



People*First*

.....  
***My Journey at  
Reconomy***

March 2025

# Contents

Introduction	3
About Reconomy	4
Who do we serve?	5
Our people	6
The Reconomy Promise	7
Our values and behaviours	8

## ATTRACT ME

Joining us	9
------------	---

## MY START

Induction	11
-----------	----

## MY DEVELOPMENT

Learning and Development	13
Talent and Career Progression	15

## MY VALUE

Reward and Recognition	17
------------------------	----

## BEING MY BEST

Engagement	19
Diversity, Equity and Inclusion	21
Health, Safety and Wellbeing	23
Sustainability	25

## MY NEXT STEP

Leaving us	27
------------	----



# Introduction

This booklet is designed as a brief introduction to how we'll support you throughout your Reconomy career, and our expectations of you as a colleague. Your line manager will be your primary point of contact and guidance throughout your Reconomy career, supported and enabled by the HR team. Once you have started your role, you'll find out more information about every stage of your journey with us.







Think  
*circular*

# About ***Reconomy***

---

**Reconomy is a leading international circular economy specialist that combines technology, skills and incredible people to build sustainability 'loops' that create circular opportunities for business.**

We do this through a tech-enabled, people-powered approach; helping our customers better manage their resources, reduce waste, optimise their supply chains and contribute in a meaningful way towards circularity.











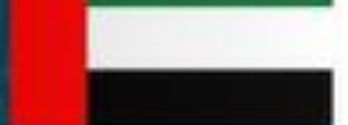
Founded in the UK in 1994, Reconomy has transformed into an international business offering comprehensive solutions to leading brands across a broad range of industries around the world.



# Who do we serve?

Reconomy is working as a strategic supplier to some of the biggest brands in the world.



	UK	2,887
	Germany	417
	Austria	176
	Netherlands	103
	Denmark	49
	Romania	215
	Rest of Europe	70
	North America	113
	South America	26
	India and Asia	88
	Emirates	21

**4,167**  
colleagues

Our *people*



# The Reconomy Promise

Reconomy is united by a common *vision*, *purpose*, and *mission*.

These – combined with our company values – represent the **Reconomy Promise**.

The Reconomy Promise guides the steps we will take to achieve our sustainability goals and the core principles that will support our actions. It directs us in our efforts to repurpose materials, reimagine supply chains, lower energy inputs, reduce pollution, and foster effective partnerships. By doing this, we aim to operate within a system where natural resource management respects the welfare of both ecosystems and society.



## *Vision*

**A waste-free world** where resources are conserved, and economic growth is achieved through sustainable, circular means.



## *Purpose*

**We enable the circular economy** for our customers using technology to build partnerships that create a more sustainable world.



## *Mission*

**Our skilled people and technology** advance circular models through reuse, recycling, redesigning supply-chains, and ensuring regulatory compliance.



## What we *value*



Colleagues



Customers



Community



Environment

## Who we *are*



Real



Inclusive



Collaborative



Inventive

*Scan me!*







**Attract** me



# Joining us

---

**Finding the right people is crucial for us.** We seek colleagues who can lead, inspire, and transform at every level of Reconomy. Our recruitment processes emphasise both people and performance, engaging colleagues and helping them feel productive in their new roles.





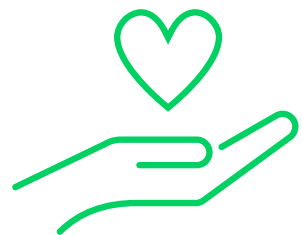
## Attract me

### What we offer



#### Inclusive hiring

We source diverse candidates fairly and are always transparent with them, ensuring they understand who we are and what is expected of them before they accept an offer to join us.



#### Safety first

We care about the wellbeing of both our colleagues and our customers, ensuring Reconomy is a safe workplace for everyone by implementing strict security measures and through vetting for all new colleagues.



#### A warm welcome

Changing jobs can be challenging, so we strive to make new Reconomy people feel immediately welcome. We also ensure that an induction program is in place for all new colleagues.

# Joining us

### Our expectation

Before any job is advertised, the relevant Line Manager will submit a Recruitment Authorisation Form to Recruitment. The Line Manager and Recruitment will then review the job advert.

Recruitment will draw up the advertisement to reflect the requirements of the job and the person needed to do it. Existing talent pools will be informed, and the advert will be placed in a variety of locations to ensure we attract a diverse range of people.



*"I have never been made to feel so welcome when joining a new team"*





My **start**



# Induction

We support our people managers in providing a warm welcome to new colleagues, ensuring they are well-equipped for their roles at Reconomy. This includes a proper introduction to their new team, provision of necessary equipment, and ensuring each colleague has the information they need to perform well in their new position.

Each induction is tailored to your specific role and business area, with your line managers best positioned to monitor local induction needs and support you throughout the induction period. Meetings with line managers during these initial stages offer a great opportunity for you to provide feedback on your induction experience, highlight any knowledge gaps, and discuss any additional support you may need.

At Reconomy, we offer a blended learning induction program designed to help each colleague understand the core of our business and how their role contributes to our success.





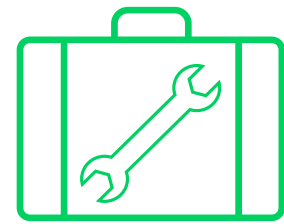
My **start**

## What we offer



### Onboarding

New colleagues will be given access to our HR system called MyJ. This is where colleagues can access the onboarding process, update all your information and access information on policy and procedure.



### Welcome to Reconomy

New colleagues will be sent a copy of the Welcome to Reconomy online flipbook. This online toolkit is designed to support your induction. This includes a range of useful information about Reconomy, from our purpose, values and behaviours, to information about sustainability, communication, engagement and our colleague awards.



### Compliance

An integral part of joining us at Reconomy involves you completing all necessary compliance training in accordance with each role.

# Induction

## Our expectation

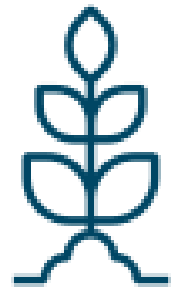
We expect you to embody the Reconomy values and behaviours and contribute to our success. The induction period is an ideal opportunity to familiarise yourself with your new role and acquire the skills and knowledge necessary for success. It is also the time to identify any additional support you may need.

*Scan me!*



*"I look forward to coming to work, even when I wake up, I look forward to coming in"*





My **development**



# Learning and Development

---

At Reconomy, we are committed to fostering growth and development, cultivating a learning culture that supports career aspirations and empowers our teams to reach their potential and drive long-term success.





## My **development**

### What we offer



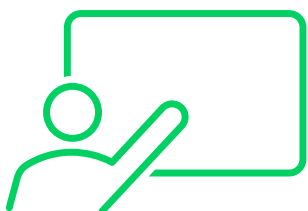
#### **Internal**

Take advantage of our internal learning opportunities, which include content tailored to the skills required for your role, as well as any mandatory and compliance training.



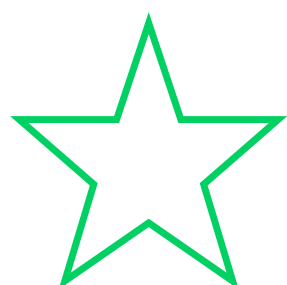
#### **Masterclasses**

We are continuing to develop masterclasses for our people managers. Delivered in-house through a blend of face-to-face and online.



#### **External**

Utilise external learning options when our internal content and programs do not fully meet your professional needs.



#### **Learn to earn**

We hold regular Product Showcase sessions for colleagues to learn more about products and services available across Reconomy whilst also providing the opportunity to get involved with our Cross-Selling initiative.

## Learning and Development

### Our expectation

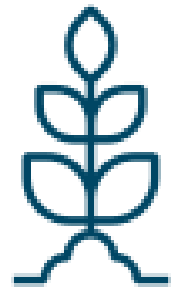
We encourage you to seize every possible opportunity to learn and grow. We also need you to be proactive in identifying your own learning needs. By taking the initiative to seek out and engage with these opportunities, you can enhance your skills, advance your career, and contribute more effectively to our success.



**21,570  
hours**

Throughout 2023, we provided 21,570 hours of training for Reconomy colleagues, with 53.9% completing at least one sustainability training module.





My **development**

# Talent and Career Progression

---

At Reconomy, we believe that our colleagues hold the keys to their own career development. We foster an environment where individuals are encouraged to learn, grow, and thrive. We encourage our team members to actively pursue every opportunity for personal and professional development, not only for themselves but also in support of their colleagues.







## My development

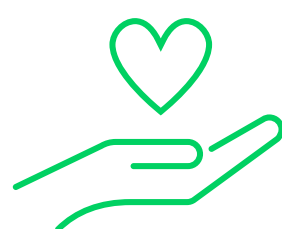
### What we offer



#### Performance development

We encourage regular, quality conversations between managers and team members to support performance and development.

The performance development cycle is a continuous cycle of regular check-ins, recognition moments, real-life feedback and development check-ins where personal development goals are set. You can find more information on the performance and careers page in MyJ.



#### Talent and careers

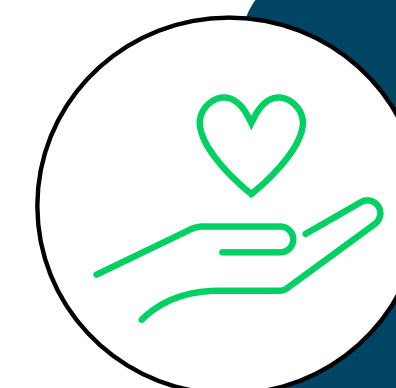
At Reconomy, we understand that a career is not solely about seeking promotions. Your career is a unique journey centred on your personal aspirations. This could mean advancing in your role, shifting to a new direction, or excelling in your current position to the highest standard.

We are also developing our global mobility offering, giving colleagues the opportunity to work across different brands.

## Talent and Career Progression

### Our expectation

**We encourage you to seize every possible opportunity to learn and grow.** We also need you to be proactive in identifying your own learning needs. By taking the initiative to seek out and engage with these opportunities, you can enhance your skills, advance your career, and contribute more effectively to our success.



*“There has been lots of opportunities here, I have learnt a lot and moved job roles. There’s a culture of training”*





My **value**



# Reward and Recognition

---

**We understand that the success of Reconomy relies on the dedication of our colleagues.** That's why our reward and recognition program is designed to be fair, equitable, and transparent, ensuring we attract and retain top talent.





## What we offer

**Access to a range of health benefits** including health care plans, wellbeing and menopause support.

**Time for yourself and family** including annual leave with the option to buy additional days, and enhanced parental leave.

**Support for your dependants** in the form of Life Assurance, and access to an Employee Assistance Programme.

**Opportunity to treat yourself and your family** through a range of savings and discounts.

**Ability to plan for the future** with the option to participate in a pension plan.

**Recognition of your performance and celebration of your successes** through a range of programme including People Awards to recognise those who live our values and behaviours, recognition of your contribution and time with Reconomy and opportunity to recognise your peers.

**Opportunity to give back** through volunteer days.

# Reward and Recognition

## Our expectation

Your wellbeing is important to Reconomy, and we encourage you to take advantage of our comprehensive offering for both yourself and your family, ensuring you look after all aspects of your wellbeing – health, family, financial and mind. Also to consider others through recognising their contribution and celebrating their success and giving back where you are able.





Being my best



# Engagement

---

Colleague engagement is at the heart of our people strategy. We believe that putting people first is not just the right thing to do, but the only way to do business. We want colleagues to feel united by our purpose of creating a sustainable, waste free world.

It's not just about completing a survey; it's about making changes so people feel connected to Reconomy, to our values and to our vision, mission and purpose.

Myvoice





## Being my best

### What we offer



#### My Voice

Our colleague survey 'My Voice' and pulse surveys act as the start of an ongoing conversation with our colleagues throughout the year. We are committed to sharing the results quickly and acting on colleague feedback.



#### Ask Guy

We have a dedicated mailbox to our CEO, Guy Wakeley for all colleagues to have direct access to Guy. It's a direct line to our CEO, no question is off limits! [askguy@reconomy.com](mailto:askguy@reconomy.com)



#### Business briefings

Every quarter all colleagues are invited to join the online business briefings with our CEO and leadership team where they will hear about company performance, business activities and what's ahead.



#### The circular

Our weekly newsletter is sent to all colleagues to keep them updated with different activity and initiative from across the business. Each business area has its own newsletter too.

## Engagement

### Our expectation

We all live by our values and behaviours; they are not just words – they are the heartbeat of our business. They act as our moral compass and are fundamental to who we are, what we do and how we do it.

Everyone contributes to making Reconomy an engaging, inclusive, and motivating workplace. We encourage you to take an active, enthusiastic role and take responsibility for your own engagement.



*"This is my most favourite job I've had in my whole life"*





**Being my best**

# Diversity, Equity and Inclusion

---

We are dedicated to fostering a workplace that values and leverages the diversity of all our colleagues, ensuring everyone feels they belong. Embracing diversity and cultivating a culture of respect and inclusion are essential for our growth.

Diverse teams are more innovative, achieve better business performance, and are more adept at meeting customer needs. This is only possible when everyone feels they can bring their whole self to work and thrive.



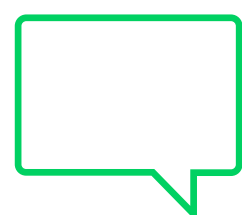




**Being my best**

# Diversity, Equity and Inclusion

## What we offer



### Communications forum

Colleagues from across the business review and shape communications and engagement plans. Ensuring every part of our business is represented and colleagues have a voice. Including our CEO and senior leaders.



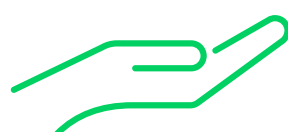
### Colleague networks

Provide colleagues with a forum to share their experiences and voice concerns which we can then feed back to the business. Currently we have a menopause network, an LGBTQ+ and Allies network and a Mental Health Champion Network. We are working with colleagues to establish further networks across the business.



### Race at work charter

We have recently signed and are dedicated to fulfilling the commitment of improving equality of opportunity at Reconomy.



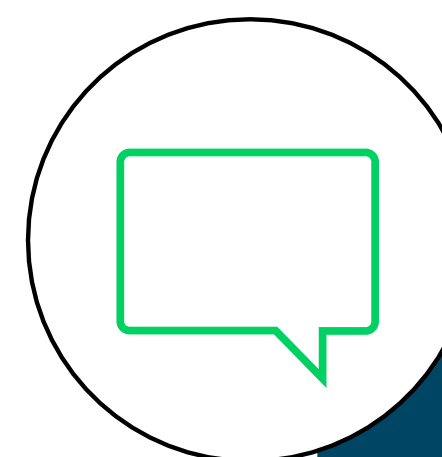
### Supporting women

The Supporting Women in Reconomy programme has led to a new and enhanced maternity and adoption leave policy, as well as a menopause policy. We are committed to continuing this work and ensuring women get equal access to learning and development opportunities.

## Our expectation

Welcoming, friendly, and positive colleagues that respect each other's individuality and opinions. Being an advocate of diversity, equity and inclusion, where all our differences are accepted, valued and celebrated.

Everyone has a responsibility to make both a personal commitment and set a standard for others to follow.



*"Leadership here is brilliant. To be invited to join the Communication forum and speak to our CEO and leaders directly was jaw dropping, I'm still stunned about it. Seeing the changes happening as a result is great. I feel this is very special and rare"*





**Being my best**



# Health, Safety and Wellbeing

---

We take your health, safety, and wellbeing very seriously. We believe that supporting your health, providing a safe work environment, and promoting a positive wellbeing culture through various services is a valuable investment in our most important asset – our people.

Our policy is to develop and maintain a positive health, safety and wellbeing culture for you, our visitors, and contractors. We ensure that significant risks are identified, assessed, and controlled, keeping your workplace safe.

At Reconomy, we are committed to supporting mental health. You can talk about any problems openly, in confidence, and without fear of judgment, persecution, or being ignored. We have a range of support available to help colleagues if they are affected by health and wellbeing conditions.





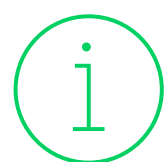
**Being my best**

## What we offer



### Health and Safety Training

All colleagues shall receive suitable and sufficient safety instruction to enable them to understand the full implications of their actions and perform their duties in a safe manner.



### Employee Assistance programmes

The Employee Assistance Programme and helpline is available for our colleagues 24/7, offering not only health advice but also guidance on money management, consumer rights, landlord disputes, family and relationships, and careers.



### Mental Health First Aid

The Reconomy Mental Health First Aiders programme runs within identified business areas and has been particularly important for our seasonal workers. Last year, 750 hours of training were delivered on mental health awareness, support, and wellbeing.



### Wellbeing Zone

On our recognition platform My Perks, we have a wellbeing centre that provides education, support and tools to help you live a healthier and happier life, because your wellbeing matters!

# Health, Safety and Wellbeing

## Our expectation

We all share responsibility for health and safety. People managers are accountable for the health and safety of their team. It is crucial that you take health and safety training and instructions seriously and take responsibility for your own health and wellbeing.

If you experience health or wellbeing issues, inform your manager so that appropriate support can be provided. Additionally, you should be committed to not causing health or wellbeing problems for your colleagues.



**750  
Hours**

Training for mental health awareness, support and wellbeing.





Being my best



# Sustainability

In everything we do, we advocate for a fundamental re-think of how society uses and consumes resources. As such, our sustainability strategy is materially linked to our commercial strategy.

By 2050, the world is expected to produce 3.4 billion tonnes of solid waste annually – a 70% increase from 2018. Linear production models deplete finite resources while contributing to the accumulation of pollutants in the environment. As a result, it is vital businesses take steps to shift towards circularity.

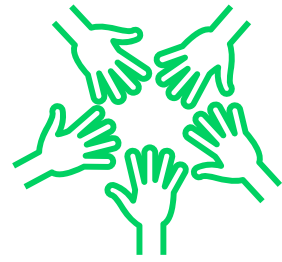
Reconomy supports the circular economy by enabling businesses to make the best possible use of materials through the delivery of data-driven insights and innovative sustainability services. To amplify our impact, we build partnerships that help maximise renewable opportunities for valuable resources.





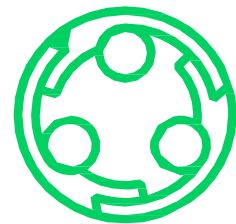
**Being my best**

## What we offer



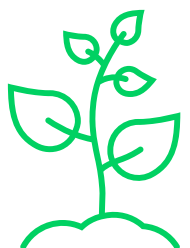
### **Social value – volunteering**

The Reconomy Social Value Programme (RSVP) supports a range of voluntary services for community wellbeing, such as school projects, local community nature initiatives, and employment support for people from hard-to-reach backgrounds. This programme offers colleagues a day to volunteer in your local community.



### **Environmental value - net zero heroes**

To support our net zero goal, we have an international team of ambassadors – our Net Zero Heroes – who champion environmental best practice across our teams and facilities. Our Net Zero Heroes work collaboratively to drive responsible practices within their workplaces, through the promotion of recycling practices and the development of innovative waste solutions, creating synergies with our clients and celebrating global awareness events



### **Business value – training**

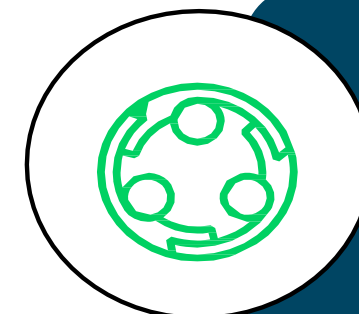
Reconomy specific and general sustainability training is available with on-line and virtual sessions.

# Sustainability

## Our expectation

Sustainability management is an iterative and developmental process – we value the practice of listening and learning in all aspects of our operations. Working collaboratively allows us to capitalise on new opportunities and develop the capabilities to deal with risks and challenges when they arise.

We believe every business has a responsibility to conserve resources, increase recycling rates, and maximise energy efficiency. Across our brands, we are working to reduce our carbon footprint while delivering sustainable value for our stakeholders.



In 2023, the Net Zero Heroes team collected 232.5kg of second-hand donations – with an estimated worth of £1,197!





My next step

## Purpose

We enable the circular economy for our customers, using technology to build partnerships that create a more sustainable world.

## Vision

A waste-free world where resources are conserved, and economic growth is achieved through sustainable circular means.

## Mission

Our skilled people and technology advance circular models through reuse, recycling, redesigning supply-chains, and ensuring regulatory compliance.

# Leaving us

While we are committed to retaining our colleagues, we understand that departures are sometimes inevitable. At Reconomy, treating all colleagues with dignity and respect when they leave the company is our priority. People may leave for various reasons, such as resignation, redundancy, dismissal, ill health, retirement, or the end of temporary contracts. It could also include long term leave such as sick leave or parental leave.

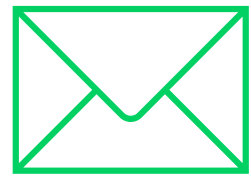
Regardless of the reason, we ensure that departing colleagues are treated with the highest professional standards, maintaining confidentiality and respecting their individual circumstances.





## My next step

### What we offer



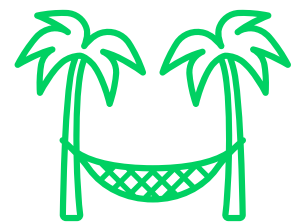
#### Company reference

If you choose to leave the business, we'll provide you, on request, with a standard company reference for potential new employers.



#### Parental leave

If you are going on maternity, paternity or adoption leave, congratulations! Your line manager will make sure you have all the relevant information and guidance. We look forward to welcoming you back to the business, once you're ready!



#### Retirement

If you are retiring or moving on to a different chapter of your life, if you are eligible, our pension providers will contact you regarding the valuable pension benefits you have built up during your time with us.

## Leaving us

### Our expectation

You provide the required contractual notice.

You collaborate with your manager, following guidance on MyJ, to complete all related tasks before your departure, ensuring the security and integrity of Reconomy is maintained.

You ensure an effective handover is documented and provided to your line manager, a team member, or your replacement.

Unless you are on long term leave, you return all Reconomy property.





For more information on any of this content, please visit our Intranet [here](#) or contact a member of your local People Team.

# Enabling the *circular* *economy*

