

OPERATIONAL WASTE STRATEGY

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CWG Operational Waste Strategy
Made for CWG by GXN

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OUR AMBITIONS



INTRODUCTION

Canary Wharf is one of Europe's largest mixed-use estates, home to world-class offices, retail, restaurants, public spaces, and a growing residential community. Handling waste across such a diverse and vibrant estate presents unique challenges, but also provides an opportunity to lead by example.

Since bringing waste management in-house in 2021, Canary Wharf Group (CWG) has developed a waste service that provides greater control over how waste is collected, sorted, and handled. Working alongside our occupiers, contractors, and specialist waste partners, we are committed to reducing waste, increasing recycling, and delivering more sustainable outcomes across the estate.

Why is Canary Wharf Group so different?

Today, we handle approximately 8,000 tonnes of operational waste each year, while maintaining zero waste to landfill. Through initiatives such as on-site waste sorting, electric collection vehicles, and low-carbon river transport, we continue to reduce the environmental impact of our operations.

This Operational Waste Strategy sets out our vision for the next five years. It explains how we will continue to reduce our waste footprint, improve recycling performance, increase transparency, and encourage positive behaviours across the estate. It also supports our wider Circular Economy Strategy and complements our commitments to Climate Action, Space for Nature, and Social Impact.

The strategy sets out how we handle waste across the estate.

IT SETS OUT OUR AIMS, TARGETS, AND APPROACH, FOR STEADILY IMPROVING OUR OPERATIONAL WASTE PERFORMANCE.

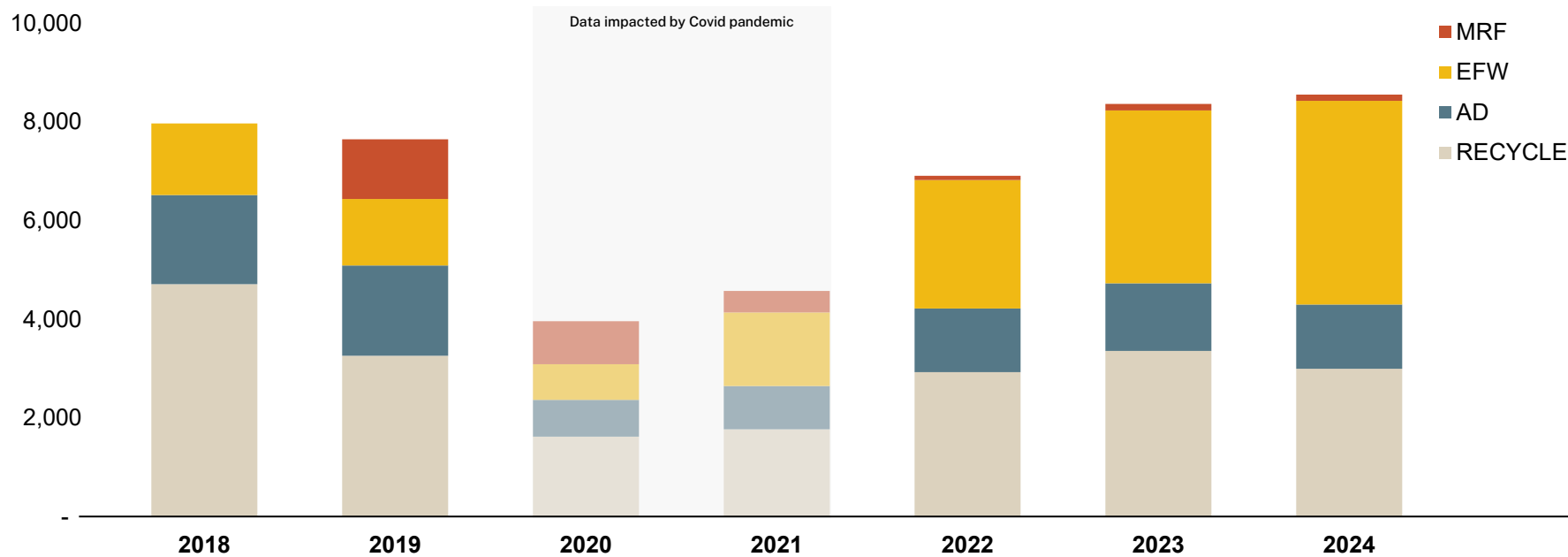
TRACKING THE LAST FEW YEARS

Our waste quantities and recovery routes are published annually in our annual ESG reports, our last several years are shown below.

While our total waste handled has stayed relatively constant, the amount sent to Energy from Waste, representing residual waste, has grown progressively over the last few years.

Mitigating this trend is the driver behind our goals, and the data here is the basis for setting our quantitative metrics.

CWG WASTE RECOVERY ROUTES (TONNES)



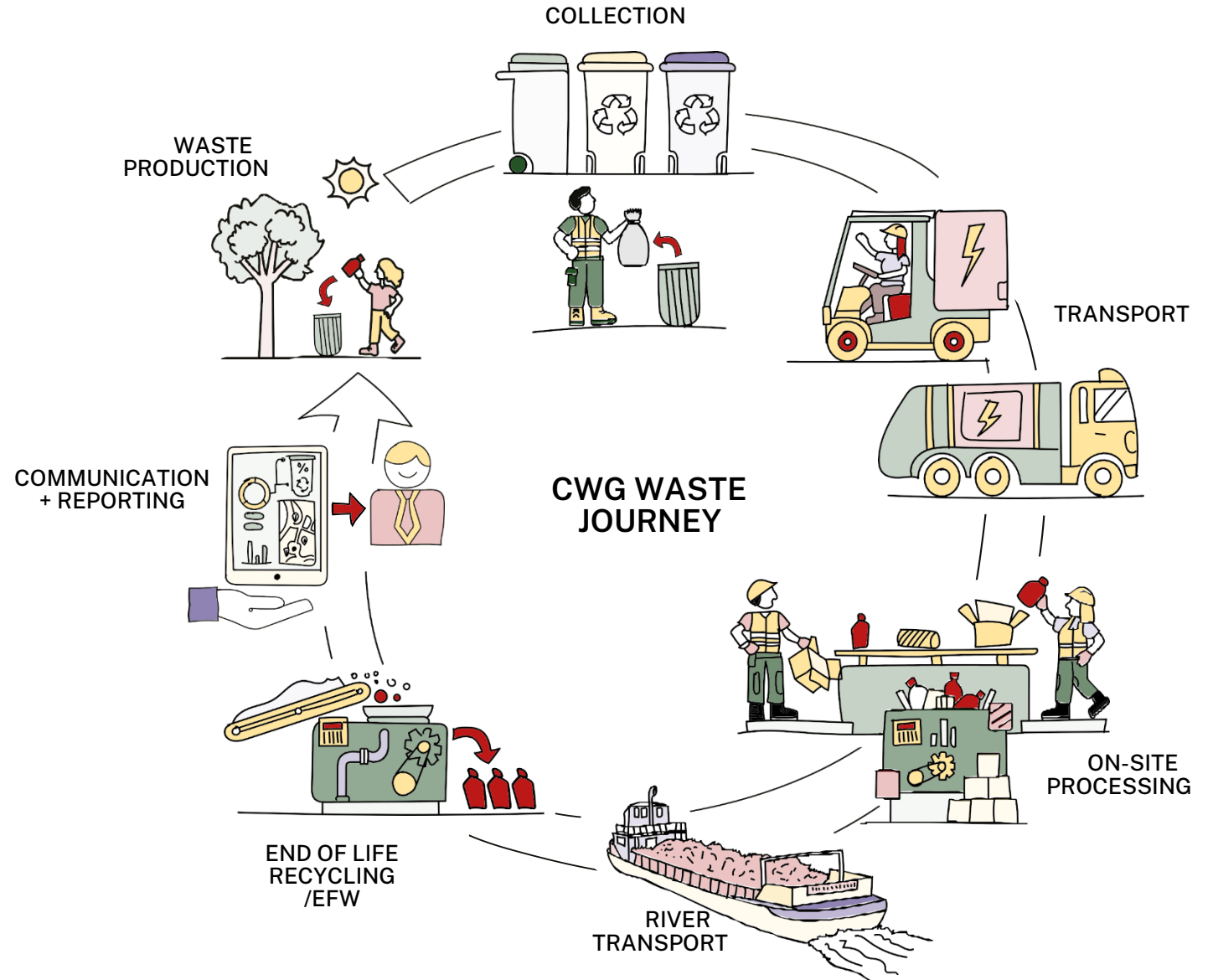
Our total waste handled has remained close to constant at c. 8,000 tonnes/year, despite the growth of the estate, while maintaining zero waste to landfill.

OUR STRATEGIC AMBITIONS

01 Progressively reduce our waste footprint This means enhancing measures to reduce non-recyclable waste and reducing our reliance on Energy from Waste.	02 Increase the quality + value of materials leaving our estate This means improving the effectiveness and reach of our unique sorting offer, ensuring the value is captured for our tenants, and a greater proportion of waste is genuinely recycled.	03 Improve transparency across our operations This means capturing data and making it transparent and accessible across the estate.	04 Enhance behaviour through communication This means leveraging the reach of our unique offering to increase awareness with our tenants and up-skilling our staff.
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THE WASTE JOURNEY AT CANARY WHARF

- 01 **WASTE PRODUCTION**
Waste is discarded in buildings and parks around the estate.
- 02 **COLLECTION**
It is collected by our staff all over the estate, ideally from dedicated bins, but sometimes mixed.
- 03 **TRANSPORT**
It is moved to dedicated sorting facilities on the estate, by foot within buildings, or using electric vehicles.
- 04 **ON-SITE PROCESSING**
For certain waste streams, our staff separate the waste on-site to ensure that recyclables are recycled.
- 05 **RIVER TRANSPORT**
We work with local waste partners, so that recyclables and waste can be sent via low carbon river transport.
- 06 **END OF LIFE RECYCLING /EFW**
Recyclables are sent for recycling or further sorting as needed. Residual waste is sent to Energy from Waste.
- 07 **COMMUNICATION + REPORTING**
We collect data on our waste performance, so we can communicate our successes and challenges.



SCOPE

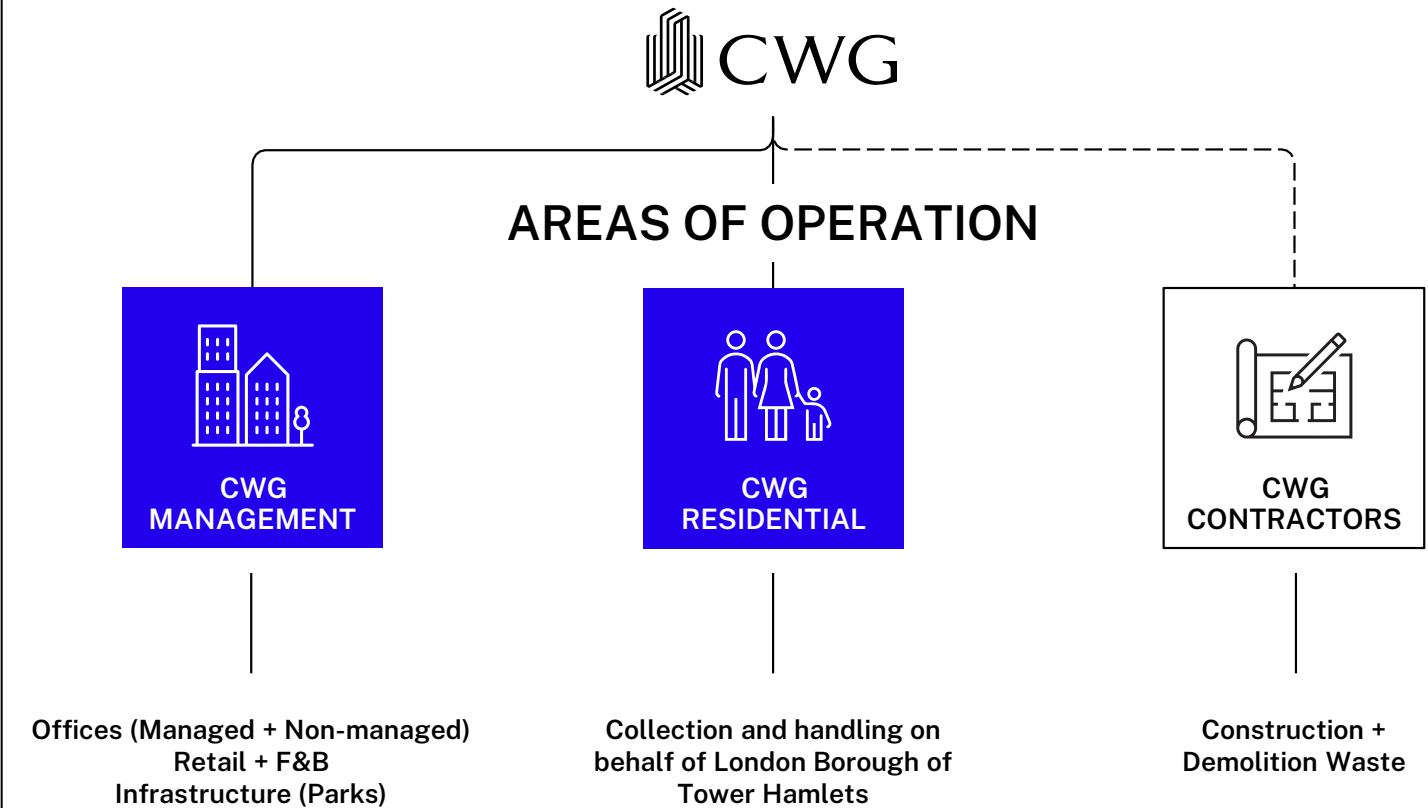
WHO FALLS UNDER THE WASTE STRATEGY

Our Waste Strategy covers the various forms of waste produced in the offices, homes, parks, and businesses across our estate.

Since taking waste management in-house in 2021, we have gradually expanded our areas of operation. In 2026, we enlarged our processing area to enable more efficient sorting. The diagram alongside represents our current responsibilities.

Residential waste is handled by London Borough of Tower Hamlets as part of residents’ council tax contributions. In 2025, we were appointed to move waste on the council’s behalf, though the role is limited to collection and handling only.

CWG Contractors handles the construction and demolition waste generated on the building sites across the site. It is our intention to play more of a role in assisting CWG Contractors with their waste handling procedures in the future.



WHERE IS OUR IMPACT

When we throw something away, we rarely think of what is involved in collecting, handling, and processing our waste.

CWG Waste operations does the thinking for our tenants, residents, and visitors, through a number of steps and processes, many of which are behind the scenes.

This strategy focuses on the areas where our operations achieve the greatest impact.

PRIMARY OPPORTUNITIES LIMITED OPPORTUNITIES	01 COLLECTION	02 TRANSPORT	03 ON-SITE PROCESSING	04 COMMUNICATION + REPORTING	05 END OF LIFE RECYCLING FACILITY
Office (Managed)					
Office (Non-managed)					
Retail + F&B					
Infrastructure (Parks)					
Residential					
Contractors	FUTURE SCOPE				

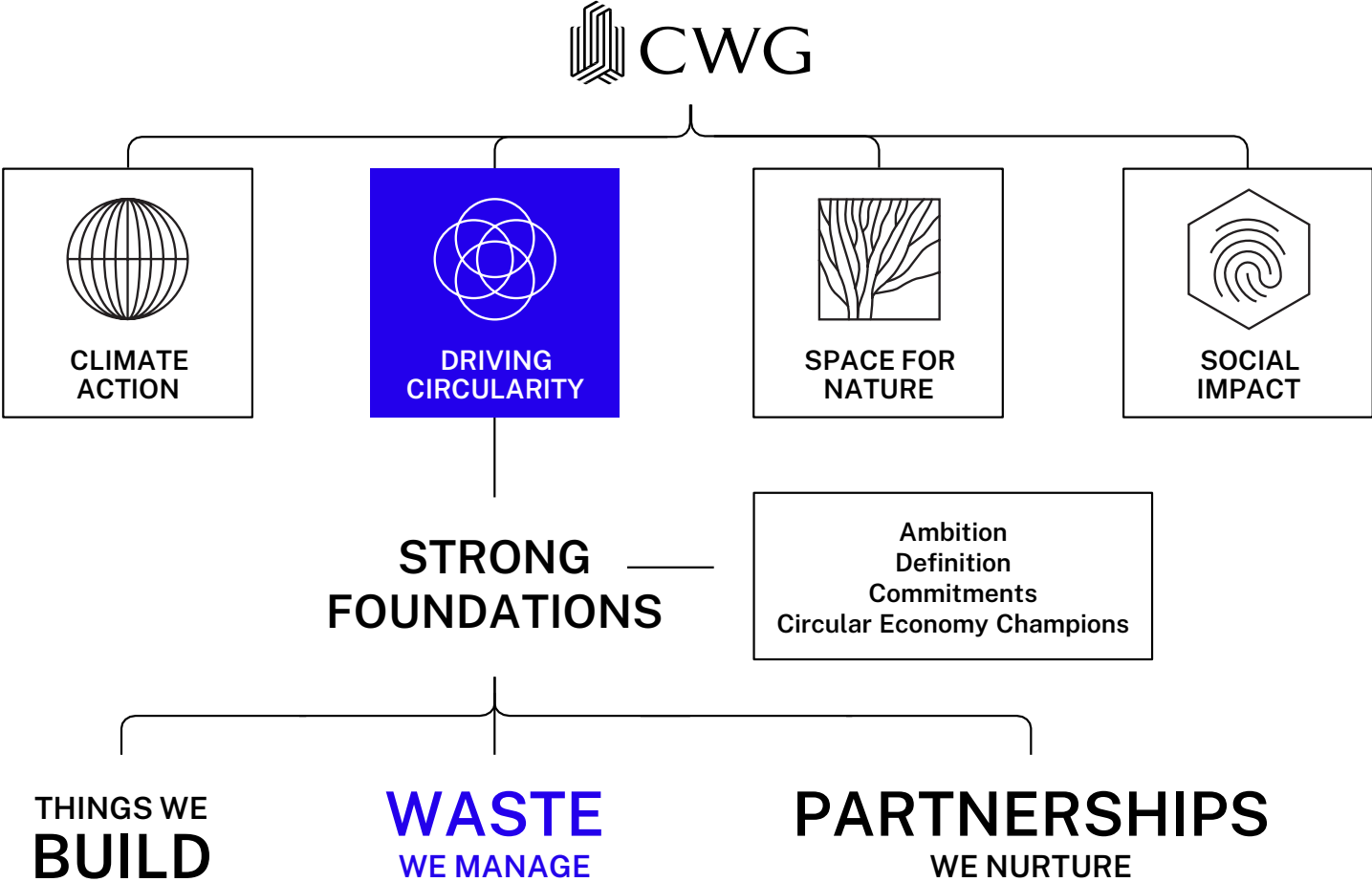
OUR APPROACH

CIRCULAR ECONOMY FRAMEWORK

Our Waste Strategy is not an isolated strategy. It forms a key pillar of our wider Circular Economy ambitions.

Our Circular Economy Strategy identifies “Waste We Manage” as one of our core activities, an area of primary impact and agency. The Waste Strategy sits under this category.

The Waste Strategy builds off the foundations of our previous waste strategy, and helps us set a direction for the next five years with clear ambitions and actions. Its goals are designed to complement and reinforce our commitments across Climate Action, Space for Nature, and Social Impact.



HARMONISING THE STRATEGIES

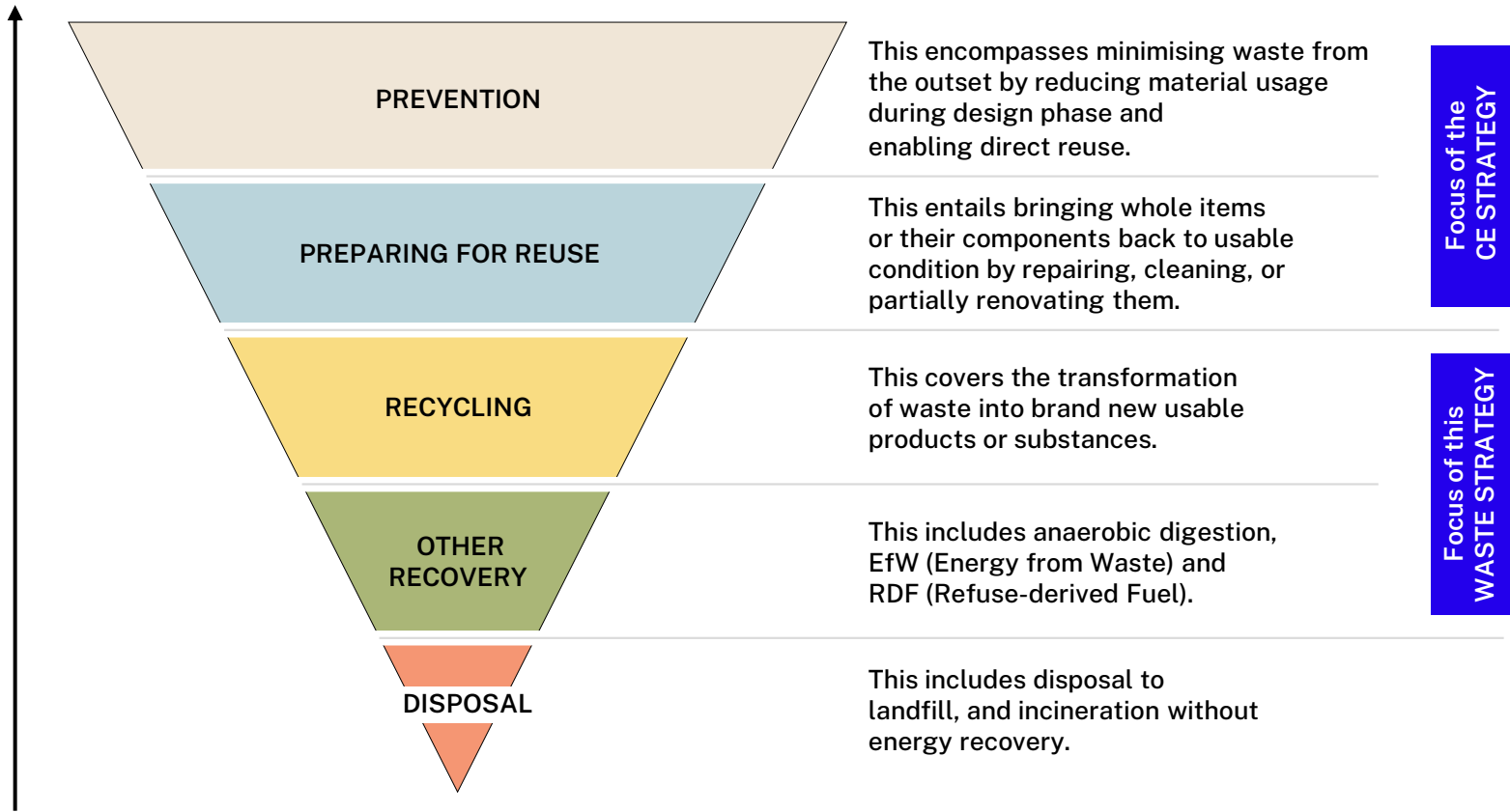
Our priority is always waste prevention, followed by reuse, recycling, or recovery in line with the DEFRA Waste Hierarchy.

The Circular Economy Strategy focuses on waste prevention and reuse, aiming to prevent waste from being generated in the first place. In this respect it can be seen to operate before the bin.

But we're realistic that not everything can be prevented or reused, there will always be some residual waste. The Waste Strategy therefore focuses on how best to treat the waste that does arise in the most environmentally sound way.

Both approaches require education and engagement. Getting occupiers, tenants, and staff to understand and act on these behaviours is what makes them work, on both sides of the bin.

Most Favoured Option
Lowest Environmental Impact



Least Favoured Option
Biggest Environmental Impact

WASTE STRATEGY FRAMEWORK

The framework for our Waste Strategy is outlined alongside. We are guided by our strategic ambitions, setting the longer-term direction for the strategy.

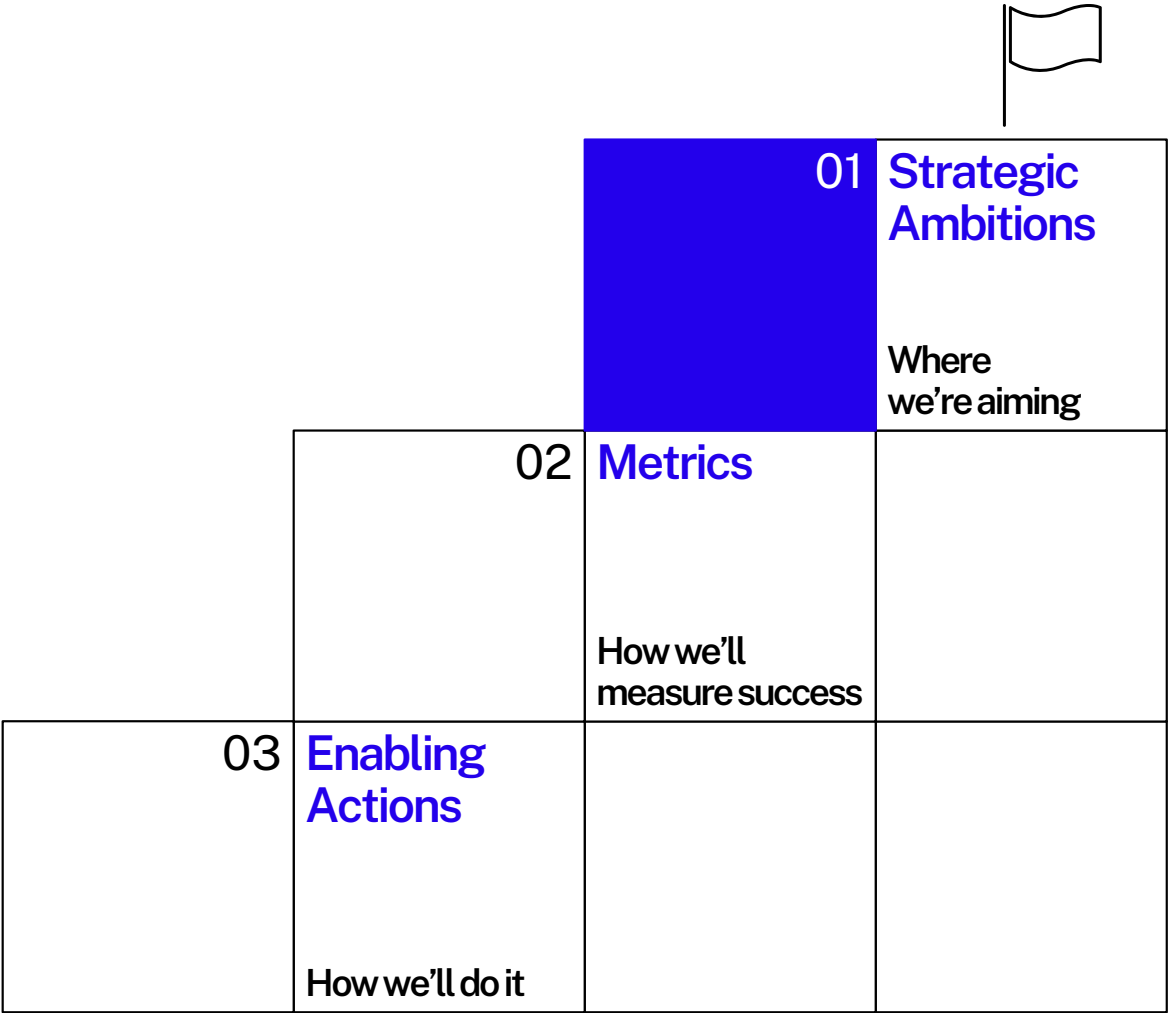
Our strategic ambitions, and everything that follows from them, are split between:

- Performance + Impact
- Supporting Activities.

We will measure our success through quantitative performance metrics. Acknowledging the importance of qualitative progress, we are committed to sharing progress as we proceed.

Enabling actions are our shorter-term activities for driving progress, building off the foundations of the previous waste strategy.

While the Performance + Impact measures are our ultimate motivation, it is clear they cannot be achieved without the Supporting Activities identified, and these should be seen as no less important.



OUR STRATEGIC AMBITIONS

AMBITIONS
METRICS
ACTIONS

PERFORMANCE + IMPACT		SUPPORTING ACTIVITIES	
01	02	03	04
Progressively reduce our waste footprint	Increase the quality + value of materials leaving our estate	Improve transparency across our operations	Enhance behaviour through communication
This means enhancing measures to reduce non-recyclable waste and reducing our reliance on Energy from Waste.	This means improving the effectiveness and reach of our unique sorting offer, ensuring the value is captured for our tenants, and a greater proportion of waste is genuinely recycled.	This means capturing data and making it transparent and accessible across the estate.	This means leveraging the reach of our unique offering to increase awareness with our tenants and up-skilling our staff.

OUR METRICS TO MEASURE SUCCESS

PERFORMANCE + IMPACT		SUPPORTING ACTIVITIES	
01 Progressively reduce our waste footprint	02 Increase the quality + value of materials leaving our estate	03 Improve transparency across our operations	04 Enhance behaviour through communication
Reduce waste intensity ^[1] by 15% over the next 5 years.	Increase recycling ^[2] to 60% of total waste composition (by mass) over the next 2 years.	High quality waste data to all areas of operations within the next 2 years.	Reduce food waste contamination in residual by 5% annually.
Progressively reduce waste carbon intensity by 3% annually.	Maintain zero waste to landfill.	All CWG departments have been through the waste operations tour within the next 2 years.	

We will measure success by tracking the metrics for the areas of operation that fall under this strategy.

OUR ENABLING ACTIONS

AMBITIONS
METRICS
ACTIONS

Priority (now)	Develop a data collection plan, with clear data collection and reporting responsibilities.	Define a baseline for operational waste generated data across the estate.	Develop normalised waste report metrics (waste intensity).	Convene representatives from all areas of operation to determine a minimum viable data set and reporting dashboard.
	Develop a standard “pitch pack” demonstrating cost and sustainability benefits of CW waste operations.	Establish an annual cross-operational waste forum for internal alignment and knowledge sharing.	Host at least 2 annual waste operations tours for staff and occupiers	Be transparent about current waste routes, including why CWG currently uses Energy from Waste.
Shorter-term (within 3 years)	Develop an occupier reporting template that communicates the carbon and cost benefits of CW waste operations.	Empower cleaning teams in F&B to refuse food-contaminated waste.	Conduct a technology appraisal and pilot at least 1 new technology to improve data collection.	Scale up the enhanced waste model by extending manual sorting to other areas of operation.
	Share results of an external auditor to verify our waste reporting as part of our ESG reports.	Conduct at least 1 annual waste composition audit per tenant ^[1] , and feedback results.	Increase the number of non-managed buildings using CW waste services by at least 2.	Conduct at least 2 annual audits of a downstream waste partner, and report the results internally to the forum.
Longer-term (3-5 years)	Complete roll out of electric vehicles to the full waste fleet, where possible.	Roll out a centralised waste reporting dashboard accessible to all areas of operation.	Establish an annual cross-operational waste forum for external alignment and knowledge sharing.	Pilot 2 occupier incentive schemes that apply a use-based payment mechanism.
	Develop a methodology for collecting data from downstream waste partners.	Phase CW Contractors waste into the operational waste strategy.	Share 1 annual waste performance update with key highlights to coincide with Recycle Week.	Document and communicate the end-to-end waste journey for at least 3 major waste streams.

[1] Tenants below a certain size can be excluded from this metric

FURTHER INFORMATION

WHY WE USE ENERGY FROM WASTE

01

What is Energy from Waste (EfW)

Energy from Waste (EfW) is the process of using residual waste, contaminated waste or materials with no viable recycling routes, to generate electricity, rather than sending it to landfill.

Our recent waste exports produced enough electricity to power approximately 1,000 typical UK homes^[1].

02

What we were using previously

Until 2019, our residual waste was collected by an external contractor and shipped abroad to furnaces in Scandinavia and the Netherlands to generate fuel. This is a process known as refuse-derived fuel (RDF).

Our internal studies revealed a heavy carbon cost from trucking this to port and shipping it across the Channel.

We decided we needed something better.

03

Why we now use EfW

We looked at the realistic alternatives: continuing to export RDF, trucking our residual waste to a distant UK incinerator, or moving it a short distance by river to be processed in London.

The river option offered the lowest-carbon path available to us, leveraging our position on the Thames. Our residual waste now travels less than a mile to a transfer station, and continues by barge to an EfW facility on the river, avoiding truck journeys across London.

04

What's next

Over the years our understanding of the environmental impacts from EfW has matured, and we recognise EfW is our last resort. We know it's not the perfect solution, but for now, it is a better carbon position than our previous RDF export route.

This is why our focus continues to be on waste prevention, followed by better quality sorting, so that we can progressively reduce our reliance on Energy from Waste.

[1] Calculated using OFGEM medium TCDV (updated July 2026) and Tolvik UK Energy from Waste Statistics – 2024

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