

CEO'S MESSAGE



Ken Kanofski, CEO

The official opening of the Macarthur Resource Recovery Park on Friday 4 July 2008, kicked off one of the busiest and most exciting periods yet for WSN. The event was a great success, with State MP for Campbelltown and Minister for Gaming and Racing, Graham West, dumping the first load of waste into the centrepiece of the Park – the Ecolibrium™ Mixed Waste facility – signalling the start of its nine-month commissioning phase.

Macarthur Resource Recovery Park is our biggest and most important strategic investment to date and I am confident it will consolidate our position as the leader in the waste industry. This is a facility that we can all be proud of.

In another important development, commissioning has also started on our new renewable energy joint venture with LMS Generation Pty Ltd. This is the largest landfill-gas-to-energy project to come on line in Australasia this decade and will produce enough clean energy to power 5,000 homes with year-round power.

We have also continued to grow our business in the area of garden organics processing, acquiring Camden Soil Mix, a leading composting and blending facility in the Macarthur region.

Internally, we have been working hard to develop new service standards that customers will see put into action going forward. These standards will take our servicing to the next level of sophistication and satisfaction for customers and have been built around key feedback messages obtained through our recently completed customer research project.

I look forward to working with you to achieve even more success in the coming months.

Ken Kanofski
Chief Executive Officer

GATEWAY PROJECT



Jones Lang La Salle's Gateway building in Circular Quay is serviced by WSN's Ecolibrium™ business solution.

CUSTOMER RESEARCH

WSN has recently completed a detailed stakeholder satisfaction research project. The results provide an overall satisfaction rating as well as indices that measure how we are doing at providing service across specific areas. A key focus of the research is dedicated to an in depth understanding our local government customers' feedback, and the results have yielded rich insights. We would like to thank all the customers who so generously gave of their time to tell us how we are doing and helping us to know where we can improve to better meet their needs.

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 – PO Box 3260 Rhodes NSW 2138
- Feedback forms are available at the weighbridge of each Waste and Recycling Centre and on our website.

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

eWASTE COLLECTION SUCCESS



Bankstown City Council Mayor Tania Mihailuk (centre) at WSN's Chullora Recycling Centre.

WSN and Bankstown City Council enjoyed great success with a free eWaste Collection trial for Bankstown residents at WSN's Chullora Recycling Centre.

Throughout the collection, residents dropped off over 41 tonnes of computers and electrical equipment, including televisions, stereos, fridges, hair dryers, lamps and power tools.

The trial – jointly funded by WSN and Bankstown City Council – was held to give Bankstown residents a chance to recycle their old computers and electrical items free of charge, in the absence of a nationally mandated recycling scheme.

Recycling eWaste is expensive and WSN is calling on governments at all levels and electronics manufacturers to come to an agreement to solve the complex issue of who pays for the recycling of electrical items at their end of their life cycle.

WSN will continue to lobby governments and industry for a coordinated scheme, which is necessary for WSN to achieve its objective of making this service permanent across its network of sites for the benefit of all consumers.

CLEAN UP AUSTRALIA DAY

This year's Clean Up Australia Day was described as a staggering success, with over 7,000 tonnes of waste cleared from around 6,000 sites nationally. Councils who undertook the task of collecting the waste were supported by WSN.



ENVIRONMENTAL SOLUTIONS

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

RESOURCE



ISSUE 11 JULY 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.

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, Kate Concannon, on 9934 7019 or email kate.concannon@wsn.com.au.

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A NEW ERA IN WASTE MANAGEMENT BEGINS



Macarthur Resource Recovery Park opens. See inside for story.

LANDFILL CLOSURE

WSN Environmental Solutions will cease landfilling household waste at the WSN Macarthur Resource Recovery Park in July, signaling the start of a new era in waste management. The end of traditional landfill operation coincides with the start of commissioning of WSN's new Ecolibrium™ Mixed Waste facility, which is designed to divert 70% of household waste from landfill when fully operational. By treating waste as a valued resource, the AWT will use the diverted waste to produce outputs such as compost and green electricity.

The last trucks carrying household waste to be landfilled will roll in to the Macarthur site on Sunday, 6 July 2008, with the landfill to be closed, sealed and rehabilitated. There will continue to be landfilling of small volumes of dry waste and residue from the new AWT facility.

PRICING INCREASES FROM 1 JULY 2008

A new pricing and services schedule, incorporating the new government levy, will take effect from 1 July at all sites. Price increases do not apply to contracted customers. Brochures listing the new waste charges and services will be available shortly at WSN sites and online.

MACARTHUR RESOURCE RECOVERY PARK OPENS

WSN's Macarthur Resource Recovery Park (MRRP), featuring alternative waste technology (AWT) Ecolibrium™ Mixed Waste and Ecolibrium™ Organics facilities, has now entered its 9 month commissioning phase. The official opening of the facility by local and state government leaders took place on 4 July.



Over 70 guests took a tour of the park's centrepiece Ecolibrium™ facilities for mixed waste and garden organics. The garden organics facility began commissioning in May, marking a significant milestone in the roll-out of MRRP, which, once fully operational, will see household recycling rates boosted from 50% to around 85% in Camden, Campbelltown, Wollondilly and Wingecarribee councils.

CLIMATE CHANGE CALCULATOR FOR COUNCILS

WSN has collaborated with the Net Balance Management Group to develop a climate change calculator for councils to compare the greenhouse gas (GHG) performance of various waste technologies.

In the past, local governments have assessed waste management options on the basis of diversion from landfill and have led their communities forward in recycling and waste reduction. With reports developed around this new calculator, councils will now have the opportunity to make significant reductions in GHG emissions through their informed choices in waste management.

Inputs for the calculator include annual total tonnages and composition of municipal solid waste, recyclables and garden organics (if

applicable), along with total annual CO₂-e emitted from vehicle fleet and electricity use.

A report is then generated, illustrating the performance of a range of waste treatment technologies and management options and revealing how to maximise net greenhouse savings from waste management solutions – savings potentially large enough to offset councils' fleet and electricity use.

To find out more about maximising greenhouse gas performance for your council, please contact Natasha Schultz (ph 9934 7014), or Peter Rimmer (ph 9934 7081), to request a customised report.

CUSTOMER SERVICE STANDARDS

A cross-functional team of WSN staff have worked together to refresh customer service standards. These service standards are part of the Corporate Plan and are responsive to feedback received from you through our recent customer research project.

The revived standards reflect our commitment to fairness in our service and to making customers' lives easier and will ensure all our contractual obligations to customers are satisfied.



NEW STAFF



We are pleased to welcome on board our new Education Officer, Gareth Jones, who will be active in all WSN's educational initiatives and who will lead tours at our various sites. Gareth brings with him a wealth of experience in education and waste management. He also has great enthusiasm for helping individuals and organisations to understand how we do what we do and how they too can contribute to sustainable, responsible waste management.

To contact our education team or to book a tour, call 9934 7091 or email gareth.jones@wsn.com.au



DID YOU KNOW?

Polar fleece used for comfy winter clothing, sportswear and blankets can be made from recycled plastic PET bottles? Not only is it a vegan material, it has hydrophobic properties that mean it holds less than 1% of its weight in water when fully soaked and it retains its insulation even when wet.

WSN SHATTERS GLASS PROBLEM

WSN has teamed up with Australian Glass Technologies (AGT), launching a new facility capable of processing up to 40,000 tonnes per year of previously unwanted glass. This leading edge facility at WSN's Chullora Recycling Centre can recycle small pieces of glass or glass "fines" less than six millimeters in diameter, which have been shattered during the council collection process.

Because the glass fines are too small to sort into colours and meet the standard required to make new glass bottles, in the past they were usually sent to landfill. However, with this pioneering technology, the glass is crushed into different grades and then sold as granules for use in the manufacture of bricks, water filtration medium, pavers and roof tiles, opening up markets that previously did not exist in New South Wales.



Before: The shattered glass that goes into the facility

The flow-on effects for industry of these new products include reduced imports of abrasives, better water filtration properties and higher performance as an additive in brick and tile manufacture compared with existing materials.

The incorporation of recycled glass in manufacturing reduces energy consumption and the use of raw materials, which in turn brings strong environmental benefits.



After: The high-quality end product

MELBOURNE MWMG OVERVIEW: A COORDINATED APPROACH TO WASTE MANAGEMENT

In October 2006, the Metropolitan Waste Management Group (MWMG) was formed as the legally constituted body responsible for coordinating municipal waste management activities in metropolitan Melbourne.

MWMG is charged with maximising metropolitan Melbourne's contribution to achieving the statewide targets relating to municipal solid waste set in the State Government's Towards Zero Waste Strategy. These targets include:

- ▶ A 45 % recovery rate (by weight) of municipal solid waste for reuse and recycling by 2008-09
- ▶ A 65 % recovery rate (by weight) of municipal solid waste for reuse and recycling by 2014
- ▶ A 25% improvement in littering behaviour by 2014.

In the absence of direct economic incentives such as those produced in NSW through

levies and high disposal costs, these targets provide powerful environmental incentives for MWMG to establish AWT solutions for managing and treating municipal waste.

MWMG's strategic plan indicates that, while there is adequate supply of transfer stations and materials recycling facilities for managing metropolitan waste, an additional five or six organics processing facilities are required along with a minimum of seven AWT facilities.

MWMG is currently assessing appropriate technologies for these AWTs, with anaerobic digestion highly ranked, and is drawing up council clusters for the purposes of rolling out its waste management strategy.

Before the year's end, sites for facilities will be earmarked and further technology reviews will be conducted, with the first two AWT facilities expected to go to tender in the first half of 2009.

RANDWICK COUNCIL'S NEW GUIDES



WSN produced fresh and informative communication pieces for Randwick Council and its residents as part of the newly won collections contract.

FACING WASTE: WSN SPONSORS GREEN CAPITAL BREAKFASTS

WSN sponsors the Total Environment Centre's (TEC) Green Capital Breakfast series, a program of topical debates aimed at bringing together business, government and community to engage on issues surrounding corporate sustainability and corporate social responsibility.

Two breakfast events, called Facing Waste, were held recently in Melbourne and Sydney as part of the series. The first of these provided an opportunity for state Ministers for Environment Verity Firth, David Templeman and Gail Gago to consult a panel of experts on issues such as plastic bags, container deposit schemes and eWaste. Verity Firth also featured at the Sydney breakfast, where an expert panel, including WSN's CEO Ken Kanofski, vigorously debated priorities to reduce the impact of waste on the environment and waste sector greenhouse gas emissions.

