

Hippo news

PUBLISHED FOR THE EMPLOYEES & ASSOCIATES
OF VEOLIA ENVIRONMENTAL SERVICES

September 2011



Veolia Honours the Anzac Spirit in France

Veolia Environnement, through the Veolia Foundation recently donated A\$50,000 dollars for the restoration of the Musée Franco-Australien in recognition of the supreme sacrifice made by Australian and French soldiers in the 1918 recapture of Villers-Bretonneux in France.

On Anzac Day 2011, representatives from Veolia Environnement; Jean-Dominique Mallet, Tony Cade and Philip Abraham joined Australia's Minister for Foreign Affairs, the Hon. Kevin Rudd, MP, along with delegates from the Australian and French Defence Forces and other esteemed guests at Villers-Bretonneux. *Continued on page 2*

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VEOLIA WINS 2011
AUSTRALIAN BUSINESS AWARD
FOR SUSTAINABILITY

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Your Newsletter

Veolia welcomes contributions, including photographs, on issues and events relating to the management of waste and industrial services. Please send material to Ashleigh Baines at VES National Office by emailing ashleigh.baines@veolia.com.au

This newsletter is printed on recycled paper.

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Veolia Honours the Anzac Spirit in France

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Mr. Jean-Dominique Mallet, Veolia Environmental Services UK CEO, and Executive Vice President of Veolia Propreté presented a plaque at the Anzac Day ceremony to commemorate the start of the Museum's refurbishments.

Originally constructed in 1923-1927, the Museum was a gift from the children of Victoria, Australia, to the children of Villers-Bretonneux, France and was donated as a sign of respect and goodwill between the two nations.

For generations the Museum has provided an incredible historical account of Australia's participation in World War 1, particularly on the Western Front in 1918. Veolia hopes this donation will help to restore the important landmark, which has since fallen into disrepair.

Tony Cade, Group General Manager for Marketing and Development – Veolia Environmental Services Australia, said, "Veolia Environment is honoured to support the Musée Franco-Australien project. It provides us with a tangible reminder of the lasting and strong alliance between our two nations in commemorating the deeds of our soldiers who survived the horrors of the Western Front battles, and those who fell to forever lie in the fields of France."



L-R: Tony Cade, Australian Minister for Foreign Affairs Kevin Rudd, Avinash Abraham, Jean-Dominique Mallet, and Philip Abraham



Delegates attend the Anzac Day remembrance ceremony at Villers-Bretonneux.



Australia's Carbon Price Mechanism How will Veolia be Impacted?

By Nicole Webb

Federal Government Announces Carbon Tax

In July 2011, the Federal Government announced plans to introduce a national price on carbon. This signifies that around 60% of Australia's carbon pollution will be covered by the carbon price, including pollution from electricity generation, stationary energy, some business transport, landfilled waste, industrial processes, and fugitive emissions.

The carbon price will be fixed for the first three years, starting at \$23 per tonne of carbon (CO₂-e); after this time it will be determined by the market. Around 500 of polluters in Australia will be required to pay for their pollution under the carbon pricing mechanism.

What does this mean for Veolia?

Veolia will be subject to this carbon price mechanism. Veolia's landfill emissions will be directly affected, whilst fleet operations, electricity usage and other consumables will be indirectly impacted.

When will the scheme become effective?

The scheme will become effective from July 1st 2012.

How will this affect Veolia's customers?

As Veolia's operations will be impacted by the introduction of the scheme. There are several ways in which customers may be impacted. This could include modifications to disposal and transport fees, utilisation of alternative waste disposal facilities or diversion to composting, resource recovery or recycling. Veolia is working with the Government and all key stakeholders to understand what implications the scheme will have on Veolia and how this may be mitigated.

What will Veolia have to pay per tonne of emissions?

Once effective, the carbon price will be \$23 per tonne of CO₂-e, rising annually by 2.5% for 3 years. The price impact for waste will vary from site to site, as gas collection must be taken into account.

Where can customers go to find out more information about the impacts of the impending price on carbon?

Veolia has prepared a Customer Factsheet regarding the Carbon tax, which can be accessed at www.veoliaes.com.au or visit www.cleanenergyfuture.gov.au

NB. 1 tonne of CO₂-e is not equivalent to 1 tonne of solid waste. If you would like more information on waste calculation methods simply contact Veolia at: national@veolia.com.au

Veolia Launches iPhone App To help Calculate Carbon Footprint

By Ashleigh Baines



VES CO₂: the easy and quick way to calculate your carbon footprint.

Veolia Environmental Services has recently launched a free global iPhone/iPad application tool for individuals and small business to assist in understanding how daily activities have an impact on the environment.

Everyday activities such as driving a car, flying on holiday, taking a bus or train to work, refrigerating food, as well as heating or cooling a home or business result in the emission of greenhouse gases.

As such, the VES CO₂ tool provides useful information and tips on what everyone can do to reduce their carbon footprint. You can download the free app by visiting www.veoliaes.com.au.



Veolia wins 2011 Australian Business Award for Sustainability

By Renee Fry

Veolia Environmental Services has once again been recognised as one of Australia's most innovative organisations, having recently received the 2011 Australian Business Award for Environmental Sustainability for the second consecutive year.

Now in its sixth year, the Australian Business Awards program recognises organisations either: private, public or non-profit, which demonstrate the core values of business excellence, product excellence, corporate responsibility, sustainability and/or commercial success within their respective industries.

Having received over 900 submissions, the Australian Business Awards honoured 103 recipients of which Veolia's particular award demonstrated an existing leadership and commitment to the enhancement, preservation and protection of the environment.

Commenting on this achievement, Renee Fry, National Communications Manager for Veolia Environmental Services said, "This award is testament to Veolia's long-standing commitment to leadership in environmental sustainability. It further recognises Veolia's investment in delivering innovative education services for Australian businesses; as well as recognising the importance of recycling and resource recovery by engaging with workplaces across the country to enact behavioural change, in relation to reducing the environmental impacts of waste. Veolia is very proud to be the recipient of the Australian Business Award for Environmental Sustainability for the second consecutive year."



Veolia Receives \$4 million Grant to Eliminate Hazardous Waste

By Matt Ead

Veolia Environmental Services in Victoria will receive a \$4 million dollar Grant from EPA Victoria's HazWaste Fund to support the installation of vacuum dryer technology at the Brooklyn Industrial Services Facility, which treats both solid and liquid wastes generated by Victoria's manufacturing industry.

The HazWaste Fund supports Industry to accelerate reductions in the volume of prescribed industrial (hazardous) waste that is sent to landfill. Consequently, Veolia's

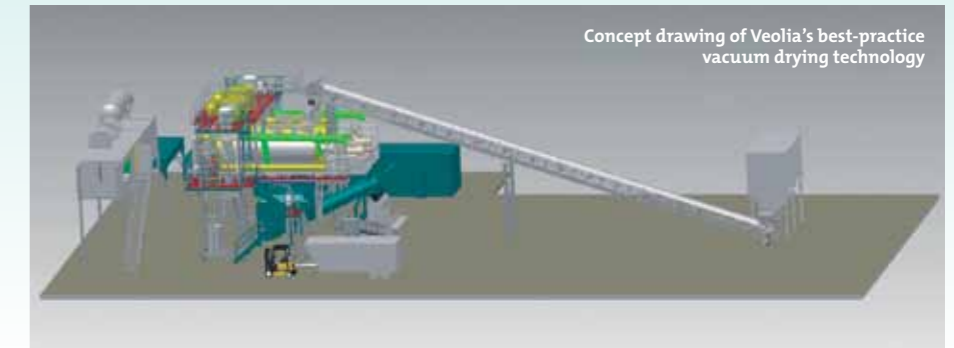
new technology will allow all waste that is suitable for the process to be diverted from landfill and recovered for recycling or reuse.

The best-practice vacuum drying technology is a leading process in terms of energy efficiency and environmental performance and will treat the 15,000 – 20,000 tonnes of sludge and filter cake per year currently generated at Veolia's Brooklyn facility.

The project is a culmination of two years of research and development (R&D) by Veolia's Victorian Technical Team, which included a worldwide search of technologies currently available. The R&D was supported

by EPA Victoria as part of the Sustainability Covenant it signed with Veolia in 2007, which saw both parties commit to reducing hazardous waste disposal to landfill.

The project is currently undergoing both planning and environmental approvals as well as community consultation, with hopes to commence in 2012 and commissioning due by early 2013. Once approved and installed, the project will provide a long term sustainable solution for Victoria's manufacturing industry and will set new standards for best practice in the prescribed waste industry nationally.



Horsley Park Waste Facility Final Landfill Cell Excavation

By Promit Biswas



Horsley Park cell 7 progress

To continue to provide Sydney with commercial dry waste disposal, Mulgoa Quarries recently commenced excavation works to construct the final landfill cell at Veolia's Horsley Park Waste Facility.

The contract to mine, test and stockpile close to 800,000 cubic metres of various shale materials is programmed to take 12 months to complete. To ensure a high level of environmental control is maintained throughout the project, sprayers have been set up to minimise dust generation, along with the implementation of temporary sediment traps, sumps and contour drains to control and collect stormwater runoff.

Once excavated and lined, the new cell will increase the operational life of the landfill to well beyond 2015.



Cell excavation activities

The Australian Antarctic Division

By Chris Pavitt



Unloading of the waste at Red Hill Landfill

Veolia Environmental Services in Western Australia recently provided a cost effective and innovative waste management solution to the Australian Antarctic Division (AAD), to help in the clean up of waste generated by research crews within Antarctica.

Conducted over a six week period, Veolia collected over 1000 tonnes of contaminated soil in 168 containers and handled the project management, transport, quarantine and controlled waste service, emergency spill response, product handling and disposal as well as contracted stevedoring services for the AAD.

Veolia and the Australian Government hope that this innovation showed by the AAD will help to encourage other countries working within Antarctica to follow the same course of action, and assist in keeping this environment pristine.

Veolia Environmental Services NSW Receives Bronze Award for Sustainability

By Hayley Springall

On June 3rd 2011, the Office of Environment and Heritage (OEH) held a reception event in Pyrmont, to honour partners who participated in the Sustainability Advantage Business Program.



Minister for the Environment the Hon. Robyn Parker presents the Bronze Award to Group General Manager for NSW Danny Conlon

During the event, Veolia Environmental Services was fortunate enough to receive the Sustainability Advantage Bronze Award for developments made within the area of sustainability; further demonstrating Veolia's commitment to ensuring that all operations are conducted in the highest environmentally sustainable manner as possible.

The Sustainability Advantage program provides participating businesses with the opportunity to improve their environmental performance through expertise and training and is offered to members as they progress through a number of modules, ranging from Resource Efficiency to Stakeholder Engagement.

Five levels of achievement are offered to the 530 organisations that participate in the program. In order for members to upgrade their status, they must be able to demonstrate continuous improvement in a number of environmentally related areas.

NSW Group General Manager Veolia Environmental Services Mr. Danny Conlon, received the Bronze Partner plaque from NSW Minister for the Environment, the Hon. Robyn Parker, MP. Such an award is a tremendous achievement for Veolia, with plans to achieve Silver and Gold statuses in the near future.



L-R: Hayley Springall, Steve Hambly, Chelsea Rorimpandey, the Hon. Robyn Parker, Danny Conlon

Veolia Environmental Services to Manage Waste and Recycling at BlueScope Steel

By David Latham and Ken Humphries

Veolia Environmental Services in partnership with Worth Recycling has recently been awarded a contract to provide solid and liquid waste management services to BlueScope Steel (BSL) in Port Kembla NSW; with the joint venture titled, the Veolia Worth Recycling (VWR) program.



Veolia's machines sort through waste at the MRF

Having already provided BlueScope with an array of industrial and commercial services including facilities maintenance for a number of years; Veolia is pleased to expand service offerings to help BSL reduce waste and increase the recovery of reusable materials.



Veolia Materials Recovery Facility (MRF) in Port Kembla

The contract will introduce:

- A Materials Recovery Facility (MRF) where Veolia will aim to recover and recycle 70% of dry industrial waste;
- GPS tracking of trucks and services;
- Optimising runs for efficiency; and
- Waste auditing and education.

Additionally, all paper and industrial gloves received at the MRF will be outsourced to the Flagstaff Group based in Wollongong; a not-for-profit organisation that provides

meaningful employment opportunities for people with a disability within the community.

Since commencement in mid April, the VWR program has achieved an average of 76% recovery rate for non-contaminated dry industrial waste which, coupled with the aforementioned initiatives, will help to enable BSL to achieve significant cost savings whilst also reducing their environmental impact.

Tasmanian Chamber of Commerce Business Leaders Award

By Michelle Mizzen

The annual Tasmanian Chamber of Commerce and Industry (TCCI), recently held the Tasmanian Business Leaders Awards to recognise and celebrate the leadership and management achievements of many Managers and business leaders throughout the State who have previously demonstrated excellence in the way they conduct their professional lives.

Veolia Environmental Services Group General Manager for Tasmania, David Beard, was nominated for the National Australia Bank's (NAB) Tasmanian Business Leader of the Year Corporate Award, for which he received an honourable special commendation.

Upon presenting this commendation to David, judges outlined that he displays a

great deal of leadership and understanding of the market in which Veolia operates, as well as exhibiting a positive outlook on future opportunities. Additionally, the panel detailed that David was particularly alert to customer needs, tailoring products and providing innovative solutions to clients and that he is flexible in his approach when making organisational decisions.

The TCCI is an independent membership organisation that seeks to lead the Tasmanian business community at a regional, state, national and in some cases international level. To have received such honours is an exceptional achievement and Veolia Environmental Services wishes to congratulate David on his dedication and commitment to the Tasmanian business.



David Beard with his award

Veolia Environmental Services Commences Landfill Development at Wattle Glen North

By Dean Burwell



Veolia has expanded its current landfill to accommodate increases in C&D waste

Construction and demolition (C&D) waste is a major part of Queensland's solid waste stream. Furthermore, the growth in environmentally sustainable planning by construction companies and councils, has led to such organisations looking for solutions which increase the recovery of construction and building waste materials for reuse.

In early 2010, Veolia Environmental Services commenced construction at the Wattle Glen North landfill in Queensland. The expansion of this existing world-class site will therefore enable Veolia to supply clients with an option for construction and demolition waste disposal for many years to come.

This expansion also coincides with the imminent introduction of the QLD Governments Waste Levy, due to commence in late 2011. The levy will endeavour to divert waste from landfill and encourage the use of more sustainable waste disposal alternatives.

The Wattle Glen landfill is designed to maximise the recovery of building and demolition materials for reuse through innovative sorting processes. To enable further recovery of materials, design and construction of the expanded area has been meticulous with the team facing a number of challenges including; high temperatures in the coal stone walls, hazards surrounding the large rock face, the removal of over 900,000 cubic metres of coal stone from the site, as well as the colossal amount of storm water left over from the January floods, which had to be pumped out from the base of the landfill for construction to continue.

To further reinforce Veolia's commitment to sustainable practices, the landfill has been designed and developed using recyclable materials, primarily: shredded tyres combined with clay and drainage material for the leachate draining layer.

With these additional features, the landfill is licensed to take in more than two million tonnes of waste material over the next five years and with the development of Veolia's new recycling operations at Wattle Glen, it is expected that the recovery of materials, will result in less waste deposited in the landfill.

Veolia Partners with MIAA for the Clean Marina's Program

By Ashleigh Baines

Veolia Environmental Services has recently entered into a one year partnership with the Marina Industries Association of Australia (MIAA) to provide technical and operational support for the waste component of the association's Clean Marina's program.

The Clean Marina's program is an international, voluntary accreditation system for marinas, yacht clubs, boatyards, bloat clubs as well as associated industry operators and has been developed to support marine industries in their endeavours to protect Australia's coastal and inland waterways.

This partnership between Veolia and the MIAA was presented to all MIAA members at the recent Marina's 2011 Conference, whereby Veolia was acknowledged as the preferred supplier for waste management and recycling services nationally.





Integrated Waste Services Recycling Centre Achieves Zero Waste Accreditation By Laurie Kozlovic

South Australia continues to lead the nation in the recovery of resources. With a history of recycling beverage containers dating as far back as the late 1800's and again reinforced with a container deposit legislation in 1975, as well as a ban on lightweight, checkout-style plastic bags introduced in 2009, SA has shown leadership when it comes to being environmentally conscious.

Despite increased efforts to reduce waste, the South Australian Government realised that a new strategy was needed to further reinforce recycling, and thus Zero Waste SA was created. Zero Waste SA, a South Australian State Government organisation aims to enhance waste avoidance and recycling, whether at home, work or in industry; through advocacy, financial incentives (Grants), education, or in collaboration with industry partners.

Integrated Waste Services (IWS) Recycling Centre in South Australia, in partnership with

Veolia Environmental Services, has recently been accepted by Zero Waste SA to participate in its Recycling at Work Grant program.

With the aim to encourage waste and recycling companies to offer improved recycling collection services by way of subsidies and financial incentives, the program allows companies like IWS to better provide recycling services for waste streams such as paper and cardboard, plastic, source separated organics, plastics and construction materials.

The Grant will allow IWS to work with customers to achieve an even greater percentage of collected recyclable products, and positions IWS as a leader in commercial and industrial waste recycling in South Australia. This is particularly beneficial when legislative changes are to be introduced within SA in September 2012, requiring all commercial and industrial waste to be sorted for recycling, prior to going to landfill.

If you would like more information on the proposed legislation changes for South Australia's waste, please visit: <http://www.epa.sa.gov.au/>



IWS Recycling Centre



Kuno Treial and Brad Oldfield with the award

Western Resource Recovery Win BP Award By Matthew Jones

Western Resource Recovery Pty Ltd (WRR), a joint venture between Veolia Environmental Services and Transpacific Industries, was recently awarded the 'Large' Overall Contractor of the Year Award in recognition of service excellence by BP Kwinana in Western Australia.

Established in 2000, WRR provides various businesses and government bodies throughout WA with liquid waste collection and treatment services, integrated waste

management services including hazardous and non-hazardous waste, dangerous goods, emergency spill response, solid waste, recycling services, as well as technical services like spill cleanups, neutralisation and waste identification.

The Overall Contractor of the Year Award is based on occupational, health, safety, customer service and administrative KPI's, service KPI's, quality systems, internal customer (BP) satisfaction audits as well as annual auditing of BP's sites and systems; and is a tremendous achievement for Veolia.

Boyne Smelter Refractory Maintenance Contract Awarded to Veolia's Refractories Management Business

By Navin Singh

Veolia Environmental Services Refractories have won yet another aluminium smelter refractory maintenance contract, signing a three year agreement with a possible two year extension at Boyne Smelters Ltd (BS) in Gladstone, Queensland.

Drawing on knowledge from Veolia's existing major aluminium smelter contract at Tomago Aluminium in New South Wales, for whom Veolia has provided services for over six years, the team in QLD will provide holistic facilities maintenance and refractories management, including both waste and industrial services on-site, employing approximately 40 full-time refractory personnel to service the contract.

Veolia's industrial and waste management sectors have previously enjoyed a significant presence at BS and with the addition of a refractories management business, Veolia will further strengthen its position as a dynamic environmental services provider both within Gladstone and the surrounding regions.



L-R: Ashley Darcey, Mick Wade and Alan Clark with the runner up award and the Test Station

Veolia Receives BHP Billiton HSEC Runner-Up Award By Matthew Jones

Veolia Environmental Services' Worsley Alumina team in Western Australia recently received runner-up in BHP Billiton's Health, Safety, Environment and Community (HSEC) Award, for the implementation of a high-pressure water test station.

Instigated by Ashley Darcey, Mick Wade and Alan Clark, the initiative is a fantastic tool to help enhance safety and training in the use of high-pressure water jetting, as well as assist in the maintenance and upkeep of equipment.

The BHP Billiton HSEC Awards recognise employees who represent the values expressed in the BHP Charter and go above and beyond of what is necessary in their day-to-day duties to care for not only their fellow employees, but also the community and the surrounding environment. As Veolia was nominated by BHP Billiton, this award represents a tremendous achievement in upholding safety within the workplace.

Veolia Purchases Euro 5 Trucks for Municipal Contracts By Michelle Mizzen

Veolia Environmental Services in Tasmania recently purchased three, new Euro 5 commercial waste trucks to undertake municipal services within: Glenorchy City Council, Brighton Council and Derwent Valley Council areas. As a consequence, these kerbside waste collections will now be more efficient, environmentally friendly and quieter.

The new Euro 5 waste trucks meet the recently enacted Australian Design

Rule 80/03 emissions standard; which indicates they are the cleanest diesel-powered engine currently on the market, offering power, efficiency and a lower impact on the surrounding environment. Additionally, these new trucks are 50% quieter when idling than the existing models; which is a major benefit to residents within these areas.



Veolia Tasmania's new Euro 5 trucks

2010 EMPLOYEE AWARDS

State of The Year National Refractory Division



The State of the Year in 2010 was awarded to Veolia's national Refractory division. In 2010, Refractories delivered outstanding results and the entire team is to be congratulated. Within the past year, Refractories delivered exceptional financial results, finishing the year ahead of budget. The team also delivered excellent safety results, which were also bolstered by exemplary environmental results.

Refractories have also worked hard on maintaining excellent relationships with important clients including Rio Tinto, BHP Billiton, Worsley Alumina, Ti-West, Cement Australia, Adelaide Brighton, Nyrstar, Queensland Nickel and OneSteel, to name but a few and have succeeded in expanding the services provided to these customers, whilst also delivering continuous improvement and innovation. A tremendous result, and we look forward to continuing to see Refractories deliver ongoing success.

Employee of The Year

Stephen Cook

Technical Services Manager,
South Australia

Stephen Cook was the key person responsible for all aspects of the recent build of a new incinerator in SA/NT for Veolia. This was a major project for the Company and the largest single capital spend for the business in the past 5 years. Stephen oversaw key elements of the project including design, project management, contractor management and staff management. Throughout the majority of last year, Stephen went above and beyond his normal role and did so with an exemplary attitude.

This significant project included new technology which was highly complex.



The project also required the existing site to be remediated, without disturbing day-to-day operations.

The project was completed in accordance with specification, on budget and with no safety incidents. At the same time, the significant logistic effort of continuing the existing business around a construction site was effectively managed.

This award recognises Stephen's outstanding efforts in 2010.

Sustainability & Environment



Chelsea Rorimpandey
Sustainability Programs Officer,
New South Wales

Chelsea was appointed to the role of Sustainability Programs Officer in 2010 and since then has been instrumental in developing a range of initiatives to support NSW's sustainability strategy. These initiatives have included; "Greener on the Inside" (improved sustainability outcomes for VES) and "Greener on the Outside" (improved sustainability outcomes for customers).

Chelsea has also been working with staff at Arndell Park to achieve National Green Building Council "Green Star" accreditation for the site. In addition, Chelsea recently headed up Veolia's entry into the Sustainability Advantage Program.

Chelsea has also been responsible for the establishment of an internal Green Team which will focus solely on sustainability and implementing projects that will not only make a positive contribution to the workplace but add to Veolia's overall environmental image.

Chelsea has delivered innovative and exciting initiatives to improve NSW's sustainability focus and she is to be congratulated on her commitment and drive. Well done Chelsea.

Customer Focus



Steve Strydom
Refractory Manager,
Western Australia

Steve Strydom is an exemplary member of the Western Australian Refractory team and throughout 2010 showed tremendous dedication in building and developing the Veolia industrial customer base within the State.

Having taken over from Navin Singh, Steve has dedicated long hours to ensure he has developed necessary relationships with existing and potential clients within the market. In particular his efforts to foster beneficial relationships with key clients including BHPB NW, Cockburn Cement and Worsley Alumina are to be commended.

Field Employee



Katie Mollineaux
Sorter - Resource Recovery,
Tasmania

Whilst Katie is a diminutive person, she has an extraordinary capacity to maintain a fast work rate for long periods of time, and therefore sets a wonderful example for all other employees and in particular her own team.

Notwithstanding the often tedious tasks undertaken on the sorting lines, Katie is reliable, works very well in the team environment and has a very good nature.

Katie ability to articulate employees' needs and concerns in a mature and intelligent manner has ensured she is often the trusted representative for employees at the site.

She is very safety conscious and has contributed to the Derwent Park facility achieving 47 consecutive months LTI free by raising incident reports when necessary.

Her focus and determination is to be commended and we are proud to have Katie as part of the Veolia team.

Safety



Robert Petrevski
First Line Manager,
Industrial Services,
New South Wales

In 2010, Robert demonstrated outstanding focus on improving the safety culture within Veolia's NSW Southern Industrial Services team.

He was responsible for the development of planning tools for high-risk activities including high-pressure water jetting and vacuum loading, and through such efforts assisted the Veolia team onsite at BlueScope Steel (BSL) reduce injuries significantly in the past few years.

It goes without saying that Robert is focused on carrying out activities to the highest safety standard and has also ensured the ongoing respect of not only his team but also the client.

Robert also undertook several training and development courses within the year.

This award recognises Robert for his excellent effort and dedication throughout 2010 on improving safety performance.

Staff Employee

Tim Stetskamp

National Marketing Services Manager,
National Office

This award recognises Tim's outstanding performance in 2010. Tim joined the team in 2008 as Marketing Services Manager and within the last 18 months has taken on greater responsibility in the Business Development area, working on tender responses for major national contracts, often pushed by tight deadlines and varied and sometimes difficult client demands.

Furthermore, Tim achieved significant results in developing National Contract Customer performance reporting which has been recognised by Rio Tinto in particular.



Overall, VES's National Contract revenue (excluding I.S) has grown exponentially over the past few years and Tim was a major contributor to this growth.

He is a well-liked team player who has taken the time to develop an excellent rapport with both our internal State teams, but also with many important and valuable Customers.

Staff Employee

Melanie Sosnowski

Sales Administration Manager,
South Australia/ Northern Territory

Melanie started with Veolia soon after SA/NT went live with SAP WFO and she has worked tremendously hard to map and streamline business processes and implement systems and procedures whilst always keeping the customer in mind.

Exemplified when Melanie recognised that a large number of our disputes and credit requests were a direct result of some customers not understanding invoices and the various billing options offered. Melanie therefore introduced a process whereby all new customers were contacted by Veolia's sales/admin teams to ensure complete understanding of the full suite of billing options offered and clarify the customers' individual invoicing requirements.



Through her hard work and determination SA/NT has been recognised as having the best quality data nationally. The weekly KPI reports that were being produced by Melanie's team have also been rolled out nationally, which is a tremendous achievement.

Congratulations to Melanie on an outstanding effort in 2010. Her innovative and practical solutions have been a valuable addition to the Veolia team.

Best Business Unit

Yarwun Alumina Refinery Queensland

The Yarwun Alumina Refinery contract has been a stand out performer for QLD Industrial Services in 2010.

This contract exceeded budget revenue and exceeded budget EBIT. During the year, the Yarwun team were able to add scaffold erection, dismantle and management to its existing contract. These additional services will add significant revenue to the Veolia business.

With just over 103,000 man hours completed in 2010 it was also very satisfying that there were no LTI's or MTI's recorded in during this time. This is an outstanding achievement



when considering some of the high risk activities performed on this site.

Congratulations must go to all the team in Yarwun for such an impressive performance in 2010.



Veolia Environmental Services Staff at BlueScope Steel

Industrial Services Victoria Wins BlueScope Steel Contract

By Dave Cleary

After an extensive tender process which commenced in 2009, Veolia Environmental Services in Victoria was recently awarded a five year contract for the on-site management of waste and recycling at BlueScope Steel's (BSL) Western Port Facility.

Located on Western Port Bay near Hastings in Victoria, BlueScope Steel processes more than 1.4 million tonnes of steel annually, mainly sourced in slab form from Port Kembla in New South Wales.

Having commenced services on the 1st of July 2011, Veolia is inherently responsible for the coordination and management of all solid waste streams generated, which are then consolidated at an on-site recycling centre, also handled by Veolia. To further assist BSL achieve their resource recovery objectives, Veolia has provided five full-time employees who are managed by site contract manager, Shane Smart.

Shane has extensive experience with BSL at Western Port, having previously

been the Site Operations Coordinator with a previous contractor for over six years. He is supported on-site by Robert McClintock, Stephen Lewis, Chris Stobl, Nathan Diston and David Greaves, who all hold widespread experience within industrial resource recovery activities.

Since assuming his role, Shane has worked hard with the new team to deliver superior waste and resource recovery services on-site and has received positive feedback from BSL management regarding the smooth contract transition.

Congratulations to all Veolia personnel who were involved with the tender proposal and transition process; a huge effort on everyone's behalf!

Veolia Tasmania Secures Exclusive 5+5 year Contract with the Department of Education

By Paul Lawler

Veolia Environmental Services Tasmania was recently awarded an exclusive five year contract with a possible extension of five years, for waste disposal and resource recovery services for all Department of Education (DOE) sites throughout Tasmania (TAS).

Having previously been based on a preferred supplier arrangement with services being carried out by four companies, one of whom was Veolia; the new DOE contract will allow for a more efficient service in the removal of solid, liquid and hazardous wastes throughout TAS.

Mr David Bower, Coordinator of Facility Management for the Department of Education said, "The contract was awarded to Veolia Environmental Services Tasmania on the basis of value for money, improved waste management processes, ability to calculate and report on waste and emission levels, compliance, triple certification, State-wide coverage, as well as adherence to requirements of the new national waste policy and their Recycling Education Officers."

Veolia Environmental Services looks forward to providing the DOE with waste management, recycling, education and reporting services.

Congratulations to all who contributed in securing this exclusive contract.

Woodlawn Bioreactor Responds to Demand

By Christine Hodgkiss

The NSW Department of Planning and Infrastructure is currently assessing a development application by Veolia Environmental Services to enable the annual waste input rate at the Woodlawn Bioreactor in Tarago to be increased from 500,000 tonnes per year, to 1.13million tonnes per annum.

The application is a follow-on from a modification which was granted in late 2010, to enable regional waste to be received by road. This further allowed regional councils to achieve higher environmental standards in the management of their waste by contributing to the production of renewable energy at Woodlawn.



The current development application is in response to a growing demand within Sydney for putrescibles waste disposal, as many facilities are swiftly reaching capacity. With no new disposal facilities presently being developed and existing alternative waste technology facilities in Sydney struggling to achieve their resource recovery targets and find suitable markets for their outputs, recognition that the Woodlawn Bioreactor is a long term sustainable solution for residual waste is continuing to gain momentum both within Government and commercial sectors.

Once assessment of the application has been completed, the Planning Assessment

Commission, which is an independent Government-appointed panel, will make the final verdict.

To support Sydney's growing demand, Veolia is presently looking into opportunities within Sydney for a second transfer station with available rail access to further service the Woodlawn Bioreactor. In examination, several sites have been identified and are currently being assessed for their feasibility. It is hoped that a positive outcome from the Woodlawn Bioreactor development application will coincide with plans to progress with a new transfer station within Sydney.

Safety Initiatives in the North West

By Matthew Jones

Veolia Environmental Services North West operations in Port Hedland, Western Australia was recently presented with a certificate and \$1000 dollars by BHP Billiton for the implementation of several safety initiatives to reduce back injury in the workplace.

The North West team, in conjunction with the technical services department at Bibra Lake, implemented a number of vacuum loading attachments which have assisted in reducing back injuries to Veolia's operators.

Upon this achievement, Veolia also matched BHP Billiton's award winnings, which the crew selflessly donated to the victims of the recent natural disasters that have plagued Australia.



Two of the new attachments in action



An operator uses the vacuum loading attachment

Protecting Our Clients Assets

By James Dale



The homogenising furnace stack ready for surface protection

Over the past 12 months, Veolia Environmental Services working on-site at Tomago Aluminium (TA) has teamed up with a local protective coating applicator group to deliver surface protection works and protective coatings to the highest possible quality.

Managed by Veolia, the operations were completed without injury and with significant cost savings to the client. In one instance, Veolia completed surface protection to a stack of one of the homogenising furnaces in the Casthouse; which required scaffolding and encapsulation of the work area whilst maintaining the operational needs of the furnace. In this case, Veolia was able to use cold aluminium spray to coat the stack and with the varying operational

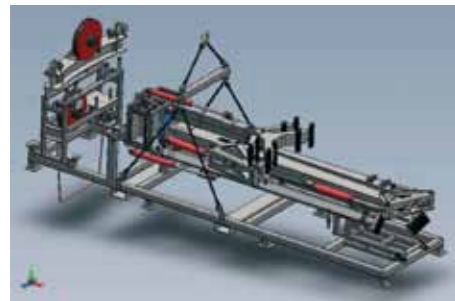
temperatures, this turned out to be the best option in terms of application times.

Additionally, Veolia has been working with International Paints to revise the current TA paint specifications to utilise products that better suit the environment on-site.

These initiatives are just some examples of how Veolia is working towards providing Tomago Aluminium with the highest possible quality of service.

A New Generation of Descale Rig's Implemented at BHP Billiton

By Bruce Gillett and Nyan Naung



3D model of R125 Descale Rig in the design stage



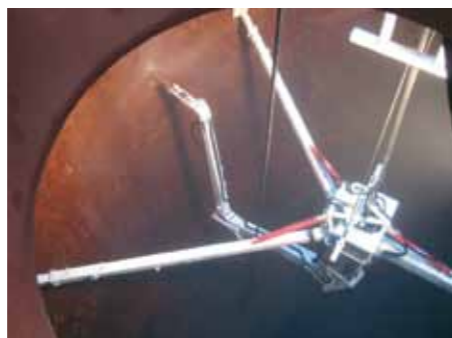
Alcan Rig



R125 Descale Rig prior to commissioning



R125 Descale Rig being lifted from the transport cradle



Under HP

Recently, Veolia Environmental Services commissioned a new descale rig at BHP Billiton's Worsley Alumina Refinery in the South West region of Western Australia.

Since its inception in July 2011, the rig has taken on a front-line role in the cleaning of the Refinery's Alcan Settler Tanks and Deep Cone Washers. It will soon take over the 'lions share' of the tank cleaning workload from the current pioneering Alcan Rig, which has done a brilliant job over the past decade in ensuring that all tanks and washers are suitably maintained.

A new descale rig possesses the latest technology and looks to bring about cost savings for the client through the reduction in tank off-line cleaning time. By incorporating the proven features of the original descale rig with today's best practice engineering capabilities, Veolia ensures that this new descale rig is an efficient, robust, and first-class high pressure water tool.

The highlights of the rig include:

- Relatively lighter, but stronger rig proper and monorail trolley;
- Designed to handle the reaction force of a 1000 horse power pump;
- Minimum deflection of the nozzle arm;
- State of the art radio remote control system; and
- Increased levels of control accuracy through the use of proportional hydraulic functions, sophisticated control software and programming.

Congratulations to the Western Australian Project and Operations Teams for this achievement.

A Small Yellow Tank with a Serious Mission

By Nyan Naung



Normal water jetting position

Veolia Environmental Services in Western Australia has added yet another rig to its strong fleet of specialised high-pressure water blasting rigs; although this time, it will be utilised for operations in Jamaica.

Due to the unique location requirements, the popular IHI water jetting rig was unsuitable for use, instead the WA team had to source a Brokk 330D; a remote controlled diesel-driven demolition machine.

Within six weeks of the machines arrival, the Brokk 330D was transformed into a powerful high-pressure water jetting (HPWJ) rig with a custom designed attachment to suit the HPWJ operations in Jamaica.

The advantages of a Brokk 330D include:

- Quick attachment changeover between a rock breaker and a HPWJ rig;
- HPWJ attachment with dual nozzle rotation and side tilt functions;
- Designed to handle the reaction force of a 1000 horse power pump;
- Modified outriggers to suit the HPWJ on 20° angled tank floors at any slew angle; and
- Modified machine body for work in extreme high pressure jetting environments.

To ensure the new rig could handle such a diverse environment, it was tested to its full capacity, including a few worst case HPWJ scenarios at Veolia's WA yard in Bibra Lake. After passing all tests, the rig was sent to Jamaica where it will carry out tank cleaning missions for years to come.



Inspection by WA Senior Managers

Veolia Energy Commences Services at Tomago Aluminium

By Vince Angelozzi

In early July 2011, Veolia Energy (Dalkia) commenced services at Tomago Aluminium (TA), managing the mobile fleet's air conditioning, as well as all other HVAC (Heating, Ventilation and Air Conditioning) requirements on-site.

Managed by Chris Hollins and Jaime Spelde, the team have demonstrated the ability to find faults as well as add value to Tomago; and combined with their engineering, servicing and asset management capabilities, they have provided services which have been second to none.

All existing Veolia divisions based at Tomago Aluminium would like to welcome the Dalkia team on board.

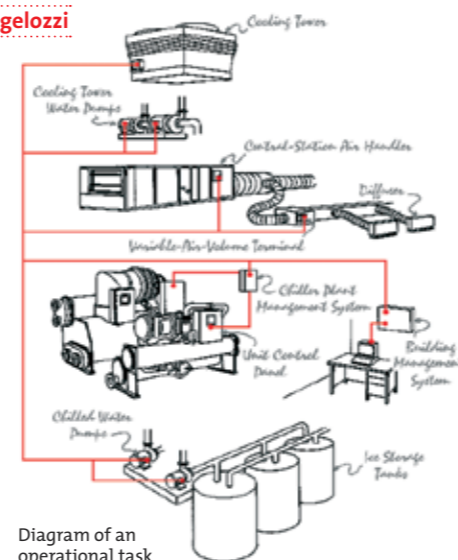


Diagram of an operational task performed by Dalkia

Veolia at Tomago Welcomes New Fabrication Team

By Vince Angelozzi

Veolia Environmental Services currently working on-site at Tomago Aluminium (TA) would like to extend a very warm welcome to the new Veolia Fabrication Team.

The team, made up of Lyndon Stempka, Nigel Jones and Joe Moanaroa are highly skilled at combining specialised repairs and fabrication services with on-site capabilities, ensuring that they are a very valuable part of the Tomago culture. Whilst on-site, the team will focus on potshell repairs to TA's purpose built facility close to the smelter, as well as potshell exchanges and any other project either small or large.

Since commencement of operations the team has already earned a high reputation for its dedication to safety, quality workmanship, superior service and reliability from many of its customers, including Tomago Aluminium.



Veolia's Fabrication Team focus on potshell repairs and exchanges

Veolia Launches **VIP Leadership Development Program**

By Wayne Noakes



VIPME Group

As part of Veolia Environmental Services commitment to investing in and developing its employees, a national leadership development program titled **Veolia Improving People (VIP)** has been launched.

The program aims to build on the leadership skills of managers from right across the business; with the initial focus for 2011 centering on those who have recently moved into their first management or supervisory role (VIPMe program), as well as for middle and senior managers (VIPU program) continuing to build on their already robust skills set.

The VIP program has been specifically tailored to Veolia's business, giving participants key management concepts and practical day-to-

day skills in building and motivating teams, conflict resolution, financial management, communication, delivering results and change management. Participants are also coached by their own managers during the program, to further support their skills development and to ensure that the skills learnt can be utilised in the workplace.

Wayne Noakes, Veolia Environmental Services Learning and Development Manager who is responsible for the management of this national initiative said, "This is an exciting opportunity for Veolia, as well as a sizeable investment, in giving our managers the fundamental leadership skills they need to grow the business, and to better lead their respective teams in an increasingly competitive environment. This leadership program will give our people the

necessary skills for Veolia to be a leader in the environmental services industry." The Learning and Development team will be rolling out further VIPMe and VIPU programs during the remainder of 2011. If you would like to find out more, or wish to nominate a participant please contact your State HR Manager or Wayne Noakes at National Office.



Star Bear Camp

By Rebecca Taylor

April 2011 Star Bear camp group

Star Bear an initiative by Anglicare South Australia (SA), is a not-for-profit grief support program for children aged 5-12 who have experienced the loss of a parent, sibling or carer.

The Star Bear program provides children with a weekend camp, facilitated by trained mentors and carers and is designed to increase a child's understanding of death and the grieving process

appropriate to their age, as well as to give them an opportunity to share their experiences with other children.

Rebecca Taylor of Veolia Environmental Services South Australian team recently attended a weekend Camp and shared her experience, saying, "The Star Bear program lasts an entire weekend, which means you leave about 6pm on a Friday night, either driving yourself up to Woodside in the Adelaide Hills, or leaving with the kids on the bus, and you don't get home till about 6pm on a Sunday night... Exhausting!

It's go,go,go all weekend with the younger children. Given what they are dealing with, often there are tears, but the main focus is to make sure they have lots of fun and hopefully open up a little bit about their loss.

After being on two camps I'm hooked! Seeing these children laughing, having fun, and mixing with other children who are going through the same ordeal really opens up a lot of doors for them; and to know you are a part of that process is very rewarding!"

The camps are run every quarter, and they are always looking for volunteers or people to make things for the kids, i.e. woollen hats, scarves, toys etc. If you are interested in being a volunteer or helping out, please email: rebecca.taylor@veolia.com.au.

Alternatively, if you would like more information about the Star Bear program, please call the Loss and Grief Centre on (08) 8301 4208 or email: starbear@anglicare-sa.org.au

Veolia Environment Services NSW Celebrates World Environment Day

By Hayley Springall



ABOVE: Three bin system implemented at Arndell Park. LEFT: Switch off and save energy stickers

World Environment Day (WED) is an annual initiative under the United Nations Environment Programme, which aims to encourage positive environmental actions around the globe. This year, Veolia Environmental Services celebrated WED by implementing a number of sustainable activities across all New South Wales sites from the 6th-10th of June.

In preparation for WED, information packages were sent out to all NSW Site Managers which included 'Switch Off and Save Energy' stickers for staff to place around their workplace as a reminder to switch off any electrical appliances when not in use. Additionally, the packs contained information on sustainability goals to be discussed at Veolia's operational toolbox meetings.

The Arndell Park Green Team also placed signage on bins across the site, helping to increase staff awareness and to encourage correct waste separation. The Team also held a 'green themed' morning tea, where demonstrations of correct waste separation were conducted and the winners of the Sustainability Trivia Quiz were announced.



Joe Tarau at the Green Team Morning Tea

On top of these efforts, Veolia at Arndell Park and Rosehill introduced 50% recycled paper for printing, and initiated three kitchen organics waste bins to encourage source separation of food scraps. The feedback from these trials has been positive and we plan to extend these initiatives right across Veolia in NSW.



Chelsea Rorimpandey and Steve Lawrence announce winners of the Green Team Sustainability Trivia quiz



L-R: Tristram McKay, Joe Tarau, Julie Perry, Janine Macleod, Sharon Brown, Belinda Hitchen, Hayley Springall

Australia's Biggest Morning Tea

By Shandell Dambergs

To help raise much needed funds for cancer research, staff at Veolia Environmental Services Victorian locations: South Melbourne, Keysborough, Brooklyn, Shepparton, Morwell and Loy Yang recently came together for Australia's Biggest Morning Tea on Thursday May 26th.

Australia's Biggest Morning Tea plays a vital role in helping to raise money for the Cancer Council of Australia, specifically for education, support services, research and prevention. With 1 in 2 Australians diagnosed



Homemade Teacups

with cancer before the age of 85, it was imperative that Veolia support a cause that can affect so many.

Before the event, posters were displayed across all sites in Victoria to raise awareness. Employees were invited to attend the morning tea which consisted of tea, coffee, cakes, muffins and an assortment of scrumptious homemade treats.

To top off the wonderful collection of treats across the sites, Victoria as a whole managed to raise a generous \$1,042.80 for the Cancer Council; and of that amount a whopping \$401 dollars was received from Geoff Campbell and the Loy Lang team!



Brooklyn Facility



A big congratulations must be extended to all who participated; and Veolia looks forward to contributing again next year.

Victorian Peers Winners

By Human Resources VIC

The 2011 Quarter 1 PEERS award winners for Veolia Environmental Services Victoria are:



Annie Nguyen; Customer Service Officer, Keysborough.

Nominated for her outstanding contribution and assistance whilst team members have been away. Annie was nominated for her fabulous attitude and consistent commitment to her work; thoroughly researching payments to ensure all customer charges are correct.



Mick Hants; Frontlift Driver, Brooklyn.

Nominated for exceeding expectations with the Geelong roll out. After Mick introduced himself to Veolia's customers, he planned new routes in Geelong and highlighted areas for potential sales.

The Executive Team at Veolia Environmental Services Victoria wishes to congratulate both PEERS winners; who received a \$250 dollar voucher and certificate from Group General Manager for Victoria, Mr Simon Tori, for their outstanding efforts.



The Finance and Administration team at Veolia Victoria

Problem Solving and Decision Making Workshop

By Malcolm Inglis

In early May, members of the Victorian Finance and Administration team at Veolia Environmental Services attended an in-house Problem Solving and Decision Making workshop.

The group learnt new techniques to support them in their day-to-day tasks as well as several critical thinking skills.

The program was structured around business issues such as:

- Deviations from expected performance, as well as;

- Deciding on the most appropriate course of action and protecting this action from future problems.

An overarching objective of the training was to enable the Finance and Administration team to communicate using the same language and tools when identifying issues or opportunities. Once the attendees feel comfortable with the training, it will then be expanded to the rest of the Finance and Administration team across Veolia Environmental Services Victoria.

Tasmanian Employee Forums

By Michelle Mizzen

To generate a greater understanding of Veolia Environmental Services and how the business operates, Veolia in Tasmania arranged a number of employee forums across the State offered to all 300 Tasmanian employees.

The forums held in May 2011 were aimed at providing a general overview of the Veolia business, with a particular focus on Tasmania; allowing employees at all levels to ask questions, offer suggestions, gain a better understanding of the business, as well as learn how their roles contribute to the way in which Veolia operates as a whole.

Having received such positive feedback, Veolia in TAS will look to continue its Employee Forum's in the many years ahead.



L-R: Katie Mollineaux receives an employee award from Peta Jurd and David Beard

Victorian Sales Conference

By Cameron Duck

Veolia Environmental Services Victorian sales team recently converged over a weekend in July to discover, learn, plan and envisage how the waste industry will transform within the coming years in Victoria.



Vic Sales Conference- Group Presentation Winners

Given that there has been a recent change of Government in Victoria, the development weekend came at a crucial time and proved to be quite insightful for all who attended.

A number of presentations were given by Senior Managers informing attendees of Veolia's position and future developments over the coming 12 months. Particularly Nat Bryant, Manager for Resource Recovery in Victoria, engaged attendees by presenting information on the soon to be opened Dandenong Resource Recovery Facility, which will be a first of its kind in Melbourne. Nat also spoke about the way it will revolutionise how waste is disposed of and recovered and how Veolia is doing everything possible to divert waste from landfill.

Over the second day, all Major Account Managers and Area Managers presented on a number of topics which included: innovations to increase efficiency and profitability, resource recovery solutions to ensure business success, competitor analysis, as well as internal improvements within the organisation.

The conference was enjoyed by all, and helped to raise a number of issues which will further provide clarity and direction for Veolia's future developments within Victoria.

Mount Barker on the Move

By Wes McCulloch



Mount Barker team

After more than a decade, the liquid waste division on Oborn Road in Mount Barker South Australia has located to a new premises on Secker Road.

The Secker Road location has a fresh and modern appeal, fitted out with electric roller doors, staff amenities under the main roof and a view of the surrounding hills. Since opening, two new operators have been welcomed on board; Peter Choat and Mischa Davey, joining an already robust team.

The site currently houses four liquid tankers and provides support for a fifth satellite tanker offering liquid waste services to the Mount Barker, Adelaide Hills, Yankallila, Alexandrina and Coorong regions; additionally, the group also services both private and industrial clients throughout the Fleurieu Peninsula and beyond.

Veolia Victoria Attends Eastern Region Business Networking Luncheon

By Shandell Damberg

To foster opportunities with other like-minded businesses, both in and around the Eastern Suburbs of Melbourne, the Victorian Sales Team at Veolia Environmental Services recently attended an Eastern Region Business Networking Luncheon.

The luncheon provided a valuable networking opportunity to foster relationships with other local businesses, with Tony Pinwill, Veolia's Group General Manager for Solid Waste Transport in Australia and New Zealand, introducing contacts to the team, as well as profiling every organisation who attended to assist with future interactions.

Mr Jeff Kennett, former Victorian Premier from 1992-1999 and now President of the Hawthorn Football Club and Founding Chairman of BeyondBlue, was the special guest speaker, discussing topics that face businesses in today's market, as well as debating family, community and business support.

Throughout the luncheon, Mr Kennett managed to join the Veolia table, where our attendees were given the opportunity to ask questions and have their photo taken.



Victorian Sales Team

Veolia Raises Money for Multiple Sclerosis Australia

By Jennifer White

On Sunday June 5th, Veolia Environmental Services NSW and National Office took part in MS Australia's Walk and Fun-Run in Sydney.

MS, otherwise known as Multiple Sclerosis, is a disease of the central nervous system affecting more young adult Australians than any other neurological condition. MS Australia provides support to people living with the condition in the form of facilities, social support programs and attendant care; as well as lobbying government to provide greater support for those living with the condition.

44 participants tackled the 9km journey around Sydney Harbour and received special mention at the official awards ceremony for not only taking out the 'Best Uniformed Team' award, but for also being the third largest team and the third largest fundraisers, amassing a total \$15,327 dollars!

To recognise such an achievement a celebration lunch was held at Veolia's Rosehill office following the event. It was here that Lyndell, a representative from MS Australia, explained how the funds that the Veolia team raised would help people living with MS, before presenting an engraved 'Best Uniformed Team' trophy. Additionally, Veolia was fortunate enough to hear a heartfelt speech by MS sufferer Steven, who explained how the condition has affected his everyday life.

To cap off the day, Veolia's three leading fundraisers Emilia Meenhuis, Julie Perry and Joanne Helms, were each awarded two tickets to the ANZ Stadium's Corporate Suite for Round 20 of the NRL.

Congratulations to everyone who took part.



Veolia's MS Australia Walk and Fun-Run team!



Neill presents matched funding to Steven



Veolia's top three fundraisers