



ACN 071 432 570



2012-2013

OPERATIONAL REPORT

CONTENTS

- 1. Executive Summary**
- 2. Contractor Performance**
- 3. Finance and Administration**
- 4. Community Education**
- 5. Company Activities**
- 6. Service Results by Local Government Area**

EXECUTIVE SUMMARY

Contractor Performance

- The Contactor met their obligations of the Service Agreement to the Company's satisfaction.
- No industrial matters arose.
- Work Health & Safety obligations met.
- 30th June 2013 – end of Service Agreement after 16 years of satisfactory performance.
- New sorting facility construction begins at Gateshead.

Finance and Administration

- The Company is in a very strong financial position and has operated well within budget allocation for the 16th consecutive year.
- Mattress Contract development and Tender delivered within timeframes.
- DHL Supply Chain Pty Ltd eWaste Agreement negotiated with significant financial advantage to all Hunter Councils, saving an estimated \$2.8 million over 5 years.

Community Education and Promotion

- New Education Coordinator appointed – Leanne Sanderson.
- 130,000 Community Education Packs developed and distributed to all homes.
- Roll out of the new service to Singleton.
- 38 School & community presentations undertaken.
- Strong media exposure across all Member Councils.
- Very positive community response.

OVERALL RESULTS

- Very minor product fall per home in both Lake Macquarie and Cessnock, however an increase per home in Maitland. All Councils are now on par with very similar recovery weights per home per annum at around 9 kilos per service or 234 kilos per annum per home.
- A drop in waste by 25.7% over the previous year or 180 tonnes.
- A total of 387,782 tonnes has been recycled over the past 16 years of the domestic kerbside recycling service saving 1,066,631 cubic metres of landfill space.
- eWaste volumes grew by 21% over the previous year. A record 1,005,843 kgs recycled in 2012-2013.

Overall an excellent year for the Member Councils and the Company!

CONTRACTOR PERFORMANCE

Solo Resource Recovery continues to provide a professional service at a consistently high standard. This is in part to the diligence of the local Manager Mr Sean Clayton who shares our Company's ideology on providing the best standard of customer service attainable.

Solo has been under considerable strain this past year with the commencement of services to Newcastle City Council and Lake Macquarie City Councils Green Waste, both commencing within 2 months of each other, however despite earlier minor delays in dealing with our service needs these were addressed once raised.

Our monthly meetings allow the opportunity to review the previous month's performance, identify areas for improvement and agreement on resolving any issues which arise.

30th June 2013 witnessed the end of the original Contract after 16 years of service without any disruption to the delivery of the service.

The Company's commitment to safety is without question and annual safety audits ensure safe systems of work and high safety standards.

Construction of the new sorting facility commenced in November 2012 to cater for the new Recycling Contract. This state of the art facility will ensure that we are able to maximise the recovery of recyclable product. Having a facility in our own service area will create local employment and local economic benefit and greatly reduce carbon emissions through the cessation of transfers of product to the Central Coast and Sydney for processing.

12 new service vehicles have been purchased to support the HRR Contract each being of Euro 7 standards or better and each operating on bio diesel so as to reduce environmental impact.

FINANCE AND ADMINISTRATION

For the 16th consecutive year the Company has operated well within budget.

The Company Manager has ensured that all accounting processes have met the requirements of the Company's Accountants and Auditors.

All matters pertaining to the requirements of the Australian Taxation Office, Australian Securities and Investment Commission have been met with no matters arising.

With the valued contribution of the Technical Sub-Committee the Company produced a Mattress Recycling Tender. The aims of the Tender were to provide a more competitive affordable service and to attract new players to our Region. Our Tender attracted two additional service providers as well as the current operator, however it did not result in a better price outcome.

The Company has no outstanding legal or insurance matters.

The demand upon the freecall 1800 number was such the Company Manager sought to have the Administrative Assistants position become full-time in April 2013. Ashlyn is a valuable contributor to the Company not only in a clerical sense; she is also encouraged to participate in the development of educational material based upon her frontline experience.

The Company has met all requests for assistance and/or information from our Member Councils. Monthly statistical reports are provided to each LGA providing full details of the previous month's outcomes for both kerbside recycling and eWaste recycling.

The Company continues to explore new recycling initiatives which will benefit our Member Councils.

COMMUNITY EDUCATION

Through Solo Resource Recovery we recruited a suitably qualified part-time Education Coordinator Leanne Sanderson on an initial 12 month performance Contract.

Leanne played a pivotal role in the development of the new service information kits delivered to every home within our Member Councils Local Government Area.

Out of the Square Media Newcastle were commissioned by Solo to develop the new Community Education Program, their concept Recycle Right Hero's is a huge success and our insistence that they use real local residents instead of actors has ensured the programs credibility.

We secured the domain name recycleright.com.au and created a micro web site to push home the Recycle Right message.

The relatively seamless implementation of the service to the Singleton Council area was due to a concerted effort by the Company to provide clear and easy directions and the close supervision of the roll out program.

At its peak the program resulted in over 2,000 hits per day on the web site!

All collection vehicles carry the Recycle Right message with many unsolicited comments from residents about how well they present.

Additional resources include a service mascot "Hunter the Recycling Retriever" (note the use of HRR in the name) a printed marquee which features educational messages on all panels and a scale representation of the collection truck on the rear panel, also pull up banners and new signage on the education trailer continue the Recycle Right theme.



Schools

Our enhanced Schools program allows larger Schools to receive additional free bin services or a commercial 3 metre bulk recycling bin at no cost.

New information packs have been sent to every School and 21 formal presentations to Schools and a further 17 Community Group presentations have occurred.

New initiatives to attract a younger audience include YouTube video production, Facebook and Google Display Network. ***The later attracting over 198,600 hits!***

COMPANY ACTIVITIES

Key Results

- Development and implementation of the Singleton new service roll out plan.
- Development of the new service information packs and education program.
- Development of the Mattress Recycling Tender and Review.
- Negotiated service Agreement with DHL Supply Chain Pty Ltd for the eWaste service now representing all Hunter Councils with excellent financial outcomes for all Hunter Councils which include a financial saving of an estimated \$2.8 million over 5 years.
- This financial saving was based upon 2011-2012 figures for eWaste collections; however an increase in product donation across all LGA's in 2012-2013 will result in a significantly higher saving.

SERVICE RESULTS BY LOCAL GOVERNMENT AREA

Average Kilo's Per Household, Per Annum, (post sort) Per Collection.

	11-12	12-13
<i>Cessnock</i>	9.38	9.04
<i>Lake Macquarie</i>	9.11	8.923
<i>Maitland</i>	8.69	8.87

Per Annum - Per Household Average.

	11-12	12-13
<i>Cessnock</i>	243.88	235.04 - down 0.34 kgs per collection
<i>Lake Macquarie</i>	236.86	232.0 – down 0.18 kgs per collection
<i>Maitland</i>	225.94	230.62 - up 0.18 kgs per collection

There has been a drop in contamination by 25.7% overall representing a fall of 180 tonnes less waste in 2012-13 compared to 2011-12.

519.91 tonnes of waste product was disposed of this reporting period compared to the previous year.

The average kilo of waste per home in 2011-12 was 5.5 kilos per annum!
The average kilo of waste per home in 2012-13 was 4.23 kilos per annum!

This represents a fall of 1.27 kilos per home, per annum average!

Further information is available in the tables provided within this report.

RECYCLING

Kerbside Domestic

Whilst recovery rates remain steady at around 9 kilos per household per collection it is 0.5 kilos higher than the State average, with an additional 13 kilos per home more collected from each of our Member Council homes each year over the State average.

Maintaining product recovery and reducing contamination/waste is a significant achievement and would demonstrate that our Community Education programs are achieving the desired results.

Since July 1997 to June 2013

Cessnock 56,954 tonnes

Lake Macquarie 259,199 tonnes

Maitland 81,629 tonnes

Collectively 397,782 tonnes recycled.

SNAPSHOT RESULTS BY LGA

Cessnock

Kerbside Recycling

2012-2013 = 4,717 tonnes recycled post sort.

This is down 65.4 tonnes on the previous year which equates to just 0.125 kilos per household per collection.

Waste dropped by 26.38 tonnes = 23.4% fall on the previous year.

Over the 16 years of service Cessnock residents recycled 59,954 tonnes of domestic recyclable packaging.

This saved 156,951 m³ of landfill space!

Reduced Co2 emissions by 28,412 tonnes, equal to taking 6,824 cars off the road permanently!

Saved enough electricity to power every home in the LGA for 2.2 years!

Saved enough water to provide a year's supply to 10,086 people!

eWaste

A total of 195,517 kilos was recycled during 2012-2013 up an additional 15,533 kilos on the previous year.

Since April 2009 a total of 542,849 kilos has been recycled saving an additional 1,302.8 m³ of landfill space.

Lake Macquarie

Kerbside Recycling

2012-2013 = 17,514 tonnes recycled post sort.

This is down 202 tonnes on the previous year which equates to just 0.103 kilos per household per collection.

Waste dropped by 97.42 tonnes = 23.36% fall on the previous year.

Over the 16 years of service Lake Macquarie residents recycled 249,199 tonnes of domestic recyclable packaging.

This saved 686,731 m³ of landfill space!

Reduced Co2 emissions by 124,317 tonnes, equal to taking 29,858 cars off the road permanently!

Saved enough electricity to power every home in the LGA for 2.55 years!

Saved enough water to provide a year's supply to 44,131 people!

eWaste

A total of 185,891 kilos was recycled during 2012-2013 up an additional 17,027 kilos on the previous year.

Since April 2009 a total of 512,025 kilos has been recycled saving an additional 1,228 m³ of landfill space.

Maitland

Kerbside Recycling

2012-2013 = 6,268 tonnes recycled post sort.

This is up 311.6 tonnes on the previous year which equates to an additional 0.44 kilos per household per collection.

Waste dropped by 26.18 tonnes = 18.7% fall on the previous year.

Over the 16 years of service Maitland residents recycled 81,629 tonnes of domestic recyclable packaging.

This saved 224,949 m³ of landfill space!

Reduced Co2 emissions by 40,722 tonnes, equal to taking 9,780 cars off the road permanently!

Saved enough electricity to power every home in the LGA for 2.3 years!

Saved enough water to provide a year's supply to 14,456 people!

eWaste

A total of 212,882 kilos was recycled during 2012-2013 up an additional 32,656 kilos on the previous year.

To date 588,453 kilos has been recycled saving an additional 1,412.3 m³ of landfill space.

All Councils

July 1997 to June 2013

A total of 387,782 tonnes has been recycled!

Saving 1,066,631 cubic metres of landfill space!

Reduced Co2 emissions equal to taking 46,462 cars off the road permanently!

Saved enough electricity to supply 299,020 houses for an entire year!

Saved enough water to supply 68,672 people for an entire year or would fill 2,570 Olympic swimming pools!

eWaste by LGA – April 2009 to June 2013 (in kilos)

<i>Cessnock</i>	542,849
<i>Lake Macquarie</i>	512,025
<i>Maitland</i>	588,453
<i>Subtotal</i>	<i>1,643,327</i>
<i>Newcastle</i>	443,160
<i>Singleton</i>	60,099
<i>Port Stephens</i>	289,293
<i>Muswellbrook</i>	111,420
<i>Dungog</i>	2,700
<i>Subtotal</i>	<i>906,672</i>
<i>Grand Total</i>	<i>2,549,999</i>

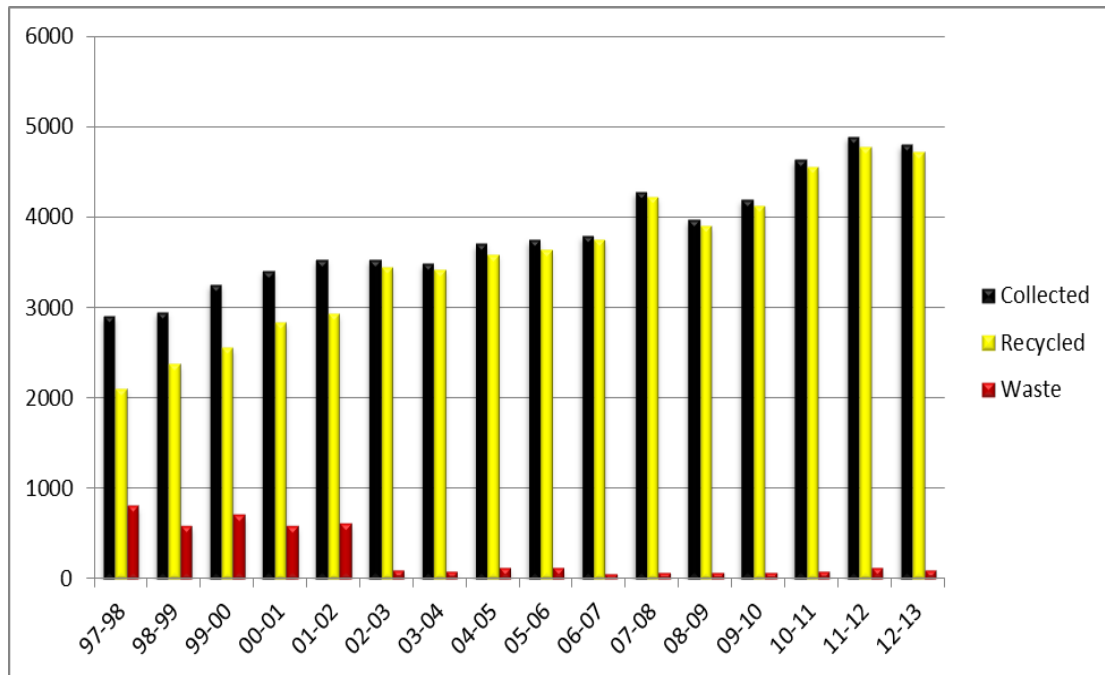
Cessnock City Council Kerbside Weights

Cessnock (tonnes)

YEAR	COLLECTED	RECYCLED	WASTE
97-98	2903.52	2107.955	795.565
98-99	2952.32	2373.1	579.22
99-00	3258.42	2555.25	703.17
00-01	3408.68	2836.02	572.66
01-02	3534.07	2928.33	605.74
02-03	3533.49	3448.753	84.739
03-04	3487.268	3416.57	70.698
04-05	3705.244	3587.155	118.089
05-06	3751.63	3638.93	112.7
06-07	3795	3750	45
07-08	4284.391	4223.292	61.099
08-09	3970.74	3901.63	69.11
09-10	4195.59	4131.67	63.92
10-11	4638.94	4556.26	82.68
11-12	4894.92	4782.33	112.59
12-13	4803.15	4716.94	86.21

YEAR	SERVICES	ANNUAL KGS PER HOME	KGS PER FORTNIGHT
1998	15430	136.614	5.254
1999	15622	151.907	5.842
2000	15744	162.299	6.242
2001	15871	178.691	6.872
2002	16106	176.084	6.772
2003	16380	210.546	8.098
2004	16764	203.803	7.836
2005	17014	210.835	8.109
2006	17222	211.3	8.13
2007	17652	215.443	8.286
2008	18213	231.833	8.918
2009	18561	210.2	8.084
2010	18880	218.84	8.416
2011	19197	237.34	9.128
2012	19602	243.97	9.38
2013	20061	235.13	9.75

Cessnock City Council Kerbside Weights



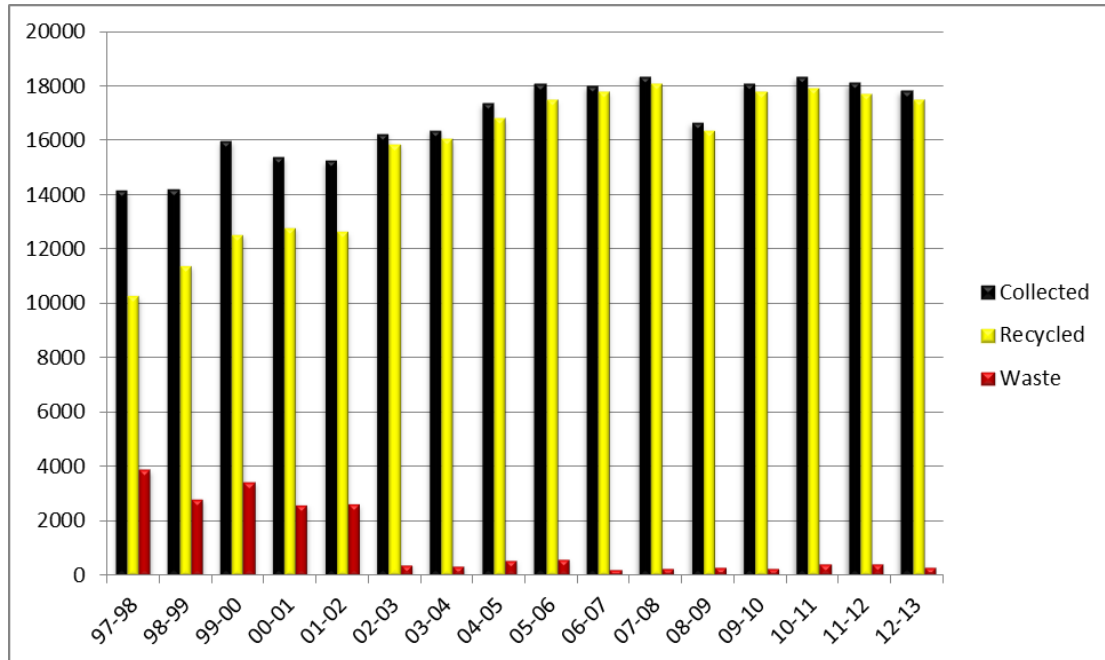
Lake Macquarie City Council Kerbside Weights

Lake Macquarie (tonnes)

YEAR	COLLECTED	RECYCLED	WASTE
97-98	14166.11	10284.59	3881.52
98-99	14211.66	11397.75	2813.91
99-00	15982.99	12533.86	3449.13
00-01	15393.89	12807.72	2586.17
01-02	15263.89	12647.66	2616.23
02-03	16254.98	15872.99	381.99
03-04	16392.38	16058.78	333.99
04-05	17370.27	16819.89	550.38
05-06	18091.25	17506.16	585.09
06-07	18022.43	17806.16	216.27
07-08	18368.876	18107.038	261.838
08-09	16671.8	16381	290.8
09-10	18092.68	17821.29	271.39
10-11	18346.55	17924.58	421.97
11-12	18133.17	17716.1	417.07
12-13	17833.64	17513.99	319.65

YEAR	SERVICES	ANNUAL KGS PER HOME	KGS PER FORTNIGHT
1998	64361	159.79	6.145
1999	65239	174.7	6.719
2000	66376	188.83	7.267
2001	67372	190.104	7.311
2002	68035	185	7.15
2003	68950	899	8.854
2004	69684	230.21	8.863
2005	70332	230.451	9.198
2006	70794	239.149	9.51
2007	71331	245.716	9.45
2008	72033	251.371	9.668
2009	72714	225.28	8.66
2010	73539	242.33	9.32
2011	73922	242.48	9.33
2012	74788	236.88	9.11
2013	75486	232.01	8.92

Lake Macquarie City Council Kerbside Weights



Maitland City Council Kerbside Weights

Maitland (tonnes)

YEAR	COLLECTED	RECYCLED	WASTE
97-98	3493.28	2536.12	957.16
98-99	3720.4	2983.76	736.64
99-00	3932.11	3083.56	848.55
00-01	4022.055	3346.34	675.715
01-02	4152.79	3441	711.79
02-03	4345.54	4241.15	104.39
03-04	4374.123	4284.989	89.134
04-05	4902.294	4747.444	154.85
05-06	5250.23	5093.88	156.35
06-07	5532.97	5466.57	66.4
07-08	5619.462	5539.331	80.131
08-09	5380.18	5286.4	93.78
09-10	5515.73	5433	82.73
10-11	6022.08	5911.03	111.05
11-12	6096.4	5956.18	140.22
12-13	6381.82	6267.78	114.04

YEAR	SERVICES	ANNUAL KGS PER HOME	KGS PER FORTNIGHT
1998	17955	143.681	5.526
1999	18407	162.099	6.234
2000	18966	162.583	6.253
2001	19565	171.037	6.578
2002	19965	172.351	6.629
2003	20725	204.639	7.87
2004	21582	198.544	7.636
2005	22408	211.863	8.148
2006	22916	222.28	8.855
2007	22976	233.877	8.995
2008	24170	229.182	8.814
2009	24576	215.1	8.27
2010	25099	216.46	8.325
2011	25536	231.478	8.9
2012	26336	226.16	8.69
2013	27183	230.58	8.87

Maitland City Council Kerbside Weights

