Resourcing the world

Commercial Waste and Recycling Services

Helping our clients meet their sustainability targets
With almost 40 years’ experience in commercial waste management, we know that each and every one of our commercial clients has unique waste challenges and needs. Because resource recovery is an integral part of improving our client’s environmental performance outcomes, Veolia’s solution involves devising a waste treatment and a resource recovery plan. This enables waste to be turned into a secondary resource, thereby reducing the client’s waste-related environmental impacts and helping them to:

- meet their sustainability targets
- meet their compliance obligations
- better manage their waste streams
- identify and capture opportunities to improve efficiencies
- transparently measure how Veolia is performing against client KPIs.

Veolia is Australia’s leading environmental services provider, catering to all aspects of waste management and resource recovery.
Resource recovery

Why is resource recovery such an integral part of any waste management solution?

For all of our clients, there has been growing focus not only on how best to manage and minimise waste but also how to recover waste materials for beneficial reuse. Veolia’s resource recovery solutions deliver an environmental benefit (reducing or recycling waste) as well as cost benefits to clients. If materials can be re-used, this reduces the reliance on producing raw materials while at the same time waste materials can often be sold for use as secondary manufacturing materials.

National Presence

Veolia provides services from more than 100 locations across Australia, giving us a truly national presence.

Our commercial waste and recycling facilities include:

- Transfer stations
- Liquid treatment facilities
- Clinical and quarantine waste facilities
- Construction waste recovery facilities
- Medical waste facilities
- Materials recovery facilities
- Waste management centres
- Bioenergy facilities
- Composting facilities

Veolia’s figures:

- 150,000 tonnes of clients’ waste recycled per year
- 42,700 MWh of green energy produced
- 3 waste to energy facilities
- 200,000 tonnes of greenhouse gas avoided through landfill gas capture

2014 figures for Veolia Australia and New Zealand
Waste and recycling services

Solid Waste Management
Veolia offers clients a tailor-made waste and recycling collection service for a wide range of liquid and solid waste streams. Veolia’s on-site waste assessments allow us to identify your business’s waste management practices, to further introduce a holistic solution to suit your operational day-to-day requirements. Veolia’s equipment is suitable for a large range of waste volumes; with rearlift, frontlift, bulk bins and compaction systems ideal for commercial clients.

Construction Waste
Veolia operates a number of construction and demolition recycling centres across Australia. Our facilities allow us to maximise the recovery of these materials for reuse through an innovative sorting process.

Electronic Waste (e-waste)
E-waste contains hazardous substances such as lead and mercury, that when disposed of within landfills have the potential to leach into the surrounding environment. Items such as mobile phones, printers, laptops, computers, monitors, scanners, TV’s and DVD players have several recyclable components. The recycling of e-waste is performed through Sims E-Recycling, a joint venture between Veolia and the Sims Group. Once collected, these materials undergo a dismantling process whereby the raw materials are used to produce new products.

Clinical and Quarantine Waste
Complying with each States stringent EPA requirements, Veolia provides a comprehensive clinical, medical and quarantine waste collection and treatment service for commercial clients within the greater clinical industry.

Confidential Product Destruction
Veolia is 100% committed to protecting our client’s personal and sensitive information. Our secure destruction services offer clients peace of mind that their materials are disposed of correctly and securely. This is achieved through the utilisation of waste tracking systems, on site assessments of destruction requirements as well as lockable bins.

Liquid and Hazardous Waste
Veolia provides integrated hazardous and contaminated waste identification, collection, treatment and disposal services for a range of commercial industries across Australia. With fast, thorough and legislatively compliant solutions, coupled with the extensive knowledge of our highly trained and experienced personnel, our client’s can rest assured that their hazardous wastes are being treated comprehensively.
Sustainability and compliance

Helping clients meet their sustainability targets and reducing cost

Veolia’s approach is to work closely with our customers to help them reach their sustainability goals; providing them with large-scale innovative waste solutions. We aim to:

> Provide a range of sustainable resource-based solutions to optimise environmental, social and economic efficiency
> Reduce the company’s environmental impacts through solution innovation, improving efficiencies and material recovery
> Contribute to the communities where Veolia operates by providing services and solutions which meet evolving community needs

Resource Recovery Services – RecyclePak
RecyclePak is Veolia’s commercial recycling system, and provides businesses of all sizes with a flexible waste and recycling solution. The RecyclePak system aims to not only reduce the amount of reusable materials being sent to landfill, but also to allow our customers to reduce their waste management costs by increasing the amount of recycling generated on site.

Recycling streams available for commercial clients include:
- Commingled (mixed) recyclables such as glass, plastic containers
- Paper and cardboard
- Soft-plastic/shrink wrap
- Garden waste/food organics
- Timber/metal

Recycling Education and Training
Getting Wise about Waste is Veolia’s commercial waste and recycling educational program offering simple, effective and engaging ways to communicate with various stakeholders including: employees, cleaners/contractors, facilities managers, retailers and the general public, on the importance of correct waste and recycling disposal.

The pinnacle of Veolia’s Getting Wise about Waste program is a fully interactive e-learning system titled, EduPortal. EduPortal provides clients with tailored information to help staff on-site, and across various positions understand how to identify different waste streams and locate the correct receptacle within which to dispose of these materials.

Meeting compliance obligations
As part of our daily operations, Veolia ensures important environmental monitoring data is publicly available on our website. This transparency is important when dealing with relevant external parties in relation to Veolia activities and processes. These include:
- The Australian Packaging Covenant (APC)
- Environment Protection Agency Monitoring Data (NSW)
- Industry Notification of Pollution Incidents Protocol (NSW)
- Tyre Stewardship Australia

In addition, Veolia’s Compliance Systems Manager oversees all aspects of the operations to ensure that Veolia meets all compliance matters.
Consistency and transparency

- **Account management**
Veolia sees our clients as valued partners and in order to maintain transparency, operational capacity and service excellence. Our major contracts are managed via a specialised account management structure, which includes functional heads such as health and safety, sustainability, communications, IT and business analysis.

Our structures key purpose is to be the conduit between our clients and our customer service and operational teams responsible for completing works. This account management team is tailored to suit your needs, delivering customer intimacy and responsiveness.

- **Integrated services**
Veolia provides an integrated service delivery model – a ‘one-stop-shop’ – with a significant majority of services being directly delivered by Veolia. Each client will benefit from a single service provider that can deliver efficiencies across invoicing, accounts administration, reporting and compliance.

- **Advisory services**
Veolia has specialist consultancy services that can advise on best waste management practices that improve cost and environmental performance outcomes for our clients.
Veolia can provide a range of options to help support meeting specific sustainability targets. Whether it is service re-engineering or ways in to improve the recovery of resources from various waste streams, Veolia can advise on an optimal solution.

- **National consolidated invoicing**
Veolia sends a single invoice on a national basis, detailing state and site information. This invoice is available in electronic format, with supporting Excel files that can be uploaded to each client’s accounting software.

- **Customer service centre**
The Veolia Customer Service Centre (CSC) is operational within business hours, Monday to Friday. Outside of these hours Veolia engages an external company to receive and pass on work requests to the states.

- **Reporting**
Veolia offers monthly waste and recycling contract performance reports that track waste volumes, landfill diversion rates and expenditure and report on waste-related greenhouse gas emissions.
Veolia “measurements” typically include:
- Monthly Waste Data reports
- Monthly Trend Analysis reports
- Monthly Summary on a client’s environmental performance including waste-to-landfill diversion rates and avoidance of Greenhouse Gas emissions

These don’t just reflect what has happened but also form a basis for continuous improvement through delivery of technical innovations and client education support and training.

Veolia offers and can deliver waste management services across multiple sites nationwide.
Veolia continuously seeks to add value to its client relationships through innovation. Veolia employs innovative technologies, creates alternative solutions and designs efficient ways of using resources to promote better waste management and recycling practices.

- **Service delivery innovation – Paperless Truck System**
  Veolia’s Paperless Truck System (PTS) is state of the art and supports our practice of continuous customer service improvement. The PTS advantages include:
  - Minimised response times for unscheduled / emergency pickups resulting in quicker response to customer needs and a better collection service.
  - Drivers are notified of accidents and road blockages and re-routing is calculated automatically resulting in less delays and better ability to meet scheduled collection times.
  - At the touch of a button, the driver can call ahead and arrange bin access, reducing delays and helping customers to manage better collection schedules.
  - Better and more accurate reporting including efficiency of collection schedules and frequencies.

- **Reducing energy costs through solar technology**
  In an environmental first for Australia, Veolia installed a solar-powered waste compactor at a major shopping centre in Sydney’s south-west.
  This installation has further helped reduce the use of electricity and has cut energy costs significantly for this major client.
  Developed in conjunction with Pakmor Waste Equipment Australia, the compactor includes highly sophisticated technology that allows Veolia to monitor its energy consumption remotely, further adjusting operations to improve energy efficiency.

- **Improving source-segregation processes**
  Veolia undertook a complete and comprehensive waste audit program with a major national supermarket retailer.
  The deliverable was set to have a significant impact on store source-segregation processes, overall waste-to-landfill diversion and increased recycling.
  Analysis identified key products, volumes and in store locations where wastes were generated, allowing Veolia to deliver considerable improvements both commercially and environmentally, as part of our client’s sustainability agenda.
Case studies

- **Increasing commodity values**
  **LION**: Employing innovative technologies to increase diversion from landfill.
  **Challenge**: As a large manufacturer and purchaser of agricultural goods, reducing waste-related environmental impacts is a major priority.
  **Solution**: Veolia has assisted Lion reduce its waste to landfill and implemented innovative recovery solutions for problematic waste streams including out of date products.
  Veolia has also implemented processes to complement Lion’s Six Sigma manufacturing methodology by:
  - using equipment technologies to increase commodity values and increase diversion from landfill
  - instigating ‘separation at a source’ to dramatically reduce landfill amounts, minimise contamination and decrease costs
  - worked closely with Lion’s waste champions to ensure that these processes continue to run efficiently.

- **Reducing environmental footprint nationwide**
  **SCENTRE GROUP (WESTFIELD)**: Helping to achieve sustainability goals as well as to reduce waste-related environmental impacts.
  **Challenge**: In partnership with Veolia, Westfield’s aim was to reduce the group’s waste-related environmental impacts, and a necessary consideration as part of this goal was to look at education.
  **Solution**: Veolia, which provides waste and recycling services to some 40 site spread across New South Wales, Queensland and Victoria, has helped Westfield achieve these goals. Westfield has benefited through:
  - reducing its environmental footprint across Australia
  - reducing the total cost of waste
  - improving recycling rates
  - lowering waste-to-landfill rates
  Since the implementation of Veolia’s waste and recycling services, and moreover the Veolia “Getting Wise About Waste” educational system, Westfield now recycles well over 20,000 tonnes of cardboard.

- **Best-practice logistics management**
  **THE DEPARTMENT OF DEFENCE**: Minimising waste-related environmental impacts through best-practice logistics management and innovative waste treatment technologies.
  **Challenge**: As a major employer, landholder, and consumer of natural resources, the Department of Defence acknowledges the importance of having a solid environmental policy which underpins its ability to achieve high standards of environmental performance.
  **Solution**: Veolia is helping the Department of Defence minimise its waste-related environmental impacts through best-practice logistics management and innovative waste treatment technologies.
  Apart from the many sustainable waste management initiatives undertaken for the Department of Defence, Veolia introduced a unique colour-coded bin signage system that assists staff in identifying, at point of disposal, which materials should be discarded into which receptacle.

- **Always safe. No compromises**
  Veolia is committed to continually improving our safety culture, one that is supported by robust systems, reliable products, as well as efficient processes and procedures. Our Always Safe charter underpins our safety performance, signaling that we do not accept any compromises which can impact our own or our customer’s ability to undertake work in a safe and protected manner.
  Veolia works with our staff, our clients as well as peak industry bodies to implement best practice performance across environment, health and quality systems.

- **Committed to diversity**
  Veolia has now launched its 2014/16 Reconciliation Action Plan, which sets out our targets to lessen the gap between Indigenous and non-Indigenous Australians within recruitment, learning and development and throughout the supply chain.

- **Supporting local community**
  Since 2005, Veolia has contributed more than $4 million to the Veolia Mulwaree Trust. The trust manages and distributes funds to not-for-profit community groups and organisations on behalf of Veolia, owner and operator of the Woodlawn Eco-Precinct, for the benefit of the former Mulwaree Shire Council area as well as its immediate surrounds.