



Signatory Name: Australian Postal Organisation

The question numbers in this report refer to the numbers in the report template. Not all questions are displayed in this report.

Status: Complete

The content in this APC Annual Report is hereby endorsed by the Chief Executive Officer, or equivalent officer of the organisation.

☒ Yes

5. Industry sector (please select 1 only):

- ☒ Brand Owner / Wholesaler / Retailer
- ☐ Packaging Manufacturer
- ☐ Waste Management
- ☐ Other - Commercial Organisation
- ☐ Community Group
- ☐ Industry Association
- ☐ Government
- ☐ Raw Material Supplier
- ☐ Other:

6. Industry type (please select 1 only):

- ☐ Food & Beverage
- ☐ Pharmaceutical / Personal Care / Medical
- ☐ Hardware
- ☐ Homewares
- ☐ Communications / Electronics
- ☐ Clothing / Footwear / Fashion
- ☐ Chemicals / Agriculture
- ☐ Fuel
- ☐ Large Retailer
- ☐ Tobacco
- ☐ Shipping Company
- ☐ Airline
- ☒ Other: Postal services

7. Please indicate your organisation's reporting period:

- ☐ Financial Year: 1 July 2014 – 30 June 2015
- ☒ Calendar Year: 1 January 2015 – 31 December 2015

8. Was your action plan extended or updated to cover the APC transitional year (01/07/2015 -30/06/2016)?

- ☐ Yes
- ☒ No

Goal 1: Design

KPI 1: % of signatories with documented policies and procedures for evaluating and procuring packaging using the SPGs or equivalent.

9. Does your company have documented policies and procedures for evaluating and procuring packaging using the SPGs or equivalent?
- ☒ Yes ☐ No

Provide details of policies and procedures

The Procurement Policy states that where practicable, our preference is to procure products and services that:

- source materials from sustainable or renewable sources and have the appropriate certification
- source material made from recycled content
- are able to be reused or recycled at their end of life and are appropriately labelled
- help minimise our energy and fuel use and carbon emissions
- help minimise our water use or waste disposed of

This is in conjunction with the Environment Policy that aligns closely with the Procurement Policy by:

- ensuring the environment is considered in our investment and corporate strategies, procurement and the products and services we offer
- actively working to minimise pollution, manage waste streams and address relevant biodiversity issues

engaging with our customers, employees and shareholder on environmental issues and transparently reporting on our environmental performance

10. Of the types of packaging **existing at the beginning of the reporting period**, what percentage had been reviewed using the Sustainable Packaging Guidelines (SPG) by the end of the reporting period?
- 65

%
11. Have any new types of packaging been introduced during the reporting period?
- ☒ Yes ☐ No
12. If yes, of the **new types of packaging introduced during the reporting period**, what percentage have been reviewed using the Sustainable Packaging Guidelines (SPG) by the end of the reporting
- 100

%
13. Please indicate your progress this year towards achieving your annual targets and milestones for KPI 1

	Target: According to your Action Plan, what did you set out to do?	Actual: What did you achieve?
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1.	Develop the Sustainability Packaging Criteria (SPC) to be functional and relevant to the nature of Australia Post packaging.	<p><u>Completed.</u></p> <p>The SPC tool was developed and has evolved in consultation with the APC steering group. Since the tool was developed it is constantly being reviewed and updated to ensure it is meeting the needs of the organisation.</p> <p>The commitments considered in the SPC tool have also been formalised through their inclusion into the Procurement Policy and the Environment Policy.</p> <p>The Procurement Policy states that where practicable, our preference is to procure products and services that:</p> <ul style="list-style-type: none"> • source materials from sustainable or renewable sources and have the appropriate certification • source material made from recycled content • are able to be reused or recycled at their end of life and are appropriately labelled • help minimise our energy and fuel use and carbon emissions • help minimise our water use or waste disposed of <p>This is in conjunction with the Environment Policy that aligns closely with the Procurement Policy by:</p> <ul style="list-style-type: none"> • ensuring the environment is considered in our investment and corporate strategies, procurement and the products and services we offer • actively working to minimise pollution, manage waste streams and address relevant biodiversity issues <p>engaging with our customers, employees and shareholder on environmental issues and transparently reporting on our environmental performance</p>
2.	100% of new products are reviewed using the SPC by FY 14.	<p><u>Completed.</u></p> <p>100% of new products have been reviewed using the SPC.</p>
3.	100% of existing products are reviewed using the SPC by FY 15.	<p>65% of products have been reviewed by the SPC tool.</p> <p>Progress towards this target has not progressed since our last annual report. This has been due to our focus being applied to new products and exploring packaging innovation. Given the regular recontracting of packaging suppliers we believe our engagement around packaging design and supplier practices will be effective in ensuring the majority of our packaging products are being assessed and the remainder covered through regular business practice.</p>

14. Describe any constraints or opportunities that affected performance under this KPI

Using an Australia Post developed spreadsheet to encourage suppliers to report and assess packaging design limits the effectiveness and support from suppliers in the process. As a result we are exploring industry based benchmarking and design tools such as COMPASS and PRET. We believe this approach will drive greater uptake around industry standards and greater convergence for packaging suppliers. Ongoing support of the APC in driving expanded benchmarking and evaluations tools that cover all aspects of design and packaging life cycle will be essential.

Goal 2: Recycling

KPI 3: % signatories applying on-site recovery systems for used packaging.

15. Do you have on-site recovery systems for recycling used packaging?

- ☐ Yes at all facilities/ sites
- ☒ Yes at some, but not all facilities/ sites
- ☐ No

16. Please indicate your progress this year towards achieving your annual targets and milestones for KPI 3

	Target: According to your Action Plan, what did you set out to do?	Actual: What did you achieve?
1.	Baseline assessment complete by FY14.	<p><u>Completed.</u></p> <p>Australia Post established a waste baseline in 2014. This baseline was again reviewed and monitored throughout 2015.</p> <p>In 2015, 92% of all sites serviced have some form of recycling available. However a review of the sites without recycling facilities showed they were smaller locations that may have recycling collected by local councils or produce limited amounts of waste.</p> <p>Over the past year we have successfully reduced the volume of waste to landfill by 1700t, a reduction of approximately 17%. This is due to an ongoing focus on recycling in our major waste generating facilities.</p>
2.	Reporting function implemented by FY14	<p><u>Complete.</u></p> <p>Waste data from our national waste contractors is analysed for trends and anomalies on a monthly basis with our Real Estate team. This data enables us to confirm the key focus areas and opportunities to reduce operational waste, identify gaps in recycling capabilities and recognise positive performance and outcomes. This process also enables us to gain a greater understanding of regular and ad hoc waste streams.</p>
3.	Key metrics identified and reduction target agreed on by FY15.	<p><u>Complete.</u></p> <p>The key metrics have been identified and overall waste reduction targets have been set for 2020.</p> <p>In 2015 the organisation set an enterprise waste target to enable the recycling, reuse and responsible diversion of 100,000 tonnes of materials by 2020. This comprehensive and ambitious target provides significant focus to our operational waste management practices as well as our product stewardship and circular economy collaboration programs across industry and with our customers.</p>

17. Describe any constraints or opportunities that affected performance under this KPI

Given the diverse nature and distribution of our operational facilities, Australia Post and StarTrack have multiple waste suppliers around the country including local councils and specialised waste collections (tyres, e-waste etc). This has made the collection of data extremely challenging and creates many opportunities to further develop the program and continually improve our waste management.

Some of the opportunities that are being investigated under the Australia Post waste management program include;

- Restructuring construction contracts to incorporate waste collection and data management
- Obtaining data from non-serviced sites
- Expanding recycling streams to all sites
- Ensure all streams of waste are being collected and measured from each site.
- Identifying collaboration opportunities across Postal organisations
- Exploring upcycling programs of key operational waste streams
- Identifying industry approaches to key waste challenges across the logistics industry

In addition to the waste contractor data, our site based energy efficiency audits and inspections have been expanded to include broader environmental impacts including waste. We expect these audits to identify further waste management and staff engagement opportunities to drive positive behaviour change in relation to waste and recycling.

KPI 4: Signatories implement formal policy of buying products made from recycled packaging.

18. Does your company have a formal policy of buying products made from recycled packaging?

☒ Yes ☐ No

Provide details of policies and procedures (including names of policies/ procedures)

The Procurement Policy states that where practicable, our preference is to procure products and services that:

- source materials from sustainable or renewable sources and have the appropriate certification
- source material made from recycled content
- are able to be reused or recycled at their end of life and are appropriately labelled
- help minimise our energy and fuel use and carbon emissions
- help minimise our water use or waste disposed of

19. Is this policy actively used?

☒ Yes ☐ No

20. Please indicate your progress this year towards achieving your annual targets and milestones for KPI 4

	Target: According to your Action Plan, what did you set out to do?	Actual: What did you achieve?
1.	100% of new products are reviewed using the SPC by FY15.	<u>Completed.</u> 100% of all new packaging products were reviewed using the Sustainable Packaging Guidelines.
2.	100% of existing products are reviewed using the SPC by FY15.	While 100% the suppliers have signed the SPG, we are working towards ensuring their products also undergo the same evaluation criteria separately. As a result 65% of all products have been evaluated under the SPC.

3.	Assess products for recycled content with the view to increase recycled content.	<p>Ongoing.</p> <p>Our Procurement Policy formalises our commitment to exploring recycled content in our products. It recognises supply chain performance and aims to purchase products made from recycled content before other alternatives.</p> <p>As this process is being applied to all new packaging we are confident that we will Identify opportunities and continue to progress the amount of recycled materials in our products.</p> <p>Examples of some of the positive outcomes this approach has delivered are outlined below.</p> <p>Mailbags Australia Post are using new international mailbags that are designed to incorporate the sustainability principles outlined in the Procurement Policy. As a result international mailbags are now;</p> <ul style="list-style-type: none"> • Manufactured using recycled polypropylene rather than virgin plastics. • Designed using a single material through the entire product to ensure ease of the recycling process. <p>Letter Trays (LLTs) Australia Post is in the process of developing new letter trays designed using a recyclable plastic that will also ensure the product is recycled at its end-life. With over 800,000 letter trays on order this will provide a significant reduction of waste entering landfill as our current product requires specialist recyclers and is therefore only being recycled from Sydney West Letters Facility. While the new product is still in the design stage we are expecting these to be rolled out before the end of 2017.</p>
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21. Describe any constraints or opportunities that affected performance under this KPI

We continue to see declines in the use of traditional mail vs parcel deliveries. These changes are having a flow on effect on our packaging range and volumes. This change is placing greater emphasis on flexible parcel related packaging (e.g. plastics) rather than our use of paper which continues to be easier to incorporate recycled contents.

In the future Australia Post aim to work closer with our suppliers to jointly innovate our packaging products for better sustainability and operational outcomes and to provide additional support to the goal of including more recycled content in packaging. Initially this will focus on the following material classifications:

- To focus on environmental performance on a materials basis along the following Packaging attributes:
 - Recycled vs. Virgin Content
 - Percent of Source Certified Material
 - Solid Waste
 - Chemicals / Toxicity Human and Environmental
- To better understand how waste streams relate to underlying processes
- Identify opportunities and possibilities for recycling, reuse and reduce and ultimately closing the loop on packaging products
- Increasingly replace impact materials for less impactful alternatives
- To expand our product toxicity and consumer safety management programme
- To better monitor our value chains and improve overall product provenance
- Dematerialize products whilst maintaining and / or improving their performance
- To actively monitor applied manufacturing and assembly process as part of our Energy Efficiency and Carbon Management programmes

An extension to our materials analysis will see focus applied to Dyeing, Printing and Inks. It is our intent to work with our suppliers around a hierarchy of approach. For example (from most preferred to least preferred).

- No inks used: Preferred due to the absence of resources and processes.
- Water based: No VOCs; Safe to work with; non-toxic; Enables flexographic printing process that utilize less energy than traditional lithographic printing; Less waste in printing process
- Bio/Soy based; Less toxic than 100% petroleum based inks; Primary medium requires land use/farming; May contain small percentage of petroleum; Natural oil based; biodegradable; Requires lithographic printing process;
- Petroleum based; VOC emitting; Petroleum; Must employ lithographic printing.

Goal 3: Product Stewardship

KPI 6: % signatories with formal processes to work collaboratively on packaging design and / or recycling.

22. Does your company have formal processes in place for collaborating with other companies or organisations on improved packaging designs and/or recycling which aims to reduce or eliminate waste?

☒ Yes ☐ No

Provide details of policies and procedures (including names of policies/ procedures)

The Procurement Policy states that where practicable, our preference is to procure products and services that:

- source materials from sustainable or renewable sources and have the appropriate certification
- source material made from recycled content
- are able to be reused or recycled at their end of life and are appropriately labelled
- help minimise our energy and fuel use and carbon emissions
- help minimise our water use or waste disposed of

This is in conjunction with the Environment Policy that aligns closely with the Procurement Policy by:

- ensuring the environment is considered in our investment and corporate strategies, procurement and the products and services we offer
- actively working to minimise pollution, manage waste streams and address relevant biodiversity issues engaging with our customers, employees and shareholder on environmental issues and transparently reporting on our environmental performance

23. Please indicate your progress this year towards achieving your annual targets and milestones for KPI 6

	Target: According to your Action Plan, what did you set out to do?	Actual: What did you achieve?
1.	100% of new products are reviewed using the SPC by FY14	<u>Completed.</u> Through our sustainable procurement and supplier relationship management programs processes are in

	<p>place to support collaboration with suppliers in order to develop mutually beneficial business and sustainability outcomes. These outcomes are supported by quarterly supplier review meetings for our strategic suppliers.</p> <p>A key part of our packaging program is the use of a product self-assessment tool for our suppliers to complete. We are aiming to get a baseline and benchmark with our supplier's key attributes of our packaging products. In light of the environmental performance of our Packaging solutions, to help forge strategic supplier relationships, sustainable product design and in order to measure the full spectrum of sustainable performances of our Packaging suppliers, Australia Post aims to adopt the Compass Packaging self-assessment tool.</p> <p>In addition to formal processes to investigate collaborative opportunities for our own packaging, we also focus on supporting our customers design and implement programs that improve packaging design as well as increase recycling. Also from a customer servicing perspective we have formal processes to ensure we are meeting their requirements.</p> <p>As an extension to one-on-one involvement with customers and suppliers we are active in developing cross industry processes and forums around packaging and recycling. For example, we hold a monthly Industry Recycling Working Group that brings together key internal stakeholders with suppliers and customers to develop scalable industry approaches to enhance recycling.</p> <p>In order to scale this activity we have created an element of our returns/reverse logistics service that focuses on the collection and distribution of packaging and materials for recycling.</p> <p>Finally, we are also active members of industry bodies such as the Australian Battery Recycling Industry (ABRI) and accredited under the Tyre Stewardship Australian Scheme in order to help develop and deliver better recycling outcomes.</p> <p>From an innovation and industry leadership position, we are working closely with university design teams and customers using design thinking approaches to develop a new sustainable packaging solutions, including satchels. There are currently 60 million satchels going to landfill each year and in-order to reduce this impact Australia Post is in the process of creating new products and business models that will be beneficial to customers and the environment.</p> <p>This program is making great progress with design teams and selected customers working together in a co-design process targeting the delivery of a product prototype by the end of 2016. With the aim to further develop a sustainable satchel that can be reused, recycled or repurposed.</p> <p>We also have a dedicated team that collaborates with customers and packaging suppliers to co-design bespoke packaging solutions for our major contracted customers. This program has an existing catalogue of packaging solutions as well as a framework to introduce innovative packaging designs. Sustainability considerations are identified and considered and</p>
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		pursued throughout this process.
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24. Describe any constraints or opportunities that affected performance under this KPI

Australia Post is committed to establishing and maintaining strategic supplier relationships, leading to long-term reciprocal partnerships. Many of our suppliers have embraced the challenge towards more sustainable procurement practises and continuous improvement. At the same time, not all suppliers possess the resources and capabilities to fully and effectively engage in our packaging reduction programme.

In the coming reporting period, we aim to map capabilities to help mitigate areas of under-performance with our supply partners.

KPI 7: % signatories showing other Product Stewardship outcomes.

25. Please indicate your progress this year towards achieving your annual targets and milestones for KPI 7

	Target: According to your Action Plan, what did you set out to do?	Actual: What did you achieve?
1.	Develop internal reporting capability for product stewardship programs	<u>Completed.</u> Australia Post reports on historical and current information regarding the Product Stewardship programs. These reports have provided a great indicator of the success of these programs.
2.	Participate in product stewardship industry programs and report involvement in these annually.	<u>Complete (ongoing)</u> We have continued to focus heavily on Product Stewardship as we are in a unique position to help our customers with logistics, deliver value for our business as well as manage the impact of our products across their value chain and lifecycle. In addition, we are placing a stronger focus on product provenance and accountability. Sustainable Satchel Design As part of this initiative, the 'Sustainable satchel Prototype' project was commissioned to the RMIT Industrial Design Cell and RMIT Centre for Design and Society (CfD+S) by Australia Post to propose sustainable alternatives to the current Australia Post polymer satchels. The first stage of the project involved the development of two sketch satchels concepts addressing two main sustainability strategies: Dematerialisation through the 'Wrap and Send' satchel, and Reusability through the 'Multi-trip' satchel. Upon positive reception of these two concepts from key business customers, Australia Post moved forward to a second stage consisting of a Co-design workshop. RMIT Industrial Design Cell was engaged by Australia Post in September 2015 to propose sustainable alternatives to the current Australia Post polymer satchels based on enhanced functionality, dematerialisation, reusability as well as recyclability principles. Throughout October 2015, Australia Post shared their vision to deliver 'Plan of Tomorrow' to customers and community through a number of industry forums for internal staff and key external business stakeholders. Areas for innovation included in the forum included: delivering leading customer experiences; access to new markets; innovative online services for business growth; and sustainable delivering design solutions

	<p>considering community and environmental benefits.</p> <p>As part of the Stage 1- Concept design sketches, RMIT mapped satchel life cycles, customer services, exchange relationships and packaging attributes. RMIT then devised scenarios of use and personas to inform how to deliver higher value to users and businesses from satchels. Through conceptual sketching, key design and service functionality features were detailed. Two sustainability design strategies prevailed: 1) Dematerialisation ('Wrap and Send' satchel) and 2) Reusability ('Multi-trip' satchel) (see Figure 1). Both the 'Wrap and Send' and the 'Multi-trip' satchel deliver optimised logistics, usability, adaptability, customisation, as well as responsiveness and product stewardship. The focus of the current Sustainable Satchel programme is on the 'Multi-trip' satchel scenario; the dematerialisation 'Wrap and Send' scenario will be revisited at a later stage.</p> <p>Australia Post continue to enable national recycling solutions for our customer and industry led initiatives and support the development of new product stewardship initiatives. Key examples include:</p> <p>Cartridges 4 Planet Ark Australia Post has been supporting the popular recycling program 'Cartridges 4 Planet Ark' by collecting used printer cartridges from thousands of our customers across the country. Printer cartridges can easily be dropped off for recycling in 'Cartridges 4 Planet Ark' collection boxes, located at participating post offices across the country. To this date, Australia Post has help this process to recycle 5.2M items through the Cartridges 4 Planet Ark Program.</p> <p>Mobile Phones Australia Post is an active supporter of mobile phone recycling programs including Mobile Muster. By using our national network to enable convenient drop off locations people are able to conveniently recycle heir old phones. In 2015 over 320,000 mobiles were recycled through these programs.</p> <p>Australian Battery and Recycling Initiative We are participating in a Queensland power tool battery recycling trial and are an active member of the ABRI button cell recycling trial that is exploring the collection, transportation and safe disposal of button cell batteries that will support child safety campaigns as well as enabling more environmentally sound disposal.</p> <p>Tyre Stewardship Australia Australia Post used approximately 60,000 tyres in 2015. As part of our accreditation under the TSA these tyres have a responsible end-life with truck tyres being recycled to produce playgrounds and athletic surfaces as well as compressed for brake pads.</p> <p>Coffee Cups We are part of a cross industry program to develop recycling solutions for coffee cups. With other large corporations we are currently in the design phases to work out a solution to enable efficient and effective processes to remove the significant number of cups in the waste stream.</p>
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26. Since the beginning of the reporting period, has your company had any other outcomes related to product stewardship?

☒ Yes ☐ No

If yes, please give examples of other product stewardship outcomes

Foxtel

Australia Post continues to offer a recycling / return programme for Foxtel set-top boxes. This service uses a fully recycled padded bag, whilst utilizing 3000 outlets across the country with 592,000 items being sent through this program.

Licensys

The Licensys Product Stewardship program allows Queensland and Victorian car owners to return their old license plates to any Post Office in their State. These plates are then delivered to steel manufacturers for recycling. Throughout 2015 over 315,000 number plates were recycled thanks to this program.

Cash Converters

With the rise of internet sales Australia Post is helping Cash Converters re-use program by facilitating the distribution of goods from the store to the customer. In 2015 Australia Post has collected over 575,000 items from Cash Converter stores around the country.

TerraCycle

With their ability to recycle just about any product, Australia Post has partnered with TerraCycle to allow people to mail products directly to Terracycle that would otherwise end up in landfill or litter streams. These include, Zero waste boxes which companies can purchase and place various objects, including batteries, toothpaste tubes, tooth brushes, pens and other office stationary.

Australia Post mailing satchel recycling program

Australia Post is taking ownership for the products it is putting into the waste streams by putting in place a national collection and recycling program for plastic satchels, bubble wrap and other common postage items

Used satchels are collected from businesses and delivered to TerraCycle where they are broken down and recycled. Special recycling bins have been created and are provided to businesses with collections free of charge to enable non-recyclable plastic packaging to be recycled from the consumers end rather than ending up in landfill or litter streams.

- Social media campaign
- Dedicated recycling bins

Banksia Sustainability Award – Large Business

Australia Post was awarded the Banksia Foundation's Large Business Sustainability Leadership Award in 2015 in recognition of our efforts to integrate environmental initiatives across our business. Key initiatives that have helped us achieve that milestone include energy efficiency upgrades at over 150 properties, reducing energy costs by 17%, introducing more than 2,000 new motorbikes that are 60% more efficient, using biofuel in our trucking operations, installing solar panels at over 20 locations. And via our large and convenient collection network we've also helped to recycle over half a million printer cartridges, more than 250,000 mobile phones and accessories and 10 million cigarette butts through our partnerships with Mobile Muster, PlanetArk and TerraCycle.

Carbon Reduction Program

Australia Post has set an ambitious target to achieve a 30% reduction in absolute greenhouse gas emissions based on a 2010 baseline. After five years Australia Post has achieved an 18% reduction primarily through a consistent focus across our 1100 buildings including: consolidation of staff to better performing buildings, capital and operational investment in energy efficiency and more recently in the introduction of on-site solar generation at twenty of our facilities. We have also achieved fuel savings across our fleet of vehicles with our most notable achievement being a sixty percent reduction in fuel usage for more than 2000 new motorcycles introduced into operation.

27. Describe any constraints or opportunities that affected performance under this KPI

We see an excellent opportunity to help facilitate Product Stewardship outcomes across Australia. This is due to the significant reach of our network combined with our desire to work collaboratively to achieve better solutions. This focus is not only on the physical transportation of goods, but also attempting to open up new markets, gain greater customer insights and enhance awareness of the programs.

KPI 8: Reductions in packaging items in the litter stream.

28. Please indicate your progress this year towards achieving your annual targets and milestones for KPI 8

	Target: According to your Action Plan, what did you set out to do?	Actual: What did you achieve?
1.	Measurable contribution to the reduction of litter.	<p>Raise community awareness and reduce the volume of litter in the community. As a major supporter of Clean Up Australia Day, Australia Post provided the distribution of waste collection bags for 680,000 volunteers in over 7000 location around Australia. [SA1] [FD2]</p> <p>In addition to this Australia Post run social media campaigns for Clean Up Australia Day, displays were provided through 212 post office outlet by provide instore promotion on digital screens. Ads were displayed every 6 minutes and provided viewing to an estimated 1.25 million people.</p> <p>In addition to our active support of Clean Up Australia, we also were an active participant running Clean Up Australia day and Clean Up Business Day sites.</p> <p>Recycling logos included on all applicable packaging. Approximately 90% of Australia Post branded applicable packaging contains the recycling logo or instructions of how much of the product can be recycled.</p> <p>Detachable aspects of the products, such as removable seals and window envelopes are being considered to continuously reduce our impact on the litter stream.</p> <p>Expand the Terracycle recycling program[SA3] [FD4] In 2015 we achieved a 700% increase in participation of the TerraCycle recycling programs.</p> <p>Australia Post supports the different product recycling programs of TerraCycle by providing packaging solutions, collection points and transportation services. TerraCycle are able to recycle items that regularly find their way into the litter stream, including;</p> <ul style="list-style-type: none">• Coffee capsules• Cigarette butts• Dental care products• Mailing satchels• Cleaning products• Health and beauty packaging• Baby food satchels

29. Describe any constraints or opportunities that affected performance under this KPI

By increasing the awareness of our waste program to staff we believe this will encourage staff to use bins correctly and reduce litter around the workplace as well as at their daily lives.

Your Experiences

This section lets you share with us any achievements, good news stories and areas of difficulties in making progress against your plan and the Covenant goals and KPIs.

30. Key achievements or good news stories

Australia Post has a requirement to receive and send letters using mailbags which come in a variety of shapes, sizes and materials. A recent event at one of our airport sites during the Christmas peak, where we were faced with handling a larger volume of bags to be either returned or recycled, highlighted the need for an industry solution. At present for the majority of postal organisations they request back their original bags from the receiver but often the bags are sent back to the origin country as air freight without any product as the recipient does not have machinery that can handle the individual design.

Australia Post is now working with both the International Postal Corporation and individual countries to reduce the environmental impact of such a process. Last year the empty bags accounted for 619 tonnes of emissions which is the same as the emissions from around 700 of our Australia Post Motorcycles.

Over the past year Australia Post has:

- Celebrated World Environment Day at HQ in Melbourne giving away over 3,000 KeepCups, to promote the use of reusable coffee cups
- Participated in Ride2Work Day hosting an event at HQ in Melbourne servicing over 30 bikes and raising awareness of the benefits of bike riding, both environmental and health related
- Won the Large Business Award at the 2015 Banksia Environmental Awards
- Promoted National Recycling Week to our 35,000+ workforce through integrated communication campaign including - online, AV and a recycling offers
- Hosted an internal panel discussion around the UN COP21 in Paris, titled – ‘COP21, What we’re really playing for’ in November 2015
- Participated in the Carbon Disclosure Project, achieving a score of 98/100
- Launched the TerraCycle Mailing Satchel brigade in February 2016
- Partnered with Clean Up Australia Day 2016, hosting the founder of Clean Up, Ian Kiernan at our HQ in Melbourne and assisted the delivery of almost 7,000 clean up kits around Australia
- Participated in Earth Hour 2016, turning off the lights at our Melbourne and Sydney HQs on Saturday March 19

31. Areas of difficulties in making progress against your plan, Covenant goals or KPIs

Due to Australia Post's vast network collecting data has been a difficult task with new information continuously coming in and the organisation constantly looking for new ways to build partnerships and reduce environmental impacts.

Other obstacles that Australia Post encounter include the differing levels of awareness and inconsistencies in the message of recycling, environmental attributes and impacts of products. As different councils are capable of recycling different products, messages get distorted about what products are recyclable to those living in different areas. Many rural areas also lack the infrastructure and services to provide recycling to the differing streams.

In addition to this is the consistency around standards. How we benchmark products and engage suppliers for information related to environmental performance.