taken into the site's transfer station for storage, pending shipment in 2026.
✔	12 meetings held through the year.
✔	There were no daily emissions limit breaches. Half-hourly limits were exceeded on five occasions – twice for hydrogen chloride (HCl), twice for sulphur dioxide (SO_2) and once for total organic compound (TOC).
✖	There were three biochemical oxygen demand (BOD) exceedances after the sewage treatment plant was upgraded – the first as bacteria were still building up on the bio-discs, the other two in December and under investigation at the time of writing.
✔	Usage was reduced slightly in 2025 compared to 2024 by 3,000 litres. Oil usage was down by over a third (34%). Total consumption of virgin oil on both lines reached a 10-year low.
✔	Monthly meetings were held and minutes recorded.
✔	All ISO certifications maintained.
✔	SUEZ Isle of Man reported its carbon contribution for 2025, as well as reporting on all other emission factors and usage of consumables.
✔	Despite significant operational issues in the first quarter, the site surpassed its target, achieving 65.7%.
✔	Asset health monitoring and compliance scores exceeded the 90% benchmark.
✖	Six projects completed.

Objectives and targets for 2026

Our strategic objectives	Targets set for end of 2026
Emergency preparedness	Carry out 12 emergency preparedness procedures.
Biodiversity	Implement sustainability and biodiversity action plan, as required.
Hazardous waste management	Complete hazardous waste shipments, as required.
Compliance and communication	Conduct safety, health, environment and quality meetings.
Environmental protection and compliance	No daily emission breaches during normal operating conditions. No BOD breaches.
Oil usage	Maintain primary oil usage 2025 levels.
Staff competency	Conduct monthly staff training meetings.
Management systems	Maintain ISO certification.
Reporting	Meet SUEZ internal reporting and carbon monitoring requirements.
Operational efficiency	Meet operational equipment efficiency and preventative maintenance targets.
Continuous improvement	Conduct eight continuous improvement projects.

Performance data

All data has been collated from source data for this report. This provides a greater level of accuracy and accounts for slight changes compared to past reports.

Waste delivered

Wastes processed in the primary incinerator (tonnes)	2021	2022
Confidential	43.8	55.1
Construction	192.5	294.2
Food industry (previously dairy)	13.4	10.3
Municipal	41,598.7	41,049.4
Packaging	903.0	534.8
Tyres	731.5	621.2
Waste screenings and biopellets	1,213.0	1,238
Wood	5,885.6	5,960.4
Forestry	0	0
Meat and bone meal	510.5	471.7
Hygiene waste	93.1	101.0
Clinical waste (excluding sharps and cyto)	88.8	273.8
Waste oil and coolant		
Other	7.6	158.6
Total	**51,281.5**	**50,768.5**

Wastes incinerated in the secondary incinerator (tonnes)	2021	2022
Clinical	256.0	56.6
Waste oil	82.8	69.6
Total	**338.8**	**126.2**

Exceedances	2021	2022
Number of exceedances of licence emission limits	7	7

2023	2024	2025
22.1	28.7	53.3
239.0	215.0	217.4
0.5	0	0
40,153.3	41,330.9	42,048.3
376.7	389.1	377.9
749.8	739.5	812.0
1,286.5	1,215.0	800.3
5,244.2	4,473.9	4,329.6
0.0	0	228.5
510.3	465.9	440.3
100.5	64.2	59.1
265.6	240.2	262.1
38.6	28.7	0.0
11.7	15.3	15.8
48,998.9	**49,206.33**	**49,644.5**

2023	2024	2025
26.4	63.8	22.0
46.4	32.8	93.4
72.8	**96.6**	**115.4**

2023	2024	2025
4	4	4

Consumption of raw materials

	2021		2022	
	Kg per tonne of waste	Total tonnage	Kg per tonne of waste	Total tonnage
Gas oil (primary)	8.4	398.9	3.6	184.8
Gas oil (secondary)	1,153.2	308.9	898.0	50.9
Water	194.4	9,211	250.0	12,879.0
Lime	9.6	453.3	9.1	469.1
Activated carbon	0.5	25.7	0.5	23.5
Ammonia	0.6	28.0	0.5	25.6

Energy consumption and generation

	2021		2022	
	MWh per tonne of waste	Total MWh	MWh per tonne of waste	Total MWh
Electricity consumed	0.044	2,078.4	0.012	620.7
Electricity exported	0.426	20,228.0	0.492	25,340.0

Waste recovery and disposal

	2021		2022	
	Kg per tonne of waste	Total tonnage	Kg per tonne of waste	Total tonnage
Bottom ash (landfill)	206.3	9,799.4	193.9	9,937.0
Air pollution control residue (landfill)	33.6	1,587.3	29.0	1,494.3
Ferrous metal (recycled)	9.8	466.8	10.3	528.0

2023		2024		2025	
Kg per tonne of waste	Total tonnage	Kg per tonne of waste	Total tonnage	Kg per tonne of waste	Total tonnage
4.5	220.8	4.5	220.7	3.75	186.6
915.7	66.7	491.2	53.7	109.9	31.2
368.0	18,064.0	273.0	13,469.0	310	15,435.0
9.2	453.5	8.2	405.5	6.9	341.9
0.4	21.2	0.4	20.4	0.4	20.2
0.4	21.5	0.4	18.8	0.6	29.7

2023		2024		2025	
MWh per tonne of waste	Total MWh	MWh per tonne of waste	Total MWh	MWh per tonne of waste	Total MWh
0.013	650.7	0.014	674.3	0.017	839.1
0.462	22,647.7	0.518	25,548.2	0.487	24,227.7

2023		2024		2025	
Kg per tonne of waste	Total tonnage	Kg per tonne of waste	Total tonnage	Kg per tonne of waste	Total tonnage
187.0	9,179.9	189.0	9,293.1	186.0	9,254.7
29.0	1,416.8	27.0	1,353.8	25.5	1,270.0
6.7	330.4	7.6	374.2	7.8	389.2

Air emissions

	2021		2022	
	Kg per tonne of waste	Total tonnage	Kg per tonne of waste	Total tonnage
Particulate matter	0.002	0.09	0.005	0.26
Volatile organic compounds	0.005	0.22	0.004	0.20
Hydrogen chloride	0.044	2.09	0.045	2.34
Hydrogen fluoride	0.005	0.23	0.001	0.07
Carbon monoxide	0.054	2.56	0.056	2.91
Sulphur dioxide	0.119	5.61	0.115	5.92
Oxides of nitrogen	1.133	53.58	1.441	74.21
Ammonia	0.001	0.030	0.001	0.050
Cadmium and thallium	4.9×10^{-06}	0.00023	4.8×10^{-06}	0.00025
Mercury	3.8×10^{-06}	0.00018	5.1×10^{-06}	0.00027
Sb, As, Cr, Co, Cu, Pb, Mn, Ni and V	2.8×10^{-04}	0.0132	5.3×10^{-04}	0.028
PAH	7.5×10^{-05}	0.00036	7.3×10^{-6}	0.00038
Dioxins and furans	7.8×10^{-11}	3.7×10^{-09}	2.5×10^{-10}	1.2×10^{-08}
Dioxin-like PCBs	5.9×10^{-12}	3×10^{-10}	4.8×10^{-11}	2.5×10^{-09}

* Tonnages allowed under licence conditions calculated using the waste disposal licence limit, flue flow rate based on actual waste to flue gas ratio and hours the facility can operate in the year (excluding two-week maintenance outage).

Water emissions

	2021		2022	
	Kg per tonne of waste	Total tonnage	Kg per tonne of waste	Total tonnage
Suspended solids*	0.008	0.41	0.004	0.20
Biochemical oxygen demand*	0.0010	0.06	0.0010	0.05
Chemical oxygen demand*	0.003	0.16	0.004	0.19

* Calculated from estimated flow rate.

2023		2024		2025		Tonnes allowed under waste licence*
Kg per tonne of waste	Total tonnage	Kg per tonne of waste	Total tonnage	Kg per tonne of waste	Total tonnage	
0.001	0.06	0.003	0.13	0.001	0.07	2.5
0.004	0.18	0.004	0.17	0.003	0.14	2.5
0.032	1.55	0.035	1.74	0.033	1.65	2.5
0.000	0.00	0	0	0.000	0.00	0.0
0.042	2.06	0.046	2.25	0.040	1.99	12.7
0.110	5.49	0.070	3.51	0.068	3.39	12.7
0.830	40.62	0.840	41.25	0.764	38.00	50.8
0.001	0.040	0.001	0.050	0.001	0.029	-
4.1×10^{-06}	0.0002	5.4×10^{-06}	0.0003	3.0×10^{-06}	0.0002	0.01
6.9×10^{-06}	0.0003	9.4×10^{-06}	0.0005	8.2×10^{-06}	0.0004	0.01
1.1×10^{-04}	0.006	6.0×10^{-05}	0.003	2.1×10^{-04}	0.011	0.13
9.0×10^{-6}	0.0004	2.0×10^{-05}	0.0008	1.6×10^{-04}	0.0078	
6.9×10^{-11}	3.4×10^{-09}	5.5×10^{-11}	2.7×10^{-09}	3.5×10^{-11}	1.72×10^{-09}	
1.1×10^{-11}	5.3×10^{-10}	4.8×10^{-12}	2.4×10^{-10}	2.8×10^{-12}	1.4×10^{-10}	

2023		2024		2025	
Kg per tonne of waste	Total tonnage	Kg per tonne of waste	Total tonnage	Kg per tonne of waste	Total tonnage
0.007	0.32	0.007	0.35	0.006	0.28
0.0010	0.04	0.0020	0.08	0.0007	0.03
0.006	0.29	0.008	0.37	0.006	0.30

Glossary

Anaerobic digestion
The process by which organic matter is broken down by bacteria in the absence of oxygen.

Air Pollution Control Residue (APCR)
Particles from combustion gases, heavy metals and dioxins, carbon dust, salt and lime used in the gas-cleaning process, also known as fly-ash.

Biodegradable
Capable of being decomposed by bacteria or other biological means.

Bottom ash
The residue formed on the furnace grate when waste materials are incinerated.

Circular economy
Within a circular economy, the role of resource and waste management is to help prevent waste throughout the whole system, to target materials for harvesting, to manage their logistics in efficient ways, and to treat and return the recovered secondary resources back into the cycle of production and consumption in a compliant and economic manner.

Climate change
The process in which man-made gases are building up in the atmosphere, trapping the sun's heat, causing changes in weather patterns on a global scale.

Deslagger
The system that removes the bottom ash from the incinerator. It comprises a drop-off chute from the final grate, a water filled chamber, a hydraulic pusher and an inclined discharge chute. Also called an ash-extractor.

Dioxins and furans
A large family of compounds – including some of high toxicity – that are by-products of uncontrolled burning, incineration and certain industrial processes, as well as volcanoes and forest fires.

Energy-from-waste (EfW)
The incineration (burning) of waste at high temperatures to reduce its weight, volume and toxicity. The energy from the incineration process is used to generate electricity.

Environment Agency
The UK's waste industry regulator. A non-departmental government public body, set up under the Environment Act 1995 to take an integrated approach to environmental protection and enhancement in England and Wales.

EU Industrial Emissions Directive
Issued by the European Union, the directive commits European Union member states to control and reduce the impact of industrial emissions on the environment. It takes an integrated approach to controlling pollution to air, water and land, and sets challenging industry standards for the most polluting industries. The directive aims to prevent and reduce harmful industrial emissions, while promoting the use of techniques that reduce pollutant emissions and that are energy and resource efficient.

Fly-ash
See Air Pollution Control Residue.

Furans
See dioxins.

Gasification
Gasification is a method for extracting energy from different types of organic material through thermal treatment.

Greenhouse gas
Natural and man-made gases that contribute to the 'greenhouse effect' and climate change, including carbon dioxide, methane, ozone and chlorofluorocarbons (CFCs).

Hazardous waste
Defined by EU legislation as the wastes most harmful to people and the environment.

ISO 14001
The international standard for environmental management.

ISO 9001
The international standard for quality management.

ISO 45001
The international standard for occupational health and safety management.

ISO 55001
The international standard for asset management.

Landfill
The deposit of waste into or onto land in such a way that pollution or harm to the environment is minimised or prevented and, through restoration, reclaims land which may then be used for another purpose.

Landfill Directive
The Landfill Directive (Council Directive 1999/31/EC) aims to prevent, or to reduce as far as possible, the negative environmental effects of landfilling.

Mainsaver
A Computerised Operation and Maintenance Management System (COMMS). Used for the management of maintenance and operational tasks, including scheduling of preventative and planned maintenance activities, asset health recording, electronic shift log, raising and recording work requests and detailed maintenance costs.

Methane
An odourless gas and principal component of natural gas and landfill gas, produced as biodegradable waste breaks down in a landfill site. Over 20 times more potent as a greenhouse gas than carbon dioxide.

Municipal waste
Household waste, as well as other industrial and commercial waste similar in nature or composition, such as wastes collected by a waste collection authority or its agents (i.e. wastes from municipal parks and gardens, beach cleansing, and fly-tipped materials).

MWh
Megawatt-hour, equivalent to one million Watt-hours, and a unit of energy (one Watt is equivalent to one Joule of energy per second).

OHSAS 18001
The international standard for health and safety management.

Recycling
The direct reintroduction of a waste type into the production cycle from which it originates as a total or partial replacement for new material.

RIDDOR
The UK's Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, which require the reporting of work-related accidents, diseases and dangerous occurrences.

VOCs
Volatile organic compounds: carbon-based compounds that easily evaporate into the atmosphere, commonly used in industry for de-greasing, thinning and dissolving, and found in paint, inks and adhesives.

WEEE
Waste electrical and electronic equipment. The WEEE Directive was introduced in the UK in January 2007 and aims to reduce the amount of electrical and electronic equipment being produced, and to encourage re-use, recycling and recovery.

The verifiers' verdict

"Further to consideration of the documentation, data and information resulting from the organisation's internal procedures examined on a sampling basis during the verification process, it is evident that the environmental policy, programme, management system, review (or audit procedure) and environmental statement meet the requirements of the Isle of Man Government in providing an annual report and reflects the commitment of SUEZ Isle of Man to satisfy and surpass the standards set in the relevant UK and European legislation as well as local laws and regulations."

Signed: 

Date: 17 June 2026

The Sustainable Growth Company Ltd
17 Allergill Park, Holmfirth HD9 3XH

SUEZ Recycling and Recovery Isle of Man Ltd
Energy-from-waste facility
Richmond Hill, Douglas
Isle of Man IM4 1JH

01624 695260
isleofman.uk@suez.com

www.suez.co.im