

STAFF PROFILE MEET OUR CUSTOMER SERVICE TEAM



Customer Service Officer Rosemarie Herford.

Our team of experienced Customer Service Officers are available to assess customers' individual requirements and then refer them to the most appropriate facility, providing accurate and up-to-date information.

They provide efficient and practical advice for the public on site locations, trading hours, waste acceptance criteria and pricing.

For more information, contact a member of our team on 1300 651 116 or send an email to customer.service@wsn.com.au.

STAKEHOLDER RESEARCH

Towards the end of 2005 a survey was conducted by an external professional research company, seeking to find out how satisfied WSN's customers, staff and Community Advisory Committee (CAC) members are with WSN's performance. The overall satisfaction ratings were quite high, with customers providing a rating of 7.9 out of 10.

The information gathered during these research projects will help us to improve our performance to meet your expectations. Thank you to all those who participated in the research.

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

SPONSORSHIP NEWS

WASTE 2006

WSN is a major sponsor of Waste 2006, to be held at Coffs Harbour at the end of March. As well as sponsoring the conference itself, WSN will be holding a special customer event at a secret location. We look forward to seeing you there!

ENVIRONMENT AWARDS

WSN was pleased to sponsor the Local Government and Shires Association's (LGSA) 2004–2005 Waste Management Award as part of the annual Environment Awards.

Congratulations to everybody who entered, and particularly to the winners listed below:

- Dungog Shire Council – Winner, Division A and Category Winner: Landfill Waste Reduction and Recycling Program
- Fairfield City Council – Joint Winner, Division C: 80% Diversion is Fairfield City's Reality
- Gunnedah Shire Council – Highly Commended, Division A: Kerbside Recycling Upgrade
- Leichhardt Municipal Council – Winner, Division B: Quicker Quieter Cleaner –Leading the Way – A New Recycling Service
- Marrickville Council – Joint Winner, Division C: Bagbusters

WORLD ENVIRONMENT DAY

WSN is sponsoring the Local Government Category of the World Environment Day Awards that are run by the United Nations Association of Australia. This national awards program, which we are supporting for the first time, provides an opportunity for all sectors to showcase the many important and exciting environmental projects developed across Australia over the past year.

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 – Reply Paid 699, Chatswood NSW 2067
- Feedback forms are available at the weighbridge of each Waste and Recycling Centre and on our website.

CLEAN UP AUSTRALIA DAY

WSN is pleased to continue its support of Clean Up Australia Day by accepting all the waste and recyclables collected in the Sydney area free of charge, as we have done since the very first Clean Up Day. This is also the third year that we have offered a \$10,000 award for the most outstanding effort by a council in the Sydney metropolitan area. The \$10,000 is to be allocated to a community group/s to fund a waste management project/s and is to be decided by the winning Council.

Some of our head office staff helped to support Business Clean Up Day by cleaning up the area around the Belrose Waste and Recycling Centre.

WASTE WATCHERS PROGRAM

We're continuing our support as a foundation sponsor of Keep Australia Beautiful's Waste Watchers Program. Since 1994, Waste Watchers has increased the understanding of waste, litter and stormwater issues of around 30,000 primary-aged school children across NSW each year. The Waste Watchers Program is designed to support councils in educating their communities about waste issues specific to their locality.

POLICY UPDATE

A draft Sustainability Policy is being developed to define what sustainability means to WSN and how we can better incorporate sustainable practices into our business. The Draft Policy will be placed on exhibition for public comment in the coming months.

Our Community Engagement Policy has been adopted by the Board and can now be viewed on our website at www.wsn.com.au.



We are a NSW Government-owned corporation that operates a network of facilities including resource recovery centres, materials recycling facilities, landfills, and Sydney's first Alternative Waste Technology (AWT) facility for household waste at Eastern Creek.
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REDISTRIBUTE REGENERATE RESPONSE REPLACE REVIEW REMEMBER REUSE REACT RECOVER RESEARCH REPRODUCE RETURN REDEVELOP REPLY RETHINK REFORM RETRIEVE REPRESENT REDUCE RESOURCE



ISSUE 4 MARCH 2006 ■ A REGULAR UPDATE ON WHAT'S HAPPENING AT WSN

WELCOME TO 'RESOURCE'

Welcome to the fourth 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 continue to seek your views so that we can understand your needs and make

Resource a relevant communication piece for you.

We'd love to hear from you and your suggestions are welcomed 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.

WHAT'S INSIDE...

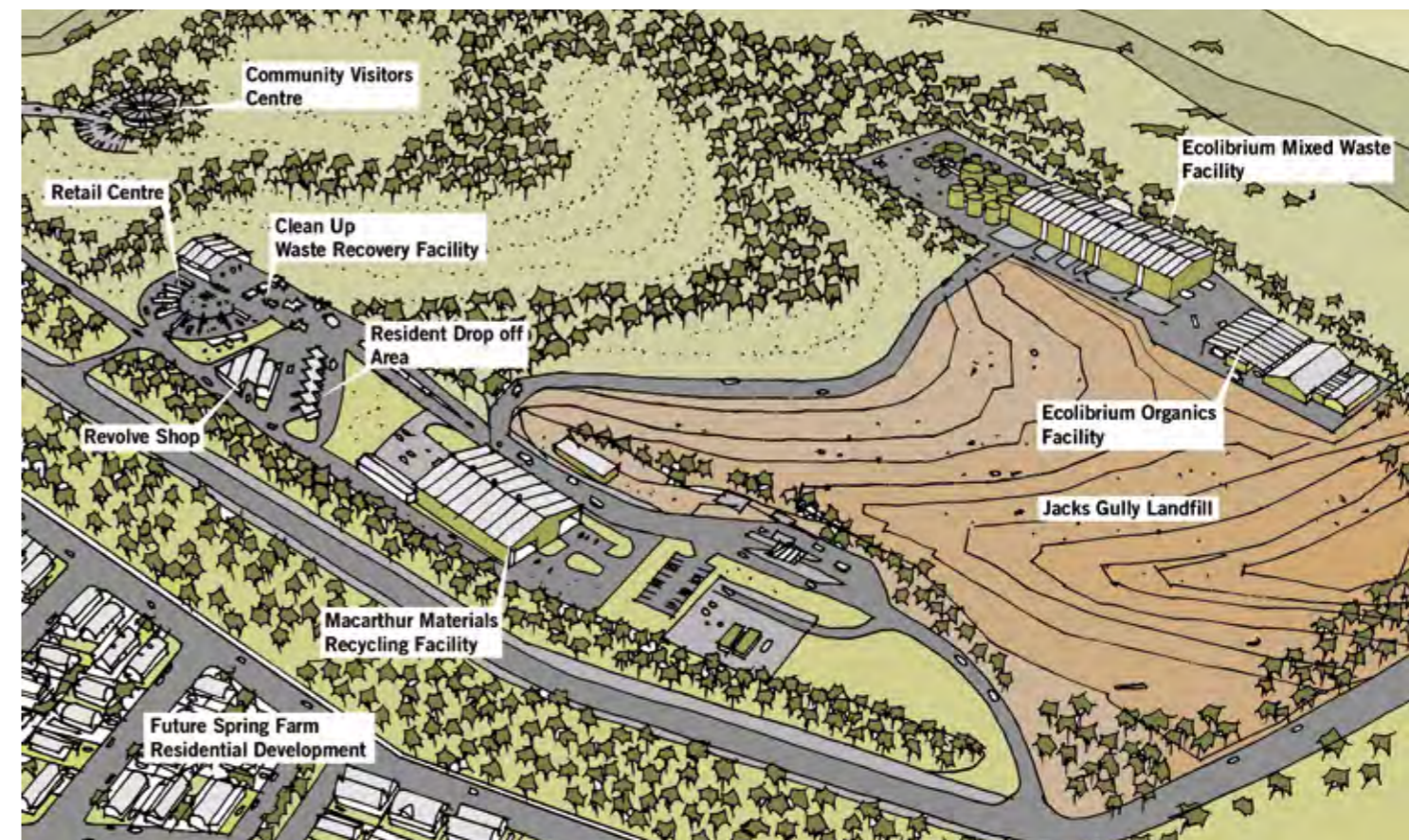
ECOLIBRIUM
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MACARTHUR RESOURCE RECOVERY PARK



Artist's impression of the Macarthur Resource Recovery Park. See inside for more details.

CEO'S MESSAGE



Ken Kanofski, CEO

In December WSN Environmental Solutions was awarded a landmark contract with Camden, Campbelltown, Wollondilly and Wingecarribee Councils to process their waste and recyclables for the next 15 years. As a result of this we will be building the Macarthur Resource Recovery Park at our Jacks Gully site, including a new Alternative Waste Technology facility for recovering resources from mixed waste.

This is a wonderful opportunity for the Macarthur Region and will have many

benefits for the local community and the environment. The decision also shows that more and more councils and their residents are making the move towards more sustainable ways of managing their waste.

We have also launched our Education Package to our council customers and introduced them to the comprehensive range of resources that are available to assist them.

We're continuing to support many worthwhile programs and projects that are focused on promoting sustainability. This newsletter provides an outline of some of the organisations that we sponsor and the excellent work they are doing.

Ken Kanofski
Chief Executive Officer

NEW EDUCATION GUIDES AVAILABLE

"Landfill: what you need to know" is a booklet that outlines how we responsibly manage our landfill sites to minimise the impact on the environment and maximise production of green electricity.

A new booklet called "How we recover garden organics: ways of returning a valuable resource" explains how garden organics brought to our sites are treated and processed to create mulch and compost products ready for resale.

Both of these publications as well as our other guides on Materials Recycling Facilities, the Eastern Creek AWT facility and the Easy Guide to Waste Technologies can be downloaded from our website at www.wsn.com.au or obtained from our Customer Service Centre on 1300 651 116.



EDUCATION PROGRAM LAUNCHED



WSN Environmental Solutions forum for customers.

On 1 March we held a forum for customers to launch our new range of educational resources.

We have developed a selection of innovative educational tools that are available for our customers to use to increase community awareness and lead change in sustainable waste practices. The forum provided an overview of these tools and the services that we can provide.

The resources include the Planet Protectors™ Program for primary schools, tours of our facilities, training, a series of easy guides, newsletters and technical forums.

If you would like to know more please call our Education Officer, Tsuey Cham on 9934 7067 or email tsuey.cham@wsn.com.au.

GRASS ROOTS PROGRAM

The successful applicants in WSN's Grass Roots Sponsorship Program were announced late last year, with 23 successful projects in 13 separate council areas.

The Grass Roots Sponsorship Program was developed to support and promote projects that contribute to environmental sustainability and benefit the local community. Here is an update on one of the successful projects.

St Andrews College revegetation project

Students and teachers at St Andrews College in Marrayong have been working to extend the native garden that they have developed on the school grounds. They have been planting Cumberland Plain Woodland ground covers and medium height species. The long-term aim is to develop a corridor of native plants along the school's fence line to attract native birds, enhance the school environment and protect the soil.



Lyndal Dennis from St Andrews College.

WHAT'S HAPPENING IN THE MARKET

- Campbelltown, Camden, Wollondilly and Wingecarribee have jointly awarded a 15 year waste and recycling contract to WSN valued at over \$150 million.

- Lane Cove Council has contracted its putrescible waste to WSN for 5 years with 25% to be sent to the Eastern Creek AWT Facility.

ECOLIBRIUM – A BALANCED SOLUTION

OUR PHILOSOPHY

WSN believes that there is no "one size fits all" waste management solution, so much so that we have developed a trademark called Ecolibrium™ to reflect this philosophy. Our Ecolibrium™ approach to technology is about balancing environmental and economic needs and local factors with world class technologies to create a tailored solution that meets the requirements of the local community. We want to give our customers choices about the way their waste is managed, and can offer a range of simple to more sophisticated solutions – depending on what you need.

The right solution does not necessarily need to be "high-tech". For example, with Gosford Council, we worked together to create a pre-sorting system at their two landfills to minimise the amount of waste being sent to landfill, extend the landfill life and recover valuable resources such as steel and organics.

Eurobodalla Shire Council wanted to improve recycling rates in their community. We worked in partnership with local companies, including a disability services provider, supplied more advanced equipment for the Materials Recycling Facility (MRF), and provided supervision and training for MRF staff. The project has improved recycling rates by 250% and provides employment for eight disabled people.

It's all about working with customers to find out how we can help them to deliver more sustainable environmental and social outcomes that suit their infrastructure and budget.



WSN Environmental Solutions CEO, Ken Kanofski, with Mayors and staff of the four councils.

Would you prefer to receive this newsletter electronically? Would any of your colleagues like to be added to the mailing list? If so, please contact Public Relations Officer, Sandi Shrimski, on 9934 7019 or email sandi.shrimski@wsn.com.au

CASE STUDY: THE MACARTHUR RESOURCE RECOVERY PARK



The Arrowbio plant in Tel Aviv, Israel, uses flotation to sort the waste.

The Macarthur Resource Recovery Park, to be built on our existing Jacks Gully site, will showcase the Ecolibrium™ concept as the first large scale fully integrated waste management site in Australia. The Park will be built as a result of Campbelltown, Camden, Wollondilly and Wingecarribee Councils entering into a 15-year resource recovery contract with WSN Environmental Solutions.

The four councils needed an integrated solution that would work with their existing bin systems, treat the waste locally, and provide a "closed-loop" approach to resource use by returning as many products as possible to the community and the local councils.

WSN analysed the needs of each council and then developed the concept of the Macarthur Resource Recovery Park. The Park will process recyclables, organics and mixed solid waste from the Campbelltown, Camden, Wollondilly and Wingecarribee council areas. All waste brought to the Park will be treated on-site, and only recovered products such as recyclables and compost will leave the site.

The site will include a fully enclosed tunnel composting system to process 30,000 tonnes of organics each year, a materials recycling facility for sorting up to 30,000 tonnes of recyclables per year, a resident drop-off area, a community visitor and education centre, a "Clean Up Waste" recovery facility and a landfill for inert waste.

The centrepiece of the Park is the Ecolibrium™ Mixed Waste Facility using world leading Arrowbio technology from the Arrow Ecology Group in Israel. Arrowbio is a proven technology that uses flotation to sort the waste and natural biological processes to produce high-quality fertiliser.

AT FULL CAPACITY THE FACILITY WILL:

- ▶ Process up to 90,000 tonnes of household waste per year – twice the weight of the Sydney Harbour Bridge
- ▶ Divert around 70% of waste from landfill
- ▶ Recover enough green energy to power around 2,500 homes
- ▶ Recover 19,000 tonnes of recyclables
- ▶ Produce 10,000 tonnes of fertiliser
- ▶ Produce 11,700 kilolitres of treated water
- ▶ Be self-sufficient in water

The development will also assist the local economy, providing between 30 and 50 jobs during the construction phase, and 40 full-time jobs when the plant is operational.

An extensive community consultation program will be conducted in coming months as part of the Environmental Assessment process to ensure that any community concerns can be addressed.