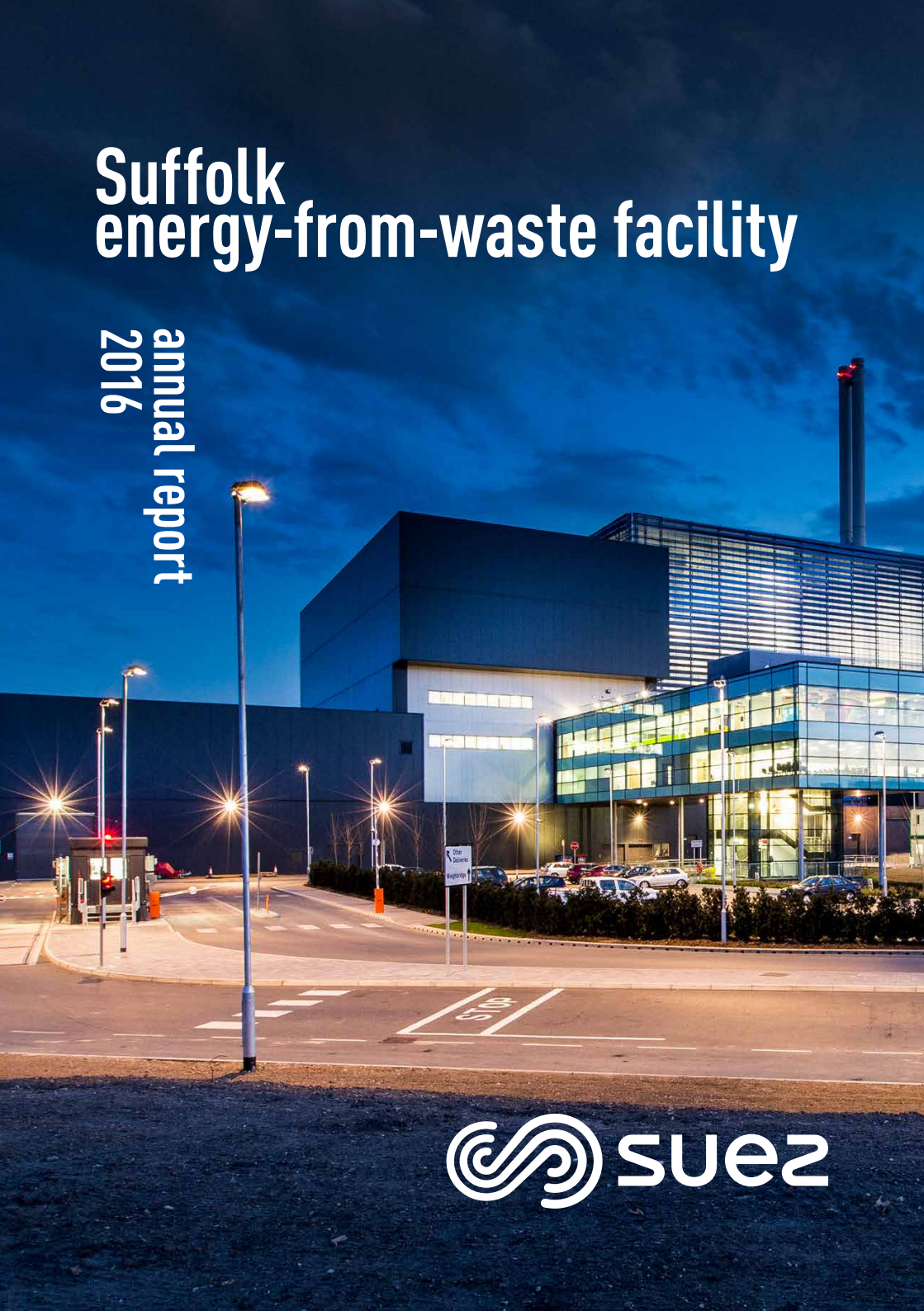
Suffolk energy-from-waste facility

annual report 2016



suez

contents

foreword

A second year in operation and I'm delighted to say it has been another successful one.

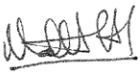
Suffolk's energy-from-waste facility continues to save the county council £8 million each year compared to landfilling and is on target to save the expected £350 million over the 25-year contract. We are no longer landfilling our waste, instead we are putting it to good use by using it to generate electricity for 42,000 homes, which I am extremely proud of.

I had great pleasure in accompanying the Defra Minister Dr Thérèse Coffey to site in September along with the Waste Resource Action Programme (WRAP) to talk about how we manage waste in Suffolk through our recycling collections. Dr Coffey saw how the energy-from-waste facility processes Suffolk's waste by touring the facility and spending time in the visitor centre.

It's certainly been a year for awards and recognition – congratulations to SUEZ for being recognised as an award-winning team in terms of performance, team work, staff welfare and safety to name just a few attributes. Another achievement for all involved has been recognition for the facility's architectural design through two awards – one for best sustainable project in the 2016 Blueprint Awards and another with the facility being described as 'a striking innovation in industrial architecture' by the Civic Trust Awards.

I was also very pleased that SUEZ were amongst our partners in the Suffolk Waste Partnership stand at the Suffolk Show this year. For the first time, all our waste services were represented and we could tell the whole waste story – how to reduce and reuse our waste, how to recycle both at home and at recycling centres and what happens to waste when it goes to the energy-from-waste facility.

The visitor centre continues to be busy and we have seen an incredible number of people visit the site to date. I would strongly encourage anyone to come and take a tour of the facility, and spend time in the visitor centre and control room to see first-hand what happens to your waste.



Councillor Matthew Hicks
Cabinet Member for Environment and Public Protection
Suffolk County Council

2016, the second full year of operation, has been another successful year for the Suffolk energy-from-waste facility. We continued to meet our aim of putting Suffolk's waste to good use, processing over 260,000 tonnes of waste to generate over 170,000 megawatt hours of electricity for the National Grid – enough electricity to power 42,000 homes.

Having been recognised a number of times in 2015 for its design and environmental performance, the facility continued to receive awards in 2016. We were particularly proud to be awarded the PEEL People's Cup by the Chartered Institution of Wastes Management, which specifically recognises the team of people behind the facility. This was a well-earned reward for an excellent team that has enabled Suffolk's energy-from-waste facility to achieve and exceed its targets.

The health and safety of all staff, contractors and visitors is our priority. SUEZ recycling and recovery UK actively promotes safe behaviour and awareness through the work of our dedicated health and safety teams, training courses, safety auditing and safety-aware culture. Following a visit to site at the beginning of the year, the Health and Safety Executive commented favourably on the positive health and safety culture on site, which is critical to preventing accidents, and the procedures for reporting incidents.

Our education and outreach work continues to play an important role in helping everyone understand what happens to waste and what they can do to make a difference. We were pleased to welcome more visitors to our facility during 2016. Since our visitor centre opened, we have welcomed over 4,000 people and met many more at events around Suffolk – from the Suffolk show and Latitude Festival to careers days in local schools. We look forward to meeting many more in the coming years.

Gary Mayson
Chief Operating Officer – Energy
SUEZ recycling and recovery UK

Paul Leighton
Plant Manager,
Suffolk energy-from-waste facility
SUEZ recycling and recovery UK

Introduction

About this report

2016 marked the second full year of operation for the Suffolk energy-from-waste facility.

This report is designed to provide the community and stakeholders with information about operations at the facility and its ongoing performance.

In the following sections, we cover highlights from 2016, the energy-from-waste process, the facility's environmental performance and our involvement with the local community, education and outreach work.

We welcome feedback on this report and our performance in 2016.

Suffolk County Council

Suffolk County Council is responsible for disposing of Suffolk's household waste, which is collected by the county's seven district and borough councils.

Together, the eight councils make up the Suffolk Waste Partnership. Their shared aim is to reduce the amount of waste produced in the county and to deal with the waste that is produced in an economic and environmentally-friendly way.

suez Suffolk County Council

Putting Suffolk's waste to good use

SUEZ recycling and recovery UK

Operations here in Suffolk sit within the energy division of SUEZ recycling and recovery UK (formerly SITA UK). It gives us access to the collective expertise accumulated across seven energy-from-waste facilities in the UK (with two more soon to come on stream in 2017) as well as other energy recovery technologies. This knowledge spans almost 30 years of electricity generation in various forms.

SUEZ recycling and recovery UK employs over 5,000 people. Since it was established in the UK in 1988, our company has delivered innovative and environmentally-responsible solutions for the waste generated by households and businesses.

Suffolk energy-from-waste facility and the six (soon to be eight) other energy-from-waste facilities are part of a varied waste management infrastructure developed across the UK. It ranges from composting sites to facilities for manufacturing refuse derived fuels.

Over the course of a year, SUEZ recycling and recovery UK handles more than 10 million tonnes of waste.

All the company's diverse activities are guided by a vision to engineer a society where there is no more waste.

The global SUEZ group

SUEZ works with municipalities and industry around the world, helping them make the most of their resources.

The group has developed world-leading expertise in four areas that are seen as critical to the resource revolution:

- **management of the entire water cycle**
- **waste recycling and recovery**
- **water treatment solutions**
- **consultancy services promoting sustainable urban and regional development**

With more than 80,000 employees working across five continents, the group's innovation and the value SUEZ companies create for clients make us a leader in the world's emerging circular economy.

Suffolk's Waste managing.

In this section, we explain the energy-from-waste process and report on our operations during 2016.

We outline the volume of waste processed at the facility over the year and the amount of energy generated from this. Additionally, we report on the raw materials consumed and the by-products from the process – including aggregate and metals.

The energy-from-waste process

Reception hall

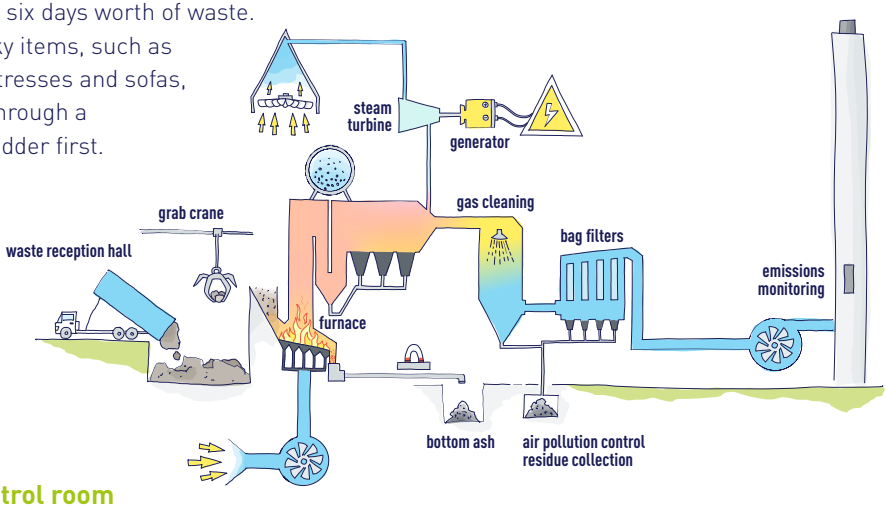
A large reception hall allows waste vehicles to tip waste safely. Air needed for the combustion process is drawn into the furnace from here, so that odour and dust are contained within the building.

Bunker

Waste vehicles tip their loads into a large concrete bunker, big enough to hold six days worth of waste. Bulky items, such as mattresses and sofas, go through a shredder first.

Grate and boiler

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



Control room

All of the facility's equipment, including the grabber which mixes the waste in the bunker, is operated from the control room.

Control systems check that equipment is working properly, continuously monitor the combustion gas and make sure the whole facility is working to maximum efficiency. Everything is monitored both automatically and manually.

Air-cooled condensers

After leaving the turbine, the steam goes through an air-cooled condenser and is condensed back to water, which is then treated and reused in the boiler to produce more steam. This closed-loop system minimises the amount of water needed.

Emission control

Control of emissions starts in the furnace with good combustion control to make sure the correct proportion of air is supplied and temperature is maintained.

Combustion gases from the furnace are subject to a rigorous cleaning process.

Nearly one-third of the facility is taken up with the cleaning process, which involves spraying activated carbon and lime into the flue gasses to neutralise any pollutants.

Monitors at the base of the chimney continuously check emission levels and if they start to rise, adjustments are made to the cleaning process. In the unlikely event they continue to rise, or if the monitoring equipment fails, the facility will automatically shut down.

Monitoring information from the chimney is displayed both in the visitor centre and on our website, **www.suffolkefw.co.uk**. It is also sent to the Environment Agency.

Air pollution control residue

The cleaned gas is passed through fine-fabric bag filters to remove solid particles. The resultant air pollution control residue (also known as fly ash) contains these solid particles, excess lime, salts and carbon dust.

This is taken away from site in sealed containers for specialist landfill, although it is hoped in the future it will be used for low-carbon building blocks.

Bottom ash

Ash left on the grate after incineration is cooled and carried along a conveyor to an on-site processing building. Metals are removed from the ash for recycling. The remaining aggregate is graded according to size and sent for use in building projects.

Electricity

Electricity is generated at 11 kilovolts. Around three megawatts is used to power the facility, leaving around 20 megawatts, which travels along an underground cable to a sub-station in Stowmarket, where it is fed into the National Grid.

Heat

The facility is also capable of producing up to15 megawatts of heat. If used, electricity output would reduce accordingly.

Servicing and maintenance

Servicing and maintenance of the facility takes place twice a year, when the facility is shut down. Maintenance work on the two identical incineration lines is staggered, so that waste can continue to come into the facility and the length of time the facility is shut down is limited.

The year in operation

2016 was another successful year at the Suffolk energy-from-waste facility – meeting and exceeding targets for putting Suffolk's waste to good use.

In 2016, we handled 266,555 tonnes of waste and generated 171,178 megawatt hours of electricity for the National Grid – it would take 60,010 tonnes of fossil fuels to generate the same amount of electricity.

As the facility generates more electricity than it uses, it has a negative carbon footprint of -57,350 tonnes carbon dioxide equivalent.

Around 22% of the waste that is processed at the facility becomes bottom ash (the ash left after incineration). This bottom ash is recycled. In 2016, over 10,500 tonnes of metal was extracted for recycling and 49,830 tonnes of bottom ash was recycled as aggregate for building projects.

2016 saw two planned shutdowns of the facility – one in April and one in November. These are an essential part of operations and allow for all of the equipment to be thoroughly inspected, maintained and cleaned. During the shutdowns, work on the two identical incineration lines is staggered to ensure that the facility is only shut down completely for a short period and waste can still be accepted and stored in the waste bunker. Line one was operational for 88% of the year and line two for 87% of the year.

Bale and store trial

During the November shutdown, we carried out a trial to bale and store waste.

We sent 1,100 tonnes of waste, that would go to the Suffolk energy-from-waste facility during normal operations, to Freedom UK – a waste management company in Brandon – where it was baled and stored. The bales were then delivered for processing when the facility was operational again.

The trial was successful, ensuring any excess waste wouldn't have to go to landfill if the bunker were to be full and reducing vehicle movements on site during the shutdown period by sending waste direct to the site in Brandon. We plan to continue this practice during future shutdowns.

What we processed

Waste incineration

	2016	
	Waste incinerated (tonnes)	Saving (tonnes of carbon dioxide equivalent, compared to landfill)
Household waste	229,983	94,454
Business waste	36,572	3,572

The carbon dioxide equivalent savings are calculated using Defra 2015 conversion factors: landfill of household waste = 459kg CO_2e; energy-from-waste of household waste = 21kg CO_2e: landfill of business waste = 93kg CO_2e; energy-form-waste business waste = 21 kg CO_2e

Energy consumption and generation

	2016
	Total megawatt hours
Electricity generated	171,178
Electricity imported	572
Electricity exported to the National Grid	150,566

Raw materials consumption

	2016
Water	51,277 cubic metres
Diesel	470,093 litres
Lime	2,331 tonnes
Activated carbon	80 tonnes
Urea	536 tonnes

Waste recovery and disposal

	2016
Metals (recycled)	10,533 tonnes
Bottom ash (recycled as building aggregate)	49,830 tonnes
Air pollution control residue (sent for specialist landfill)	6,845 tonnes

managing environmental performance

Energy-from-waste facilities need a permit to operate. These permits are issued by the Environment Agency with strict environmental and operating conditions attached to ensure that people and the environment are protected.

The Suffolk facility was granted a permit in 2011. The permit sets strict emission limits for the facility, as well as outlining the standards to which the facility must operate.

In this section, we describe the systems we use to monitor environmental performance and report on compliance.

Management systems

Our integrated quality and environmental management system details the procedures the Suffolk energy-from-waste facility must follow at each stage of its operation – from accepting wastes to the disposal of ash residues and reporting on the facility's performance to the regulator.

The integration of all procedures – for managing health and safety, quality and environmental matters – helps us to identify the compliant course of action our staff must take.

Our management systems are certified to the relevant international standards and regularly checked by independent assessors, who review our procedures in detail.

The facility's environmental management system is certified under ISO 14001 and our quality management system to the equivalent standard, ISO 9001. In addition, our health and safety management system is certified to BS OHSAS 18001.

Environmental performance

The energy-from-waste process is one of the most tightly regulated industrial processes in Europe. The Suffolk energy-from-waste facility was designed to satisfy the high standards set out by the European Union's current Industrial Emissions Directive.

The Environment Agency and SUEZ monitor the facility to ensure it operates within the conditions set out by the permit. The strict limits set in the permit mean that even if the facility were to reach the emission's limit consistently, there would be no impact on the local community or the environment.

Emissions

The facility's operating licence sets air emission limits for a range of parameters. Gases in the flue are analysed, after cleaning, by the facility's continuous emissions monitoring system for the following:

- Particles
- Carbon monoxide
- Sulphur dioxide
- Hydrogen chloride
- Oxides of nitrogen
- Total organic carbon

Particles

Tiny solid or liquid matter found in the air.

Hydrogen chloride

A colourless gas which turns into hydrochloric acid when it comes into contact with air. Used in the rubber and vinyl industries.

Carbon monoxide

A colourless, odourless and tasteless gas, which is toxic in high concentrations.

Sulphur dioxide

A chemical compound which is released naturally by volcanoes. It is a toxic gas with a pungent smell. It is sometimes used as a food preservative.

Oxides of nitrogen

Gases produced when nitrogen, oxygen and hydrocarbons react, particularly at high temperature. Oxides of nitrogen levels are particularly high in large cities where there is a lot of traffic.

Total organic carbon

A measure of the carbon content of material derived from decaying vegetation and bacterial growth.

Emission licence limits and performance 2016

	Licence limit Daily average per line (mg/m³)	Line one Daily average (mg/m³)	Line two Daily average (mg/m³)
Particles	10	1.46	2.00
Carbon monoxide	50	5.35	6.20
Sulphur dioxide	50	22.00	16.75
Hydrogen chloride	10	4.43	4.31
Oxides of nitrogen	200	162.00	164.00
Total organic carbon	10	0.43	0.59

Measuring our performance

All emissions are controlled through our continuous monitoring system. If emission levels start to rise, adjustments are made to the cleaning process. In the unlikely event that they continue to rise, or if the monitoring equipment fails, the facility will shut down.

If emission levels rise above the limit, this is known as a breach. There were 13 breaches in 2016, compared with 33 in 2015. The higher number of breaches was to be expected in 2015, as it was the first full year in operation.

The breaches in 2016 – all minor, short-lived and classed by the Environment Agency as having no environmental impact – were mostly related to total organic carbon and carbon monoxide. This happens when there is incomplete combustion and operator action is needed to ensure the right mix of waste, oxygen, temperature, time and turbulence.

An extensive continuous improvement project looking into the root causes of the problem ran from the end of 2015 to May 2016. The outcome led to the creation of a new Day Operative Supervisor role, responsible for management of the tipping hall and ensuring thorough waste inspection to improve the incoming quality of the waste. This has significantly reduced the number of total organic carbon breaches.

For each breach, the Environment Agency gives the site a score, according to the severity of the incident and whether any remedial action was taken. More severe breaches could lead to enforcement action – which ranges from a warning, through to fines and in the most severe cases shutting down a facility. The Environment Agency and SUEZ would expect a facility to get a score of 10 in its second year of operation. For 2016, its second year of operation, the Suffolk facility scored well below this with 5.4 and has been classed by the Environment Agency as a well-run facility.

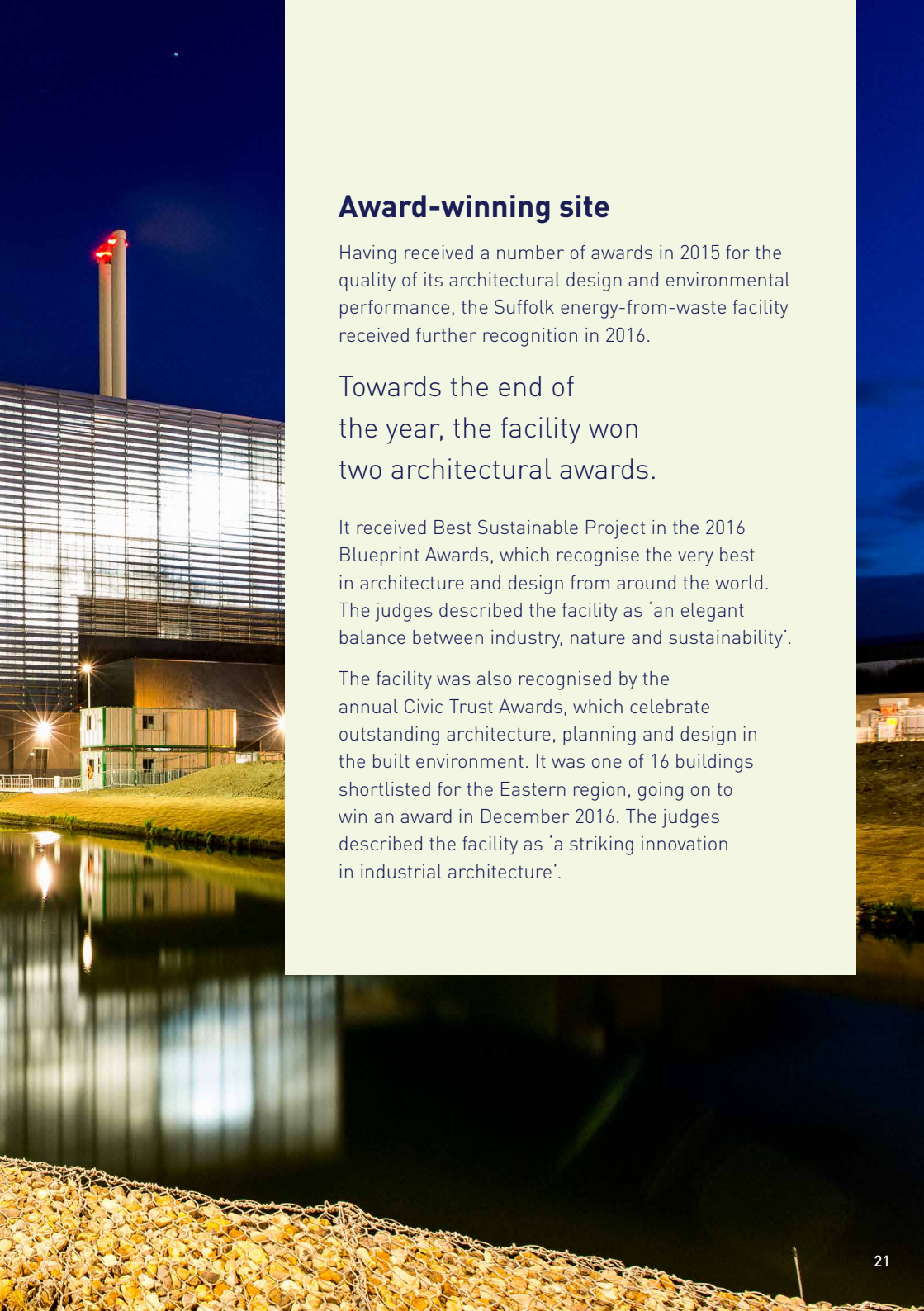
Monitoring information is displayed both in the visitor centre and on our website **www.suffolkefw.co.uk**. It is also sent to the Environment Agency and any breaches must be reported to them.

Landscaping

The wildflower meadow was replanted in summer 2016 after a water pipe leak damaged the original seeding.

A clay soils mix of wild flower seeds was planted. The mix included Lady's Bedstraw, Meadow Buttercup, Wild Carrot and Cowslips.

One hundred and fifty native shrubs were also planted – including Dogwood, Hawthorn, Holly and Hornbeam – together with 12 mature field maple trees.



Award-winning site

Having received a number of awards in 2015 for the quality of its architectural design and environmental performance, the Suffolk energy-from-waste facility received further recognition in 2016.

Towards the end of the year, the facility won two architectural awards.

It received Best Sustainable Project in the 2016 Blueprint Awards, which recognise the very best in architecture and design from around the world. The judges described the facility as 'an elegant balance between industry, nature and sustainability'.

The facility was also recognised by the annual Civic Trust Awards, which celebrate outstanding architecture, planning and design in the built environment. It was one of 16 buildings shortlisted for the Eastern region, going on to win an award in December 2016. The judges described the facility as 'a striking innovation in industrial architecture'.

our people and community

The community we serve, our customers and the people we employ are critical to our success. We will always seek to meet and exceed their expectations where possible.

Our people

The Suffolk energy-from-waste facility team is 47 strong, including operational and office staff.

2016 saw some changes in the team, with some members being promoted either within the team or the wider business and new staff joining.

Apprentices

Our two apprentices – James and Jonathan – have progressed well and completed the second year of their apprenticeships at Suffolk energy-from-waste facility. They are both on four-year apprenticeships, spending three days a week on site and two days at West Suffolk College where they are studying for a Higher National Diploma in engineering. James is a mechanical apprentice and Jonathan is in the electrical control instrumentation division of the maintenance team. Both are invaluable members of the team.

Health and safety

Providing a safe working environment for everyone at the facility is the priority and responsibility of all.

SUEZ recycling and recovery UK actively promotes safe behaviour and awareness through the work of its dedicated health and safety teams, training courses, safety auditing and the Safety in Mind programme, which encourages a safety-aware culture. Our employees take responsibility for their own and others' safety, and are encouraged to challenge unsafe behaviour or practice.

At the beginning of the year, the Health and Safety Executive visited the Suffolk facility, commenting favourably on the positive health and safety culture on site and the procedures for reporting incidents.

Incidents in 2016

The reporting of near misses is encouraged. It positively demonstrates that issues are being reported and dealt with before anyone is hurt. In 2016, 146 near misses were reported on site.

There were 13 personal injury accidents during the year, a reduction of five on the previous year. All of the accidents were minor and included cuts, bruises and small burns to arms and fingers, ash and grit in the eye and a twisted ankle.

There was one lost-time accident during the year. This occurred when a member of staff injured their back whilst removing oversized ash – which could cause a blockage to the conveyor belt to the ash processing facility – from the grate. Following two days' absence, the staff member returned to work and the procedure for this activity has been changed to prevent this happening in the future.

Colin Forrester (Operations Manager), Steve Nicholls (Shift Manager) and Alistair McGowan

Award winning team

In November 2016, the team that run our facility was awarded the PEEL People's Cup by the Chartered Institution of Wastes Management.

This award recognises excellence in the operating team behind a waste management facility. The judges put particular emphasis on site supervision, operational features, teamwork, staff welfare, safety, data management, local acceptability, environmental impact, aesthetics, plant maintenance and general impressions.

The Cup was presented to the Suffolk team by the actor Alistair McGowan at an awards ceremony at the Grosvenor Hotel in London. Plant Manager Paul Leighton commented: "We have won a number of awards for different aspects of this project, but a fantastic building is nothing without a great team to run it. In our first year of operation, we met or exceeded all of our targets and that's down to the great staff we have here. I am delighted this superb team effort has been recognised with this national award."

a day in the life of

"My day starts at 6am with a handover from the night duty shift manager, including a brief about plant status and any issues that have occurred. I then brief my shift on any events or work that they need to be aware of.

As shift manager, I prepare any permits for work that are required to ensure that maintenance work by our own staff and contractors is carried out safely. I also check on works throughout the day to ensure that they are being carried out safely and within the scope of the permit.

At 9am, I head up the daily review meeting with key personnel and discuss facility performance, ongoing works and any urgent fault rectification.

Along with the operations technicians, I ensure that any arising issues are dealt with promptly, to ensure minimal disruption to the normal running of the facility. With the senior operations technician, we check that the facility is running efficiently and emissions are within permit limits."

Jim Sharp
Shift Manager

"Under the direction of the senior operations technician and the shift manager, we ensure that the facility operates safely and efficiently. Although many systems are automated and monitored, we are the eyes and ears of the control room. Our working day is often varied – from doing walk arounds, taking readings, cleaning and performing maintenance tasks to undertaking project work and stepping up in the control room to operate the plant.

Every week, we take samples and carry out analysis of our water and steam to check that our water treatment plant is operating effectively and to ensure plant longevity. As we cover the site 24 hours a day, 365 days of the year, we are multi-skilled and are trained to carry out a wide range of tasks. Safety is at the heart of everything we do and we encourage a positive safety culture amongst staff, visitors and contractors alike."

Gary Bird
Shift Operations Technician

"Our role within the shift team is to operate the plant from the control room safely and within our permit conditions. We constantly monitor the plant and site operations, including the weighbridge, tipping hall, waste crane operation, incineration, flue gas treatment, turbine and electricity generation. We analyse trends and keep the facility within its normal operating conditions. We are responsible for safely directing the shift operations technicians, and liaising across the different departments and teams on site. We are often involved in project work to improve plant efficiency and we undertake regular training to maintain and develop our skills and knowledge."

Dan Hargrave
Senior Operations Technician

"The main part of our day is undertaking preventative maintenance tasks which include running checks, data analysis and safety tests. We also work on reactive maintenance tasks which can include a whole host of repairs, fault finding and attending to plant availability.

Continually improving the site is important. At the moment, we are implementing an automated continuous boiler blow-down control valve to improve boiler conditions and have previously completed a large-scale low-energy lighting conversion within the waste bunker, converting lights from 1,000W metal halide high bay lighting, to 500W LED spotlights and, in doing so, saving the equivalent of over £10,000 in energy bills and reducing our CO_2 emissions by 61.7 tonnes each year.

Another key responsibility is keeping up-to-date with the work orders which get entered into a computerised maintenance management system and signing them off when completed. We are also required to source spare parts and obtain quotes for ongoing tasks and projects."

Tom Woollard
Maintenance Technician – Electrical Control and Instrumentation

"Our main role is accepting the waste deliveries to site. At the beginning of the day, we check the weighbridge systems and carry out pre-use checks on the mobile plant. We supervise vehicles in the tipping hall and use mobile plant to move and manage the waste. One of the day operations team mans the cranes in the control room, authorises bays for the vehicles to tip into and ensures that the waste is mixed so that a consistent calorific value waste is fed to the facility. An important part of our job is to carry out waste inspections to prevent non-conforming waste being tipped into the bunker, as this could affect our process or emissions. Later in the day, we shred bulky material to make it suitable for introduction into the waste hopper. We are also responsible for keeping the facility clean and tidy."

Conner Reid
Day Operative

Supporting Macmillan

The team at the Suffolk energy-from-waste facility took part in two events during the year to raise money for Macmillan Cancer Support, SUEZ recycling and recovery UK's national charity partner.

The first was the Rio Roadshow, which took place between 20 June 2016 and 22 July 2016. This SUEZ recycling and recovery UK wide Olympic-themed charity event saw hundreds of our employees across the country participate in sponsored sporting challenges – each aimed at covering as many miles as possible to contribute to the 5,761 mile distance between London and Rio. Together they smashed the target, clocking up an impressive 7,400 miles.

A special 'carnival bus', decked out with exercise equipment, travelled to 130 of our locations over the five-week period in a continuous 'roadshow' – starting in Inverness, Scotland, and finishing in St Erth, Cornwall.

At Suffolk, the team clocked up an incredible 227 miles towards the overall target and raised over £500 through a mini Olympics competition, a cake sale and 'mocktail' bar.

In October 2016, the Suffolk team also took part in the Whole Hog in Sudbury – a five-mile race through mud and obstacles. The team raised over £1,000 for Macmillan.

RIO Roadshow

Our community

Being part of our local community is very important to us at the Suffolk energy-from-waste facility and we always try to support local causes.

SUEZ Communities Trust

The sponsorship of Claydon Football Club's under 11s team has continued through 2016. The club had a new kit last season and received £60,000 to refurbish the club house and changing rooms through the SUEZ Communities Trust in previous years.

SUEZ Communities Trust is a registered and accredited environmental body within the Landfill Communities Fund and an approved body within the Scottish Landfill Communities Fund. As a landfill operator, we are able to channel a portion of landfill tax to eligible projects in communities near our facilities. SUEZ Communities Trust distributes the funds contributed by SUEZ recycling and recovery UK.

At the beginning of the year, the Trust ran an initiative called the Big Play Fund, where SUEZ staff could nominate projects to improve play facilities in their local area to receive funding from the Trust. Shaun Hall, a senior operations technician at Suffolk energy-from-waste facility suggested Little Blakenham where he lives. A grant application was prepared and the parish council received a little over £9,000 to refurbish the play area in the village.

The Enhancing Communities Fund has been available in this area since construction of the site began in January 2012. This funding is only available to projects close to a qualifying site. The first project was awarded funding in April 2012 and to date 14 projects have shared around £403,000. These include:

- £103,000 to the village hall, bowls club and scout group in Great Blakenham.
- £80,000 to the Claydon Football Club, located in Great Blakenham.
- £62,500 for the playing field, Lorraine Victory Hall, British Legion and tennis club in Bramford.
- £49,000 to the church in Sproughton.
- £22,000 to tennis and football clubs in Somersham.
- £4,000 to St Mary's Church in Little Blakenham.

Community liaison group

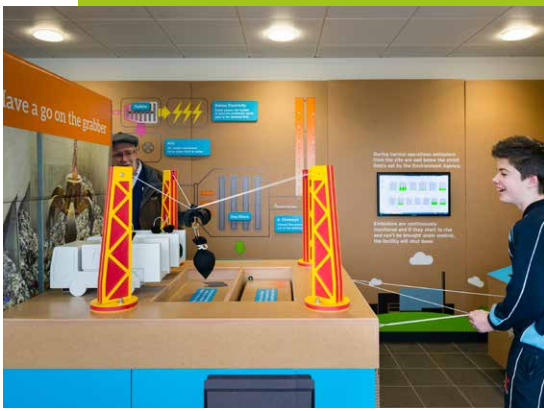
The Suffolk energy-from-waste facility community liaison group was set up in 2010 and continues to meet at the facility. The group, which meets quarterly, is made up of local residents and parish council representatives. The county council and the Environment Agency also attend the meetings. The plant manager and community liaison manager give a presentation on site operations and the visitor centre, and the meetings provide an opportunity for any questions or concerns to be raised. The minutes from the meetings can be viewed on our website **www.suffolkefw.co.uk**.

We are committed to being a good neighbour and want to keep the community informed about what is happening on site. A monthly update is provided for parish newsletters and noticeboards in villages around the site and twice a year we produce our newsletter for around 9,000 homes and businesses in the local area.

Education and outreach

The facility's visitor centre has continued to be as busy as ever in 2016, with 97 groups totalling 1,477 visitors coming to see us. Our visitor centre attracts a wide range of visitors – from adult groups, such as U3A groups, to school groups. In 2016, 24 of the groups that visited the facility were from schools, colleges and universities.

The feedback from our visitors has been very positive, with a 99.6% satisfaction score.



"brilliant visit – surpassed my expectations"
"excellent tour – thank you"
"an exceptionally interesting visit"

Over the course of 2016, nine open days were held to give local residents an opportunity to see and learn about the facility and how their waste is put to good use. In 2016, 166 people came to our open days.

Since our visitor centre opened, over 4,000 people have visited us to see the energy-from-waste process. Each visit usually includes a short presentation, time in the visitor centre and control room, and a tour of the facility. Visitors include those from educational institutes and the list of general interest groups who have been to see the facility continues to grow – now including engineering groups, local councils and charities, amongst others.

During the year, staff from the Suffolk energy-from-waste facility regularly attended events around the county to spread the word about how the facility puts Suffolk's waste left after re-use and recycling to good use, including the Suffolk Show and Latitude. The facility's community liaison manager also attended educational events and careers fairs at Suffolk schools.

High profile visitors

The Suffolk energy-from-waste facility welcomes over 1,000 visitors every year, including delegations from other countries interested in putting their own waste to good use and some well-known faces locally and from Westminster.

Councillor Clive Arthey, David Palmer-Jones, Dr Thérèse Coffey, Councillor Matthew Hicks and Marcus Gover (WRAP)

In September 2016, Member of Parliament Dr Thérèse Coffey visited the facility to learn about how the facility uses the county's waste as a fuel to generate energy and to understand more about how Suffolk collect and manage household waste. Dr Coffey has been MP for the Suffolk Coastal constituency since 2010 and currently serves as the Parliamentary Under Secretary of State for the Environment at the Department for the Environment, Food and Rural Affairs, where her remit includes resource and environmental management.

During the visit, Dr Coffey learnt how the facility fits into the county's long-term strategy for dealing with waste and received a talk from the Suffolk Waste Partnership, who detailed how the county, district and borough councils work together to reduce waste and boost recycling.

On the same day as Dr Coffey's visit, councillors from Perth, Australia also visited the site. Perth is looking to build its own waste treatment facility and the councillors were keen to learn as much as they could from Suffolk's experience.

The High Sheriff of Suffolk, William Kendall, also visited the facility in early December 2016 to learn about our operations.

Out in the community

In June 2016, SUEZ recycling and recovery UK shared a tent with the Suffolk Waste Partnership and their partnership organisations at the Suffolk Show. Our team spoke to visitors about how the facility uses their waste to generate electricity and visitors could use pedal power to blitz up some fruit to make a tasty smoothie with a bike-powered smoothie maker.

Our community liaison manager here on site is a STEM ambassador. STEM is an organisation designed to inspire and equip students with the skills to study science, engineering, technology and mathematics and to then look at careers within these subjects. The careers day at Farlingaye School was attended by members from the facility team, speaking to around 300 students in years 9 to 13 about careers in science, engineering, technology and mathematics. A mock interview day was also supported at Thomas Gainsborough School, designed to give students the skills and confidence needed for formal interviews when they embark on their careers.

We have also been supporting Career Ready, a local initiative to support schools in Ipswich in equipping students for future careers and to make students aware of different career paths available. Over the year, six groups from Career Ready enjoyed a tour of the facility followed by a question and answer session with the facility team to learn about their job roles and career path.

SUEZ recycling and recovery UK
Suffolk energy-from-waste facility
Lodge Lane, Great Blakenham, Suffolk IP6 0JE

01473 839149 · www.suffolkefw.co.uk