

Supermarket Waste Management Plan – Bridgman Ridge

February 2015

1.0 Overview

This plan seeks to outline and identify how waste will be dealt with that is generated the new Woolworths supermarket.

Woolworths Limited has adopted a broad policy of seeking to minimise waste generated from the development of new stores as well as the operation of established ones.

2.0 Waste Streams/Separation

Once completed, the supermarket will generate a number of waste streams which are managed separately to ensure that each is handled in the most effective manner and in keeping with our goal of zero organic waste to landfill by 2015. All stores adhere to strict source separation and waste minimisation practices and all waste service providers are selected on the basis of their ability to recycle where possible and dispose only in an approved manner. See Annexure A for pictures of additional bins to aid in rubbish separation. The waste streams that are managed in store are:

2.1 General Waste

Woolworths has general waste arrangements with service providers who will collect general waste from the store. Size of bins and frequency of collection will vary from store to store based upon;

- a) Volume of waste generated
- b) Size and accessibility of facility
- c) Council curfews and restrictions

Once collected, the material will be disposed of in approved facilities and landfills.

2.2 Recycling Cardboard

Woolworths has an arrangement with Orora (formally Amcor Recycling) who will collect all of our cardboard from back of store. This material is either baled cardboard or the emptying of a cardboard compactor. The cardboard is recycled for use in Australian mills or exported.

2.3 Recycling LDPE

Plastic recyclables are bagged separately and collection by Orora, Sometimes the material may also be baled. The LDPE is recycled for use in Australia mills or exported.

2.4 Organics

Where available organic waste is separated and dependent upon location, is sent to be re-used in one of the following ways

- a) Re-used as part of Foodbank and Food Harvest programs
- b) Provided to local farmers as stock feed

- c) Diverted to Alternate Waste Treatment (AWT) or commercial composting facilities for use in clean power generation, fertiliser or compost production

2.5 Fat and Bone

Fat and bone off cuts generated from the delicatessen / butcher areas in store is separated and collected by one of a number of companies dependent upon the location of the store. The material is used for a number of purposes including the production of tallow.

2.6 Chicken Fat and Oil

Fat and oil generated in the process of cooking chickens in store is stored and collected by a number of companies who recycle the oil for a number of uses.

2.7 Grease Trap waste

Woolworths have arrangements with service providers of grease trap collection & maintenance. The provider will service the traps at an interval determined by the local council or water authority and ensure that all schedules are complete.

3.0 Equipment

3.1 Bale Press

A vertical bale press will be used to compact cardboard and plastic on site. Please refer to Annexure B for pictures and the specification. The bale press uses a unique hydraulic system.

3.2 Bin Lifter

A bin lifter will be used for staff safety when emptying the smaller bins into the larger bins. The bin is wheeled into the bin tipper through the door (which opens to 170 degrees), the door must then be closed before the hydraulically driven double-roller transfer action lifts and tips the Cradle from the base and returns it to the ground once empty.

4.0 Waste Volume and Collection

The following estimated waste volumes and collections have been calculated based on similar stores in the surrounding areas. Exact collection times will be within the approved hours and decided before the store opens.

4.1 General Waste

Rubbish will be collected 5-6 days per week.

4.2 Cardboard Recycling

Approximately 1 to 3 tonnes of cardboard and plastic will be collected week.

4.3 Plastic Recycling

Approximately 1 tonnes per month collected weekly.

4.4 Organics

Approximately 2 tonne per month collected monthly by Cleanaway.

4.5 Fat & Bone

Approximately 100L will be collected weekly.

4.6 Chicken Waste Oil

Approximately 200L will be collected fortnightly.

4.7 Grease Trap

The grease trap will be serviced every 12 weeks with an approximate collection of 2,000L or in line with council requirements.

5.0 Vehicles

5.1 DA Conditions:

All of the vehicles attending the site will adhere to the DA conditions.

5.2 General Waste Vehicle:

Please refer to Annexure C for the Cleanaway General Waste Brochure. This document outlines the types of vehicles and bins that are used. It also outlines the safety features that are fitted to the vehicle.

6.0 Policies and Procedures

Woolworths Limited has a number of Waste Management Policies that staff are trained to follow and enforce. These are contained within Annexure D and they outline our staff training and guides for separation, recycling and waste minimisation.

7.0 Zero Food Waste by 2015

In 2006 amongst many other Sustainability initiatives, Woolworths committed to achieving Zero food waste to landfill by 2015. This program is on track and we continue to identify new technologies and opportunities to reduce and recycle waste in our Supermarkets. Further information Can be found in Annexure E along with the Woolworths Waste hierarchy.

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Annexure:

A - Example of Waste Separation

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Supermarket Source Separation Recycling Zones



B - Bailer Press Specification

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Vertical balers

X-series X25



FOR LARGER DEMANDS

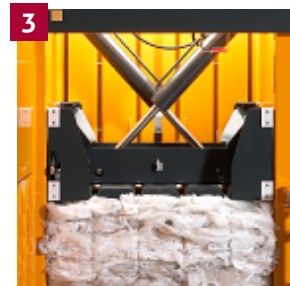
The X25 is equipped with cross cylinders, giving you stable compression and superior press force, together with a low overall height. Combined with a long stroke, a high bale weight can be achieved.

This baler is designed with easy servicing in mind, for example the positioning of the hydraulic unit mounted below the control panel on the side of the machine.



Technical specifications

Press force (t)	25
Power supply	3x230/400V 50Hz 25/16A
Motor (kW)	4.0
Noise level (dB)	59-60
Cycle time (sec)	23
Dimensions WxDxH (mm)	1745 x 1260 x 1995
Weight (kg)	1410
Filling opening WxH (mm)	1090 x 530
Filling height (mm)	955
Chamber height (mm)	1380
Stroke (mm)	950
Bale size WxDxH (mm)	1200 x 800 x 800
Bale weight cardboard (kg)	200-300
Bale weight plastic (kg)	250-350



1 Compact your waste and eject the finished bale. **2** Remove and store the bale until collection. **3** The cross cylinders ensure stable compression and a low overall height. **4** The bale is ejected by a safe two-hand operation.

- **Noiseless**
Due to a unique hydraulic system
- **Safe and steady opening of door**
Operated by a strong threaded spindle
- **Easy installation**
Very low overall height

C - Cleanaway Brochure including truck and bin size's.

GENERAL WASTE

Cleanaway provides General Waste services to collect, transport and dispose waste your business produces in its everyday operations.

We will recommend the safest and most efficient collection system based on your type of business and your premises.



FRONT LIFT SYSTEM is most suitable for:

- > Medium-high producers of waste
- > Businesses requiring flexibility in bin sizes and systems
- > All volumes of mixed solid waste and/or paper and cardboard recycling



REAR LIFT SYSTEM is most suitable for:

- > Businesses with lower volume commercial and industrial wastes
- > Businesses unable to store a front lift container on-site
- > Businesses with multiple waste generation points
- > Generators of perishable wastes
- > Businesses with on-site height restrictions
- > Businesses with high frequency collection requirements



COMPACTORS are most suitable for:

- > High volume and long term waste producers
- > Generators of low to medium density waste, both recyclable and non-recyclable
- > Sites with sufficient space available



BULK BINS are most suitable for:

- > High volume waste producers
- > Generators of heavy, high density waste, recyclable and non-recyclable

FRONT LIFT

The Service

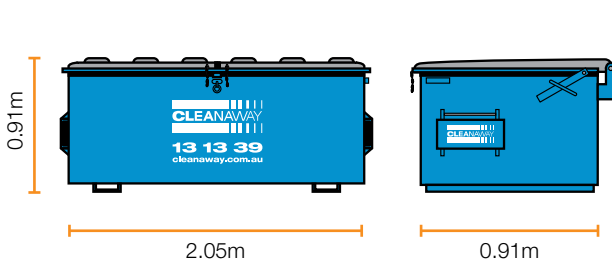
The Cleanaway Front Lift system provides a speedy and convenient method of waste removal. This service is suitable for both recyclable and non-recyclable waste.

Features

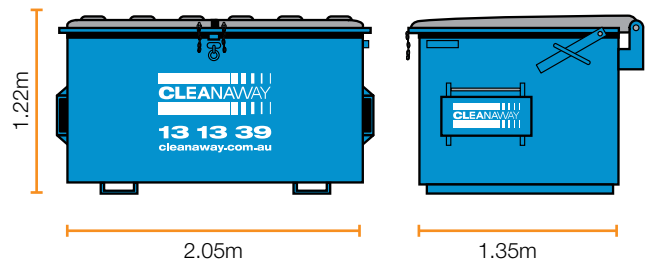
- > Bin stored on site
- > Suitable for commercial and light industrial wastes
- > Bins available for recyclable and non-recyclable wastes
- > Range of bin sizes
- > Flexible collection frequencies to suit customer operations
- > Light weight plastic lids for ease in lifting
- > VICTOR weighing system standard

Container Specifications

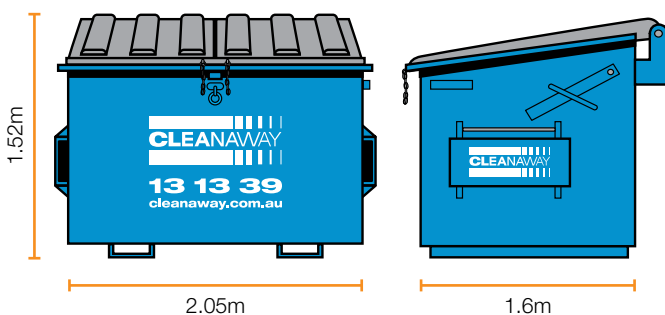
1.5m³



3.0m³



4.5m³



Container Measurements

Capacity	Height (m)	Width (m)	Depth (m)
1.5m ³	0.91	2.05	0.91
3.0m ³	1.22	2.05	1.35
4.5m ³	1.52	2.05	1.60

Vehicle Specifications and Bin Safety

Consider the following dimensions to ensure the Front Lift system is the right one for you:

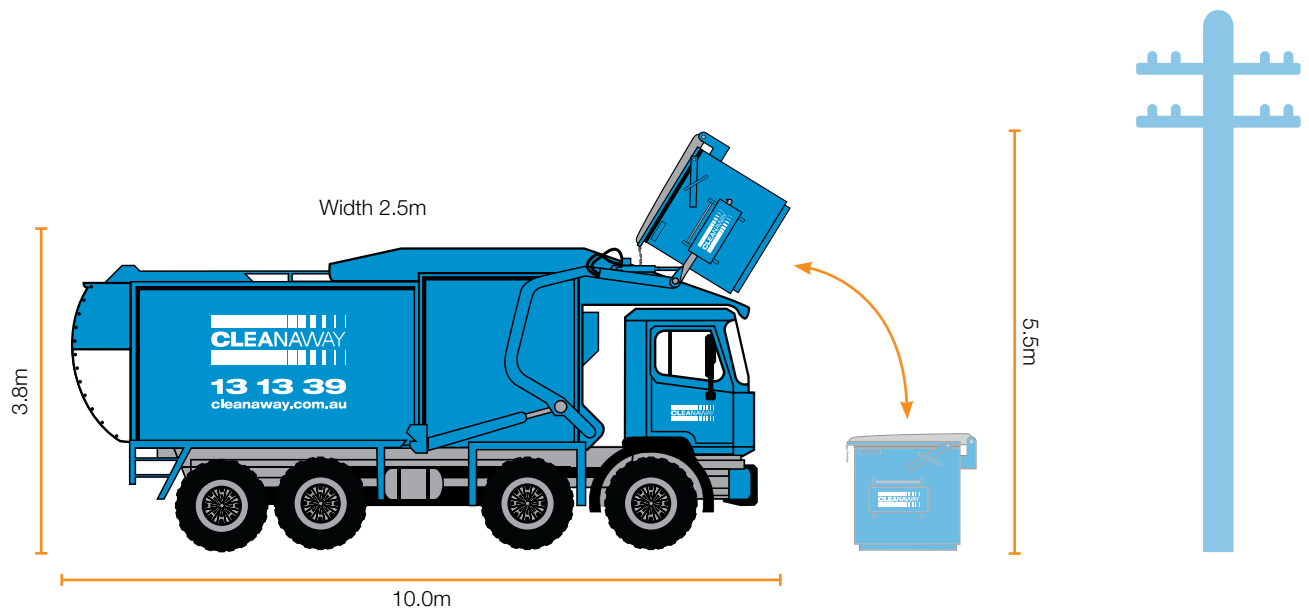
Vehicle clearance (height).....3.8 metres

Vehicle clearance (width).....2.5 metres

Vehicle clearance (length)..... 10.0 metres

Vehicle height in operation5.5 metres

Vehicle turning circle22.1 metres



Options



Bin Washing Service



Lid Lock



Wheels



Wheel Locks

REAR LIFT

The Service

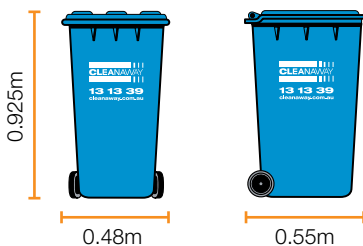
The Cleanaway Rear Lift system suits those businesses with space or access restrictions, scattered waste generation points, or those with perishable wastes.

Features

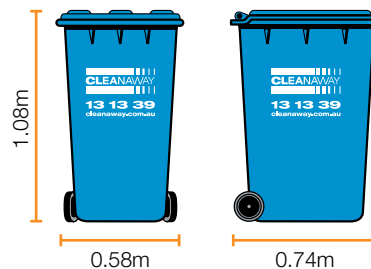
- > Lower volume commercial and industrial wastes
- > Bins readily moved inside and outside of premises
- > Alternative for businesses unable to store a large front lift container onsite
- > Rear lift mechanism minimises on-site height restrictions
- > Bins can be moved to different waste generation points
- > Suitable for producers of perishable wastes
- > Wide range of bin sizes
- > Foot brakes standard to 660 and 1,100 litre bins

Container Specifications

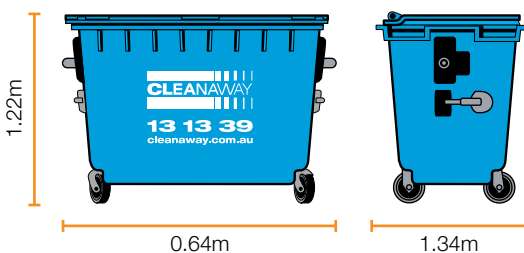
120L



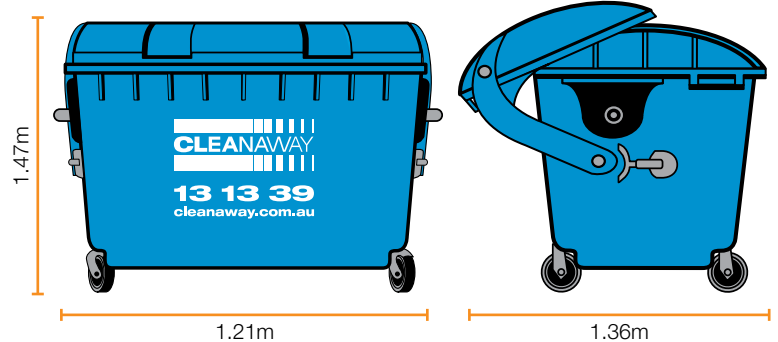
240L



660L



1,100L



Container Measurements

Capacity	Height (m)	Width (m)	Depth (m)
120 litre	0.93	0.48	0.55
240 litre	1.08	0.58	0.74
660 litre	1.22	1.14	1.34
1,100 litre	1.47	1.28	1.36

Vehicle Specifications and Bin Safety

Consider the following dimensions to ensure the Rear Lift system is the right one for you:

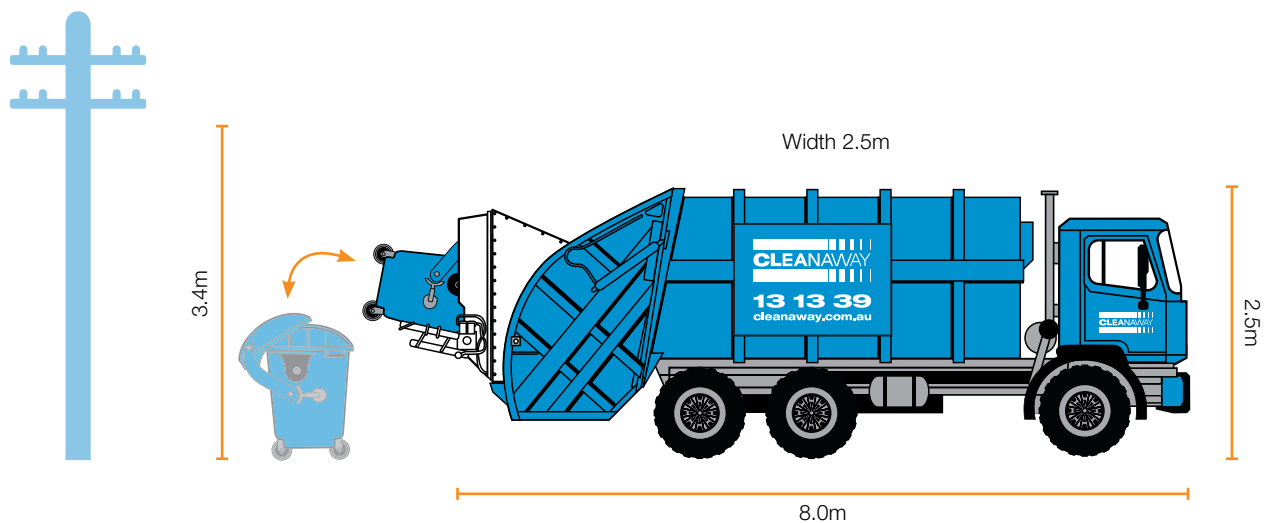
Vehicle clearance (height)..... 2.5 metres

Vehicle clearance (width)..... 2.5 metres

Vehicle clearance (length)..... 8.0 metres

Vehicle height in operation 3.4 metres

Vehicle turning circle 17.7 metres



Options



Bin Washing
Service



Colour-coded
for recycling



Foot Brakes*



Lid Lock

*Standard on 660 and 1,110 Litre bins

BULK BIN SERVICES

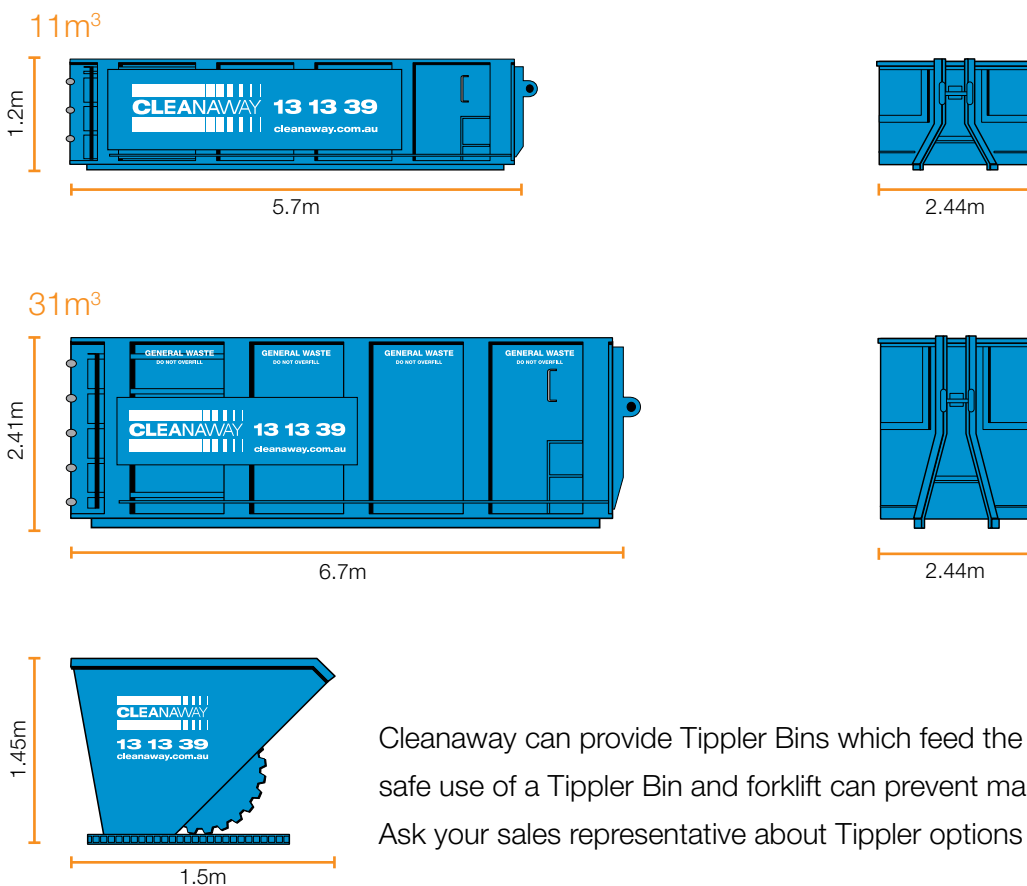
The Service

The Cleanaway Bulk Bin service is best suited to generators of large volumes of solid waste unsuitable for compaction.

Features

- > Bin stored on site
- > Suitable for large generators of commercial and industrial wastes
- > Range of sizes available
- > Suitable for recyclable and non-recyclable wastes
- > Tippler feeder options available

Container Specifications



Cleanaway can provide Tippler Bins which feed the larger bulk bin. The safe use of a Tippler Bin and forklift can prevent manual handling injuries. Ask your sales representative about Tippler options available in your area.

Container Measurements

Capacity	Height (m)	Width (m)	Depth (m)
9m ³	9.5	2.4	6.9
11m ³	1.06	2.4	6.9
15m ³	1.36	2.4	6.9
23m ³	1.92	2.4	6.9
31m ³	2.51	2.4	6.9

Vehicle Specifications and Bin Safety

Consider the following dimensions to ensure the Bulk Bin system is the right one for your site:

Vehicle access (height)..... 3.8 metres

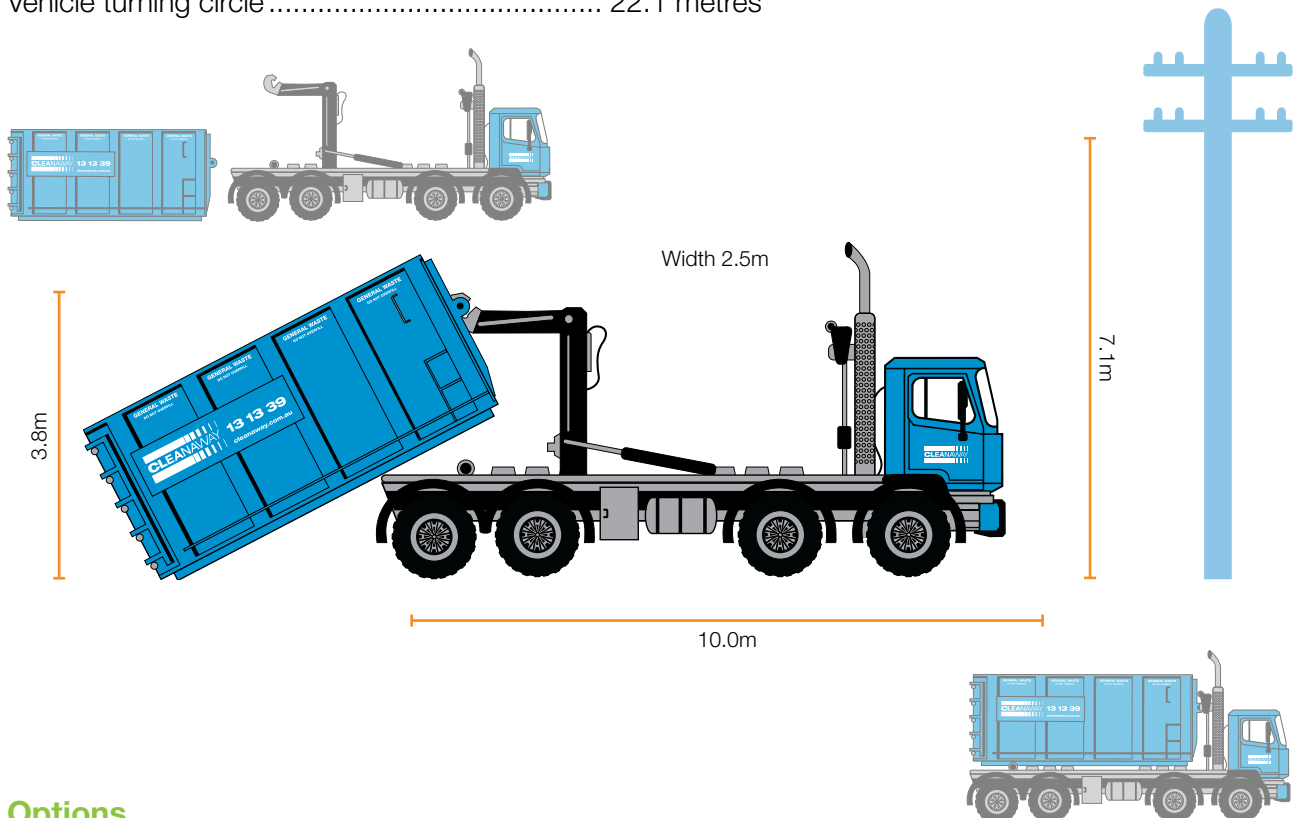
Vehicle access (width)..... 2.5 metres

Vehicle access (length)..... 10.0 metres

Vehicle height in operation 7.1 metres

Vehicle length in operation 16.5 metres

Vehicle turning circle 22.1 metres



Options



Bin Washing
Service



Lids



Tarpaulin
Covers



Tippler
Feeder Bins*

*Customised

COMPACTORS

The Service

The Cleanaway Compactor service is best suited to generators of large volumes of light to medium density waste, both recyclable and non-recyclable.

Waste best suited for compaction includes:

- > Paper and cardboard
- > Food and other organics
- > Various types of packaging
- > Plastics

Features

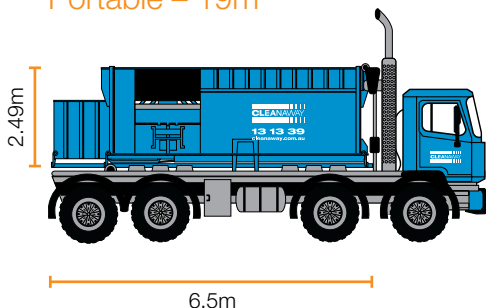
- > Compactor stored on site
- > Suitable for light to medium density wastes
- > Compaction ratio up to approximately 4:1 (note, this will vary according to waste type)
- > Compaction efficiency may reduce cost of frequent servicing
- > May eliminate need for multiple bins on site
- > Portable or fixed compactors available
- > Compactors are custom designed and installed
- > Tippler feeder options available
- > Fully enclosed bin
- > Safety switch for operation
- > Refrigerated compactors available

Container Specifications

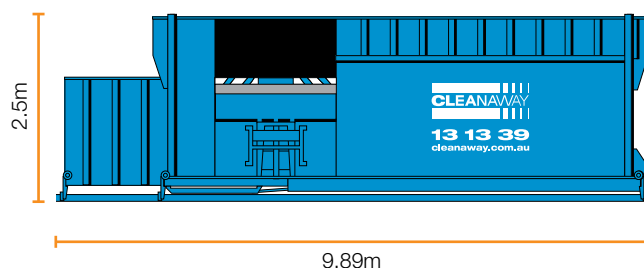


3 Phase Power

Portable – 19m³



Portable – 31m³



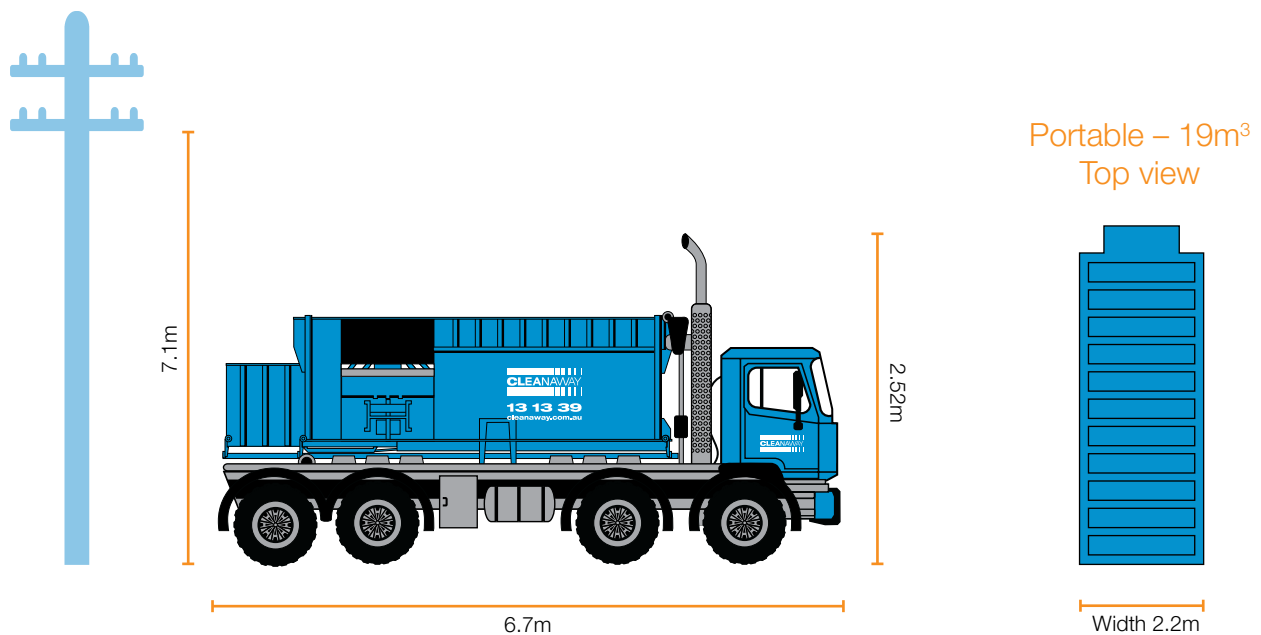
Compactor Measurements

Capacity	Height (m)	Width (m)	Length (m)
19m ³	2.49	2.2	6.5
31m ³	2.5	2.5	9.89

Vehicle Specifications and Compactor Safety

It is important to ensure there is enough space for the truck to safely approach and lift the Compactor. Consider the following dimensions to ensure the Compactor option is the right one for you:

Vehicle access (height)..... 2.52 metres
 Vehicle access (width)..... 2.5 metres
 Vehicle access (length)..... 6.7 metres
 Vehicle height in operation 7.1 metres
 Vehicle length in operation 16.5 metres
 Vehicle turning circle 22.1 metres



Options



Bin Washing
Service

Customisation

- ✓ Variable hopper size
- ✓ Bin loading systems
- ✓ Access ramps
- ✓ Safety cage
- ✓ Guide rails
- ✓ Refridgeration
- ✓ Anti odour system
- ✓ Bin lifters

LIQUID WASTE

The Service

The Cleanaway Liquid Waste service is designed to manage any liquid waste in accordance with guidelines specified by the Environmental Protection Authority. Liquid waste may be hazardous or non-hazardous and requires expertise to ensure correct management and disposal.

Cleanaway is licensed to transport liquid waste and uses only licensed treatment facilities in the treatment and disposal of the waste. Cleanaway is also able to offer chemical analysis services to determine how your wastes should be stored, transported and disposed.

Features

- > Treatment facilities EPA licensed
- > Licensed to carry and manage hazardous waste
- > Dangerous good licensed
- > Controlled waste tracking documentation provided
- > Certificate of disposal available
- > Waste classification, assessment and advice available

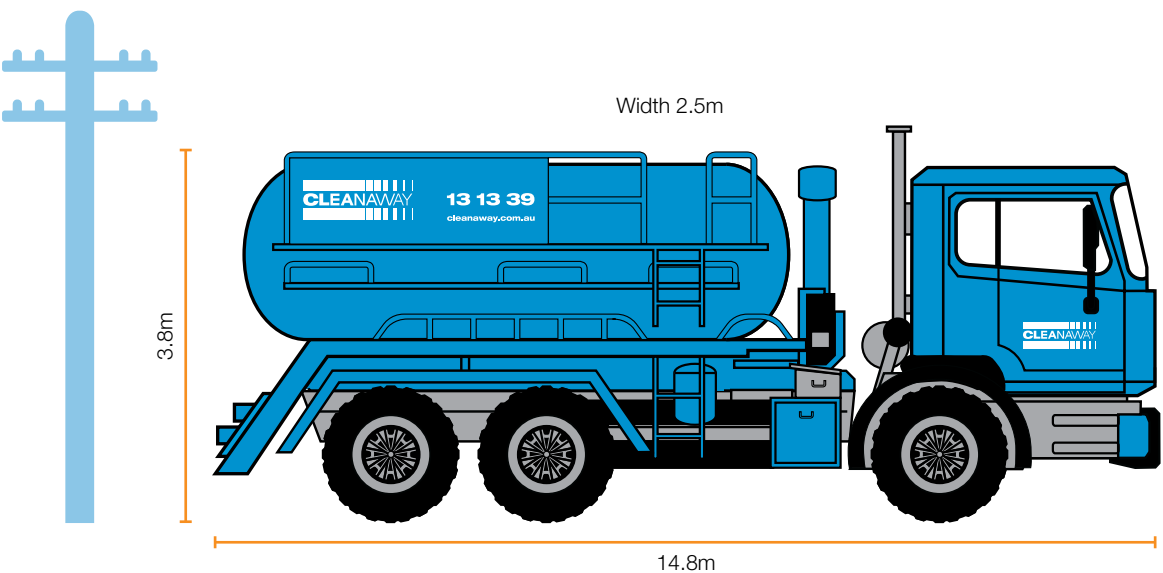
Liquid Waste Types

- > Grease trap waste
- > Oils
- > Food sludges
- > Organic sludges
- > Resins
- > Adhesives and glues
- > Paint
- > Alkalines
- > Acids
- > Inks and dyes
- > Chemicals

Vehicle Specifications

It is important to ensure there is enough space for the vehicle to safely approach and operate. Consider the following dimensions to ensure the Liquid Waste system is the right one for you:

	SMALL	LARGE
Tanker capacity	12,000 litres	24,000 litres
Vehicle clearance (height).....	3.3 metres	3.8 metres
Vehicle clearance (width).....	2.5 metres	2.5 metres
Vehicle clearance (length).....	9.0 metres	14.8 metres
Vehicle turning circle	18.0 metres	19.4 metres



SKIPS

For Household, Industrial and Building Wastes

Cleanaway provides a range of ‘skip bins’ to manage waste generated from renovations, garden or office clean ups, or from building and demolition sites.

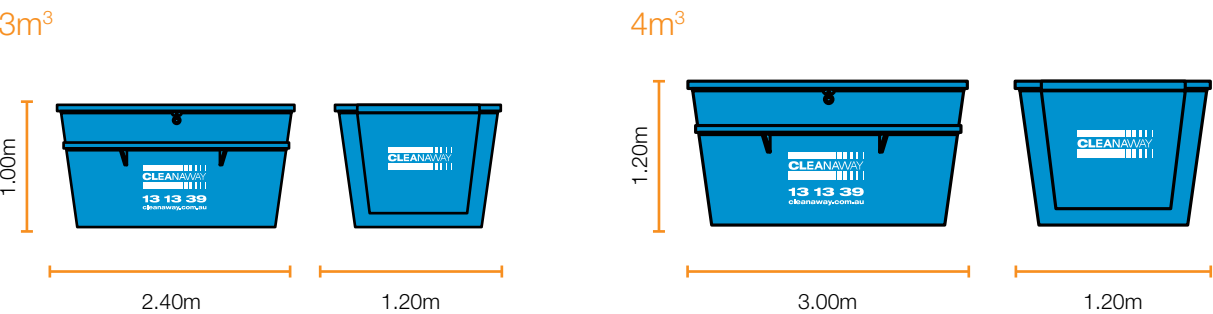
Features

- > Range of sizes available
- > Suitable for heavy, non-compactable waste such as bricks, sand and timber
- > Duration of bin on site determined by customer
- > Recycling of demolition waste available

Benefits

- > Convenient for one-off waste requirements
- > Prompt delivery and removal
- > Saves time and cost compared to tip disposal
- > Improved site safety through dedicated disposal point
- > Improved site aesthetics for duration of work

Skip Specifications

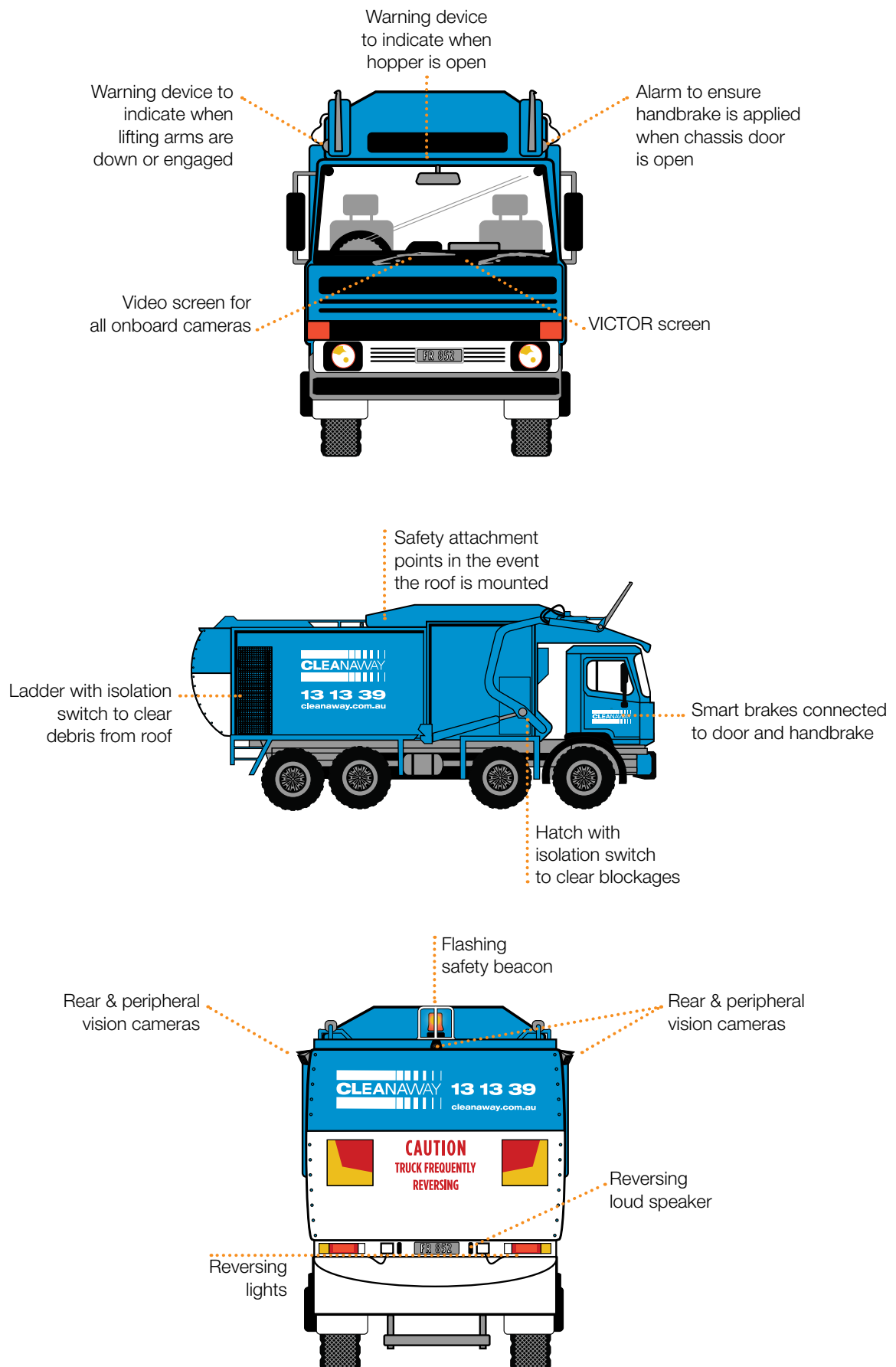


Skip Measurements

Capacity	Height (m)	Width (m)	Depth (m)
2	0.90	2.10	1.20
3	1.00	2.40	1.20
4	1.20	3.00	1.20

Note: Cleanaway will not accept and will not handle any asbestos waste.

VEHICLE SAFETY FEATURES



D - Source Separation Guide – Waste Reductions & Recycling Opportunities

- Amcor Recycling Transition managers Guide
- Amcor Recycling Transition Poster
- Amcor Recycling Information Sheet
- Earth Power Training Guide – Organic Waste
- Source Separation Recycling Presentation

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Staff Training Guide

Soft Packaged Perishables & Produce

Sydney Metro Region

October 2012

Version 3

EarthPower - Food Recycling

Background

Why are we doing this?

Woolworths have set environmental targets to aid in the reduction of carbon emissions. These environmental targets include:

- 40% reduction in carbon emissions on projected growth levels by 2015, bringing emissions back to 2006 levels
- 3.4 million reusable crates to replace single-use waxed boxes
- **Zero food waste in the general waste stream by 2015**
- Reduce water usage by at least 200 million litres a year by 2010
- 25% reduction in carbon emissions per carton delivered by Woolworths-owned trucks by 2012

EarthPower – Food Organic Recycling

Earthpower AWT Facility

- Woolworths have developed several initiatives to help achieve these targets one of which involves partnering with EarthPower
- EarthPower is an *Alternate Waste Treatment* (AWT) facility located 20 minutes west of Sydney in Camellia
- This facility has the ability to turn Woolworths organic food waste into “Green power”
- This guide will help outline the acceptable and non-acceptable food products that can be used to create green power if disposed of correctly in your store EarthPower bin



EarthPower - Food Recycling

Green Power – The Process

Organic Food Waste is delivered into a Earthpower



A hydropulper mixes solid food wastes with organic liquids



Anaerobic digestion tanks produce methane under controlled conditions



EarthPower produces electricity by feeding the methane to cogeneration engines



The electricity qualifies as “Green Power”



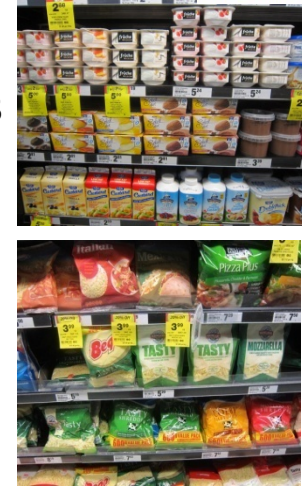
EarthPower - Food Recycling



Acceptable Woolworths Food Waste Includes Soft Packaged Perishables

Earthpower will accept & recycle all food organics from:

- ✓ Fresh packaged and loose Produce
- ✓ Soft packaged perishables from the dairy cabinet and freezer
- ✓ In store baked and proprietary bakery *(excludes return to vendor products)*
- ✓ Pre-packaged and behind the cabinet deli and seafood items *(excluding behind the cabinet if store currently participates in fat and bone collections)*



FOOD RESCUE DONATIONS

If your store currently participates in **Food Rescue Donations** then products fit for human consumption are to be donated to your food rescue partner



EarthPower - Food Recycling

Single Layer packaging only is permitted into EarthPower bins

When disposing of organic products the first layer (single layer) of packaging only is permitted into earth power bins

What is Single Layer Packaging?

- Single layer packaging is the packaging that is directly in contact with the product

Definition Outer/Second Layer Packaging

- Secondary packaging is packaging that is **not indirect contact** with the product

What if there are 2 layers of Packaging?

- If stock has second layer of packaging, **this second layer needs to be removed prior to disposing** of product into EarthPower

Examples of Second Layer Packaging:

- Cardboard sleeve protector
- Six pack yoghurt
- Original delivery carton
- Shelf ready trays

Example of acceptable single layer packaging



Example of outer layer packaging not fit for Earth Power

EarthPower - Food Recycling

Fresh Packaged & Loose Produce

Permitted products include:

- ✓ All loose produce
- ✓ All pre-packaged fresh produce including:
 - ✓ strawberries
 - ✓ cut fruit
 - ✓ fresh cuts
 - ✓ pre packaged potatoes

Single layer packaging can remain with product



Non – Permitted products

- × Garlic tubes
- × Foil trays from ready to bake products
- × Excessive plastic layering from inside produce creates
- × Products currently being donated to a farmer or food rescue program
- × **Secondary packaging**



EarthPower - Food Recycling

Soft Perishables from the Dairy Cabinet & Freezer

Permitted products include

- ✓ All dairy and freezer products that have one single layer of packaging only
- ✓ Ice cream tubs
- ✓ All freezer stock with single layer packaging including *e.g. frozen ready meals with outer carton removed*

Single layer packaging can remain with product

Non – Permitted products

- × Products currently being donated to a farmer or food rescue program
- × Secondary packaging
- × No foil trays e.g Lasagne bases
- × **Secondary packaging**



EarthPower - Food Recycling

In-store Baked & Proprietary Bakery

Permitted products include

- ✓ All in store baked products with single layer packaging including:
 - ✓ cheese and bacon rolls
 - ✓ all bread lines
 - ✓ biscuits, cake lines

- ✓ All proprietary lines that are not return to vendor including:
 - ✓ cake lines
 - ✓ cream fridge lines with single layer packaging
 - ✓ Scones

Single layer packaging can remain with product

Non – Permitted products

- × Return to vendor products
- × Products currently being donated to a farmer or food rescue program
- × Secondary packaging
- × Flour/ingredient bags
- × **Secondary packaging**



EarthPower - Food Recycling

Pre-packaged and behind the cabinet deli and seafood items

Permitted products include

- ✓ All behind the cabinet products from deli and seafood
- ✓ All pre packaged products from the cheese barge, deli express and seafood express

Single layer packaging can remain with product

Non – Permitted products

- × Behind the cabinet products if your store participates in fat and bone collections
- × Plastic from the inside of poultry and seafood cartons
- × Hard packaging I.e. bulk Antipasto trays, olive tins, cardboard boxes
- × Any pre packaged products that are currently being donated to a food rescue program
- × **Secondary packaging**



EarthPower - Food Recycling

Meat Unit

Meat is excluded for stores participating in Fat and Bone collections

Permitted Products Include

- ✓ Packaged meat full production and pre packed
- ✓ Off cuts

Single layer packaging can remain with product

Non Permitted Products

- × Foil trays
- × Products that are currently being donated to food rescue program
- × Products that are currently being disposed of in fat and bone collections
- × Sauces
- × **Secondary packaging**



EarthPower - Food Recycling

Contamination

Earthpower has a maximum acceptable contamination level of 5% by weight

What Materials Contaminate the Earthpower Process

- × paper
- × pieces of pallet wood
- × cardboard
- × hard plastics
- × human or animal excrement
- × glass
- × Metals
- × any non-food products

Strictly excluded are:

- × sterilising agents, detergents, bleaches, pesticides, herbicides, weed killers
- × Products containing heavy metals - batteries, electrical equipment
- × Light globes & Fluorescent lamps



Woolworths are responsible for all costs associated with the removal and disposal of Unacceptable Waste from the Earthpower Facility

EarthPower - Food Recycling

Best Practice

Whilst single layer packaging is allowed it is recommended that where possible stores discard all layers of packaging for Optimum effectiveness



Example of Good Quality Waste from a Woolworth Store

EarthPower - Food Recycling

Bins / Posters & Stickers

- Several posters will be supplied by Cleanaway and should be placed in high traffic areas in the Back Of House for staff to see
- Stores will be provided with stickers which will be stuck on the 120L & 3m bins in the back dock
- If a store requires more 120L / 240L for the back of house to dispose of Food Organics throughout the shift then they will need to purchase these themselves
- The 120L Food Organics bin will then be emptied once full into the 3m in at the back of store



EarthPower - Food Recycling

Bin Set Up

There is two varieties of Earthpower collection bins depending on your back dock configurations:

1. Cleanaway 3m Organic bin *(Blue bin top right)*
2. Cradle for 120L Bins *(Green cradle bottom right)*

Cradle for 120L bins

- Cradle's will be located on the back dock or outside the dock depending on your dock configuration
- Your 6 x 120L organic bins can then be loaded into the cradle ready for collection

120L Bin Labelling

- Regardless of your bin configuration in the back dock each store on the program will need to label their 240L food organic bins so staff know which bins to use to dispose of organic waste

Store net document for cradle usage

Refer to Store Management/maintenance and contractors/Earthpower Organic waste services on StoreNet for more information



Cleanaway 3m Organic Bin



Cradle for 240L Organic Bins

Earthpower - Food Recycling



120L Bins with stickers place on the top & Sides of Bins



Earthpower - Food Recycling



Store Posters displayed in key areas throughout the back dock

Earthpower - Food Recycling



**3m Food Organic bins will be labelled & located
at the back dock**

Earthpower - Food Recycling



Labelled 3m
Cleanaway
Bin

Woolworths Recycling Info Sheet

Amcor Recycling is pleased to provide the following recycling services to your store. We are committed to providing an efficient, reliable and safe service.

Please do not hesitate to contact our customer service if you have queries with regards to you service on **1800 177 371**.

To help ensure our phone number is readily accessible for all staff, we have provided stickers which we ask to be placed in prominent positions in stores.

Cardboard and Paper

All clean cardboard and paper products can be placed in bins or the baler, including cardboard, paper, newsprint/magazines, advertising and marketing material, office paper and shredded paper.

Bin Collection

Any Front Lift and Rear Lift cardboard and plastic Bins will be collected on a schedule as programmed by Amcor Recycling, in conjunction with the store. For any collection queries, please phone **1800 177 371**.

Bale Collection

Cardboard bales will be Collected on a regular schedule as programmed by Amcor Recycling in conjunction with the store. For any collection queries, please phone **1800 177 371**.

Film Plastics

All clean recyclable plastic film will be collected as part of this service (see guide attached). Amcor can provide storage frames, where required.

Plastic Bag Collection

Full plastic bags will be collected on a regular weekly schedule. For any collection queries, please phone **1800 177 371**.

Bale Collection

Plastic bales will be collected on a regular schedule as programmed by Amcor Recycling in conjunction with the store. For any collection queries, please phone **1800 177 371**.

Office Boxes

Cardboard Boxes can be supplied to be placed under the desks and emptied into your compactor or baler to help to recycle all the paper from the store.



Film Plastic Recycling

Remember; If the plastic is a film that is soft and pliable, then it can go into a plastic storage bag. If it is hard plastic it cannot. If in doubt... throw into the waste bin.

Please do not hesitate to contact our customer service if you have queries with regards to you service on 1800 177 371.

To help ensure our phone number is readily accessible for all staff, we have provided stickers which we ask to be placed in prominent positions in stores.

The following plastic CAN be placed in the plastic recycling bag or used to make plastic bales:

- ✓ Film Plastic
- ✓ Shrink Wrap
- ✓ Plastic Bags
- ✓ Shopping Bags

Items that CANNOT be put into the plastic recycling bag or used to make plastic bales:

- ✗ Paper and Cardboard
- ✗ Metal
- ✗ Food
- ✗ Plastic Strapping
- ✗ Hard Plastic Shippers
- ✗ Polystyrene Packaging

Amcor Plastic Bale Frame

Store ready for collection by Amcor Recycling.

Please do not hesitate to contact our customer service if you have queries with regards to you service on 1800 177 371.

To help ensure our phone number is readily accessible for all staff, we have provided stickers which we ask to be placed in prominent positions in stores.

Removing the Full Bag



Step 1

Ensure that the bag is full before replacing.



Step 2

Lift the folded over part of the bag up over the frame.



Step 3

Tightly bunch the bag together.



Step 4

Wrap tape around the scrunched up bag to fasten. Use only a minimal amount of tape as this is not recyclable (ie: go around the bag once only).

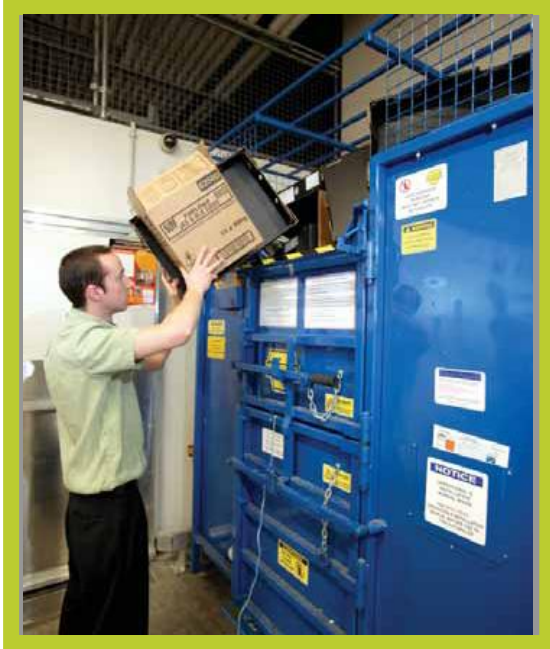
NSW/ACT Recycling Transition



THOMAS DUX



Dan Murphy's



What is it?

All of Woolworths divisions generate a significant amount of cardboard and plastic which we recycle every day. Recycling companies such as Amcor and Visy pay Woolworths for this material which they recycle and use to make paper & cardboard.

Why are we transitioning NSW/ACT sites?

Woolworths Ltd recently ran a national tender activity for its recycling commodity (*mainly cardboard & plastic*) across all divisions. The outcome of the tender has resulted in the introduction of a new vendor, Amcor, who will service sites located geographically within NSW/ACT.

Under this new arrangement sites will be rewarded financially for what they recycle. So the more cardboard and plastic your site can recycle, the greater the potential rebate for your division.

What's the timing?

The timing will vary from site to site, however all sites are expected to be transitioned between 14th and 31st October 2013.

What's changed?

Nothing has changed regarding how you recycle cardboard at your site, just the contractor. Sites that collect their cardboard in a dumpster bin will more than likely have their bin swapped out and replaced with an Amcor (contractor) bin.

Safety

The procedures surrounding the baling and disposal of cardboard and plastic remain the same. It will just be Amcor collecting the material and processing it at their recycling facility.

Who do I call now if I have an operational issue relating to recycling?

Amcor will have dedicated response centre available to all Woolworths divisions to work through any issues your experiencing with your recycling collections. You can contact Amcor on **1800 177 371**.



Recycling Transition

All Woolworths Limited Divisions
NSW/ACT



Managers Guide

October 2013

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Overview

Background

Woolworths Limited recently ran a tender activity in the area of commodity recycling. Commodity recycling services involves collection of a range of commodities (mainly cardboard & plastic) from Woolworths' divisions in Australia. It was key for Woolworths to align with a partner who could ensure service consistency; safety compliance and optimum recycle opportunities.

Objectives

- Appointing a Service Provider/s that demonstrates the best possible cultural, safety and quality alignment with Woolworths strategic values
- Appointing a Service Provider/s with national capability and adequate resources to service all Woolworths Divisions
- Ensure an efficient and reliable provision and achieving contractual discipline for the Services

How will the service be broken up nationally?

The outcome from the tender activity has meant that there will be a shift in NSW/ACT from VISY Recycling across to Amcor. VISY recycling will be the contractor providing service for all other States and Territories. Not only does this option provide the best commercial outcome but it also achieves Woolworths' strategic goals and allows us to cultivate a commercial relationship two market leaders in the recycling industry.



How long will this agreement go for?

This agreement will run for 3 years with the option to extend for another year with either Vendor.

Who should read this pack?

Store Management	State Support Manager	State Admin Manager
Regional Managers	Retail Specialists	Area Managers
Facility Operations Managers	FAM's	RMC's
FSC's	EMS Service Desk	Asset Specialists – Balers/Compactors

Managers Key Points

What does it mean for my store?

The transition from VISY to Amcor in NSW/ACT throughout October means that there will be another service provider who will be collecting your sites recyclable material. It will also mean that there will be another contact in NSW/ACT for any operational issues that occur with your recycling. Similar to our arrangement with VISY, Amcor will also have a dedicated service response centre that will be available to all Woolworths divisions to call should they require operational assistance. Details regarding the Amcor service response centre are outlined on page 7 of this guide.

What's New?

- By now an employee from Amcor would have conducted a site inspection to review your current collection method and back dock configuration
- If your store generates bales it may mean that there will be another contractor that is coming to site once the transition is implemented between 14th – 31st October
- If your site has bins for cardboard then you will more than likely receive a new bin from Amcor to collect your material. This may vary between metro / regional sites

Critical Success Factors

- Staff in NSW/ACT sites should be aware of the transition timing and who to call if they require operational assistance
- Under the new agreement there is even more incentive for sites to recycle. Make sure that you communicate to your store that the more they recycle of their cardboard and plastic, the more they will potentially generate in the form of a recycling rebate
- Ensure that you familiarise yourself with the safety procedures surrounding baling cardboard, loading a compactor or disposing recyclables in a dumpster bin and refresh your training with your staff if necessary
- Only certified Amcor sub contractors should be collecting bales or bins of cardboard and plastic from your sites. Sites that bale their cardboard should receive a docket receipt from the driver – see page 12 of this guide for an example of the docket.

What do I need to do?

- Meet with the relevant staff to ensure that they are aware of the transition
- Display the Amcor **1800 177 371** Service Response Centre number in a visible location and advise your team what process they should follow if they need to place a call
- Make sure that when you receive your new Amcor Bin (Petrol / Liquor / Danks) that you conduct a check to ensure it is in good working condition and free from any hazards – eg broken wheels sharp edges.
- Ensure all staff are aware that we recycle all clean cardboard (and clean plastic) and that in no circumstances should this be disposed of in the General Waste

What is the Timing?

The transition for Supermarkets, Big W and Logistics will take place on Tuesday 28 October. All other brands are expected to transition between 14th & 31st October. There is a list of all of the sites that will be transitioning at the back of this guide. You will be advised by your division contact on the timing of your transition.

Where do I go for more Information?

This information will also be saved under the Waste / Recycling section on Store Net. There is also a key contacts section at the back of this Managers Guide which outlines the key contact for your division. They will be able to assist should you need more information.

Internal Checklist

Prior to transition from VISY to Amcor		Assigned To
☐	Read this Manager's Guide and complete Managers Implementation checklist	
☐	Organise to communicate the changeover to Amcor at next team (<i>Stock Receiving for Supermarkets</i>) Meeting.	
☐	Ensure that you display the AMCOR 1800 177 371 Service Support Centre number which will be used in the event of an emergency eg baler break down, additional service, missed collections.	
☐	Post Information Sheet on the staff noticeboard or in a visible area throughout the back dock	
☐	Discuss any risks with your team at the next Safety Team meeting	
Day of transition from VISY to Amcor		Assigned To
☐	Ensure that any new equipment has arrived and is in good working condition (eg bins have lids / wheels are in good working order)	
☐	If a bin has not been delivered as scheduled call Amcor on 1800 177 371	
☐	If Amcor are collecting bales then ensure that the driver provides you with a docket (see example of sample docket on page 12)	
☐	Ensure that all staff are aware of the transition & understand which bin is for recycling (relevant to divisions with bin Petrol, Liquor & Danks)	
☐	Ensure that the number for the Amcor Response Centre is available and employees understand the lead times provided to respond to operational issues	
Post transition from VISY to Amcor		Assigned To
☐	Ensure services are taking place on time and review	
☐	Provide any feedback via your division contact on any operational issues or safety concerns	
☐	Fill out a Post Implementation Review Survey for your division once circulated	

Division Transition Timing

Petrol along with the Liquor divisions will be transitioning over a 3 week period between 14 & 28 October. Sites will be notified in the week prior to their bin swap by their division contact to advise them of their transition timing. Supermarkets & Thomas Dux / Big W / Masters DC's and will all transition on Monday 28 October.

Below is a Summary of the transition timing for each of the Divisions:

Division	Transition Timing
Supermarkets & Thomas Dux	28 October
Big W	28 October
Masters	28 October
Distribution Centres	28 October
Petrol	14 - 30 October
Dan Murphy's	14 - 30 October
BWS	14 - 30 October

Escalating Operational Issues - NSW/ACT

From the day your site transitions across to Amcor they should follow the below process if they require operational assistance. If they are unsure of who to contact then there is a key contact section for each of the divisions located at the back of this guide.

Amcor Recycling

Customer Service 1800 177 371
wow.recycling@amcor.com

Amcor Recycling is pleased to provide cardboard and plastic recycling services to your store. We are committed to providing an efficient, reliable and safe service.

For any collection queries follow these 5 easy steps.

1. Call Amcor Customer Service on **1800 177 371**
2. You will receive a reference number for the query.
3. Amcor will attend to your needs.
4. Amcor will notify you of actions and timelines.
5. If you don't hear back within 4hrs (M-F) and 24hr after hours call **1800 177 371**



What Amcor needs when you call

1. Store number, name and location
2. Contact name and number
3. Details of requirement

Typical reasons for calling

1. Missed services
2. Breakdowns
3. Removal and temporary service
4. Require additional service

NB: site can reduce frequency but to increase frequency will need to obtain approval.

5. Change service days

NB: where service provider is able to accommodate

Escalating Process if required

1. No response within timeframe
2. Call 1800 177 371 quote the reference number
3. If the response is not satisfactory ask to speak to account manager
4. If query remains unresolved after 24 hours contact Yamini Ram at Woolworths on (02) 8885 4070



THOMAS DUX



Dan Murphy's



Important safety notice: All incidents, accidents or near misses email acullen@woolworths.com.au



Store Poster to Display in Back Dock / Staff Lunch Room

A copy of this poster is available on Store Net and to your division's key contact for sites to access and print.

NSW/ACT Recycling Transition October 2013



THOMAS DUX



Dan Murphy's



What is it?

All of Woolworths divisions generate a significant amount of cardboard and plastic which we recycle every day. Recycling companies such as Amcor and Visy pay Woolworths for this material which they recycle and use to make paper & cardboard.

Why are we transitioning NSW/ACT sites?

Woolworths Limited recently ran a national tender activity for its recycling commodity (*mainly cardboard & plastic*) across all divisions. The outcome of the tender has resulted in the introduction of a new vendor, Amcor, who will service sites located geographically within NSW/ACT.

Under this new arrangement sites will be rewarded financially for what they recycle. So the more cardboard and plastic your site can recycle, the greater the potential rebate will be for your division.

What's the timing?

The timing will vary from site to site, however all sites are expected to be transitioned between 14th and 31st October 2013.

What's changed?

Nothing has changed regarding how you recycle cardboard at your site, just the contractor. Sites that collect their cardboard in a dumpster bin will have their bin swapped out and replaced with an Amcor bin.

Safety

The procedures surrounding the baling and disposal of cardboard and plastic remain the same. Amcor will now collect your material and process it at their recycling facility. If you have any safety concerns you should raise it with your Manager.

Who do I call now if I have an operational issue relating to recycling?

Amcor will have dedicated response centre available to all Woolworths divisions to work through any issues you are experiencing with your recycling collections. You can contact Amcor on **1800 177 371**.

Recycling Info Sheet – For divisions who use a bale press

Below are examples some of the info sheets which has been developed for each division and should be displayed in prominent positions throughout the back of store. Copies will also be made available on Store Net or with your division's key contact.

Woolworths Recycling Info Sheet

Amcor Recycling is pleased to provide the following recycling services to your store. We are committed to providing an efficient, reliable and safe service.

Please do not hesitate to contact our customer service if you have queries with regards to you service on 1800 177 371.

To help ensure our phone number is readily accessible for all staff, we have provided stickers which we ask to be placed in prominent positions in stores.

Cardboard and Paper

All clean cardboard and paper products can be placed in bins or the baler, including cardboard, paper, newsprint/magazines, advertising and marketing material, office paper and shredded paper.

Bin Collection

Any Front Lift and Rear Lift cardboard and plastic Bins will be collected on a schedule as programmed by Amcor Recycling, in conjunction with the store. For any collection queries, please phone **1800 177 371**.

Bale Collection

Cardboard bales will be collected on a regular schedule as programmed by Amcor Recycling in conjunction with the store. For any collection queries, please phone **1800 177 371**.

Film Plastics

All clean recyclable plastic film will be collected as part of this service (see guide attached). Amcor can provide storage frames, where required.

Plastic Bag Collection

Full plastic bags will be collected on a regular weekly schedule. For any collection queries, please phone **1800 177 371**.

Bale Collection

Plastic bales will be collected on a regular schedule as programmed by Amcor Recycling in conjunction with the store. For any collection queries, please phone **1800 177 371**.

Office Boxes

Cardboard Boxes can be supplied to be placed under the desks and emptied into your compactor or baler to help to recycle all the paper from the store.



Big W Recycling Info Sheet

Amtcor Recycling is pleased to provide the following recycling services to your store. We are committed to providing an efficient, reliable and safe service.

Please do not hesitate to contact our customer service if you have any queries with regards to your service on 1800 177 371.

To help ensure our phone number is readily accessible for all staff, we have provided stickers which we ask to be placed in prominent positions in stores.

Cardboard and Paper

All clean cardboard and paper products can be placed in the compactor or open top bin including cardboard, paper, newsprint, magazines, advertising and marketing material, office paper and shredded paper.

Compactor and Open Top Bin Collections

Compactor Bins will be collected on a schedule when full as determined by Amtcor Recycling in conjunction with the store. An on call collection service will also be available for collection requirements outside of the schedules. Phone **1800 177 371** to schedule collections. Please note calls logged prior to 4pm, collection will occur next working day. Monday through Friday, Saturday collections must be logged by Thursday 4pm.

Film Plastics

All clean recyclable plastic film will be collected as part of this service (see guide attached). Amtcor can provide storage frames, where required.

Plastic Bag Collection

Full plastic bags will be collected on a regular weekly schedule. For any collection queries, please phone **1800 177 371**.

Office Boxes

Cardboard Boxes can be supplied to be placed under the desks and emptied into your compactor or baler to help to recycle all the paper from the store.



Woolworths Petrol Recycling Info Sheet

Amcor Recycling is pleased to provide the following recycling services to your store. We are committed to providing an efficient, reliable and safe service.

Please do not hesitate to contact our customer service if you have queries with regards to your service on 1800 177 371.

To help ensure our phone number is readily accessible for all staff, we have provided stickers which we ask to be placed in prominent positions in stores.

Cardboard and Paper

All clean cardboard and paper products can be placed in bins or the baler, including cardboard, paper, newsprint/magazines, advertising and marketing material, office paper and shredded paper.

Bin Collection

Any Front Lift and Rear Lift cardboard and plastic Bins will be collected on a schedule as programmed by Amcor Recycling, in conjunction with the store. For any collection queries, please phone **1800 177 371**.



Film Plastic Recycling

Remember; If the plastic is a film that is soft and pliable, then it can go into a plastic storage bag. If it is hard plastic it cannot. If in doubt... throw into the waste bin.

Please do not hesitate to contact our customer service if you have queries with regards to you service on **1800 177 371**.

To help ensure our phone number is readily accessible for all staff, we have provided stickers which we ask to be placed in prominent positions in stores.

The following plastic CAN be placed in the plastic recycling bag or used to make plastic bales:

- ✓ Film Plastic
- ✓ Shrink Wrap
- ✓ Plastic Bags
- ✓ Shopping Bags

Items that CANNOT be put into the plastic recycling bag or used to make plastic bales:

- ✗ Paper and Cardboard
- ✗ Metal
- ✗ Food
- ✗ Plastic Strapping
- ✗ Hard Plastic Shippers
- ✗ Polystyrene Packaging

Amcor Plastic Bale Frame

Store ready for collection by Amcor Recycling.

Please do not hesitate to contact our customer service if you have queries with regards to you service on 1800 177 371.

To help ensure our phone number is readily accessible for all staff, we have provided stickers which we ask to be placed in prominent positions in stores.

Removing the Full Bag



Step 1

Ensure that the bag is full before replacing.



Step 3

Tightly bunch the bag together.



Step 2

Lift the folded over part of the bag up over the frame.



Step 4

Wrap tape around the scrunched up bag to fasten. Use only a minimal amount of tape as this is not recyclable (ie: go around the bag once only).

AMCOR Docket Receipt (Supermarkets & Thomas Dux only)

This is an example of a docket that sites will receive from their driver following their bale collection. Sites should not hand over any bales to contractors without being issued with a receipt which includes the Amcor logo.

 a Division of Amcor Packaging (Australia) Pty Ltd ABN 55 004 275 165
Recycling Group - Botany
 1891 Botany Road, Matraville NSW 2036

Telephone: (02) 9695 3472
 Facsimile: (02) 9316 6115

DATE 23/09/13 CUSTOMER TGI KAMISSE **B 014503**
 SUPPLIER TGI KAMISSE ADDRESS TGI KAMISSE
 CARRIER KAMISSE PT AR33XD ADDRESS TGI KAMISSE
 DELIVERED TO GRIMM Recipient's Signature [Signature]

Waste Paper Grade	Pallets	Cages	Blocks	Gross Weight	Tare Weight	Net Weight	Rate Per Tonne	Value
			2					

Pallets Blocks 2 Bags Supplier's Signature [Signature]

DISTRIBUTION: White - Customer Green - Invoice Pink - Driver

Comms to Sites Regarding Site Inspection

WOOLWORTHS LIMITED
ABN 88 000 014 675

1 Woolworths Way, Bella Vista
New South Wales 2153 Australia
Telephone +61 2 8885 0000
Facsimile +61 2 8885 0001
woolworthslimited.com.au

Monday 19 August 2013

Dear Store Manager,

Woolworths Ltd recently ran a national tender activity for its recycling commodity (*mainly cardboard & plastic*) across all divisions. The outcome of the tender has resulted in the introduction of a new vendor, Amcor, who will service sites located geographically within NSW/ACT.

Your store has been identified as a site that will be part of this transition which is due to take place before the end of October 2013. The timing of the transition is still to be finalised, however you will be informed of your stores transition date and time in due course.

Over the coming weeks a representative from Amcor will be visiting your site to conduct a site assessment and may require access to your back of house. We would appreciate your cooperation during their time in store and ask that you run through the relevant safety induction before commencing the inspection. We do not anticipate any interruptions to operations during the assessment.

A project team has been formed to manage this transition and further communication will be circulated to you regarding the timing of the change and what it means for your store.

In the meantime, please consult with your Area Manager should you have any questions or concerns.

Regards,

Adrian Cullen
Resource Recovery Manager
Engineering Maintenance & Services (EMS)
Woolworths Limited

Frequently Asked Questions

1. What is the cut off time for the transition?

All sites will be transitioned across from VISY Recycling to Amcor by 1 November 2013.

2. I am on the border of NSW/QLD or VIC/NSW. Who is going to be my service provider?

The new agreement is worked out in geographical locations to if your site falls within NSW/ACT you will be serviced by Amcor. All sites outside of NSW/ACT will continue to be serviced by VISY. If you are unsure, there is a master list of all sites transitioning at the back of this guide.

3. What do I need to do when Amcor come on site for the first time?

All Amcor drivers and contractors will have completed their Pegasus training and should be able to provide you with Pegasus certification if requested. Sites that generate bales should also ensure that their driver provides a docket receipt with an Amcor logo for the bales that he's collecting. There is an image of what this docket should look like outlined on page 12.

4. Who do I contact if my baler/compactor goes down and I require a skip on the day of transition? If it's determined that you will require a skip due to a baler failure then you will need to contact the Amcor service response centre on **1800 177 371** to arrange a skip bin. Once your baler is back up and running or the skip is full you will need to contact Amcor and arrange for your skip to be collected.

5. Who do I contact in the event of an emergency with my recycling?

We would recommend that all calls are directed via the Amcor **1800 177 371** so they can be logged and tracked by their help desk. There is also a list of contact names and numbers for each division should you need to escalate the issue.

6. What do I do if Amcor do not deliver my new bin as scheduled (Petrol / Liquor)?

If Amcor do not deliver your bins then please contact them on **1800 177 371**. You should also escalate this to your divisional contact and Charu Dhall in EMS (02) 8885 3034.

7. Will I at any stage be without a bin at my site? (Petrol / Liquor)

No. Amcor will collect your current cardboard bin and swap it out at the same time with their cardboard bin. This may vary in some regional areas depending who Amcor are engaging to collect your cardboard. It may be the case that the subcontractor provides their own bin. If your site is without a cardboard bin at any stage then contact their response centre **1800 177 371** or escalate to your divisional contact and Charu Dhall in EMS (02) 8885 3034.

8. Will my collection schedule change?

Your collection schedule will remain the same however in a few cases, Amcor may collect on a different day to what you were receiving with VISY. If you were receiving 2 collections per week from VISY then you will be receiving 2 collections per week from Amcor.

9. What do I do if I want to change my collection frequency?

If you want to increase your collection frequency then you will require approval from your Area Manager, State Admin Manager or the EMS Resource Recovery Manager. We do not recommend making any reductions in your frequency during the transition.

10. Where do I order bags for my bale frame?

If you require new bags for your bale frame then you can contact Bunzel on (02) 9737 2020 and quote the following reference number - **BZ240BUN** requesting "*Kwikmaster Bundling Bag With Air Hole*".

If you have any further questions then we recommend that you liaise with your divisional contact.

Store Waste Reduction and Recycling Opportunities

How You Can Improve Recycling and Reduce Waste



Store Opportunities:

- Set up a Recycling Zone in the lunch room
- Change the culture by educating your team members about the recycling programs in your store
- Make waste and recycling a topic of discussion at monthly/weekly meetings and empower the team to make a difference
- In 2012, 77% of our bins were filled with recoverable organics; this figure improved to 57% in 2013; however, we still have plenty of opportunity for further improve with over half our waste still recoverable
- Rebate for Cardboard = \$100+ per tonne in some states
- Plastic if baled can receive a rebate between \$70 and \$200 per tonne
- Are you recording all the bales and farmers bins which are being collected?
- Are you focused on our zero food waste to landfill by 2015 target?



Produce Opportunities:

- Do you have a farmer, charity or other food recycling diversion program, which can take your scrapes or out of date products?
- Is the packaging taken off all food waste before recycling and the plastic recycled separately?
- Does the produce department recycle all clear plastics and cardboard?
- How far away is the baler? Do you need bins closer to prepare area, to collect soft plastic and cardboard products?
- Do you have produce bins on the shop floor and is the food waste being recycled?
- Are AutoStockR and timely clearance practices used to minimise shrinkage and the waste it creates?

- E - Woolworths Waste Hierarchy
 - Waste report – Zero food Waste from Landfill

Waste

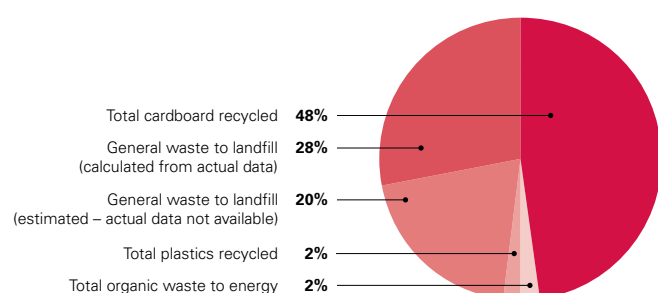
Reducing the amount of waste that is sent to landfill is not only better for the environment but is also more cost-effective.

When waste breaks down in landfills over time one of the by-products is biogas. Biogas contains around 50 percent methane, a potent greenhouse gas. Some of this gas can be captured to generate electricity but a significant amount escapes through the cap of the landfill and into the atmosphere where it contributes to global warming. As waste continues to break down, landfills can go on producing methane for decades after they have stopped receiving waste.

In recent years, technologies have been developed that divert waste from landfill and minimise environmental impacts by treating organic wastes, such as food, and processing them into useful resources such as compost, fertiliser, green electricity and treated water. Many of these technologies are designed to capture up to 100 percent of the biogas produced for electricity generation, preventing it from being released into the atmosphere.

The cost of landfill disposal has increased considerably over the last two to three years and will continue to do so in future due to rises in government levies, transport and disposal costs. For example, in the greater Sydney area each tonne of landfill waste currently attracts a levy of \$38.60 and this levy is set to nearly double over the next five years, making alternatives to landfill more cost-effective. Similar levies are starting to be introduced in other capital cities and regional areas by state governments.

GENERAL WASTE AND RECYCLED MATERIALS IN 2006



Where we are now

In 2006, Woolworths sent nearly 84,000 tonnes of waste to landfill in Australia's eastern seaboard states and New Zealand, generating around 160 kt of CO_{2-e} emissions. The total figure is probably closer to 140,000 tonnes of waste but we don't have actual tonnage data from most smaller or medium size waste contractors. Waste audits undertaken at a selection of our stores and distribution centres over the last year show that a large proportion of the waste that we send to landfill is organic material that could be used for another purpose. Around 56 percent of the waste from supermarkets and 28 percent from distribution centres (by weight) could be diverted to a beneficial end use.

In 2006, we recycled 147,189 tonnes of cardboard and 6,055 tonnes of plastic, however, there are still unacceptably high quantities of recyclable materials in the general waste stream including 10 percent plastic and 7 percent cardboard by weight for supermarkets, and 10 percent plastic and 21 percent cardboard for distribution centres.

The figure below left shows the breakdown of the waste we generate each year by weight.

Challenges and opportunities

General waste

We aim to eliminate organic waste from our general waste stream by 2015 subject to availability of appropriate facilities. At present, 53 of our Sydney stores send source separated food waste to the EarthPower facility in Sydney's West for processing into compost, fertiliser and green electricity. We plan to increase the number of Sydney stores using EarthPower and to investigate other similar facilities around Australia. However, at the present time the number of suitable facilities outside Sydney is very limited. Long lead-times are required for new facilities to be approved and constructed and they require a critical mass of input material and long-term contracts to be commercially viable. We will continue to investigate the feasibility of this option in consultation with the waste industry.

We are also focused on minimising the amount of recyclable plastics and cardboard materials in the general waste stream through education and awareness of recycling procedures in stores and distribution centres, reduction in plastic wrapping for transport and increased use of roll cages.

Electronic waste

Electronic waste or 'e-waste' is one of the most difficult issues facing the waste industry. With technological advances and falling prices, consumers are replacing major electronic appliances such as computers and televisions more frequently. These items are best kept out of landfill as they contain heavy metals and chemicals that can be harmful to the environment. At present there are few programs in place to responsibly dispose of e-waste.

We will investigate, in collaboration with councils and product manufacturers, how we can assist in the development of e-waste recycling services.

Hanger recycling

At our BIG W stores we gather plastic clothes hangers at the checkout for reuse or recycling. The hangers are collected in each capital city then sent to the manufacturer in China where they are sorted by type of hanger for repurchase. Those that are damaged are recycled to make new hangers.

In the 2006–2007 financial year we reused over 24 million hangers, representing 72 percent of hangers purchased. Since 1992 we have recycled or reused over 445 million hangers. We are encouraging our stores to increase return rates through rebate incentives and investigating signage to encourage customers to leave hangers in the store for reuse.

Our way forward

Commitments

- Identify organics recycling technologies similar to EarthPower for recycling source separated food waste from supermarkets outside Sydney and determine commercial feasibility.
- Implement a waste audit program for all stores and distribution centres.
- Continue phasing out polystyrene.
- Implement a staff education program to encourage greater recovery of plastic and cardboard.

Targets

- Increase the number of Sydney stores using EarthPower from 53 to 100 by 2010.
- Eliminate food waste from the general waste stream by 2015 (where receiving facilities are available).
- Reduce amount of plastic in the general waste stream to less than 1 percent by weight by 2010.
- Reduce amount of cardboard in the general waste stream to less than 1 percent by weight by 2010.



EarthPower

Source-separated food waste from 53 of our Sydney stores is sent to EarthPower, Australia's first regional food waste to energy facility located at Camelia in Sydney's West. EarthPower accepts solid and liquid food wastes such as fruit and vegetable waste, off-cuts such as leaves and stalks, and damaged or out of date food products. It uses a process called anaerobic digestion where the waste material is broken down by bacteria in a controlled environment.

This process produces biogas, which is used as fuel for engines to generate renewable electricity that is sold into the grid. The anaerobic digestion also produces a high-grade, odourless fertiliser granule that is then used in agriculture and horticulture.

Since November 2006, over 4,860 tonnes of organic waste from our supermarkets has been processed at EarthPower, generating 1,230 MWh or enough renewable energy to power around 145 houses.

Woolworths Food Waste Hierarchy

