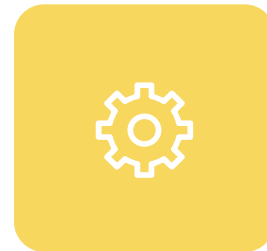




IMPACT REPORT

EDITION 4





Vegware is a global specialist in plant-based compostable foodservice packaging. Our award-winning catering products are made from renewable* or recycled materials, and can all be commercially composted with food waste where accepted.

Vegware is part of Novolex®, a leading manufacturer of food, beverage, and specialty packaging. Our shared ambitions include reducing environmental impacts, managing waste and growing recycling.

As a brand, Vegware delivers a solution that helps divert food waste. Our message is simple and our products do exactly what they say. We divert organic material from landfill to create compost. Our environmental experts take foodservice providers on a journey towards zero waste, providing support every step of the way.

We are proud of our product range, and proud to support our customers with expert advice, solutions and services for waste collections and composting.

Vegware is based in Edinburgh and operates from the UK, EU and USA. Our products are sold worldwide.



*Some of the components in our products such as glue are not 100% renewable.



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We are thrilled to share our fourth impact report.

As we reflect on 2024, our first full year as a certified B Corp, we are proud to share the progress we've made in delivering a positive impact across all areas of our business. This report is more than a summary of achievements—it is a celebration of our ongoing commitment to the B Corp pillars of customers, environment, people, and governance. Through these areas we assess our work, identify areas for improvement, and outline our ambitions for the future.

At Vegware, three goals remain at the heart of everything we do: lead our category, build value, create a positive impact. These goals guided our efforts in 2024, and I am delighted that this report celebrates our achievements in pursuit of them.

Now into our fourth year as part of the Novolex® family, we have been working closely with our sister company, Eco-Products® Europe. This impact report details our joint efforts as market leaders, looking to make a positive impact in all areas of our business.

In 2024, our Human Resources team made significant strides by prioritising key metrics such as time-to-fill, internal fill rate, training, turnover, and community engagement. Our commitment to comprehensive training programs and community engagement initiatives fostered a supportive and inclusive environment. These efforts collectively empowered our company and people to reach their full potential.

Our Environmental team continued their tireless work, helping customers compost their used Vegware packaging and food waste, and continuing to build routes to composting facilities. Helping customers divert organic waste away from landfill is at the core of what we do and we're very proud of it.

There were some great composting wins in 2024 and we have continued this work in 2025.

The Product Development team prioritised innovation to support customers in meeting evolving legislative requirements. They also focused on expanding our range of home compostable products and enhancing the end-of-life solutions available. Through their dedication, we have delivered industry-leading advancements, enabling our customers to stay ahead of changing regulations and discover more opportunities to compost our products.

We worked closely with our parent company, Novolex, to build and report a data set of supplier Scope 3 emissions. This data set is a stepping stone on the way to setting our own targets. We were also delighted to deliver product carbon footprint data to customers in late 2024. These efforts sought to help customers make more informed choices when choosing our products and is something we have continued in 2025.

This is just a small taste of what we have achieved in 2024. The breadth of success is testament to the work of the Vegware team and their dedication to making a positive impact.

As we embrace the challenges and opportunities of 2025, our commitment to innovation, sustainability, and collaboration remains stronger than ever.

Watch this space.



Helen Mathieson
Managing Director
Vegware

CLOSE THE LOOP

Composting with Vegware™

In partnership with



A new composting route for Manchester and Liverpool

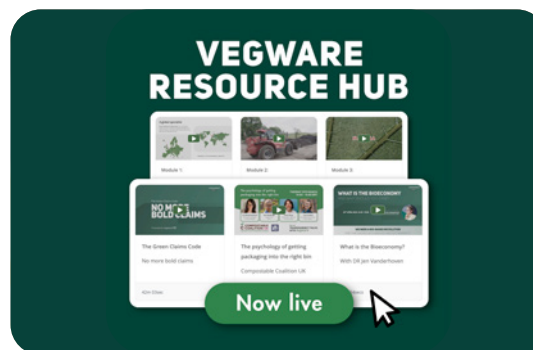
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Lost Shore

A new composting waste stream for Europe's largest wave pool.

More on page 24



Resource Hub

We were delighted to launch our Resource Hub in 2024 – **More on page 18**

TRANSPARENCY TALKS

Transparency Talks

We gave our customers direct access to a range of subject specialists in 2024 with our Transparency Talks marketing campaign.

See page 17



Environment 100

David Dyce, our Senior Waste Management Consultant, was included on the Environment 100 list – **Find out on page 14**

Overview

To support good business practices, we have developed and implemented both a quality management system and an environmental management system. These systems use the international standards ISO 9001:2015 and ISO 14001:2015 as frameworks. Having these management systems in place allows us to document and improve our practices to better satisfy the needs and expectations of our customers, stakeholders, and interested parties.

Good governance is critical not only in assessing how we operate as a business, but also in how we can improve.

OBJECTIVE

1

Successful ISO recertification with fewer than three non-conformances



Achieved

We marked ten years of our ISO 14001:2015 environmental management and ISO 9001:2015 quality management certifications in 2024. It was also recertification year. We completed the 4-day audit, by our certifying body NQA, with excellent results — receiving a Best Practice finding for the entirety of our Vegware Management System (VMS).

- **Zero non-conformances**
- **One opportunity for improvement (OFI)**
- **A recognition of best practice**

This result shows that the management system has been embedded to great effect across the company and actively informs everything we do at Vegware. VMS and our ISO accreditations espouse continuous improvements benefitting stakeholders from all areas of the business.

AIMS

We will look to replicate this strong 2024 performance in 2025. Receiving a Best Practice and only one OFI is testament to the hard work of Continual Improvement Manager, Lucille Close and others. We monitor our operation functions through a programme of internal audits and an annual surveillance audit, conducted by a third-party certification body. We will continue this process in 2025 to ensure we continue to provide robust governance across the business.

OBJECTIVE

1

Fewer than three non-conformances in 2025 audits

In other news

B Corp

Having been successful in our B Corp certification in late 2023, 2024 was our first full year as a B Corp. It was also a year for review. We have used our B Corp assessment as a means of identifying areas for further development and are excited to take this forward into actions in the coming year, ahead of reassessment beginning in 2026.

As a B Corp, we're committed to:

Environmental sustainability: We use plant-based materials and design our products for composting, seeking to minimise waste.

Social responsibility: We prioritise fair labour practices, support our local communities, and create a positive work environment for our employees.

Transparency and accountability: We openly share our impact data and strive to operate with integrity in all our business dealings.

We believe that business can and should be a force for good. With a commitment to balancing profit with purpose, we strive to create positive social and environmental impact alongside financial success. These goals are not mutually exclusive. In fact, we believe that a strong commitment to sustainability is essential for long-term business success. Our B Corp certification is a testament to our commitment to this philosophy. It's not just a badge; it is a framework that guides our decision-making and drives our continuous improvement.

An environmentally conscious supply chain

Our Product Compliance and Supply Chain teams have been hard at work in 2024. The Supply Chain team has been working closely with our suppliers to try and limit the amount of waste produced and encourage a greater emphasis on renewable energy supply. 92% of suppliers from whom we import now have solar panels at their facilities.

For 2025, our Supply Chain team will begin a project on carton size and packing efficiency. They have set a goal to reduce carton sizes for 20 products. By making amendments to product shape and profile, we aim to improve stacking efficiency to allow smaller cartons to be used, we will be able to improve shipping efficiency. In addition, they will continue working with our suppliers to ensure they comply with the provisions of the Novolex Supplier Code of Conduct. These provisions ensure all of our suppliers are audited using internationally recognised criteria to assess environmental, labour, social and governance practices.



IMPACT AREA 2

Overview

People are at the heart of Vegware and Eco-Products Europe.

We have consistently strived to cultivate a supportive, welcoming, and engaging work environment for our colleagues – 2024 was no exception. A positive workplace culture is shaped by the people within it, which is why we prioritise helping our colleagues to develop, grow, and realise their full potential during their time with us. In 2024, our HR team concentrated on retaining talent by enhancing learning and development opportunities, reaffirming our commitment to fostering internal career progression.

We also set out to expand on our volunteering opportunities in 2024. Playing an active role in our community is a fundamental part of the Vegware ethos. Every colleague at Vegware receives one paid day each year to volunteer for a local charitable organisation. It is a way of giving back to our community and the people in it.

Employee survey

Our 2024 employee survey showed clear strengths in our approach to culture, communication, and teamwork. The survey also highlighted areas for improvement. In 2025, we have built on this by providing colleagues with more opportunities to provide feedback and to develop with us.

At the end of 2024, our team of

84

had been with the company
for an average of

4.5

years

69%

of the company is female

An average of

25

hours of training was given to every employee

We had a rolling 12-month turnover rate of

9%

at the end of 2024



OBJECTIVE

1

Retain and nurture talent, foster a culture of responsibility and teamwork



Achieved

Employee development

In 2024, we continued our focus on providing learning and development opportunities for our team. There were also internal role changes for five colleagues in 2024 – a recognition of the talent within the team and our commitment to providing career progression internally.

As part of our effort to retain and nurture talent within the business, we participated in a Novolex wide Talent Review programme. The system helped us identify skills, talents and potential within the business and provide a framework and plans which enabled colleagues to develop in a practical setting.

Alongside these opportunities for growth and progression, we continued our efforts to make Vegware a great place to work.

Flexible working

All colleagues can benefit from flexible work hours and office-based colleagues make use of hybrid working as part of our Ways of Working initiative. We offer a range of different, family-friendly working patterns to support the varied needs of our workforce.



Total Reward at Vegware

We strive to offer a competitive and rounded total reward package for our team, and we are proud to be accredited by the Living Wage Foundation (LWF). In addition, all eligible employees receive class leading, equitable and comprehensive personal healthcare through Vitality Health Insurance.

In further supporting our colleagues, we improved our Employee Assistance Programme (EAP). This has meant team members can receive immediate, free, and confidential support for their emotional and financial wellbeing.

In 2024, we also introduced free breakfast for those working in the office. Whether to fuel their day or simply to enjoy a moment of ease in the morning, the initiative helps colleagues start their day on a positive note. We have coffee provided by fellow B Corp, Grind. The coffee pods provided are compostable and are disposed of in our composing waste stream at our HQ. Food waste, used Vegware packaging and Grind coffee pods are collected and taken to a nearby composting facility. The resulting high-grade compost is then used to sustain local agriculture.

Retention

In 2023 we had an employee turnover of 24%. We were delighted to have reduced this to 9% in 2024 as colleagues chose to stay and grow with us.

2025

AIMS

Providing internal progression is a continual commitment and we look to continue this in 2025. Following the results of the employee survey, we will also look to create job shadowing opportunities and cross company mentoring opportunities to help colleagues learn new skills and continue their development.

OBJECTIVES

1

50% of all vacancies filled internally, providing growth opportunities to our team

2

Create job shadowing opportunities for colleagues to learn more about their peers' roles, better understand internal opportunities, and to support internal mobility.



OBJECTIVE

2

Provide each employee with 15 hours of learning and development opportunities



Exceeded

We set ourselves the stretch target of 15 hours per employee in 2024 and ended the year with employees receiving an average of 25 hours of learning per person. This was delivered through external suppliers, Novolex University (our in-house learning portal), and internal training/coaching.

2025

AIMS

In 2025 we continue to provide training to support the personal and professional development of our team.

OBJECTIVE

1

Deliver at least 20 training hours per person.

OBJECTIVE

3

Provide more volunteering opportunities and support local charitable organisations and initiatives



Achieved



We more than doubled our number of volunteering hours in 2024 compared to the previous year. A total of eight volunteering opportunities were organised across 2024 with a third of the Vegware team participating.

In 2024, volunteering hours were given at The Yard, Birthlink, Blythwood Care Foodbank, Poppy Scotland's Remembrance Field, and All Aboard with People Know How. Vegware volunteers also spent time in December writing messages in holiday cards that were delivered to local care home residents.

A particular highlight was working with parent company, Novolex, to sponsor and volunteer at the Ronald McDonald House Glasgow Summer Party. Four members of the Vegware team used their paid day of volunteering to help with the running of the party. The event raised around £1900, helping Ronald McDonald House cover the costs of their work.

Cash for Kids

We ran a toy and gift drive as part of Cash for Kids' 2024 Mission Christmas campaign. The gifts were purchased by staff and given to children who may otherwise have gone without.





2024 was another great year for the Community Fund. The fund supported the work of 226 non-profits with 279 product donations and 35 monthly grants.

One of the highlights was helping Community Fund recipient, The Yard, get their Edinburgh site ready for reopening.

The Yard supports disabled children, young people and their families by creating opportunities for inclusive adventure play.

Our team also helped to make sure the charity's go karts were working correctly.



Find out more at www.vegwarecommunityfund.org

2025

AIMS

Whilst 2024 was a successful year for the Community Fund and our volunteering section, both are areas we are looking to advance further in 2025. We aim to increase the number of volunteering hours completed by the team and provide local volunteering opportunities for colleagues who are not office-based.

OBJECTIVES

1

Ensure 200 volunteering hours are undertaken

2

Aim for 50% of staff to have participated in a volunteering opportunity

In other news



Culture and engagement

Within Novolex, we are proud to contribute to a Culture and Engagement agenda that connects people across the company.

Guided by the Novolex Culture & Engagement Council, our efforts centre on professional growth, leadership accountability, and supplier-diversity opportunities.

Together we launched a supplier-diversity program and will expand it in 2025. Our aim is a workplace where every colleague feels valued and supported, backed by thoughtful policies and resources to support each individual.



Woman of the year

In 2022, Helen Mathieson became our second ever Managing Director when she took over from founder, Joe Frankel. Under Helen's leadership, Vegware has gone from strength to strength whilst also reaffirming our commitment to sustainability, community, advocacy, and education. Helen's success was recognised as she was shortlisted for Woman of the Year at the 2024 UK Packaging Awards.



Work with other B corps

Since becoming a B Corp in 2023, we have taken a proactive approach in working with fellow B Corporations. B Corp is a community of businesses transforming the global economy to benefit all people, communities and the planet. Prioritising B Corporations in our procurement helps to further joint goals.

David Dyce: Environment 100

David Dyce, our Senior Waste Management Consultant has been instrumental in developing routes to composting facilities and helping customers in the south of England compost their used Vegware packaging.

We were delighted that David was included on the Environment 100 list. The prestigious list recognises **“Trailblazers, innovators, and visionaries who are driving forward environmental sustainability in the UK.”**



Overview

We strive to provide unparalleled support to our customers. From providing marketing materials, to our environmental support, we are proud of our work in providing our customers with what they need.

In 2024, we continued our efforts to provide exceptional customer service. In addition to the foundational order accuracy and Service Level Agreement (SLA) targets, we always seek to provide our customers with the tools to make informed decisions. In working towards these goals in 2024, we increased the number of home compostable products in our range and launched our Resource Hub as well as our Transparency Talks campaign.

OBJECTIVE		
1	Achieve order accuracy of 99%	Achieved

No one likes receiving the wrong order. Our Customer Service team set a target of achieving 99% order accuracy throughout in 2024. They achieved this with 99.6% and 99% accuracy for orders in the UK and EU respectively.

The percentage of order line errors was 0.2%, down from 0.3% in 2023.

AIMS

In 2025, we aim to continue delivering excellence through both service and product.

OBJECTIVES

1

Aim for 99% of customer SLAs to be met and published internally every month

2

10% reduction in customer complaints from 2024

OBJECTIVE

2

Increase number of home compostable products in our range



Achieved

We received home compostability certification for 63 products in 2024. This includes our Nourish™ moulded fibre products, bin bags, our Green Tree hot cups and NatureFlex™ bags. Home compostability certification requires products to break down in lower temperatures than the 55 - 60°C reached by industrial composting. Whilst our Environmental team continue to build coverage and access to industrial composting facilities, having home composting certifications gives our customers greater flexibility with the sustainable disposal of our products. We will look to continually increase our range of home compostable products in 2025.



AIMS

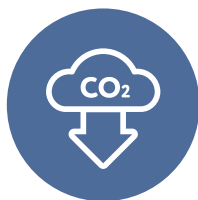
Continuing on from our work in 2024, we want to expand on our composting and / or recycling certifications across our range. We aim to provide customers as many options as possible for the sustainable disposal of our products.

OBJECTIVES

1

Increase certification for composting and/or recycling by 7% across the Vegware range.

In other news



Product carbon footprint

In 2024 product environmental data for our entire product range was compiled and imported into a third-party software system. This system conforms with lifecycle assessment standards ISO14040:2006 and ISO14044:2006 and allows us to provide Product Carbon Footprint reports for customers on request. At this time, we are sharing data in the lifecycle indicator of Global Warming Potential (GWP) with carbon uptake.



Bidfood Legends

We were also named as Bidfood Legends' best performing supplier – recognising our great work with Bidfood's Telesales team. This recognition is testament to the tireless work of the Sales, Customer Services, Supply Chain and, Environmental teams, to name a few.



Sysco GB's Growth Partner Award

We were delighted to come away from Sysco GB's supplier conference in Brighton with the Growth Partner Award. The award recognises the supplier that had proactively responded to market trends to deliver growth.

TRANSPARENCY TALKS

Transparency Talks

We gave our customers direct access to a range of subject specialists in 2024 with our Transparency Talks marketing campaign. The series of webinars helped customers with a range of topics related to foodservice packaging. This included a discussion with sustainable marketing expert, Michelle Carvill on the Green Claims Code, a webinar on recycling in foodservice, and the latest results of our behaviour change intervention in collaboration with Hubbub and psychologists from the University of Sheffield.

The webinars proved very successful:

- **312 attendees across the Transparency Talks webinar series**
- **Over 9,000 impressions**
- **10% increase in product sales**

About Co-Cre8

Co-Cre8 are a waste management company specialising in circular solutions for organisation, brands and industry sectors. They provide UK-wide options for coffee cup recycling.

UK-wide cup collections with CoCre8

Mandatory takeback was proposed as part of Extended Producer Responsibility (EPR) legislation in the UK. With the legislation, businesses selling filled disposable paper cups would have been responsible for providing separate waste collections for the used cups they provided.

To support our customers, we partnered with CoCre8. This meant they could access cup recycling collections across the UK. CoCre8's innovative solution allows for both composting and recycling as end processing options. With the partnership, Vegware cup collections are taken to a composting facility. Mixed cup collections (Vegware and non-Vegware cups) are sent for cup recycling.

Whilst mandatory takeback has not come into the legislation, the cup collection partnership with CoCre8 means we have expanded the end-of-life options for our customers — making it even easier for them to divert their Vegware waste away from landfill.

Resource hub

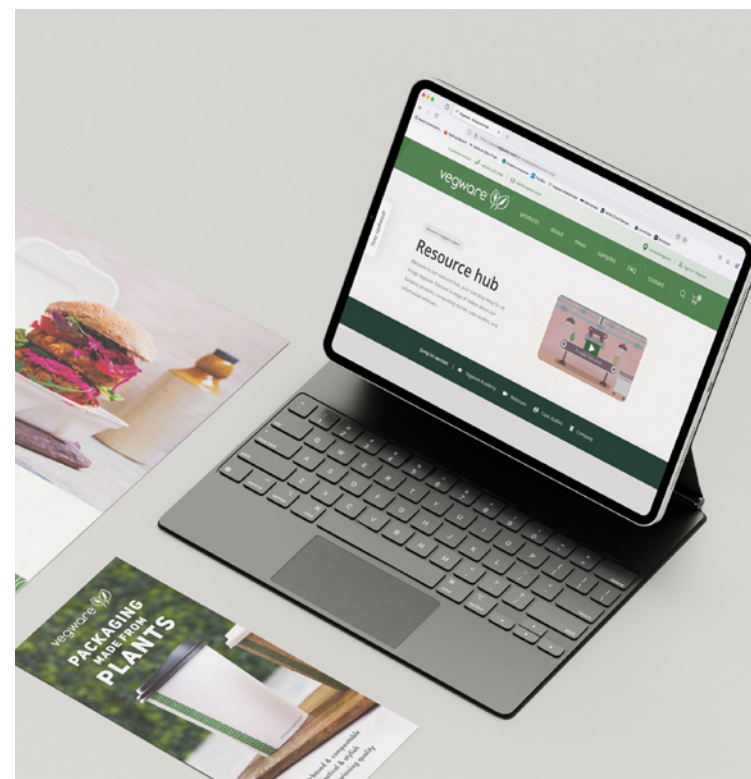
We were delighted to launch our Resource Hub in 2024. The Resource Hub is a one-stop-shop for everything to do with the Vegware brand. From our products and materials we use, to webinars and composting case studies, the hub helps people understand who we are and what we do.

Check out the [Resource Hub](#)

The Vegware Academy

We launched The Vegware Academy as part of the Resource Hub. Eight video modules provide an overview of everything Vegware is about. Originally intended to help our customers better understand our brand and products, the academy is now available to access on our website. This resource helps customers understand who we are, what we do, and why we do it.

Check out the [Vegware Academy](#)





lunch! 2024

We attended lunch! in 2024, our biggest trade show of the year. The show had two key focuses: highlighting the best of the Vegware brand and limiting the amount of waste we produced.

To assist with this, we partnered with stand builders Colour Studios. They designed a recyclable stand made almost entirely from cardboard and intended to be stored and reused for future shows.

We also partnered with our customer, Owens Coffee to supply organic, speciality coffee to stand visitors. The coffee was served in custom printed Vegware cups, that directed visitors to a composting bin built into the stand. The used Vegware coffee cups were collected at the end of the show by our waste partners, Recorra. The waste was then taken to be composted at a nearby facility. The success of the composting waste stream at lunch! has provided a blueprint for future trade shows as we look to limit our waste.

Vegware & Eco-Products Europe

Eco-Products Europe moved to a new ERP (Enterprise Resource Planning) system. This development has resulted in greater integration between Vegware and our Novolex sister company. These changes were implemented to make it easier for our customers in Europe to engage with both brands simultaneously. Customers can now order products from both brands with one order. Eco-Products Europe provides a range of products made from renewable, reusable and post-consumer recycled content. Vegware provide plant-based, compostable options. By working together, we can provide our customers additional flexibility to choose the option that suits their requirements.

Move to Brouwers

Vegware's European distribution centre moved to Brouwers, 's-Hertogenbosch, Netherlands. Moving to Brouwers means that both Eco-Products and Vegware products are now being distributed from the same location. This has consolidated our supply chain and made it easier for our customers to order from both brands simultaneously. From moving to Brouwers, to reducing the sizes of boxes for our products, we have made widespread efforts to limit our operational impact.

Removing intentionally added PFAS

We continued our efforts to remove the use of intentionally added PFAS from our supply chain. With Vanguard™ and Nourish™, both Eco-Products Europe and Vegware, respectively, have ranges of moulded fibre products with no intentionally added PFAS. In 2024 Eco-Products Europe sold 181 tonnes of Vanguard with Vegware selling 1003 tonnes of Nourish™. Although not subject to a widespread ban, the European Union have discussed the use of PFAS in foodservice packaging as part of their consultations for The Packaging and Packaging Waste Regulation (PPWR). With Nourish and Vanguard, our customers have been able to get ahead of these legislative changes by choosing products made without intentionally added PFAS. Additionally, both ranges make composting more accessible to our customers through home compostability certification.



IMPACT AREA 4

Overview

Our environmental services are a fundamental part of the Vegware proposition. From trade waste collections to on-site composting, we help businesses find the best disposal solution for their Vegware packaging.

Throughout 2024 our Environmental team continued to engage with the waste sector to strengthen our offering of closed loop solutions. Highlights of the year included establishing a new composting route in North West England and a UK-wide compostable cup recycling solution.

In addition to our work with the waste sector and helping our customers compost their used Vegware packaging, we are also focused on waste production and energy usage at our HQ. Our Edinburgh offices are part of a classical sandstone terrace built in 1814. Whilst efficient heating can prove challenging in an old building, we continue to take steps to mitigate those challenges and ensure we reach our targets for energy consumption.

Turn this
Into compost



OBJECTIVE

1

Continue engagement with the waste sector



Achieved

In 2024, we continued to take an active role in the advocating for the bioeconomy and the role compostable packaging can play in it. We exceeded our target of industry engagements throughout the year. We had an objective of five engagements, but managed nine.



CLOSE THE LOOP

Composting with Vegware™

In partnership with



We continued our work with UKRI-funded research project, Compostable Coalition UK, seeking to highlight how compostable packaging can fit within existing UK biowaste infrastructure.

A new composting route for Manchester and Liverpool

Partnering with start-up Food4Soil, Vegware customers across Manchester and Liverpool can now access regular composting collections.

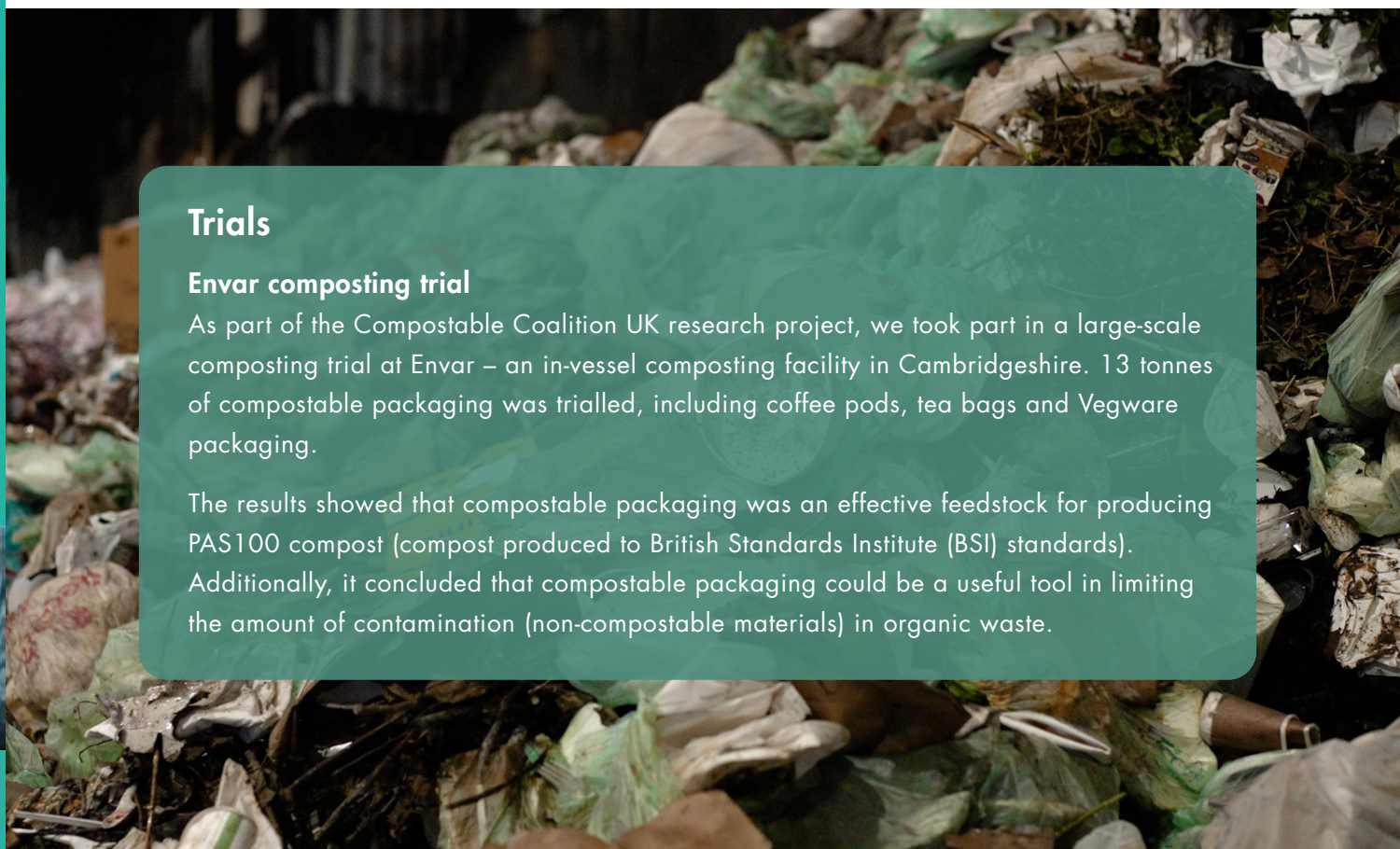
Food waste and Vegware collected on this route is composted at Bio Wise IVC near Crewe.

Trials

Envir composting trial

As part of the Compostable Coalition UK research project, we took part in a large-scale composting trial at Envir – an in-vessel composting facility in Cambridgeshire. 13 tonnes of compostable packaging was trialled, including coffee pods, tea bags and Vegware packaging.

The results showed that compostable packaging was an effective feedstock for producing PAS100 compost (compost produced to British Standards Institute (BSI) standards). Additionally, it concluded that compostable packaging could be a useful tool in limiting the amount of contamination (non-compostable materials) in organic waste.



Anaerobic digestion (AD) pre-treatment trials

Anaerobic digestion is a common form of organics waste management in the UK and throughout Europe. Currently, Vegware products are suited to in-vessel composting and some forms of AD. As the name suggests, in-vessel composting is in an enclosed space - like a tunnel, or silo. Oxygen is introduced to assist in the process. Anaerobic digestion occurs without the presence of oxygen and produces biofertiliser rather than compost. Compostable packaging can be accepted in anaerobic digestion when an autoclave is used at the beginning of the process. As part of our work with Compostable Coalition UK, we ran trials simulating Vegware products in three forms of AD processing. The trial aimed to see if compostable packaging could be accepted by more AD facilities, therefore opening more end-of-life options for Vegware customers. The three forms of AD processing were:

- Wet AD
- Dry AD
- Wet AD with thermal hydrolysis (a water treatment used to break down organic matter)

All three results proved positive. They showed that compostable packaging has a high biogas potential (BMP).

In wet AD a typical mixture of compostable packaging showed a biogas potential of 142m³ CH₄ biogas per tonne. Compared to the benchmark of 100-110m³ for maize silage, this trial showed that wet AD operators could increase their biogas production by accepting compostable packaging.

Dry AD produced similarly positive results. Although a slightly lower BMP was observed, the method had the advantage of more widespread acceptance, whilst producing both biogas and a solid compost or soil enhancer.

Wet AD with thermal hydrolysis produced remarkable results with a high biogas potential. The results for three comingled bio-packaging trials yielded extraordinary BMP results of between 246 and 317 m³. As a relatively new piece of technology, thermal hydrolysis is not widely used in the UK. The trial results however showed the potential biogas yields in processing compostable packaging using this technology.

Read the full report [here](#)

AIMS

Engaging with the waste industry is a crucial part of our work and will continue to be so in 2025. Just as we advocate for our packaging within the foodservice industry, we champion the role of biobased compostable packaging in the waste sector. In working with the waste industry, we can highlight how compostable packaging collections fit in biowaste infrastructure and provide growth opportunities in sustainable waste management.

OBJECTIVE

1

Ten waste industry engagements in 2025



OBJECTIVE

2

Establish composting waste streams for 30 customers



Achieved

In 2024, we set ourselves the target of helping 30 customers set up composting waste streams for their used Vegware packaging and food waste. We reached this target exactly, helping 30 sites set up composting solutions. Here are a few:

Lost Shore

Based in Ratho, just outside of Edinburgh, Lost Shore is the world's first inland surf resort. Alongside a wave pool three times the size of Wembley Stadium's football pitch, Lost Shore boasts 53 luxury accommodation units alongside a waterfront, bar, cafe, and restaurant highlighting some of the best of Scotland's exciting food and drink scene.

Lost Shore reached out to our Environmental team in 2023 whilst the site was under construction. With their commitment to sustainability, Lost Shore wanted to use Vegware for their foodservice packaging and to join Close the Loop – our composting collection for central belt Scotland.

Prior to opening, our waste management consultants conducted a site assessment. They advised on bin signage and placement. They also provided staff training to ensure that Lost Shore's operational teams understood how the waste stream worked. With the help of our waste management consultants, Lost Shore had their composting waste stream in place from opening in October 2024.



ACC Liverpool

ACC Liverpool is a premier events campus on Liverpool's waterfront. Since opening in 2008, ACC has welcomed over 8.3 million visitors and hosted around 4,500 events. The campus also has a strong record in sustainability. It aims to increase recyclable waste to 75% by 2026 and achieve 100% by 2030. Achieving this target posed a challenge. With the scale of the site and number of visitors, the campus generated a lot of food and packaging waste. Seeking advice, ACC's Senior Operations Manager, Jane Sharrock reached out to our Environmental team.

The team worked with ACC Liverpool to provide training to catering and facilities staff. This equipped them with the knowledge to identify Vegware packaging, understand how the composting stream worked, and recognise its environmental benefits. To enhance visitor engagement, a tailored communications package was developed. This included signage, instructional materials, and digital messaging to guide consumers in proper disposal.

Following a test event at the Labour Party Conference, our waste management consultants monitored behaviours and identified areas for improvement.

With changes made, Act 1.5 Presents at M&S Bank arena (a venue on campus) was a perfect opportunity to retest and assess the changes. Over three days, the event hosted performances from Nile Rodgers, Massive Attack, and Idles.

During this period, 693.26 kg of waste was collected in the composting waste stream, with only 9.6 kg classified as contamination—equating to just 1.36% by weight and 0.56% by volume.

See the full case study [here](#)



Cornwall Airport Newquay

Cornwall Airport in Newquay started composting their used Vegware packaging in 2024. Our Sales and Environmental teams worked with the waste collector, First Mile, to set up circular solutions for used Vegware packaging.

Together with First Mile, we worked with Cornwall Airport to establish a post back service. With First Mile's RecycleBox, Vegware could be collected in bins across the site, packed into a parcel provided, collected by a courier and delivered to First Mile's facility before being sent for in-vessel composting. This system is available UK-wide and makes it easier for Vegware customers to compost. They can *literally* send their waste off for composting.



King Charles III's Birthday

We were invited to Villa Wollonsky, the residence of the British Ambassador to Italy to mark King Charles III's birthday. We partnered with our friends, Minimo Impatto to supply the party with Vegware products. Our Environmental team worked with party organisers to ensure that the used Vegware packaging and food waste were composted. They also provided bin signage and engagement materials to make sure attendees could dispose of their waste correctly.

SWG3

No venue manages to merge Glasgow's industrial heritage with its vibrant cultural present like SWG3. A former galvanizer's yard, with five spaces on its campus, the venue began life as artist studios before becoming a hub for art, design, music, fashion, food, shopping, and nightlife. Glasgow's legacy of industry is clear at SWG3, but so is the forward-thinking, modern Glasgow.

The forward-thinking element is evident in SWG3's approach to sustainability. Their trailblazing BODYHEAT system captures

heat from audience members and uses the energy to heat or cool the venue.

As part of their sustainability efforts, SWG3 started using Vegware's compostable pint cups for their club nights. Joining Close the Loop, our composting collection service for central belt Scotland, SWG3 could compost their used Vegware products at a facility just over 50 miles away. In 2024, we visited SWG3 to speak to the team and see how the collections were going.

See the full video [here](#)

We really love our reusable cups, but, for our club events, they just weren't a viable option operationally. Compostable was the next logical step and they work really well together.

Hannah George
Sustainability co-ordinator, SWG3



AIMS

In 2025 we will look to develop opportunities in other markets to support composting as an end-of-life solution. In addition to getting 45 UK-based customers composting their used Vegware packaging, we will look to support one customer on mainland Europe and five in Ireland to do the same.

OBJECTIVES

Set up composting waste streams for:

1

45 UK-based customers

2

Five in Republic of Ireland

3

One in mainland Europe

OBJECTIVE

3

5% reduction in general waste



Achieved

We set a target of reducing the amount of general waste we produced in 2024 by 5%. We achieved this with a 25% reduction. We also managed a 10.5% reduction in recycling waste.

OBJECTIVE

4

Reach a recycling rate of 80%



Work to be done

Our office recycling rate for 2024 was 66%. Whilst this was a 4% improvement on our 2023 result, it was somewhat short of our target of 80%, and lower than the 77% we managed in 2022.

Office recycling rates

Year	Actual recycling rate	Target
2024	66%	80%
2023	62%	80%
2022	77%	80%



What we did

Some of the measures we introduced in 2024 to improve our recycling rate and reduce general waste:

- Introduced TerraCycle bins to collect flexible plastic waste
- Updated bin signage to make it easier to know which bin to use
- Donated pallets left from office deliveries to colleagues for use in upcycling projects.

OBJECTIVE

5

Reduce water, gas, and electricity consumption



Achieved

We achieved our aims to reduce both our gas, electricity, and water consumption for our HQ in 2024. It was particularly great to see a 17% reduction in electricity usage.

Gas:

Target gas reduction year on year	Actual gas reduction
3%	4%

Electric:

Target electricity reduction year on year	Actual electricity reduction
3%	17%

Water:

Target water reduction year on year	Actual water reduction
2.4m ³	3.66m ³

What we did

- IT team consolidated network switches, reducing energy consumption
- Installed timer plugs for the screens in the kitchen
- Installed Hippo water savers in the cisterns of all the toilets to reduce water per flush.

AIMS

Whilst we achieved our targets on reducing our consumption of energy and water, we missed our target recycling rate. In 2025, we will continue efforts to limit the amount of general waste we produce. This includes providing recycling options for a wider range of plastics by introducing larger TerraCycle boxes. Other efforts include harvesting rainwater to water office plants and reducing the number of printers in the office and replacing them with newer more energy-efficient models.

OBJECTIVES

1

80% office recycling rate

2

3% reduction in electricity and gas consumption



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