

The changes also comply with the introduction of the Treasury Legislation Amendment (Small Business and Unfair Contract Terms) Act 2015, ensuring that unfair terms and conditions are removed in order to protect the interests of small businesses (refer to the Australian Competition and Consumer Commission's website for more information).

Refer to our **What You Need to Know** document which maps out the major elements of the coming change under our new Fairer Contract.

For more information please visit our website at:

www.veolia.com/anz

Call: 132 955

Veolia Australia and New Zealand

www.veolia.com/anz



Fairer Contracts by Veolia



Peace of mind for our valued customers

Feedback from our customers is clear - reliable service and a fair deal, deliver satisfaction. Together, these represent peace of mind for your business, letting you get on with serving your customers not managing suppliers!

We've made it our business to give you reliable customer service. That's why in 2015 and again in 2016, we took home the Canstar Blue Most Satisfied Customers Award for Small Business Waste Management.

We've found opportunities to do better. Veolia has reconfigured the service agreement that underpins our customer relationships. The core changes aim to deliver improved transparency, security and predictability.



No surprises

One rate review per year.



A collaborative approach

On term and price generally.



Greater transparency

On how we agree up front on pricing over the term of the agreement.



Less effort

Streamlined process for the optional renewal of agreements.