



Improving Waste Performance

A Practical Guide for Industrial Properties





Introduction

Waste and the 'Circular Economy' are growing agenda items for Australian businesses.

Landfill costs are increasing, there is pressure on natural resources and waste emissions often feature in net zero plans.

We appreciate that waste, recycling and reuse can be challenging to navigate, and that businesses are at different stages of advancement with it.

As part of its own sustainability commitments, ESR Australia & New Zealand seeks to support our customers with theirs. Whilst the management of waste is at your discretion, we hope that this guide may be of assistance.

It is structured around Five Foundations for Improving Waste Performance, as below, that could help you establish a new waste performance program or enhance an existing one.

This guide focuses on operational waste, rather than construction waste, and on waste streams common across most industrial and logistics property occupiers. You may have other streams to also consider.

Five Foundations for Improving Waste Performance

1: Operations

Effective site setup and operations ensures safety, amenity, collection efficiency and cost management.

2: Data

Data on your property's waste is required to monitor performance and identify improvement opportunities.

3: Targets

Robust targets at your property help drive waste reduction and support higher-level sustainability goals.

4: Contracts

Well-executed contracts ensure correct streams are available and are collected efficiently, in a timely manner.

5: Communications

Clear communication helps staff utilise waste, recycling and reuse systems productively.

Potential Benefits

- ✓ Improved safety and amenity.
- ✓ Reduced cost.
- ✓ Reduced truck movements.
- ✓ Improved use of space.
- ✓ Reduced environmental impacts.
- ✓ Preparedness for policy and regulation, including:
 - The Australian Government's commitment to transitioning to a circular economy by 2030.
 - Upcoming government rules for packaging to minimise waste, include recycled content and ensure its design for reuse and recycling.

Foundation 1.

Operations

Managing waste streams at your property

A well-managed waste system at a property has the correct streams and segregation for materials, is fit for purpose and has appropriately sized bins and equipment. The area your waste collection contractor collects from should be organised and clean.

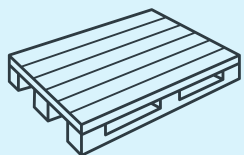
Managing common streams at industrial & logistics properties

All of these should be separated, baled or compacted where tonnages warrant, and collected as separate streams.

Cardboard and paper	Plastic film	General waste (landfill)	Hazardous, clinical and potentially hazardous wastes
Keep dry and flatten for maximum cost efficiency.	Reduce its use when moving loads around your property by using reusable pallet wraps and straps.	All unrecyclable waste should be collected and not mixed with recyclables.	Electric and electronic ('e-waste'), chemicals, medical waste, paints, oils, light globes, and batteries should be containerised and collected by a specialised licenced contractor.
Other streams			
<p>You may also need services for these items:</p> <ul style="list-style-type: none">• Bulky waste, metals, construction and demolition waste: Collect in separate skip bins.• Expanded polystyrene (EPS): Collect separately and bale.• Commingled mixed recycling, food and garden organics: Collect in separate bins.• Edible food, office fit-out and furniture or unsold product in usable condition. Use a circular economy service such as:<ul style="list-style-type: none">– Super Yard for construction materials.– Aspire for construction materials and other resources.– Foodbank for food.			

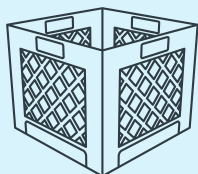


Common reusable assets at industrial & logistics properties



Pallets

Return reusable and repairable pallets to their original supplier. Contact a reuse and repair contractor to collect remaining pallets.



Crates, racking and insulation

Collect reusable assets from your customers, suppliers, or from backhauling within your own operations, such as bread, milk or produce, crates, racking, specialised containers or insulation.





Foundation 2. Data

Obtaining data for good management

Accurate, timely and informative data on waste, recycling and reuse (typically as weights) generated at the property are critical for performance improvement.

Your waste collection contractor should be your best source of data, recorded when they empty bins, compactors and remove bales and other materials.

If you are just starting out, choose a reporting period, e.g. calendar or financial year. Consider comparing monthly data if your operations do not vary much annually.

Characteristics of good data from collection contractors:

1. Provided monthly.
2. Detailed by each stream type.
3. Provided by container; i.e. by bin, compactor or bale, and not an aggregated monthly amount.
4. Includes date of collection and destination of each stream.
5. Quality assured by the waste collection contractor, with anomalies explained.





Alternative data collection approaches

If you cannot obtain data from your collection contractor/s, consider these approaches:



Use the Bin Trim App

The free Bin Trim App helps to self-assess your property's waste and create a reuse and recycling action plan.



Calculate manually

Follow these basic steps to calculate monthly weights by stream:

1. Identify your streams.
2. Count the bins (those emptied by the collection contractor/s) for each stream.
3. Multiply bin sizes by industry standard densities (e.g. from NABERS), to give the typical weight for each collected bin by stream. This assumes bins are full when collected, but you might estimate how full they typically are and adjust accordingly.
4. Multiply the typical bin weights for each bin type by the number of times the bins are emptied each month by the collection contractor/s.

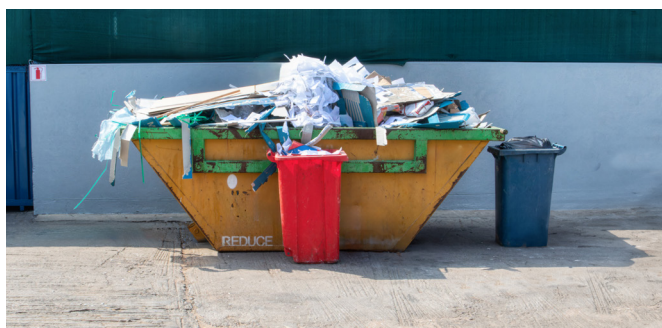


Install scales

Your people can use large platform scales to weigh each bin before collection. Bins are rolled onto the scale and the data captured manually or via specialised software.

Waste assessments

Know what is going into your waste and if recycling is working. Options for assessment include:



1. Self-Assessment:

Look inside your bins and ballpark the amounts of recyclables in your waste such as cardboard, paper, plastics, glass, metals and clear pallet wrap.



2. Waste Contractor Collection Assessment:

Ask your waste collection contractor to complete an assessment.



3. Specialist Waste Composition Audit:

Engage a specialist. Look for good experience auditing and/or developing operational waste management plans.

Foundation 3.

Targets

Setting targets to drive performance

Use your data to set an accurate baseline, and then set annual targets for your property. Consult with your company's sustainability team, if you have one, and consider how these targets fit with any company goals.

First, establish your baseline, using your assessment from Foundation 2.

- Tonnes of waste produced in total and by each stream.

Then, develop separate targets for:

- Total waste reduced.
- Percentage of total materials recycled.
- Percentage of total materials reused.

At first, you might just set short-term (1-year) targets based on the amount of improvement your waste assessment indicates can be achieved. In subsequent years, with gained experience, you can add longer-term targets.

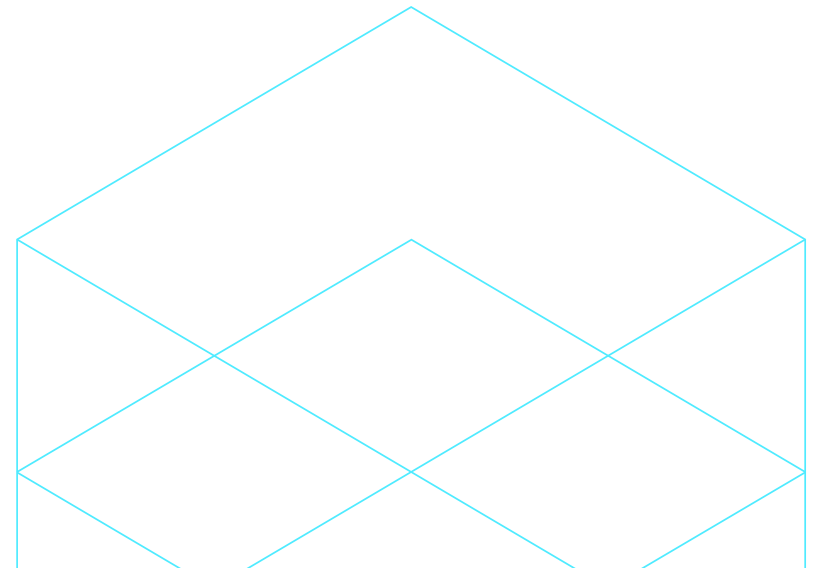
Ensure your targets are reviewed annually, with consideration of any major changes in:

- Operations, e.g. the introduction of mechanical services or 3PL services.
- Suppliers or customers whose materials aggregate on your property.
- The nature or quantities of the stock you are managing.

Using intensity rates

In time, you may find a relevant correlation with your business operations to assess performance with, such as a recycling rate associated with one or more of these metrics:

- Customer numbers
- Revenue
- Fulfillment and shipment rates
- Inventory
- Floor space



Foundation 4.

Contracts

Ensuring your waste collection contractor supports performance

A well-executed waste and recycling collection contract ensures services are safe, efficient, reliable and customised to your property. You should also have assurance of where your materials are transported to.

Work with your existing waste collection contractor to ensure that:

- All available recycling and reuse streams are in place (See Foundation 1. Operations).
- Bins and equipment are correctly sized, fit for purpose, cleaned regularly and maintained quarterly.
- The collection schedule is flexible, and equipment is emptied when it is relatively full.
- Accurate monthly data on the weights being collected is provided (See Foundation 3. Data).
- Details on where materials are transported to are provided.

GECA certification

There is one primary certification for waste and recycling collection services in Australia: the Waste Collection Services (WCSv1.0i-2018) standard provided by Good Environmental Choice Australia (GECA), a not-for-profit.

Contractors with the WSC standard certification will cover much of the content of this guide, as they need to have robust and proven practices for:

- Waste reporting.
- Chain-of-custody i.e. where materials are transported to.
- Contamination management.
- Waste management plans and standard operating procedures.
- Labour practices (WHS, wages, modern slavery, human rights).
- Commitments to continuous improvement.



Questions to ask in contract procurement

When renewing or procuring a waste collection contract, ask these questions:

1. Which reuse and recycling streams do you offer services for?
2. What types of equipment can you provide to ensure services are efficient?
3. Do you offer flexible and on-demand collections?
4. Can you provide accurate data monthly, provided by truck scales and with any anomalies explained?
5. Do you have partners, such as Circular Economy enterprises, to collect reusable and repairable materials?
6. Can you provide detail on where each stream is taken after collection, and how will you validate that this occurs?
7. Do you subcontract to other waste collection contractors?
8. Can we speak with customers who are local to our site, as references?
9. Do you have GECA certification?

Foundation 5.

Communications

Engaging staff for their support

Good performance relies on the people at your property playing their parts.

Support them by ensuring:

- Processes and expectations are clear.
- Roles and responsibilities are defined.
- Regular communication channels for people involved in waste and recycling are established.
- Adequate training is provided, including new staff inductions.
- Performance against targets is reported back to them, as well as transparency on where materials are taken.

Ensure all staff know:

- Where and how to safely dispose of materials.
- Which items are accepted in each stream.
- The procedure to report contamination.
- Who in Management is responsible.

Your people are the eyes and ears on the ground. Provide a way for them to identify issues and opportunities to improve. Nominating a waste champion and a working group on site can help.

Make sure to acknowledge your wins!





CORDBOARD AND PAPER



GENERAL WASTE



COMMINGLED RECYCLING



Make it Easy for Your Team

Set up your staff for success by ensuring your waste, recycling and reuse areas are well organised, and messaging is clear and positive.

Signage

Give each stream a colour-coded sign, indicating what can be included.

Make signage highly visual with images, especially if you have staff from non-English speaking backgrounds.

Colour coding

Ensure that bins, equipment and storage areas are colour coded to Australian Standard (AS) 4123.7-2006 colour coding.

Line marking

Perhaps guide people to the correct bin or area with coloured line marking that matches the stream colour-coding. Consult with your ESR Australia representative on options if altering the building.



What's next?

Establishing the Five Foundations introduced in this guide will help you set-up to manage waste, recycling and reuse at your property optimally.

Once these are in place, you might progress other strategic projects, such as:

- Innovative solutions for problematic materials, working with designers or recyclers.
- Working collaboratively with supply chain partners to reduce waste, e.g. designing unnecessary packaging out of processes and identifying where reuse solutions can be implemented.

ESR Australia & NZ welcomes your engagement on any building-related matters with regards to waste, recycling and reuse. We would appreciate your feedback on this guide for improvement and how you went putting it into practice.

For further information, please contact your local ESR representative.

Do you have any great practices at your property? Please let us know!

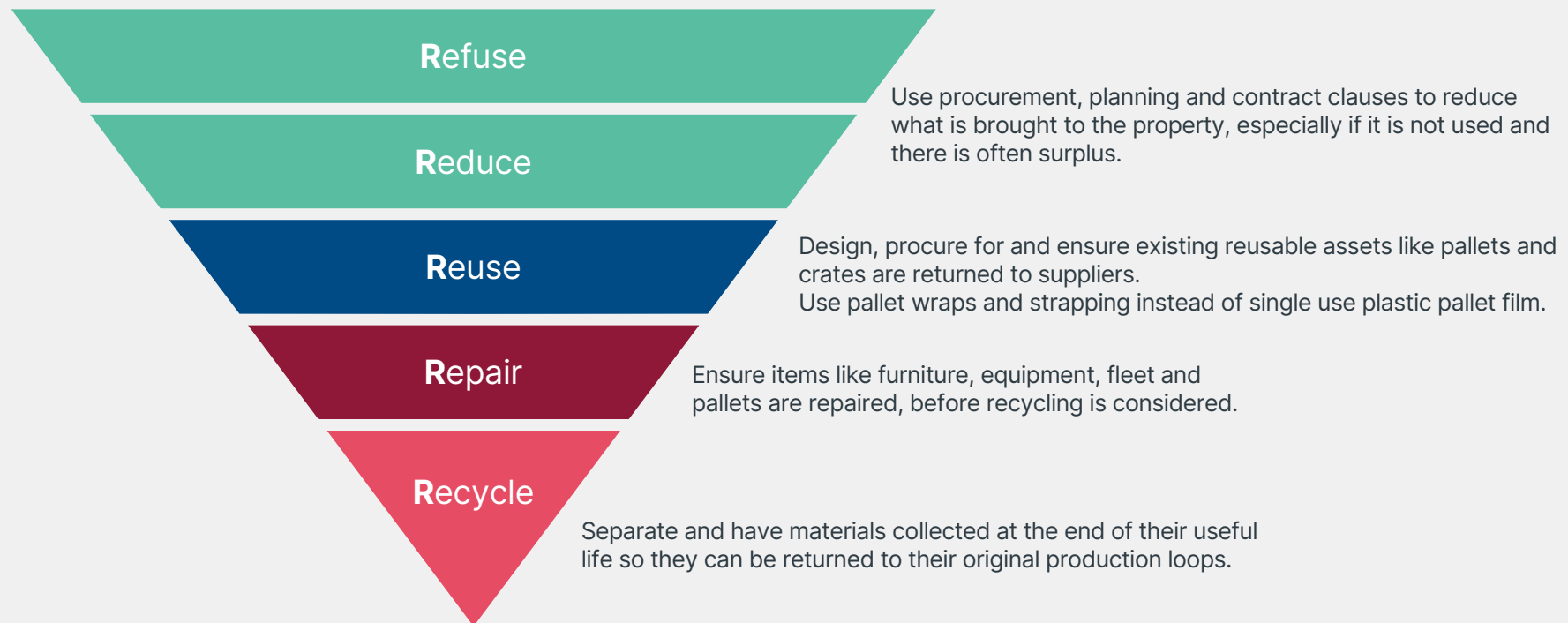


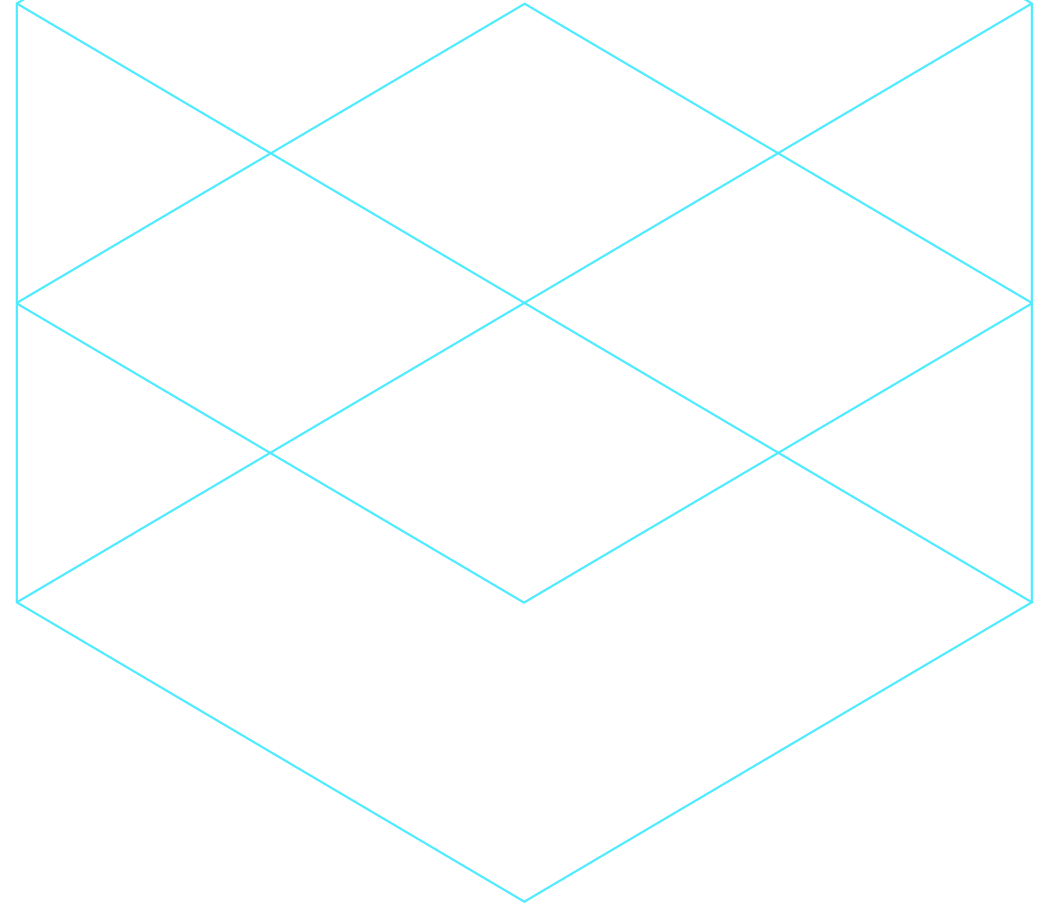
What is the Circular Economy?

The Circular Economy, often referred to as 'Circularity', refers to the avoidance of waste and maximisation of the use of resources.

The Five Core 'R's' of Circularity

These are ordered from the most preferable approach at the top to the least at bottom.





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The information in this document has been prepared by BC Consulting Pty Ltd for ESR Real Estate (Australia) Pty Ltd ABN 64 625 761 962 (ESR) and is subject to change at any time without notice.