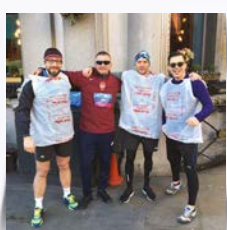


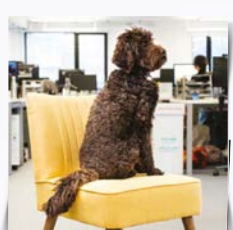


first mile

The big book of First Mile



The First Milers



This book describes our culture, values and behaviours. It's who we are, and who we aspire to be.

Grab a cuppa and take some time out to read it front to back. It's yours to keep and refer back to throughout your time at First Mile.



Why do we care so much about culture?

Our culture is the foundation of our success.

It's all about the values and behaviours we work and live by. It's why people love working here. It's the bedrock of our brand. And it's what beats our competition.

Every single one of us impacts upon our culture and our brand.

Make your mark a positive one!



A note from Bruce *(and Daisy)*

I set up First Mile in 2004 because I wanted to make recycling easy for businesses and to help them leave the greenest possible footprint.

As we've grown, our unique culture has evolved with us, helping us deliver positive change for the planet and lead the way in what we do.

We wouldn't be here without our amazing First Milers making a difference each and every day; working hard, having fun, helping the environment and always learning.

Our culture is super important in making our business a success as well as a fun place to work. I hope you enjoy the ride and love being a part of First Mile.

A handwritten signature in black ink, appearing to read 'Bruce'.

Ps. I don't have my own office so my door is always open! Come over or send me an email with whatever's on your mind.
Bruce.Bratley@thefirstmile.co.uk



We're called First Mile because we manage the 'first mile' of waste's journey; collecting, sorting and sending it on to a better place.

Our Vision



Our company vision is our ultimate goal of what we want to accomplish.

To eradicate waste by making it possible to recycle everything.

This is a bold statement. But with better packaging and product design, the right behavioural changes, and smarter recycling solutions, one day waste will cease to exist, becoming a valuable resource used over and over again in the Circular Economy.

Our Mission



*Our mission is what
we strive to achieve
on a daily basis.*

To recruit as many businesses as possible to our revolutionary recycling services, helping them leave a greener footprint, whilst inspiring a nation to save the planet.

4,500

sacks are delivered
every day by our zero
emissions cargo bike



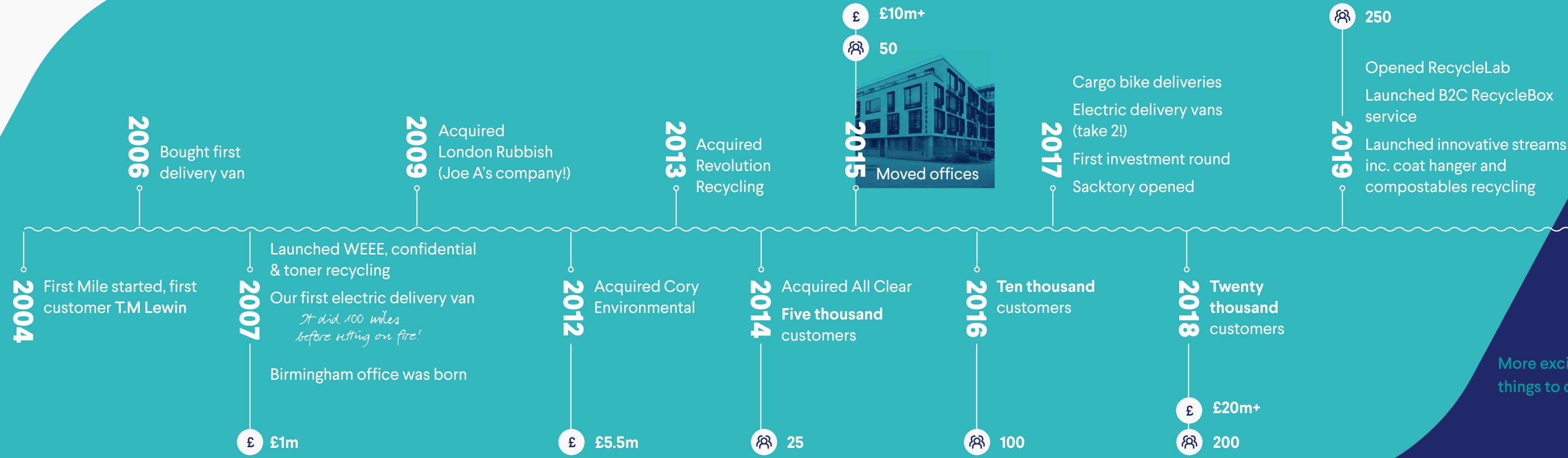
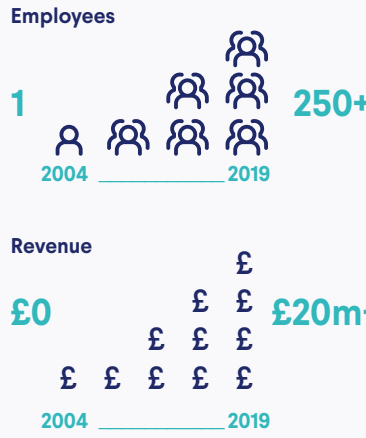
0800 612 98 94 • thefirstmile.co.uk



The world keeps evolving.
And so do we.

We've grown quickly, especially
in recent years. So we invest in our
people to ensure our culture stays
strong and true to our values.

The numbers in short:



More exciting things to come...

Did you know...

**350,000
tonnes of
clothing
is sent to
landfill
each year**

**The Pacific
Ocean
garbage
patch is 3
times the size
of France**

**The UK throws
away £13bn of
food each year,
which if sent
to landfill,
releases harmful
greenhouse
gases**

**Worldwide,
we produce
over 40
million tonnes
of e-waste
each year**



Our Values



Our 6 values are at the heart of our culture and service, and are what set us apart.

Our amazing people live and breathe our values in everything they do at First Mile.



Amaze Customers

(and everyone else!)

When we made a mistake and missed a customer delivery, one of our Customer Success team hopped on her bike and delivered the sacks herself.

Go Bravely

When a smart cookie at Ops managed to convince Bruce that we needed compactors. Bruce was adamant that we didn't, but we now have a whole heap of them!



Love The Environment

A bunch of the team did an impromptu litter pick after football fans left drinks cans and carrier bags strewn across Highbury Fields. #lovenotlandfill



Keep It Simple

One bright spark from Field Sales created a competitor database, making it super-easy for everyone to benchmark against competitors in a blink of an eye. Simples.



Be One Team

When Customer Success is inundated with calls from our wonderful customers, other teams drop what they're doing and step in to lend a hand.

Create Fun

BINGO! That's what the Field Sales team plays to drive sales and encourage a bit of friendly inter-team competition.

“
I really enjoy working
for a company that
shares the same values
that I do, day-to-day.
”



Amazing is what we do

You may have noticed that our first value is 'Amaze Customers'.

And when we say customers, we actually mean everyone. From the delivery person who stops by our office, to our partners, suppliers, customers and prospects. And let's not forget, each other.

We do this by empowering each and every First Miler to amaze. We give you the tools, knowhow, confidence and permission to go all-out so you can amaze people all the time. And guess what – it feels amazing!

**The more
you put in,
the more
you'll
get out**

Whether you're here to build your career or are just finding your feet, you have the power to make an impact within your role and do something to be proud of.

We believe work should be fun. So we don't measure performance by hours worked, we measure it by doing great work.

We expect every First Miler to be performance-driven and focussed on the amazing impact you can make. Adequate performance isn't enough.

This drives us to do better, and it's also way more rewarding. If we all perform highly and help each other to be great, we can collectively have a much bigger impact in every area; the planet, growth, and service.

Because simply put, the more we grow, the more we help the environment.

“
I love First Mile
because it has given me
a career that I can be
passionate about in an
industry I never knew
could be so exciting.
”

Innovation is our bag *sack*

We're innovators, so we move at pace. Sometimes that means things may be a little grey (or green in our case!) But it works. People roll with it. Plus, life tends to get boring when it's just black and white.

Our Teams



We're a customer-centric business with the majority of First Milers going all out on the front line to amaze our customers every single day.

But they couldn't do what they do without the support of our other teams tirelessly working behind the scenes.

So here's the big picture: there's no org chart, just lots of little teams working together to make one big team that amazes our customers, each other and everyone else!

Based at Ops

Based at Head Office



(and we also have a base in Birmingham!)



Our People



“
We have a brilliant
culture here which
makes everyone feel
comfortable and we all
work closely to achieve
the same goal.



At First Mile we're a diverse bunch, going the extra mile to make the world a better place.

We're choosy about who we hire. And, as a result, we have a remarkable team of bright, motivated and kind-hearted people who have the compassion and skills to achieve anything.

Celebrating Diversity



“
It's a safe and fun
environment where
you can be yourself,
and grow as a person as
well as a professional,
all whilst making a
positive difference to
our environment.
”

We talk about zero waste, but
let's talk about zero discrimination.

We build an inclusive environment
because we value everyone's
contributions and backgrounds.

We nurture a culture where differences
are appreciated, and are understood
to be a vital ingredient to growth and
innovation.

We believe that diverse thoughts,
perspectives and backgrounds make
a strong, dynamic environment.
This empowers teams to share their
experiences and ideas, contributing
to our collective success.



Your first few days, weeks and months

We're not afraid to say that we have an awesome induction programme.

Most companies have a day, others maybe a week. At First Mile your induction is 6 months.

Your first 2 weeks are intense. You'll meet all the teams, visit the Sacktory, hop on a delivery round, achieve your certificate in waste and get to ride in one of our trucks. And there's more!

But we realise that it's a lot to take in, so we've carefully created a 6 month programme tailored to you and your journey at First Mile.

And because learning at First Mile never stops, once you've successfully completed your induction, you'll continue to be enrolled in our Learning and Development programme throughout your time with us.



“

At First Mile you're actively encouraged to expand your knowledge about sustainability through learning and development sessions which really help you to appreciate the importance of your work.

”

YOU

If you haven't got it by now, you're pretty important to us! We want you to value your time at First Mile and grow both personally and professionally.

We're a customer-centric business, but so that you can be at your best to amaze customers (and everyone else), we believe you need to be happy, healthy and fulfilled.

We've all sorts of benefits, schemes, sessions and tools just for you. And we're big on the **F word** too...

Feedback. We love it. Whether you choose to remain anonymous or not, share what's on your mind to help us make things better.

Get to know our HR and support systems: Grow, Bamboo, Officevibe and Care First And of course, your fellow First Milers!

Get Together

FriYAY!

Head Office: Pour yourself a drink (it's on us!) and catch up with your fellow First Milers.

Ops: Kick back and grab yourself a free hotdog (or sometimes it's pizza!).

Birmingham: Bring on the weekend with some top Friday afternoon eats (usually courtesy of Deliveroo!).

We have regular get togethers to get to know one another, update on our latest activities and celebrate our wins.

Monthly Stand-ups: A fancy name for when everyone gathers for a quickfire company update.

Quarterlies: An excuse for some tasty nibbles as we unite for an all company meeting.

Annual knees-ups: Our Summer and Christmas bashes are banging. Let your hair down, do a little dance and celebrate the good times.

*Whether you're vegan or veggie, have an intolerance or sticking to the soft stuff, we've got tasty options to suit everyone.



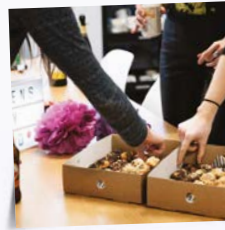
“
 I feel so lucky to be on board the innovative vessel that is First Mile. All the diverse personalities coming together on such a great journey makes working here one of the best experiences of my life.
 ”



“
 I love our fun days and team socials, and there are great opportunities to learn and make a positive contribution to the business.
 ”

Thanks for taking
the time to get to
know our culture.

We look forward
to working with
you at First Mile,
where we make a
difference every
day and have fun
doing it.





thefirstmile.co.uk

Produced with 100% digital ink

Got 5 mins?

Dip into our
big book to find
out what makes
us tick.



first mile