

WSN 2006-2007 ANNUAL REPORT

The WSN 2006-2007 Annual Report is now available. Performance highlights of the year include:

- A profit of \$14.9 million, up 13% on last year
- Total work under contract grew from \$440 million to \$560 million through successful tendering
- No environmental infringements for the first time in seven years
- Lost time per million hours worked down 8%
- 87% energy use from renewable sources

To download the 2006-2007 Annual Report, visit www.wsn.com.au



ROUSE HILL TOWN CENTRE – A NEW ERA IN RETAIL WASTE MANAGEMENT

In September 2007, WSN won the significant tender to provide an integrated waste management system for the new Rouse Hill Town Centre (owned by The GPT Group). Rouse Hill Town Centre is one of Sydney's newest multifunctional, mixed-use retail centres comprising over 65,000 square metres of retail space.

Working with Town Centre management, WSN implemented a waste management system that included:

- Four waste compaction units for general waste including food waste processed through Alternative Waste Technology (AWT) facilities diverting up to 70% of waste to landfill
- Four waste compaction units for paper, cardboard and plastic wrap recovering up to 98% of incoming material
- An education program written specifically for GPT management, staff and tenants



One of the new compaction units installed by WSN at Rouse Hill Town Centre.

- Additional services including eWaste, ink and printer cartridge and cooking oil recycling facilities

Rouse Hill Town Centre has already commenced construction of Phase 2 of the retail park and is currently working with WSN on expanding the waste management services to accommodate the retail park expansion.

HOW TO CONTACT US

We value your input. There is a range of ways that you can find out more about us and our operations, or make a comment or suggestion.

- For a wide range of information about our operations and services please visit our website: www.wsn.com.au
- Report an odour – Free-call 24-hour odour complaints hotline: 1800 062 086
- Obtain information about waste disposal services, Waste and Recycling Centre

opening hours etc – Customer service information line: 1300 651 116 (7.00am-5.30pm, Monday to Friday)

- Contact a member of staff directly – 02 9934 7000
- Send us a fax – 02 9934 7185
- Send us a letter free of charge – PO Box 3260 Rhodes NSW 2138
- Feedback forms are available at the weighbridge of each Waste and Recycling Centre and on our website.

MEET OUR TEAM



Gary Johnstone recently joined WSN's Education Development Team as Education Officer to work with councils and their communities, as well as commercial customers on education initiatives including site education tours. Gary comes from a teaching and mining education background. For more information on WSN site tours, please call Gary on 9934 7091 or on gary.johnstone@wsn.com.au

RANDWICK COUNCIL COLLECTION SERVICE

Servicing around 55,000 residents from many of Sydney's Eastern beachside suburbs, the Randwick City Council collection service commenced on 1 January 2008. As part of the tender, WSN is developing educational materials for residents including a calendar and an information brochure and DVD.



Would you prefer to receive this newsletter electronically? Would you or any of your colleagues like to be added to the mailing list? If so, please contact Marketing and Communications Officer, Salli Bice, on 9934 7019 or email salli.bice@wsn.com.au



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REDISTRIBUTE REGENERATE RESPONSE REPLACE REVIEW REMEMBER REUSE RECOVER RESEARCH REACT REPLY RETHINK REPRODUCE RETURN REDEVELOP REVISE RESERVE RESPECT RESOLUTION RECLAIM REFORM RETRIEVE REPRESENT REDUCE



ISSUE 10 JANUARY 2008 ■ A REGULAR UPDATE ON WHAT'S HAPPENING AT WSN

WELCOME TO 'RESOURCE'

Welcome to the latest issue of Resource, our customer newsletter.

We hope that Resource keeps you well informed about the services and facilities available to you and highlights sustainable initiatives.

We'd love to hear from you and your suggestions are welcome about what you'd like to see in future issues. Please contact Catherine Johnson, Marketing and communications Manager on 9934 7027, email Catherine.Johnson@wsn.com.au or use the contact details on the back page to let us know your thoughts.

FORUM TACKLES HEAVY COST OF WASTE ON CLIMATE CHANGE

As part of our promise to lead in sustainability and assist our council customers by providing helpful information, WSN held a Technical Forum on 6 December, 2007 titled: 'Waste: It's a Climate Change Issue.'

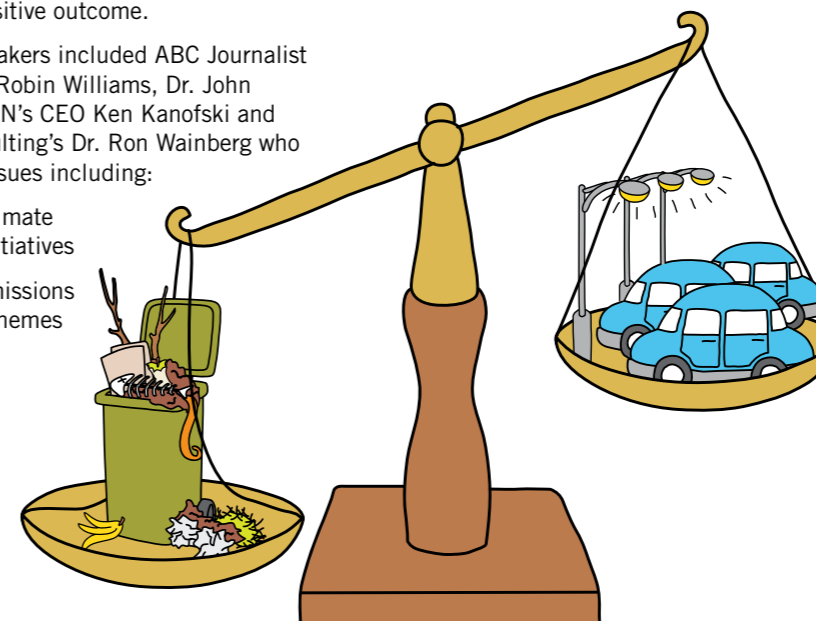
The purpose of the Forum was to help waste managers and other decision makers from Sydney understand and discuss the effect of waste on greenhouse gas emissions and how different waste management solutions can lead to a positive outcome.

Keynote speakers included ABC Journalist and author, Robin Williams, Dr. John Hewson, WSN's CEO Ken Kanofski and Hyder Consulting's Dr. Ron Wainberg who discussed issues including:

- Current climate change initiatives
- Carbon emissions trading schemes

- Strategies for councils to mitigate greenhouse gas emissions from waste
- Technologies available to treat waste and their respective GHG performance

WSN produced an educational booklet titled: Waste: It's a Climate Change Issue – An Easy Guide to Waste and Greenhouse Gas Emission' to accompany the Technical Forum which is now available to download from the WSN website, www.wsn.com.au



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BRIGHT FRESH NEW WEBSITE

WSN Environmental Solutions has relaunched its website, www.wsn.com.au with a fresh new look, easier navigation and useful information. The bigger, brighter website is designed to help our customers and their communities to keep up to date on all the latest information, case studies, sponsorship opportunities, newsletters, opening times, prices, site tours, facilities, publications and more.

Take a look at www.wsn.com.au



CEO'S MESSAGE



Ken Kanofski, CEO

Firstly I'd like to wish you all a safe, healthy and successful 2008. I hope that everyone is feeling refreshed and ready to meet the challenges and opportunities presented in the New Year. I am confident that we are.

One of our most exciting challenges is to construct and launch the Macarthur Resource Recovery Park. We have offered the South West Region of Councils a fully integrated waste management facility that is a benchmark in sustainable waste practice. We are on track with building works and will continue recruit new employees to complete and operate the Resource Recovery Park.

On the sustainability front, a priority is to highlight waste as a green house gas issue, especially for local government. It is important to inform our customers that the decision about a waste management system is the most significant climate change decision that a council will make.

To provide some practical information about this subject WSN conducted a technical

forum last December titled, "Waste: It's a climate change issue". Speakers included ABC journalist and scientist Robyn Williams, Dr John Hewson and Ron Wainberg. In conjunction with the Forum we have produced a comprehensive WSN Easy Guide of the same title – I would encourage you to read a copy.

New Year's Eve was a very dry night for many members of our WSN Collection team who were responsible for rolling out the new service for Randwick City Council. Despite all the obstacles presented early morning on a New Year's Day, the service ran smoothly and it was a job well done. We look forward to rolling out the new collection service for Rockdale City Council in February, the first in the St George Group of Councils contracted to WSN.

Quality customer service and listening to your needs are key to our continued success. In the coming months we will be conducting our biennial customer survey to see how we are doing. It's a great way to identify ways to improve so we appreciate the time given by all those who participate.

I look forward to working with you during 2008.

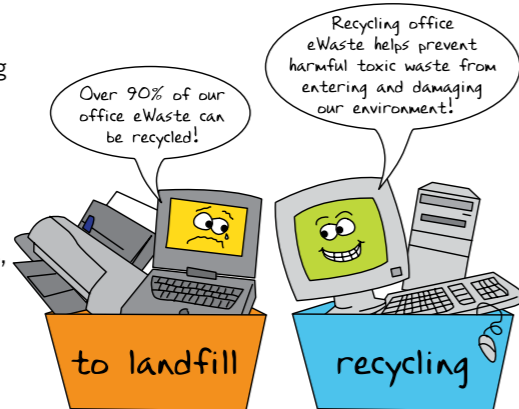
Ken Kanofski
Chief Executive Officer

WSN SUMMER eWASTE RECYCLING
26 NOVEMBER 2007–29 FEBRUARY 2008

Our customers increasingly are requiring responsible eWaste management solutions. Currently, there is no one simple solution so WSN has initiated an office eWaste trial at Chullora.

The Summer eWaste Recycling Program aims to encourage the responsible recycling of office eWaste including computers, monitors, hard drives, scanner, mice and keyboards.

The collection point for Summer eWaste Recycling 07–08 is WSN's Chullora site where large office items including monitors, computers, hard drives, scanners, printers and photocopiers are all \$16.50 each (incl GST). All small items including mice, keyboards and other office eWaste accessories are free with every paid item.



Due to the high cost of safely recycling office eWaste, the collection fee helps to cover the responsible recycling of all office eWaste. For more information, call 1300 651 116.

GRASS ROOTS SPONSORSHIP WINNERS

This is the third year that the WSN funded Grass Roots Sponsorship Program has been run, with 22 projects in 15 council areas being awarded grants during 2007–2008. The successful applicants were:

- **Rockdale City Council:** Moorefield Girls High School – Improving Integrity of Recycling
- **Blacktown City Council:** Oasis Community Garden – Educational display, worm farm and signage and Parklea Public School – Propagating Parklea
- **Camden Council:** Camden Primary School – Green outdoor classroom; Camden's Youth Cafe – Art-in-viroment
- **Canterbury City Council:** Asian Youth and Culture Council – Environment Art Exhibition
- **Eurobodalla Shire Council:** Moruya Public School – Moruya Muck Munchers
- **Fairfield City Council:** Western Sydney Cycling Network – Bicycle Recycling for Community Reuse; Young Adults Disable Association – YADA Recycling Program; Fairfield Public School – Fairfield Water Warriors; Indigenous Flora Park – Native landscaping and composting workshops
- **Gosford City Council:** Central Mangrove Public School – Outdoor sustainability learning area
- **Kogarah Council:** Kogarah Public School – Inviting nature back into the concrete jungle
- **Ku-Ring-Gai Council:** Killara Public School P & C Association Environmental Committee – Waste reduction and recycling project
- **Lane Cove Council:** Lane Cove Public School – Herbs and worms
- **Manly Council:** Vanessa Landsdowne and Heidi Roland Kenn – Sustainable community campaign
- **Marrickville Council:** Ferncourt P & C Environmental Group – Ferncourt rainforest garden
- **City of Ryde Council:** Ermington Public School – Outdoor learning space
- **Sutherland Shire Council:** Gynea Community Aid and Information Service Inc. – Sudanese Environmental Education Project; Bates Drive Special School – Organic vegetable, herb and sensory garden
- **Willoughby City Council:** Open Door Korean Cultural Society – Sustainable living; Sonia Sattout – Enhancing the effectiveness of a redistribution centre.

A showcase event will be held in June 2008 to celebrate these completed projects.

WSN MOVES TO RHODES AND CHULLORA

To better serve our customers, WSN relocated its Head Office from Chatswood to two new locations at Rhodes and Chullora.

Now centrally located to our customers and closer to our own operations, WSN's Head

Office is based at Rhodes Corporate Park and the Operational Head Office is located within WSN's Chullora Waste and Recycling Centre.

Both offices are designed for greater staff interaction, day to day work practices and efficiencies. Both offices can be contacted on the central number 1300 651 116.

DONUT DAY



We said 'thank you' with 1500 Krispy Kreme donuts to Penrith, Blacktown, Liverpool, Holroyd, Parramatta and Fairfield Councils' garbage collectors for bringing their household and recyclable waste to WSN's Eastern Creek Waste and Recycling Centre.

We hope to hold more events across our customer network in 2008.

NEW EASY GUIDE

Supporting the Technical Forum titled, 'Waste: It's a Climate Change Issue', WSN produced a comprehensive Easy Guide of the same title.

The Easy Guide is an easy to read booklet that explains the key points of waste and its impact on climate change.

The Easy Guide to 'Waste: It's a Climate Change Issue' is available free of charge in hard copy by calling WSN on 1300 651 116 or by downloading it from the WSN website, www.wsn.com.au



WSN WINS ONE OF SYDNEY'S LARGEST GARDEN ORGANICS CONTRACT

In November 2007, WSN was awarded Baulkham Hills Shire Council's contract to receive and process garden organics.

One of the largest garden organics processing contracts awarded in the Greater

Sydney region, the organics will go to the WSN Eastern Creek facility for composting and conversion into soil conditioners, mulch and compost for commercial, domestic, agriculture and horticulture use.

WSN'S LATEST PAPERS, EASY GUIDES, REPORTS

Technical Paper – Waste: It's a Greenhouse Gas and Climate Change Issue; An Easy Guide to Waste and Greenhouse Gas Emissions; 2006–2007 WSN Annual Report.

For a copy phone 1300 651 116, or visit www.wsn.com.au

MACARTHUR RESOURCE RECOVERY PARK UPDATE

Construction of the Macarthur Resource Recovery Project is progressing well with two major projects, the installation of the main building and the biological tanks meeting all scheduled targets. The first process equipment has been delivered to site and will be installed in January 2008.



2007 WASTE AND LGA CONFERENCES A MAJOR PART OF WSN'S YEAR!

In 2007, WSN continued to play an active part at the 2007 Waste Conference and 2007 LGA of NSW Annual Conference, both held at Coffs Harbour.

WSN was proud to be a major sponsor at the 2007 Waste Conference which saw WSN's CEO Ken Kanofski and Hyder Consulting's, Ron Wainberg present the technical paper, Waste: It's a Greenhouse Gas and Climate Change Issue.

The 2007 LGA of NSW Annual Conference was yet another successful conference and WSN was pleased to sponsor the Social Evening which saw delegates enjoy the sounds of Australia's legendary Grace Knight and her band.

WSN looks forward to welcoming all delegates to both the 2008 Waste Conference and 2008 LGA of NSW Annual Conference.

WASTE TO WOW

As part of the Hunters Hill Council's Moocooboola Festival in November 2007, WSN proudly sponsored an environmentally innovative competition entitled 'Waste to WOW!', which saw local school children transform everyday waste materials into stunning works of art.

Hunters Hill Council promoted this year's festival as a Waste Wise Event, encouraging the responsible use of resources and an increased awareness of waste as a resource through a fun filled day packed with games, competitions, eco stalls and more!