

REMONDIS®

WORKING FOR THE FUTURE

Corporate Profile



> REMONDIS Australia

Introducing REMONDIS Australia, a leading waste management company proudly working towards a sustainable future in which waste is a resource

remondis-australia.com.au

We work in Australia and over 30 countries worldwide to contribute to a circular economy that minimises waste

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REMONDIS Australia’s operations in Australia are conducted on and across the ancestral lands of Australia’s First Nations Peoples. We acknowledge the traditional custodians of the lands on which our company is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. REMONDIS Australia is committed to honouring Australian Aboriginal and Torres Strait Islander peoples’ unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.





Local knowledge, global expertise

Still family-owned after almost 90 years, REMONDIS has built its international business around a set of core values including a commitment to ethical leadership, partnership, quality, environmental stewardship and long-term thinking. Now operating in over 30 countries, the group benefits an estimated 30 million people worldwide.



Operating locally since 1982, REMONDIS Australia has grown and diversified to become one of the largest waste and recycling companies in the country. Acclaimed for our focus on customer support and service excellence, we work collaboratively with our customers

and local authorities to deliver innovative, safe and reliable solutions across all industry sectors. Together, we believe we can achieve a more sustainable future; a future in which waste is a resource.

We support 24,000 commercial, industrial and municipal customers in meeting their sustainability goals through comprehensive waste collection, treatment, resource recovery and management solutions

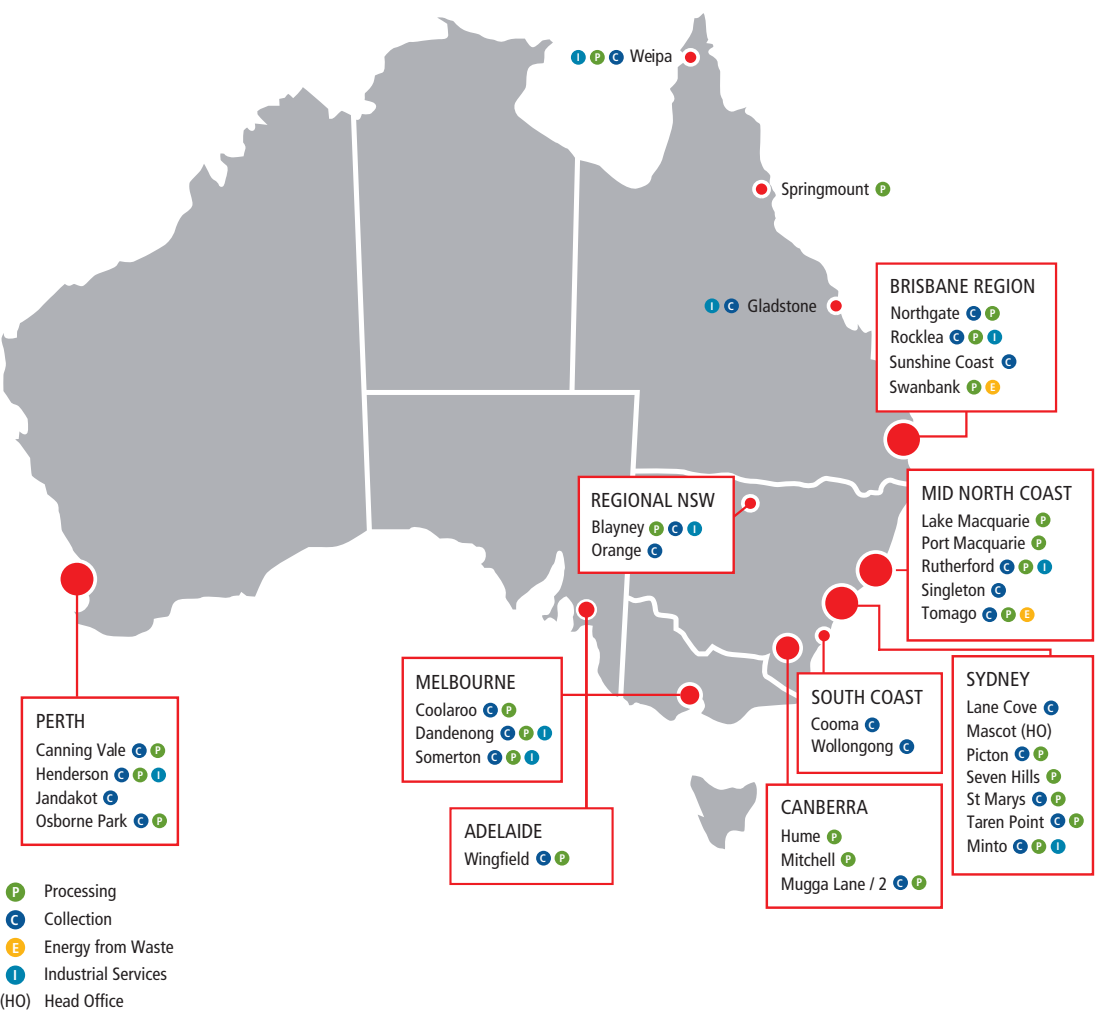
> Global	> Australia
1934 established in Germany	1982 established in Australia
30+ countries, 4 continents	35+ depots and facilities
1000 plants and facilities	1100 employees
40,000 employees	550 collection vehicles
11,000 company-owned commercial vehicles	24,000 commercial and industrial customers
200,000+ industrial and commercial customers	
30,000,000+ people benefit worldwide	

Bold ambition, national reach

We are committed to building a sustainable Australia – where waste is valued as a resource. To achieve this, we support our customers and the wider community by delivering future-proof solutions that contribute to a circular economy.

At a time when most state and territory governments have set waste sector reduction targets to drive compliance and resource recovery, REMONDIS Australia has assisted its industrial, commercial, municipal and individual customers to reduce operational costs and environmental impacts. We create the best commercial and environmental outcomes in partnership with our customers, collaborating to deliver customised resource recovery, recycling and re-use services and solutions.

By sharing our knowledge and expertise, diverting waste from landfill and supporting responsible waste management practices, we believe we can work together to realise our vision of a sustainable Australia.



Our mission, vision and values

In 30+ countries across the world, in every business, branch and location in which REMONDIS operates, our 40,000 employees share a common foundation: our shared mission, vision and values.

Our mission

‘Working for the future’ describes our role in the sustainability sector, our future-focused culture, and our commitment to greater sustainability for people and the environment.

Our vision

As one of the world’s largest recycling, service and water companies, our vision is to further the conservation of natural resources. Together, we believe we can achieve a more sustainable future; a future in which waste is a resource.

Our values

REMONDIS’ culture grows from our commitment to the following six values, which guide all 38,000+ employees of our diverse, global Group:



Total Waste Management

Total Waste Management is how REMONDIS Australia approaches our customers’ complex waste management challenges and ambitious resource recovery goals. It’s a commercially astute, environmentally responsible approach which looks for efficiencies and opportunities at every step in the waste management process.

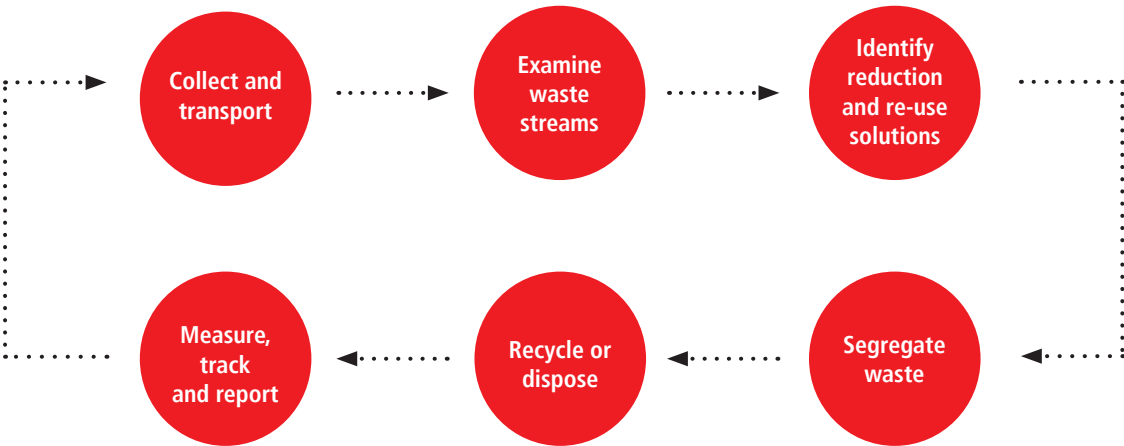


^ At our facilities cardboard is received, sorted and baled and then re-enters the economy as a valuable resource

Our Total Waste Management Platform provides end to end supply chain management that delivers tailored service solutions, cost savings, streamlined reporting and compliance. Effective Total Waste Management is underpinned by REMONDIS’ skilled personnel, robust management systems and processes, well-managed facilities, and national asset and equipment portfolio.

With these foundations in place, we guarantee compliance and provide superior value for money to our customers.

> Our Total Waste Management Approach



Total Waste Management Platform

Our clients

REMONDIS prides itself on developing long-term relationships with its clients.

People Competent, experienced and multi-disciplinary site representatives and drivers	Systems Quality management Environmental management Health & Safety management 	Facility Management Landfills Materials Recovery Facilities Resource Recovery Facilities Organics Recycling Facilities Transfer Stations Energy from Waste Water Treatment Plant	Equipment 550 collection vehicles Heavy plant equipment Mobile garbage bins Hook lift bins Compactors & balers Shredders De-packaging plant Refuse Derived Fuel plant Centrifuges
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Services

COLLECTION Commercial Municipal Industrial Liquids Waste logistics Licensed waste transport Fleet management Education & training Transfer Stations	PROCESSING Materials Recovery Facilities (MRF) Hazardous waste Regulated waste Liquid waste Contaminated soil Confidential paper Secure product destruction De-packaging Fixation Landfill operation	RESOURCE RECOVERY Resource Recovery Facilities (RRF) Organics Recycling Facilities (ORF) Baling Commercial products for sale Commodities for sale
INDUSTRIAL SERVICES Emergency response Grease trap High pressure water blasting Hydro-vacuum excavation Industrial cleaning Septic, stormwater & sillage Site de-watering Tankering services	MANAGED SERVICES Integrated & Managed Services division REMONDIS Aqua water management Redooo.com.au Subcontractor management Facility management Consultancy services Commodity Trading Desk	ENERGY Energy from Waste (EfW) Methane mining from landfill Refuse Derived Fuel (RDF) production Anaerobic digestion
		WATER Biosolids management Waste water disposal Water supply Industrial water management Network logistics

Collection services

REMONDIS provides a comprehensive range of collection services for commercial, industrial and municipal customers across all waste streams. Our customer-focused workforce and fleet of modern, well-equipped vehicles – with sophisticated in-cab technology, vehicle cameras and integrated scales – ensure the efficient and safe collection and transport of waste to facilities for processing, treatment or disposal.

We help Australian businesses, municipalities and government departments manage their waste efficiently and responsibly

Commercial & industrial services

We deliver a comprehensive range of waste collection, processing, disposal and recycling services to over 24,000 industrial and commercial businesses across Australia, including retail, hospitality, manufacturing, education, mining, construction and heavy industry sectors.

We customise our services to meet our customers’ operational needs, budgets and environmental goals.

Our commercial and industrial services are notable for:

- A diverse asset pool of equipment, enabling tailored solutions for complex needs
- A diverse fleet of vehicles suited to different waste types and access restrictions
- Waste audit and reporting services
- Customised education and training programs
- Fully integrated waste management services
- Rapid response in the event of an emergency

We collaborate with each of our customers to establish the optimum collection system for their needs. All services reflect our strong emphasis on safety, certification and high levels of customer support – with safety and efficiency of paramount importance during the design, implementation and service provision phases.

Municipal services

Since our first municipal bin provision and collection contract in Sydney’s western suburbs in 1982, we quickly gained a reputation for service excellence and innovation. Today we work in partnership with councils across Australia to achieve their waste management and environmental sustainability targets.

We complement our services with **FutuRE** – a highly customisable suite of digital tools based on best-of-class GPS and logistics technology, enabled by the latest in-cab technology, vehicle cameras, scales and, importantly, robust data governance. FutuRE provides comprehensive real-time information, automated record keeping (including video) and supports us in delivering timely remediation of complaints and enquiries.

REMONDIS also offers advisory and planning services to local authorities and regional groups of councils, helping them determine the optimal collection, treatment and disposal solution for each community’s unique circumstances.

> Did you know?

Industry sectors we serve include:

- Property management
- Retail & hospitality
- Logistics
- Manufacturing & food processing
- Heavy industries
- Construction & engineering
- Mining, oil & gas
- Utilities
- State & Local Government
- Education
- Health & aged care



Waste streams



COMMON RECYCLABLES

- Co-mingled
- Glass
- Paper & cardboard
- Plastic containers
- Steel containers
- Aluminium containers



OTHER RECYCLABLES

- Bulk bags
- Paint
- Polystyrene
- Soft plastics



LIQUID WASTE

- Grease trap
- Drill mud
- Effluent
- Oily water
- Septic & sullage
- Storm water
- Waste oil
- Ship bilge wash water
- Sludge



ORGANIC WASTE

- Biosolids
- Food
- Garden organics



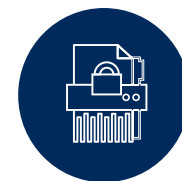
CONSTRUCTION & DEMOLITION WASTE

- Brick
- Concrete
- Metal
- Timber



CLINICAL & RELATED WASTE

- Anatomical
- Clinical
- Cytotoxic
- GMO
- Medical
- Pharmaceutical
- Sharps



SECURE WASTE

- Confidential paper
- Product destruction



HAZARDOUS & REGULATED WASTE

- Acids & alkalines
- Asbestos
- Chemicals
- Contaminated soil
- Detergents & solvents
- Drums, bags & IBCs
- E-waste
- Oily rags & filters
- Paints, inks & dyes
- Quarantine waste
- Resins & latex



GENERAL WASTE

- Any residual material that is not technically or financially viable to recycle



> Innovative organics processing

The world's first composting plant to use tunnel composting and mobile aerated floor technology was a collaboration between REMONDIS and Lake Macquarie City Council – converting food waste and garden organics into compost products for sale to agriculture, sports fields, landscapers, land re-cultivation projects and the public.

Pictured: Port Macquarie Organic Resource Recovery Facility, NSW

Processing and treatment services

REMONDIS is an innovative, global leader in waste treatment, successfully operating for decades throughout Europe and internationally in mechanical biological treatment, anaerobic digestion, incineration, refuse derived fuels, biofuel and wastewater treatment.

> At Swanbank Renewable Energy and Waste Management Facility, re-usable materials are diverted from landfill to be re-invented as aggregates and sought-after recycled building materials

Internationally, REMONDIS operates a network of more than 1000 sorting, treatment and processing facilities. With teams of experts in facility design, construction and operation in both Australia and Europe, we have the ability to both process the waste we collect and provide expertise on customised treatment solutions – including the design, building and management of state-of-the-art facilities – to meet the needs of both current and future generations.

Materials Recovery Facilities

Materials Recovery Facilities (MRFs) are designed to sort and/or process co-mingled recyclables into individual commodities including cardboard, plastics, glass and aluminium, which can then be used to manufacture new products.

Resource Recovery Facilities

REMONDIS owns and operates Resource Recovery Facilities (RRFs) in Queensland and New South Wales. RRFs are purpose-built to receive, sort and separate recyclables from the general waste stream, with rigorously monitored and measured commercial, environmental and social benefits.

Organics processing

REMONDIS is an international leader in the treatment of organic waste, operating over 75 organics processing facilities and recycling 2,700,000 tonnes of organic waste each year.

We own and operate purpose-built Organics Recycling Facilities (ORFs), deploying composting tunnels, aerated piles, anaerobic digesters, containerised systems and other proven technologies to produce high-quality compost from organic waste. Here in Australia we have worked with local councils to develop combined food organics and garden organics (FOGO) collection solutions that convert over 70,000 tonnes of organic waste into high-quality compost and soil enhancing products every year.

Liquid waste treatment facilities

In addition to solid waste, REMONDIS also operates liquid waste facilities. This includes the recycling of liquids such as grease traps, wastewater, oily waters, sewer and storm water clearing and septic tanks – as well as hazardous liquid waste including paint, solvents, chemicals, acids and alkalines. In addition, we provide a range of complementary liquid advisory and maintenance services as well as the ability to create bespoke water treatment facilities.

Disposal

Disposal is an option of last resort, for materials for which there is no technically or financially viable recovery solution. Globally, REMONDIS owns or operates 23 landfill sites. REMONDIS Australia is responsible for landfilling over 1.2 million tonnes of waste per annum in line with world’s best practice, operating best-in-class landfills in Queensland and the Australian Capital Territory. Built and operated under rigorous environmental standards and employing innovative technologies, they set the benchmark for landfill construction and management in Australia.

Swanbank Renewable Energy and Waste Management Facility in Queensland is one of Australia’s largest landfills employing a leachate recirculation system to accelerate decomposition of waste and the production of methane gas to generate electricity.

Mugga Lane Landfill in the ACT, operated in partnership with the ACT government, services the capital of Australia, achieving exceptional compaction rates and void space savings.

> Landfill reductions achieved

	From		
77%	4% to 74%	50%	59%
less landfill	landfill diversion	lower collection costs by doubling cardboard compaction	landfill diversion by introducing FOGO
Perth CBD office tower	WA food processor	NSW shopping centre owner	NSW local council



> Mine sites present unique challenges

For a global resources company operating a coal mine in NSW, REMUNDIS IMS managed 10 different waste streams including general waste, recycling, liquid waste and hazardous waste across a complex, highly regulated site – achieving an 86% recovery rate, against a target of 80%. All with no recordable or lost time injuries.

Pictured: REMUNDIS services the remote mining community of Weipa, QLD

Integrated and Managed Services

REMONDIS’ Integrated and Managed Services division (REMONDIS IMS) is Australia’s largest environmental managed services provider. REMONDIS IMS delivers comprehensive management of complex and geographically diverse waste, recycling, water treatment, site remediation, product stewardship and ancillary management services across Australia and New Zealand.



- Our Integrated and Managed Services division partners with Australia’s largest organisations and government authorities to deliver sustainability solutions for:
- Major infrastructure projects
 - National product stewardship schemes
 - Large industrial and manufacturing facilities
 - Remote mining, oil and gas operations
 - Large corporates with a significant national site footprint

The Integrated and Managed Services team’s approach is independent and impartial, with a strong focus on innovation, environmental sustainability and financial management.

Our professional services are combined with continuous environmental, financial and operational improvements and delivered under a single management umbrella. Support is 24/7 and includes a secure online portal for self-service management and reporting.

Our customised total environmental management solutions are flexible, but typically include:

- Consulting, procurement, implementation and professional day-to-day management of environmental services
- Use of sophisticated systems to transparently control cost, and monitor deliverables and environmental outcomes across multiple sites
- A flexible and collaborative procurement model that engages support of local businesses, Indigenous organisations and social enterprises
- Instant access to a national logistics network, industry expertise, technology and facilities
- A comprehensive managed service with a focus on continuous improvement, that strives to connect your business with emerging sustainability outcomes
- Direct access to new technologies and innovations in waste and water management
- In-house risk and compliance management services
- Deployment of dedicated labour and equipment aligned to your industry and business standards

▲ REMONDIS IMS partners with Paintback to deliver paint recycling product stewardship services in Victoria, Queensland and the Northern Territory – processing and recycling thousands of tonnes of paint and packaging each year

Auditing and reporting

We understand that waste is best managed – and minimised – if accurately measured. Expectations for beneficial commercial and environmental outcomes are rising, driving demand for detailed reporting, rigorous auditing, and compliance management, which we are happy to deliver.



Auditing and reporting

By assisting our customers to understand their waste outputs through audit procedures and reporting systems, we pro-actively identify opportunities to minimise waste, improve recycling efficiency and control costs.

Our reporting process is designed to produce information on demand, recognising that access to accurate information is rapidly becoming a commercial and environmental imperative.

Our customers also benefit from precise monitoring and appropriately formatted data that align with their chosen corporate and sustainability reporting metrics.

REMONDIS Australia complies with all legislative reporting requirements, including anti-slavery and workplace diversity reporting, and transparently discloses our environmental, social and corporate governance objectives and targets in our annual Sustainability Strategy.

> Visibility drives compliance

REMONDIS Australia is integrating state of the art compactors for a national shopping centre owner with the technology to monitor how much waste each tenant is producing and sending real-time notifications to facility management staff. Precise monitoring assists corporate reporting obligations under NABERS – which we support with appropriately formatted data.

“We now have 100% visibility” – Operations Manager

Governance

Good governance ensures the quality, reliability and effectiveness of the services we deliver for our customers. REMONDIS Australia operates under an integrated Business Management System (BMS), which encompasses accredited Quality, Workplace Health & Safety and Environment Management Systems.

Our Total Waste Management approach is underpinned by comprehensive risk management, unrelenting attention to health, safety and the environment, and independently audited and accredited systems.

Quality assurance

REMONDIS Australia’s Business Management System supports our Human Resources and Operational Management Teams to deliver excellence across all our services. We employ a diverse workforce of 800+ highly trained, experienced, customer-focused personnel – from drivers, customer service staff, sales representatives, educators and facility operators to technical experts and specialist management teams. It is the combined knowledge and experience of the REMONDIS Australia team that delivers quality across all our operations.

To ensure the highest quality standards are maintained, we strive for continuous improvement through investment in people, infrastructure and technologies. Our Quality Management System supports this commitment; developed in accordance with the International Quality Management System Standard ISO9001, it has been certified at the highest level.

Work health and safety

Our highest priority is the safety of our people, customers and the communities in which we operate. Our exemplary health and safety record is testament to the sense of personal responsibility and diligence of all employees and is supported by the REMONDIS Australia Work Health and Safety System. All our sites within Australia are currently certified to ISO 45001.

Environmental management

Our facilities and vehicle fleet adhere to rigorous environmental controls, and regulatory and legislative requirements, while maintaining high standards of presentation. Our commitment to sustainability is supported by our National Environmental Management System, which has been certified to ISO 14001.

Customer experience

REMONDIS Australia is attentive to the views and experiences of our customers and has made Net Promoter Score (NPS) a central metric of our operations. In 2021, our NPS was +24, rated as Favourable by Bain & Co.

Certified System

Quality
ISO 9001

Certified System

Environment
ISO 14001

Certified System

OHS
ISO 45001

We are certified to ISO 9001 (Quality), ISO 14001 (Environment) and ISO 45001 (Health & Safety) standards, helping to reduce risk for your business

Innovation

REMONDIS’ position as an international pioneer in service delivery and waste reduction technologies is based on a culture of continuous improvement, forward-thinking, practical solutions and extensive experience.

Across the globe, the waste management sector is undergoing a fundamental repositioning from waste collection to resource recovery – creating new opportunities for progressive businesses. Wasteful commercial and industrial processes are coming under closer examination from consumers and regulators alike, underpinning a growing focus on the circular economy, or ‘zero waste’.

As part of REMONDIS Australia’s mission to view waste as a resource, we embrace the circular economy – and find it often inspires our innovation practice as we bring decades of expertise from our worldwide operations to solve local challenges.

- Locally, through our Commodity Trading Desk, we sell products created from waste to the growing number of businesses that value and can use them – contributing to the zero-waste circular economy, and creating new value for our customers
- Redooo.com.au is our innovative platform for buying waste services online, with a user-friendly interface and sophisticated self-service model
- We are determined to bring Energy from Waste technology to Australia, diverting non-recyclable waste from landfill to create clean energy

As a global industry leader with the ambition and scale to make a difference, REMONDIS is proud to have brought the following innovations to the international waste and recycling sector:

- Our Lippe Plant is the largest industrial recycling centre in Europe – providing 1,400 jobs, recycling an extensive range of materials and delivering 336,900 MWh of energy to the German grid
- Using REMONDIS’ patented TetraPhos® process, sewage sludge is thermally treated to produce phosphate-rich ash which is mixed with phosphoric acid to create valuable new commodities – REPACID® and gypsum
- REMONDIS Netherlands’ nappy recycling plant uses thermal pressure hydrolysis to process 15,000 tonnes per year – recovering re-usable plastic granules and paper, cutting carbon emissions by 14,460 tonnes
- REMONDIS QR is processing 15,000 tonnes of waste mercury each year, turning it back into cinnabar – the safe, naturally occurring substance from which it was originally extracted

> Bold goals set the innovation agenda

REMONDIS Australia’s Sustainability Strategy is aligned to the United Nation’s Sustainable Development Goals (SDGs). These are the nine Goals towards which REMONDIS Australia can make the greatest contribution, and those that matter most to our customers.



> Industry-first container collection innovation

Western Australia Return Recycle Renew Ltd (WARRRL) was set up to run ‘Containers for Change’ under the state’s container deposit legislation. REMONDIS was selected as partner based on the innovative, tailored solution we came up with to reduce costs, fraud and the amount of CO₂ released. By offering measurable – and acclaimed – logistics efficiencies, we’re proud to have helped WARRRL deliver a superior product stewardship solution.

Education

To achieve waste diversion, resource recovery targets and potential cost savings, businesses and local authorities rely on the support of their employees and communities. Most Australians are concerned about the environment and want to do their best to lead more sustainable lives, but many are confused about the best way to achieve this.



^ At REMONDIS' REdiscovery Hub at Swanbank (QLD), local kids and their parents are introduced to recycling

Because resource recovery is at the heart of REMONDIS' operations, we believe that enhancing recycling rates and improving the quality of end products can be achieved with a collaborative approach with all stakeholders, together with education programs tailored to each community.

We leverage our team of Education Officers and their collective experiences to deliver engaging and targeted training. Our reporting systems have been developed to deliver accurate data to then underpin our education programs and deliver quantifiable outcomes to the right people.

Staff and tenant education

For our business customers, REMONDIS Australia provides customised education and training programs for all personnel involved in waste management – from senior and middle management, operational staff, cleaning sub-contractors and commercial tenants.

We work with your people on an ongoing basis to:

- Train staff in maximising your waste disposal and recycling processes
- Provide state-of-the-art reporting, so they gain satisfaction from measuring and comparing your recycling and diversion from landfill month by month
- Deliver regular waste audits which can point to alternative solutions to reduce your costs and increase sustainability practices

Community education

For our municipal customers, we collaborate with council waste management teams, assisting them with community programs. These are developed in partnership with those that best understand the community: our council clients.

For councils transitioning to a Food Organics Garden Organics (FOGO) collection service, we are integral in the entire process, from rolling out caddies and bins to educating the community and following it up by reporting on and celebrating success.

Why partner with REMONDIS?



Operational expertise
Leveraging our local knowledge and global expertise to deliver customised, sustainable and innovative waste management solutions.



Wide range of services
Offering ISO-certified solutions and collecting over 160 waste types, we'll help you efficiently manage waste to reduce costs, divert waste from landfill and conserve natural resources.



Customised, responsive and flexible
We develop tailored solutions designed to closely meet specific needs – from the comprehensive management of waste for large corporates, to resource recovery solutions for government through to local recycling services for the shop around the corner – no job is too big or too small.



Customer Service
With customer service staff trained in customer excellence across five states and territories, our acclaimed support team is ready to help you with audits, staff training and overcoming any waste issue.



Trust
As a family-run company with 80 years' experience, we are trusted by over 24,000 customers locally and benefit over 30 million people globally with sustainable waste and resource recovery solutions.



WORKING FOR THE FUTURE

Established locally in 1982, REMONDIS Australia is part of one of the largest recycling, service and water companies in the world.

As a family-run company and a leader in the delivery of environmental solutions, REMONDIS Australia has over 1100 employees and 550 vehicles operating from our advanced facilities across Australia.

As one of Australia's leading recycling and waste management companies, we leverage our local knowledge and global expertise to serve more than 24,000 industrial and commercial customers throughout the country.

By sharing our knowledge and expertise, diverting waste from landfills and supporting responsible waste management practices, we believe we can work together to bring our vision of a sustainable Australia closer to reality.

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