



Xmas 2006



# hippo news

Published for the employees & associates of Veolia Environmental Services

## Doug's Xmas Message



As 2006 draws to a close it's the time to reflect on what we have achieved, as both a team and as individuals. At the year's commencement, we ushered in a new brand and business name, and the implications of such an immense change posed many challenges. Consequently the progress that has been made, amidst the launch of our new corporate identity, Veolia Environmental Services, is testament to the skilled and dedicated staff we have on board.

I am happy to report that VES is performing strongly and we are on track to achieve our budget for 2006. Impressively, all States have achieved great results, including a marked improvement in NSW. Continuing to capitalise on the market boom in the industrial sector, our Industrial Services teams have acquired several large and fortuitous contracts, whilst also creating several opportunities within existing client contracts.

The VE Group around the world is also reporting a strong performance. The alignment of the four divisions (water, waste, energy and transport) under the Veolia banner has begun to bear fruit for the group. In late October, VE was proud to announce that Veolia Energy (Dalkia) has entered the Australian market through the acquisition of TDU, bringing another 500 employees to the VE group in Australia.

As mentioned, with the adoption of our new corporate identity, came the cessation of the trading name Collex. Whilst a sad day in the history of the company, the Collex reputation as a leader in waste management, will not be forgotten or compromised. Having seen Collex develop over many years to become an industry leader, I am confident that we will do the same with our new brand Veolia.

We have had a major focus on Safety in 2006, resulting in a substantial improvement, thanks to everyone in the company. Our emphasis on Safety in the workplace will continue to be a major focus for 2007. We all need to make a concerted effort to look out for one another, to identify and report near misses so that accidents can be avoided.

Over the next 12 months, VES will continue to focus on efficiency and promote growth within our market, and as such we have an exciting year ahead. I look forward to seeing our potential reached.

To all staff, and customers, I would like to wish you and your families a safe Christmas break and I look forward to seeing what we can do next year! ■

## Your Newsletter

Veolia welcomes contributions, including photographs, on issues and events relating to the management of waste and industrial services. Please send material to Renee Fry at VES National Office by emailing renee.fry@veoliaes.com.au

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## VES Wins National Award for Environmental Excellence in Logistics

The Chartered Institute of Logistics and Transport (CILT), with assistance from the Supply Chain and Logistics Association of Australia (SCLAA) recently awarded Veolia ES with the Award for Environmental Excellence in Supply Chain and Logistics, for the Woodlawn Bioreactor and related

Clyde Transport Facility, at the National Awards held in Perth in November.

VES became eligible for consideration at a National Level when awarded the "Achievement of the Year" for the ACT and Southern NSW region in September.

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## VES Wins National Award for Environmental Excellence in Logistics

*continued from page 1*

The CILT, in partnership with SCLAA, developed these awards to recognise individuals, and or organisations that have been significant innovators in the field of transport and logistics.

These awards reflect the innovative nature of the large-scale logistics chain, running from collection of waste from Sydney Councils at Clyde, long distance transport of waste in containers from Clyde to Tarago by rail, movement of the containers from siding to the Woodlawn site by truck, and depositing of waste in the old mine.

This is a unique “reverse logistics” chain, which works efficiently and effectively and which allows for the productive use, and rehabilitation, of a large former mine site. ■



*From left to right: Tony Cade, Justin Houghton, Tony Favell, and from CILT John Bowdler, Ted Butcher and Pat McNamara*

## North West Commerce and Industry Trade Service Awards

**By: Lisa Williamson**

■ On Saturday 7 October, a group from Veolia Environmental Services gathered together in Devonport (North West Tasmania), along with 220 other business people for the announcement of the winners of North West Commerce and Trade Services Awards.

Much to our delight Veolia was named the winner of the Trade/Services Business category sponsored by Matthews Constructions. This was a compliment to all the VES staff operating in the North West region of the state. ■



*The victors with their award*

## Woodlawn Waste Management Facility Celebrates 2 years of Operation

**By: Shaun Rainford and Miriam Coupe**



*Woodlawn Facility in Action*

■ The Woodlawn Waste Management facility has now been operational for two years, having taken over 600,000 tonnes of waste from Sydney within that time. As such, plans are now underway to produce green energy from the methane produced by this waste.

With the waste sitting at a height of over 40m, pipes have been placed, pumps installed, water re-circulated through the waste, and VES are working on the final stages on the Woodlawn Bioreactor Energy (WBE) facility.

The power station will take biogas from the waste, and produce green energy for the grid, through a deal struck with Energy Australia in late 2004. It is expected that up to 20MW of electricity could be produced. VES expects to be utilising the gas for energy production by early 2007.

Veolia is also proposing two Alternative Waste Technology facilities for the Woodlawn site, to produce compost products which we aim to use in the rehabilitation of the degraded areas around the Woodlawn mine site. The Development Application and Environmental Assessment Report were opened for public exhibition in December to assist the Department of Planning in their assessment.

To learn more about the project, you can download the Environmental Assessment report from our website at [www.veoliaes.com.au/sustainability/alternative-waste-technology](http://www.veoliaes.com.au/sustainability/alternative-waste-technology). ■



# Getting Better Value in Resource Recovery

By: Doug Dean

Doug Dean, Managing Director of Veolia Environmental Services, gives some insight into challenges faced in waste management and resource recovery.

*(Article which recently appeared in the Australian Environment Industry Directory)*

■ Interesting developments over the past 12 months will greatly affect the industry and Australian waste policies. Earlier this year we saw the release of a draft report from the Productivity Commission's inquiry into Waste Generation and Resource Efficiency. This inquiry is providing an objective economic perspective on the direction and strategies of waste management policies in Australia. Of particular interest is the Commission's draft view on the environmental balancing of various environmental costs and benefits. We hope that this inquiry and its final report will assist local government and environment agencies in understanding the economic effect of their policies and therefore assist in judging between alternatives.

People, both government and business, make decisions on environmental benefit, but they take into account economic cost. While we all know the environmental issues are crucial, the reality is that the environmental budget is not unlimited. There are good projects that simply will not get done because of economic or other social factors. The contribution of the Productivity Commission and other like groups around the world is crucial to seeing that decisions can be made in a balanced way, driving our environmental dollar further.

At the moment, tonnage diversion from landfill seems to be an overwhelming key performance indicator (KPI) driving waste management policy in Australia. We believe a single waste management KPI is inappropriate. It should be replaced with a more "balanced scorecard". The goals should be sustainable and efficient resource use, involving optimal waste generation, treatment and management. New KPIs should take into account the value of resource recovery including energy and the toxicity avoided. This involves recognition that tonnage is a very limited KPI. A tonne of paper contaminated by food scraps and glass has nowhere near the recycling value of good quality sorted

paper. Also, a tonne of heavy metals recovered from the waste stream has a benefit in its recycling value but also in the reduction of toxic effect. KPIs should be developed for waste management to reflect these sustainability objectives and which reflect environmental benefit, value and cost, not just tonnage. Taking another example, a facility with reduced emissions should generally be encouraged over a facility with a higher emission pattern.

We have also seen State governments raising waste levies as an economic instrument to divert waste from landfill. There is an obvious issue that funds raised are being used for purposes other than waste management. There is also a concern that in places around the world these types of levies are driving conduct which concentrates on technically reducing the levy without regard to whether there is significant genuine positive environmental outcome. It is a blunt axe.

In its eagerness to introduce waste diversion, local government has unfortunately been subjected to several technology failures. In recent years some technology proponents have over-promised on different processes which are totally unproven or unproven in the relevant waste stream. We support some experimentation, but the risks should be fairly disclosed. Local Government also needs to consider in advance the consequences of underperformance. What will a Council do when it has invested money, and in many cases more importantly years of commitment, but the technology does not deliver? Will the Council be able to change direction, or will it be forced to live with an inadequate solution?

This highlights the need for unbiased technical validation, economic assessment and environmental impact evaluation. Where high risk technologies are used, the commercial proponents should normally bear the real risk.

Caution also needs to be exercised in technologies recovering materials

which have little or no market value. Joint production of green energy and compost is actively promoted. However, contaminants in compost produced from municipal solid waste decrease the potential end-use applications and value. The current European trend is for technologies to stabilise and volume reduce MSW or to use it purely for energy recovery. Compost production, like most recycling, seems to work best where we can achieve very high levels of community awareness and involvement. Veolia's leading experts tend to believe that best results in each project will be obtained where a conscious decision is made to concentrate on either energy or compost. This decision must involve a consideration of the quality of the source material and the end use of the compost.

Veolia's view of current available technology is that Australian MSW should be used primarily for the production of energy (such as the bioreactor technology), further (preferably early) separation of recyclables and the production of a compost to rehabilitate mine sites and other degraded lands rather than high value or general/broad acre applications.

In the industrial and commercial sectors, we have seen some very positive signs with an increasing number of companies looking to minimise waste and maximise recycling. Veolia in Australia and overseas has been actively engaged in working with a range of companies including motor vehicle manufacturers to minimise the production of waste. These companies are not only doing it for environmental reasons but it also makes good bottom-line sense to avoid waste. Improvements in the minimisation of commercial waste will be an important part of the future.

Overall, Veolia is optimistic on the future of the industry. We've always had stimulating debate in this industry and it needs to continue if we are to improve the living environment. ■



Projected Rosehill Depot

# Veolia in the Top End

By: Peter Rogerson

■ The G3 Project is the third stage, expansion project being undertaken by Alcan Alumina Refinery in the NT. The expansion will increase the Refinery's capacity from approximately 2 million, to 3.8 million tonnes of Aluminium produced per year. The cost of the project is \$2.7 billion and will employ over 1700 men and women on site.

At present Veolia ES has a crew of 35, working a 28 day cycle, carrying out the main work on site; abrasive blasting and painting, hydro-blasting and vacuum loading. We have also performed many other tasks including, but not limited to, house keeping, removal of graffiti and cold cutting. ■



Aerial View of Alcan Alumina Refinery at Gove, NT

# NSW Re-Location

By: Peter Murray

■ VES NSW has been reviewing our current operational and administration locations, many of which have become outdated, too small or unproductive. A team was formed earlier this year to develop a location plan that would set VES up for the next decade and this task has now been concluded with the signing of two leases, one for a state office and the other for a "super depot".

All our employees based in Sydney have been quite patient during this time, which has made the process a very easy one, and with both leases now signed; there is much anticipation about the move. The NSW state office will be located at Rosehill from the end of February 2007 and the new "super depot", located in Silverwater, will be operational after construction is completed, in July 2007.

These new premises will be very important for the future growth and success of the NSW business over the next decade.

Specifically, by February 2007, Administration and Support staff as well as Senior Management, and the Sales and Marketing Teams will be situated at the Rosehill Depot.

The Silverwater "super depot" will assist in the consolidation of the operations staff. The depot will allow capacity for over 136 trucks and will allow access to secure parking, truck wash facilities and modern workshop capabilities.

The NSW Re-Location will see the NSW divisions work closely together and will create a new and exciting phase for the NSW team. ■

# VES Takes Delivery of Panoramio Camera

By: Matt Stanelos

■ VES took delivery of the first Ibak Panoramio digital CCTV inspection unit in Australia in November.

Mounted in a 4 wheel drive LandCruiser to provide all terrain access, the Panoramio unit is the latest in digital survey equipment from Europe. The Panoramio utilises two lenses mounted on the survey tractor as well as a computerised interpretation package to produce full, 360 degree images of surveyed pipeline.

The images are viewable in traditional pipeline view or in a rolled out flat view, with interpretation software capable of measuring cracks and other features, raising lighting within the image and providing a customisable 'virtual reality' tour of the asset.

The Veolia unit will make its debut in project works with Yarra Valley Water in Melbourne in late 2006, and the excitement that surrounds this new technology is building.

The potential for the utilisation of this innovative technology to gain new contracts, as well as add a highly specialised and sought after technology to our already vast portfolio, will put Veolia ahead of its competitors. ■



Panoramio Camera Technology



# Coles Myer Contract A Big Win for VES

By: Lindley Taylor

■ In October, it was announced that VES had been successful in acquiring the contract for Coles Myer Limited (CML) within Victoria and Tasmania. This encapsulates the waste management of over 770 CML sites.

The roll out to start servicing Metropolitan and Regional sites is currently under way and with the contract starting date of 27th November, our teams are set for a busy Christmas season.

We will be managing General Waste, Hazardous Waste, Organic Waste, Partial Recycling Meat and Bone (Tas), Spill Kits and other Ad Hoc liquid, Industrial cleaning, as well as Rearlift, Frontlift and Bulk services. This of course, is in conjunction with the national contract already held with CML for Grease Trap Services.

The brands that we will service under this contract are Bi-Lo Supermarkets, Coles Supermarkets, Coles Express Service Stations, Harris Technology, Kmart Stores, Kmart Offsite ( distribution centres), Kmart Tyre and Auto, CML group, Office works, OFM, Supply Chain, Target, Target Country and Liquorland outlets.

With an initial contract period of 3 years, with an additional year on offer for the consecutive 3 years following, it is with no question that the service levels and commitment to superior project management that VES offers will see the contract carry through until 2011.

This contract will provide ongoing value, and as such the teams from Victoria and Tasmania, who participated in the tendering process as overseen by National Office, as well as the ongoing project management team, should be extremely proud of themselves for their role in the acquisition of such a major client. ■

# Ravensthorpe Nickel Refractories Success Story

By: Navin Singh

■ WA Refractories business successfully completed the ceramic lining of tanks for the BHP Billiton – Ravensthorpe project in late September this year. The project, which lasted 9 months, was a joint venture between Veolia and Stebbins.

Taking approximately 122,397 man-hours to complete the lining of eighteen tanks of varying capacities, installation of 362,819 ceramic tiles of various sizes and shapes, and a peak crew of approximately 120, this project was indeed a monstrous task.

Veolia Refractory is proud of completing this job without any Lost Time Injury (LTI), which, when considering the sheer size and requirements of the project, is a superb achievement. The successful completion of the project on time, in budget, and without any major incident is a credit to the entire team. ■



Installation of reinforcement steel bars in progress for concreting of tank floor



Inspection of tank floor after installation of reinforcement steel bars for concreting

# VES Learning and Development within Hippo Station

By: Karen Trudgian

■ The newest development for Hippo Station, released in November 2006, is the National Learning and Development (L&D) system. Committed to the development of a culture of learning within the organisation, VES believes that employee development is a responsibility shared by individual employees, supervisors, managers as well as the entire business.

The new L&D database enables training requirements to be consolidated, with appropriate and effective training plans set, in the hope of encouraging employees to learn and contribute to their own career development within VES. The database will also assist in identifying training requirements on an employee/ site/ state/ national basis, and identify areas of common need across states enabling the streamlining of training which could potentially, be rolled out at a national level.

Along with Position Descriptions and licence details, all employees now have access to their training records on Hippo Station – under the *My Position* menu item. The initial upload of data was created from records provided to National HR from all state teams. Should you find the details to be incorrect or incomplete please contact your Manager/Supervisor or state Hippo Station Administrator.

Hippo Station will also be unveiling an exciting new look, the much anticipated system update will include new functionality by early 2007. National HR also has plans to reveal new position descriptions from February 2007 after spending a couple of months reviewing their current content. If you have any comments or feedback at any time please contact National HR. Keep your eyes peeled for further details in the not too distant future. ■



# No Dig Conference 2006

By: Angela Horner



No Dig Conference 2006

■ Veolia Environmental Services – Pipeline Services certainly made a presence at the recent No Dig 2006 Conference, held at the Brisbane Exhibition and Convention Centre in October.

The exhibition is the largest display of Trenchless Technology equipment and services ever assembled in the Southern Hemisphere, and showcased the future of trenchless technology globally.

Over 700 delegates attended from 34 countries with over 90 exhibitors. Veolia's stand featured technology from BKP Berolina, showing the UV curing lining process used as well as Panoramio; the future in CCTV technology. VES is the first company within Australia to take ownership of the new Panaramio technology, and the potential for forging new markets as a result of this acquisition, is immense. ■

# NSW Waste Management Conference and Expo

By: Renee Fry

■ The NSW Waste Management Conference was held 13th – 15th November at the Waterview Convention centre Homebush, and drew in exhibitors from all over NSW as well as local, interstate and international visitors.

The conference, of which VES was the major sponsor, provided an opportunity to showcase the diversity of our business capabilities to important contacts and decision makers within municipal, industrial and commercial sectors.

Megan Bruton, NSW Marketing Manager, with assistance from Peter Pappendorf and Ian Wellsmore from Tomago depot, was chosen as a guest speaker at the conference, and delivered a presentation pertaining to the work that Veolia is currently undertaking at Tomago Aluminium Smelter in the Hunter Region of NSW. This was a great opportunity for VES to expose new markets to our impressive ability to provide complete facilities management. ■



Veolia's Booth at the NSW Waste Conference

# Santos and VES

By: Russell Northe

■ The VES branch in Morwell recently assisted Santos in a significant oil exploration project in Gippsland in Victoria. The exploration project was completed in environmentally sensitive land close to Lochsport on Ninety Mile Beach.

The Morwell depot currently employs 15 locally based persons and provides a number of different services, ranging from hard waste collections through to the collection of liquid waste, including grease trap and septic waste.

In June of this year Santos contacted our branch requesting information on the waste management services our depot could provide.

The major part of the project was to de-sludge a holding pond in which the services of Vactech (Industrial Services) and Liquid Services Dandenong were required to assist. Over 1,800,000 litres of the sludge was removed with Danny Bourke and his team from Liquid Dandenong doing a fantastic job with this process. Danny and his team had up to 7 employees and 4 vehicles operating at any one time to ensure the task was completed on time.

Teamwork between the groups played a huge part in servicing the project, and demonstrated that even a small regional depot can cope with managing projects such as these. ■



# VESPA – SAP Front Office Systems for Waste

By: Julie Carnahan and Bruce Duncan

■ The Waste Front Office Project was launched in March 2006 and subsequently re-named VESPA (Veolia Environmental Services Project Australia) in keeping with the launch of the new VES brand.

Key outcomes expected from the project continue to be focused on:

- Improved customer service
- Improved engagement of our employees
- Management of risk within our business
- Enhanced business performance

We have now achieved the first two phases of Project Preparation and Blueprinting, which means that the design of the new solution has been completed and reviewed by



The SAP/ VESPA Team



VESPA Project Plan

a selection of our business users and managers, from all states and divisions.

We are now working through the realisation phase, during which, the solution is built, configured, enhanced and tested, tested, tested! With the results of these data tests then loaded. Detailed planning for the final preparation phase has commenced, with staged go-live dates expected for March – May 2007.

After go-live, a short period of intense user support is expected before hand-over to the ongoing support process through our IT Team (who are therefore keeping a careful eye on us).

The initial project team pictured is mostly intact and includes a dedicated team working specifically on the project, our existing IT Team, as well as our specialist consultants from HCL. We hope to have a great Xmas followed by a really intense few months to deliver this project in 2007. ■

# TiTree BioEnergy Facility Reaches Brand New Heights!

By: Hugh Wright

■ Since opening in June 2003, Ti Tree BioEnergy Facility has noticed a steady increase in their waste volumes as the awareness of the social and environmental benefits of this purpose-built facility has also increased. As of June 2006, the facility reached 750,000 tonnes of waste and with construction of a fifth cell to commence in early 2007, there is no doubt that these levels will continue to grow.

With 750 000 tonnes of waste in place, sufficient gas is now being created to sustain electricity generation. In May 2006, 16 vertical wells were added to the gas collection system. As a result, enough gas is now being produced to generate 1 MW of electricity – sufficient to power 1,200 homes!

Based on current waste intake, it is estimated that by October 2007 production capacity will have increased



TiTree BioEnergy Facility

to 2 MW, around which time, it is also estimated that the facility will be able to generate power.

Over the past three years we have seen a growing number of local authorities change their waste management strategy towards metropolitan solid waste (MSW) by diverting this waste from their own landfills to Ti Tree. This provides

both economic and social benefits to their local communities, by preserving space in existing landfills, thus delaying expensive investment in the creation of new landfill sites.

For more information or to organise a site visit contact Hugh Wright – [hugh.wright@veoliaes.com.au](mailto:hugh.wright@veoliaes.com.au) ■



Construction of the New Cell



# Hunter Division Passes NSW WorkCover OHS Audit

By: Christine Hodgkiss

■ The NSW Hunter Region successfully underwent an audit by WorkCover NSW resulting in the renewal of our workers compensation self insurer licence for another 3 years. WorkCover had to be satisfied that our systems were operating at an acceptable performance for us to maintain this licence. Since gaining a self insurer licence in 2002, the company has saved millions of dollars each year in workers compensation premiums.

Since the last audit in April 2005, a great deal of time and effort has gone in to ensuring our systems meet the

requirements of WorkCover NSW across the board.

In March this year, WorkCover NSW undertook an audit of our OHS system, to assess our performance against WorkCover’s OHS Model for Self Insurers, and this was carried out at two depots in the Hunter Region; Toronto & Tomago.

Operational staff, alongside compliance personnel, dedicated endless hours to ensure the sites were well prepared for the audit. There was even a rumour going around that the NSW Compliance Division might have relocated to Newcastle!

The level of interest in this audit was reflected by the number of people attending the daily de-briefs, which auditors took as a reflection of the genuine commitment shown by VES to safety systems. After a very intense week, everyone involved felt a great sense of relief and excitement when it was announced that we had successfully passed the audit.

A special congratulations goes out to John Roddenby and all his team up in the Hunter Region, as well as the OHS and Compliance Officers from the NSW Compliance Division. ■

# South Australia Officially Launches VES

By: Jacqueline Ottey



MP Gail Gago and General Manager for SA Dean Dowie welcome the new brand!

■ On November 4th, South Australia launched the new Veolia Environmental Services Brand officially, and gathered many distinguished guests including MP Gail Gago – Minister for Environment and Conservation and Ian Kiernan – Founder of Clean Up Australia.

Dean Dowie, Group General Manager for SA/NT welcomed the esteemed guests to the depot at Kilburn, and gave all attending a great insight into the new face of the business.

An exciting time for the company, SA’s decision to officially launch the brand allowed suppliers, and important decision makers across Commercial Services and Industry within South Australia to become acquainted with the identity and spread the word regarding the capabilities and diversity the company has to offer, whilst also showcasing our sterling reputation. ■

# Esanda’s Contract with Veolia

By: Peter Goodwin

■ Veolia Environmental Services Australia is in the process of finalising a contract with Esanda Fleet Partners. The agreement would see Esanda become our preferred supplier of leased motor cars and light commercial vehicles for the next two years on a national scale.

This agreement will give Veolia a much better buying price, which will result in subsequent financial savings, with the added advantage of many administrative savings to be gained from the deal also. Esanda’s extensive reporting suite incorporates specific legislative reports tailored for Australian taxation law which will eliminate the need for our administration team to maintain its own records.

Another benefit is that all vehicles ready for a service will be picked up, serviced, cleaned and dropped back to the office free of charge, in all capital city and larger regional centres.

Veolia Environmental Services Australia is committed to maximising every benefit available from this exciting partnering relationship. ■



# French Executive Takes Time Out in QLD

By: Angela Horner



From left to right: Grant Stockwell, Peter Goodwin, Greg Whytestyles, Jean Dominique Mallet (JD)

■ During October of this year our Central Queensland facilities in Mackay and Gladstone were visited by our VES Executive Vice President for Asia Pacific, Africa and the Middle East, Jean-Dominique Mallet, referred to as JD.

JD took time out from his hectic schedule to visit the Mackay MRF for a 'meet and greet' with our local staff, and a morning tea with members of the Mackay City Council. Following this, a visit to the Dalrymple Bay Coal Terminal was conducted by our Industrial Services personnel.

Whilst in Mackay, JD was on hand to assist in the presentation of the Queensland Employee of the Month award to Greg Whytestyles, our Mackay MRF Supervisor. Greg joined the business on day 1 of operation in Mackay and has done a superb job in running and maintaining the MRF. ■

# NSW Acquisitions

In the second half of 2006, two acquisitions within NSW were completed and integrated into the commercial services business at Enfield in Sydney. Capital City Waste added both frontlift and rearlift work from 1 July, and the frontlift business of Skipmaster was acquired on 1 November 2006. These acquisitions have added critical mass to the Sydney business and all staff are looking forward to further growth in 2007.

We welcome Kevin Gray and Pam Noon as well as Daryl Lewis, Chris Mani and Stephen Phillips from Capital City Waste who have become new members of our Veolia team.

Record volumes are now being achieved in Sydney and Newcastle, which is very exciting for the business and extremely promising for the future.

Enormous energy is being put towards aggressively growing the business and improving our processes to be the best performing, customer-focused, waste collection contractor in NSW.



Pam Noon



Kevin Gray

# Investing in Technology and Training in Workshops

By: Claude Camelin

■ As many of us understand, investing in training can help us stay inline with the latest information so as to ensure staff skills are up to date with current technologies within the marketplace.

Over the past year, NSW's Domestic Division has taken on apprentices ranging from students on the verge of their career, to adult apprentices wanting to complete a trade, and it has been a rewarding and successful undertaking for the group.

Apprenticeships provide real benefit to our business, adding value by the practical skills and knowledge acquired through their training. Our major

suppliers have coordinated on-site training and refresher courses ranging from electrical (i.e engines, camera and monitors setups) to body maintenance based on manufacturer's specification which has enabled our staff to self diagnose engine faults confidently, which, in turn has reduced down time by 20%.

It's important to retain an edge over competitors; hence our investment in staff training as it improves staff performance, making our business more productive – and therefore more competitive. ■



On the job training



# Veolia Environmental Services – Active in the Community

By: Renee Fry

■ A company with heart, and a tremendous level of corporate responsibility, Veolia is involved in varying capacities with organisations that represent different, yet equally important, interests including the environment, cultural preservation, health, children’s welfare and sporting pursuits also.

Two of the most prolific environmental initiatives we sponsor include Keep Australia Beautiful, (KAB) and Clean Up Australia (CUA), which aid the propagation of our own company principals of Sustainable use of our environment and prevention of environmentally unsafe practices. This year we assisted both organisations gain much needed awareness of their projects, which included the KAB, Plastic Bag Reduction Awards and Clean Up Australia Day.

Our sponsorship of creative pursuits such as The Stroke of Art and the Museum of Contemporary Art’s Primavera Acquisitive Art Award promote the development of art within Australia and provide much assistance to artists within this country.

It is also worth noting that VES is also a sponsor of the Menzies Institute, which aids diabetes research and Angel Flight, which is an organisation that transports sick children from regional Australia, whom without such a service, would not be able to access much needed medical treatment.

Our state teams are also involved in various initiatives within their local community which helps to raise funds, as well as awareness for many great causes.

The acknowledgement of the support that Veolia gives to the community demonstrates the richness of the organisation, as well as its social conscience and willingness to raise awareness and enact change to better people and their communities.

We have included in this edition of Hippo News, the latest information on the progress of three major projects we sponsor, Keep Australia Beautiful – Plastic Bag Reduction Awards, Clean Up Australia Day and The Stroke of Art Charity Exhibition. ■

## Stroke of Art – Travelling Exhibition

■ The Stroke of Art Exhibition, of which Veolia is the sole sponsor, was launched in Sydney in May 2005 and subsequently taken on the road as part of a traveling exhibition to regional communities throughout NSW, QLD, ACT and SA.

Comprising of over 40 different pieces of art, supplied by stroke survivors from all over the country, the exhibition started in Newcastle, and then Ipswich where a Fundraising Cocktail Event was held to celebrate the exhibitions arrival. With around 70 people attending, the night was a tremendous success, with notable guest speakers including Mayor Paul Pisasale, Dr. Christopher Green, Dr. Erin Lalor – CEO, National Stroke Foundation and Professor Perry Bartlett.

The exhibition will be held again next year in May 2007 with the theme “These Boots are Made for Walking”. ■



Ipswich Charity Cocktail event – Stroke of Art 2006

## Clean Up Australia Day – Get involved!

■ In 2007, Veolia is once again proudly sponsoring the fantastic initiative, Clean Up Australia Day. Last year over 670, 000 people over Australia collected 8,450 tonnes of rubbish from beaches, parks, waterways and other important community bushlands and habitats.

Next year we are encouraging each and every Veolia Staff member to get involved, and invite your family, friends and customers to lend a hand in making a big difference to our environmental landscape.

For information on registering your own site visit [www.cleanup.org.au](http://www.cleanup.org.au), or contact [renee.fry@veoliaes.com.au](mailto:renee.fry@veoliaes.com.au) to register your interest in participating in a VES run site. ■



Clean Up Australia Day 2006



# Australian Groups Awarded for Reductions in Plastic Bag Use

■ After its launch in June, by Cricketing legend, Glenn McGrath, the Keep Australia Beautiful *Plastic Bag Reduction Awards* was inundated with entries from all over Australia detailing innovative and practical solutions to aid the reduction of single use plastic bags within Australia. As Veolia is the sole sponsor of the Awards, it is with great pleasure that we announce the National Winners of the 2006 *Plastic Bag Reduction Awards*.

“Over the past few years, many successful initiatives have helped reduce plastic bag use significantly. Whilst we still use around 4 billion bags a year, supermarkets have reported a 45% reduction since 2002, and a saving of around 3 billion bags in the past 2 years.” Said Keep Australia Beautiful, National Chairman, Don Chambers.

The Awards were divided into four category winners in the fields of Government, Schools, Community Groups and Businesses. The state winners then qualified for consideration at a National level and the National Winners of the *Plastic Bag Reduction Awards 2006* are:

• **Centro Colonnades Shopping Centre, SA (Business)**

Addressing the issue of plastic bag use at the very heart of the problem, the Centro Colonnades – *We’re Parting with Plastic* program, demonstrated a multi-level approach to eliminating plastic bag use. This initiative sets a benchmark for all shopping centres to follow, particularly to help ensure that the supermarket industry meets the plastic bag reduction targets set by the Government.

• **North Haven Dolphin Rangers Club, SA (Schools)**

This initiative involved 90 students from the North Haven primary and junior primary school, and was awarded a national winner for their engagement with the local community to reduce plastic bag use whilst also protecting marine animals along the coast. The student’s efforts in assisting the Torrens Island Sunday Market to become plastic bag free, also helped raise money for the Port River Dolphin Sanctuary.

• **Shire of Esperance, WA (Government Authority)**

Incorporating public advocacy, community education, school, retail



Vict Keep Australia Beautiful Plastic Bag Reduction Awards 2006

participation and volunteer support, the Esperance Bag Smart Programme has resulted in a 75% reduction in the use of plastic shopping bags within the community.

• **Redlands Tourism, QLD (Community Group)**

Redlands Tourism, with the support of the North Stradbroke Island (NSI) Sustainable Tourism Committee, is dedicated to eradicating plastic bags from the Island through its “Ban Plastic Bags on Straddie” campaign. Partnerships were formed with a wide variety of stakeholders to change resident and visitor mindsets with their target being 100% of the NSI operators to be plastic bag free bags by the end of 2006.

Reinforcing the importance of these efforts, Veolia’s Group General Manager for Marketing & Development, Tony Cade, said: “Plastic bags in the waste system, pose considerable challenges for effective litter management. Not only are they unsightly and dangerous to wildlife, but empty plastic bags are costly to remove from other recyclable materials and can reduce the quality of our compost”.

The National Awards ceremony was held in Adelaide, SA in conjunction with KESAB’s (Keep South Australia Beautiful) 40th birthday celebrations. With regional award ceremonies also held in all states.

The ingenuity of the projects entered demonstrate the willingness of key communities and individuals to take on

a leadership position in creating changes in attitude and practices within Australia towards the plastic bag problem, hence allowing Keep Australia Beautiful to provide ongoing resources and support, which will ensure that the unique beauty of this country is preserved forever.

Keep Australia Beautiful will be showcasing all winning entries on their website as well as developing a series of Case Studies and practical solutions for the implementation of such cases into relevant communities, schools and businesses.

For further information on the awards, visit [www.kab.org.au/plasticbags](http://www.kab.org.au/plasticbags) ■



Centro Colonnades plastic bag reduction in action



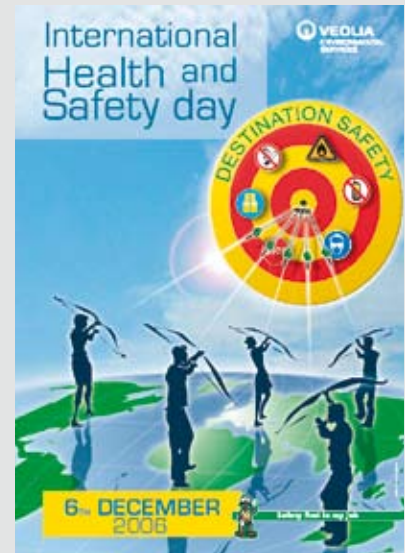
# International Health and Safety Day

6th December 2006 **By: Anna Blaikie**

■ The Annual Health and Safety Day was held this year on the 6th December. A global awareness initiative, the day aims to draw attention to the importance of Health and Safety in the workplace.

Health and Safety in the workplace is a major focus for VES. International Health and Safety day reinforces the message ‘My Health, My Safety, My Responsibility’, our local health and safety campaign, which was launched earlier in the year.

Our initiatives are aimed at focusing attention on Health and Safety in the workplace and reminding us about the need to prevent accidents and look after the health and safety of ourselves and our fellow workers ■



Veolia Health and Safety Day Poster

## VES Iron Man Extraordinaire

**By: Angela Horner**

■ QLD customer service centre operator, Julian ‘Jules’ Stockwell, has worked on and off for Veolia since 2000; firstly as a driver, then tip operator, and now is in customer service. A keen athlete, Jules has competed in triathlons since 2000 and has just qualified for next years Port Macquarie Ironman Triathlon.

The Port Macquarie course will be tough, with a 3.8k swim, 180.2k bike and 42.1k marathon which Julian completed this year in 11 hours and 13 mins. His aim is to go under 10 hr and 30 mins this time round. Congratulations Julian and good luck next year!!! ■



Jules Stockwell running amuck

## True Green Launch Gives a New Perspective on Climate Change



From left to right: Ian Kiernan AO, Molly Harriss-Olson Authors: Jenny Bonnin & Kim McKay

■ On Sunday 19 November, Veolia Environmental Services supported the launch of a new guidebook; *True Green, 100 everyday ways you can contribute to a healthier planet* written by Clean Up Australia’s co-founder, Kim McKay and board director Jenny Bonnin.

The guidebook, launched by Clean Up Australia’s Ian Kiernan, AO and Molly Harriss-Olson (former CEO, President Clinton’s Council on Sustainable Development) at Sydney’s Royal Botanic Gardens, provides 100 useful tips on how to reduce your impact on the environment and your carbon emissions.

At the launch, Veolia provided 339 wheelie bins arranged in the shape of a house representing the weekly carbon omissions from an average Australian family home (from electricity consumption alone).

“Veolia has been an incredible supporter of Clean Up Australia and Clean Up The World and we were excited to see the bins arranged to demonstrate just how much carbon we all produce weekly – it really put the whole issue in context,” Kim McKay said.

“Veolia’s team on the day were incredible and worked so hard to help us with the bins, it’s a great credit to Veolia that they are so committed,” commented Jenny Bonnin.

We welcome all Veolia employees to take the True Green challenge and visit our website at [www.betruegreen.com](http://www.betruegreen.com). Copies of True Green are available online and at ABC shops and part of all proceeds from the sale of True Green benefit Clean Up Australia. ■



339 Bins were used to represent the weekly carbon emissions from a household



# Peta Stalker – Fighting on the Front Line to Save Hobart

By: Lisa Williamson

■ Peta Stalker, Administration Officer for the Industrial Services Division in Tasmania, recently made front page news of the Tasmanian Mercury newspaper after fighting fires on the front line that severely burnt out large parts of the Eastern shore of Hobart in October 2006. The fires, which were well documented as some of the worst infernos seen within the Apple Isle, fortunately were reasonably contained by the tireless efforts of Peta and her fellow volunteer fire-fighters and as a consequence there was no loss of life and only minor property damage. The fire had the potential to have been devastating and flagged that the summer ahead will be a challenge for the community and in particular those who have to combat the fires.

Peta is involved with the Glenorchy’s Wellington Fire Unit and was formally



*Peta and team exhausted on the fire front line*

recognised when she was awarded the Brigade Chiefs Award for outstanding achievement and commitment throughout the year for the Wellington District.

Having been involved with the Rural Fire Brigade in Tasmania for five years, Peta demonstrates the courage and true nature of an unselfish volunteer who works to support and protect her community. Needless to say her role as

Fire Warden at Veolia’s Mornington depot is held in highest regard by all her co-workers, and her instructions are always followed!

Congratulations Peta. The dedication of you and your colleagues to protect the lives of the Tasmanian community is much appreciated. ■

*NB. Pictures courtesy of the Tasmanian Mercury.*



*Peta receives Brigade Chiefs Award*

# Tassie Takes Out Top Honours

By: Lisa Williamson



*From left to right (back row): Rob Williamson, Damian Jones, Peter Lawrence, Gary Beven, Rob and Sally Wise. From left to right (front row): Fiona McLain, Michelle Taylor, Lisa Williamson, Lisa Beven*

■ Veolia Environmental Services entered the prestigious Launceston Chamber of Commerce and Industry’s Business Excellence Awards, for the Northern Region of Tasmania. Entry into the category of “It’s About Us” provided the opportunity to showcase the range and quality of products and services delivered by our company as an essential service to the community.

In recognition of its business excellence, Veolia was selected as a finalist. Although we did not win the category, being selected as a finalist was nevertheless a credit to the employees based in the north of the state and recognition of their commitment to the company’s endeavors to provide quality and sustainable services that meet, or better exceed, the customer’s expectations. ■

# Adelaide’s City to Bay Fun Run

By: Jacqueline Ottey

■ Recently, eagre participants from VES in SA, took time out to join in the annual “City to Bay Fun Run”. An annual event held in Adelaide, the run attracts around 15,000 people every year. Congratulations to the team and their results! ■



*From left to right: Rod Cundy, Raeline Smith, Lynn and Bee Lim*



# Staff Movements

## Queensland

### Krista Klease



We would like to welcome aboard Krista Klease to the newly created HR Advisor position in Queensland.

Krista has over twelve years experience in the Human Resources area. As the HR Advisor for Queensland, Krista will be responsible for providing advice and assistance in areas such as recruitment, training, HR policies, and staff counseling.

The addition of Krista to the VES team in Queensland will provide both managers and employees with somebody to call on with any people related issues.

### Janet Bellinger



We would like to welcome aboard Janet Bellinger who joined us in July as the State Accountant for Queensland managing Waste and Industrial Services divisions. Janet is leading a team of two divisional accountants, accounts payable, payroll and reception.

Janet has over 8 years experience in the accounting area and has worked for companies such as EDS (2nd largest IT outsourcer in the world) Bank of Qld and PricewaterhouseCoopers in Corporate Finance, Business Services and Auditing for mining and energy.

We wish Janet every success in her new role.

### Linda Wilson



We would like to welcome Linda Wilson aboard as Credit Manager for Queensland. Linda joined the team in July and has over 10 years experience in credit control. Linda has worked for such companies as Vodafone, BOC Gases, Boral Construction, Argent Australia and CB Richard Ellis.

As a credit manager Linda hopes to introduce a more efficient means of collecting debts and reporting to management. In doing so she hopes to reduce the risk of debtors to our business by introducing better maintained credit application and speedier collection techniques.

Welcome aboard!!!

### Angela Horner



Angela Horner joined the team in Queensland as Marketing Co-ordinator in August. Angela has over 15 years marketing, entertainment functions and contract administration experience working for companies such as Amcor Fibre Packaging, Norco, project work with Ergon and Energex on the formulation of their joint IT company Sparq Solutions and sports management of Olympian Natalie Cook.

When Angela is not at work she enjoys being run off her feet with her two children. Angela looks forward to assisting the team in Queensland.

Welcome aboard Angela!

## Tasmania

### Vicki in her famous red and white



We introduce one of the newer members to the VES Hobart Operations Team. Vicki has been with us for a few months now and was prepared to show her true colours during the AFL footy season – that being red and white.

If ever you have the opportunity to discuss football with Vicki, please only do this on any winning weeks as Vicki tends to fall into a deep state of depression if her mighty red and white team dare to loose – not that it's very likely, surely. Good luck and welcome to the team!

### Danielle Hursey



Danielle has rejoined Veolia Environmental Services after a three year stint in retail management. Danielle first commenced with Veolia in July 2001 as an Account Manager in the Hobart region. After two years, she has rejoined the sales team, based at the Veolia Spreyton (Devonport) office.

Danielle is extremely customer focused and enjoys working with the north west team headed up by Peter George and Darren Higgins.

Welcome back Danielle!



## South Australia

### Mark Johnson



We would like to welcome Mark Johnson who joined the SA team in July. Mark joined Veolia Environmental Services New Zealand in 1997 as the CFO for Onyx Group Ltd, after seven years in financial services, including three in the UK and four with Deloitte Touche New Zealand. Mark and his team have responsibility for the finance, administration, IT, acquisitions and business development across the two states.

We wish him all the best in his new challenging role as the Commercial Manager.

### Brett Kannane



We would like to welcome Brett Kannane to the SA Sales team as the new Sales Manager. Brett joined us on the 17th July and has a strong finance background with 7 years experience and 3 years in Performance Management.

Welcome and we wish you every success in the new challenging role.

### Fiona John



We would like to welcome Fiona John to the SA team, who joined us on 24th July; Fiona is replacing Robyn Risdale in the position of Accounts Payable. Fiona has over 10 years experience working in different roles in Admin, Accounts and Payroll in different fields, such as Wine, Seafood and Hospitality.

Welcome to the SA/NT team Fiona – we wish you every success.

### Michael Fleet



We would like to welcome Michael Fleet to the SA Sales Team, who joined us on the 16th October.

Michael's first day was very difficult as he had to spend a whole day playing Golf. Michael worked in retail management for 7 years and is currently studying a Marketing Degree.

We wish him every success in his new role as Sales Representative.

### Ben Somerfield



We would like to welcome Ben Somerfield to the SA Sales Team, who joined us on the 16th October. Like his new team member Michael, Ben also had a very difficult day playing Golf. Ben comes from the Textile industry where he has held roles as the Account Manger with over 4 years experience.

Welcome Ben to Veolia Environmental Services, we wish you all the best.

### Susan Thorley



We would like to welcome Susan Thorley who joined us on 26th June as part of the SA Credit Team, as a Credit Officer. Susan brings to Veolia 21 years of experience as a Credit Officer; she must really love collecting money. Susan worked for Radio Rentals for 17 years and Cleanaway for 4 years.

Welcome to SA/NT credit department, we wish you all the best.

## Tales Around the World 2007

By: Renee Fry

■ In 2006, Veolia Environnement ran a global campaign called "Sketches Around the World", which was an international awareness initiative aimed at school children between the ages of 9 and 11.

The concept was born out of a need to engage children around the world to be active participants in the preservation of their surrounding environment.

The 2006 campaign saw more than 33,000 children participate from over 23 countries. This year, VE have announced the 2007 campaign as "Tales around the World – Life stories of people with nature". The concept is aimed again at school age children and they are required to construct a short story which expresses the importance of the links between people and nature, as well as a drawing of a mask.

The campaign is in partnership with the Quai Branly Museum in Paris and the winning drawings will be enlarged and displayed at said museum in June of 2007, where two representatives from each countries winning school will also attend. For further information about the 2007 campaign go to [www.veolia.com/globe](http://www.veolia.com/globe) ■



## Caption Competition

Create a crazy caption for this interesting picture and you could win a premium bottle of wine from Doug Dean's own private wine collection. Pictured is Doug Dean (our Managing Director) and Tony Cade (Group General Manager – Marketing & Communications) and small Camel.

Send your captions to Renee Fry in National Office: [renee.fry@veoliaes.com.au](mailto:renee.fry@veoliaes.com.au) by the 9th February for your chance to win.



## Charity Golf Day in SA

By: Jacqueline Ottey



Winning Team



2nd Place



3rd Place

## Kenny Visits Devonport

By: Darren Mace

Recently a new star was born into Australian pop culture – “Kenny”. His self titled film, highlights the day to day joys of a sewage specialist, and has quickly become a hit with Aussies.

At the premiere of this film in Tassie's Devonport, one Veolia ES employee; Scott Gaylor offered to take one of the pump trucks to the cinema as a promotional stunt.

The cinema and the star of the show, jumped at this idea and Scott took the truck along, where it shared centre stage with the movie and all its big stars. Well done Scott, for your quick and innovative thoughts on getting the Veolia name out there. ■



Kenny's not the only star of the show!

Veolia Environmental Services SA had their first Annual Charity Golf Day, Ambrose Competition, on Monday 16th October 2006 at Mt Osmond Golf Club. As part of our support to the community, we successfully raised \$12, 000 for the Enfield Community Food Centre, which provides aid for people living in poverty in Adelaide's inner Northern Suburbs.

The day was very successful, with all involved praising VES for the organisation of such a great and rewarding charity event. ■

## Dreaming of a GREEN Christmas?

With Christmas, and the chaos it brings, just around the corner, it's easy to forget about making environmentally conscious decisions.

Here is a quick list of things you and your family can do this Christmas, to give the environment the best present you can.

- Use reusable shopping bags
- Make your Christmas tree more sustainable by purchasing a live tree.
- Buy Christmas Cards that are made from recycled paper.
- Buy presents and toys that have minimal packaging.
- Buy recycled wrapping paper, or re-use last years Christmas wrapping.
- Make sure you recycle all PET bottles, glass and cardboard that may result from your Christmas celebration.
- Try to keep gifts that require batteries and electricity to a minimum. ■

## French Classes Finish for the Year



Proud participants of the Beginners French Course

A small group of Veolia Employees recently completed their beginners level French Lessons. Learning everything from daily greetings to more difficult conversations, the groups thoroughly enjoyed the course and would recommend it to anyone! ■