



## Signatory Name: Unilever Australasia Ltd

*The question numbers in this report refer to the numbers in the report template. Not all questions are displayed in this report.*

Status: Complete

The content in this APC Annual Report is hereby endorsed by the Chief Executive Officer, or equivalent officer of the organisation.

Yes

**5. Industry sector** (please select 1 only):

- Brand Owner / Wholesaler / Retailer
- Packaging Manufacturer
- Waste Management
- Other - Commercial Organisation
- Community Group
- Industry Association
- Government
- Raw Material Supplier
- Other:

**6. Industry type** (please select 1 only):

- Food & Beverage
- Pharmaceutical / Personal Care / Medical
- Hardware
- Homewares
- Communications / Electronics
- Clothing / Footwear / Fashion
- Chemicals / Agriculture
- Fuel
- Large Retailer
- Tobacco
- Shipping Company
- Airline
- Other: Food, Beverage, Home & Personal Care

**7. Please indicate your organisation's reporting period:**

- Financial Year: 1 July 2013 – 30 June 2014
- Calendar Year: 1 January 2014 – 31 December 2014

**8. Please indicate the entire period your accepted APC Action Plan covers (e.g. 2011-2014)**

Start Date:

End Date:

## Goal 1: Design

### KPI 1: % of signatories with documented policies and procedures for evaluating and procuring packaging using the SPGs or equivalent.

9. Does your company have documented policies and procedures for evaluating and procuring packaging using the SPGs or equivalent?

Yes  No

Provide details of policies and procedures

The Unilever Sustainable Living Plan is the driving force behind all of our policies and procedures, with measurable targets and time-bound KPI's to reduce the environmental impact of our packaging set out at both the global and local level.

We have built sustainability tools into our innovation management process, and utilise local tools (PEAs & PCT) to enable assessment of all new innovations in line with SPG.

We are also committed to buying 100% of our raw materials from sustainable sources and requesting suppliers to use recycled content where possible. This requirement is included in all of our RFPS (request for price) and our packaging material tenders.

10. Of the types of packaging **existing at the beginning of the reporting period**, what percentage had been reviewed using the Sustainable Packaging Guidelines (SPG) by the end of the reporting period?

%

11. Have any new types of packaging been introduced during the reporting period?

Yes  No

12. If yes, of the **new types of packaging introduced during the reporting period**, what percentage have been reviewed using the Sustainable Packaging Guidelines (SPG) by the end of the reporting

%

13. Please indicate your progress this year towards achieving your annual targets and milestones for KPI 1

	Target: According to your Action Plan, what did you set out to do?	Actual: What did you achieve?
1.	Generate database to capture packaging formats of all new and existing SKU's. This database will be used to capture material types and weights of packaging used.	We have a fully functioning database locally that captures the material types and weights for each pack format. This is in addition to our Global Specification system. Locally, we have chosen to create this additional database, as it is easier for the packaging technologists and other team members to quickly see total weights & types of packaging used at a SKU, Category or range, level. This database is continually updated. For locally produced SKU's it is 100% up to date. For imported SKU's, we are at about a 70% completion rate.
2.	By 2020 we will reduce the weight of packaging that we use by one third.	<b>Lipton Green Tea:</b> For our Lipton Green Tea range we have removed the foil wrapping that was used in the packaging of our tea bags. This has resulted in a reduction in primary packaging for our 50 Tea Bag Pack range of approx 32% and 35% in our 100 Tea Bag Pack range. This will be equivalent to approx 28 tonnes annual reduction of foil laminate packaging potentially to landfill.
3.	By 2020 we will reduce the weight of packaging that we use by one third.	<b>Ice Cream Sticks:</b> For our Ice Cream brands Paddle Pop, Gaytime, Cornetto Cookie Crumble and Splice, we have implemented new shorter sticks, reducing the original 113mm sticks to a shorter 93mm. This exercise has reduced the amount of material going to landfill by approximately 16 tonnes per annum.

4.	By 2020 we will reduce the weight of packaging that we use by one third.	<b>Dove Men + Care Aerosols:</b> In 2014 we introduced a new bigger can size of 150g replacing our previous can of 122g. This new 150g was also a more lightweight design at 34.2g compared to the 122g can at 32g. This represented a reduction in aluminium of 0.034g of aluminium per gram of product, approximately 2.7 tonnes per annum.
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**14. Describe any constraints or opportunities that affected performance under this KPI**

In 2014 we introduced our latest version of our "Design for Recyclability" guidelines to everybody involved in the design process. The aim of these guidelines is to ensure that our packaging engineers have a good understanding of how the post-consumer industry works, and how design decisions can influence material quality, plant efficiencies and the ultimate value of the material downstream.

Note: For question 12 above 100% of new packaging is assessed at a Global level. The response of 65% refers to new packaging that has been assessed locally. Packaging is only assessed locally if we manufacture locally or if the products are imported and we make changes to the format.

**Goal 2: Recycling**

**KPI 3: % signatories applying on-site recovery systems for used packaging.**

**15. Do you have on-site recovery systems for recycling used packaging?**

- Yes at all facilities/ sites
- Yes at some, but not all facilities/ sites
- No

**16. Please indicate your progress this year towards achieving your annual targets and milestones for KPI 3**

	Target: According to your Action Plan, what did you set out to do?	Actual: What did you achieve?
1.	Our manufacturing sites at Tatura, Minto and North Rocks are focusing on reduction of non-hazardous waste to landfill.	<p><b>2014 Numbers:</b></p> <ol style="list-style-type: none"> <li>1. Total waste: 10,439 tonnes (2013: 11,857 tonnes)</li> <li>2) Recycled waste: 9,091 tonnes (2013: 9,411 tonnes) (cardboard, plastics, blue-strap, organics, sludge, mix waste, plastics bottles, paper, timber &amp; pallets)</li> <li>3) Landfill waste: 925 tonnes (2013: 2,446 tonnes)(general waste, sludge, construction waste, fumigated pallets, metalised packaging, ear plugs, hairnets)</li> </ol> <p><b>Compared to 2013 this represents an 11.9% reduction in total waste, a 3.4% reduction in recycled waste and an amazing 62% reduction in waste to landfill.</b></p> <p>At the end of 2014 we managed to hit ZERO non-hazardous waste to landfill for our Australian manufacturing sites. Each site presented unique challenges we needed to address, where we worked with our current waste contractor to ensure we could implement suitable methods for recycling. We also engaged new waste contractors that enabled us to divert specific types of waste away from landfill and provided solutions that were more environmentally sound than what we had in place previously.</p> <p>A significant milestone was achieved in 2014 with all of our general waste now diverted away from landfill. We will now concentrate on</p>

reducing overall waste at our Australian manufacturing sites and have set specific targets set for each site.

New recycling methods included:

- Phasing out the use of foam cups, opting for a 'keep cup' system at factories
- Earthpower solution implemented for wet (organic) waste (Earthpower make green electricity)
- Implemented "war on waste" program to reduce waste generated at machines (Minto)
- Greenius program implemented to minimise canteen waste sent to landfill (Minto)
- Harvest recycling in place for cardboard, plastic & strapping (North Rocks)
- Import pallets sent for shredding and made into bedding for chickens (North Rocks)
- Contaminated plastics sent to Plastic Forest for recycling diverting about 60 tonnes per annum from landfill (Tatura). Plastic Forest recycle products into plastic pipes, bollards etc
- Rejected glass jars containing product re-directed to a sorting facility where all materials can be recycled including metal lids (Tatura – about 35 tonnes per annum)
- Rejected stock tubs are now sent to Earthpower in Sydney (Tatura)

Waste awareness training was conducted at all of our manufacturing sites during 2014. Through our partnership with Transpacific Cleanaway, training programs were delivered to all staff including factory operators. This covered all recycling systems implemented on site and types of wastes that can and cannot be included.

In 2015 we are aiming to become a zero waste business, with additional focus on achieving zero non hazardous waste to landfill for non manufacturing, including offices and warehouses.

2.	<p>Global Target: At least 90% of our office waste will be reused, recycled or recovered by 2015 with zero waste sent to landfill by 2017.</p> <p>We will reduce paper consumption per head by 30% and source all paper based office materials from either certified sustainable forests or recycled sources by 2013.</p>	<p><b>All of our paper used in offices is sourced from certified sustainable forests or recycled sources.</b></p> <p>In 2014 'Follow me' printing was introduced to all of our Australian sites. This initiative means that items will not be printed until a personal identification code is entered at the printer, significantly reducing the amount of wasted print materials left at printers. We are waiting for annual reduction numbers to share once available.</p> <p>For waste and recycling, our Epping office has shown:  Waste: 17,952 Kg (18,480 Kg 2013)  Total Recycled: 117,122 Kg (88,289 Kg 2013)</p> <p><b>87% of our total waste currently being recycled (up from 82.4% in 2013) On track to reach our target for next year of 90%.</b></p> <p>For our recycled we had:  Cardboard/Paper: 76,541 Kg  Co-Mingle Recycling: 10,098 Kg  Organics: 21,543 Kg  Documents: 8,940 Kg</p> <p>These figures also account for the opening of our Sydney CBD office and move of staff that took place in 2014.</p>
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17. Describe any constraints or opportunities that affected performance under this KPI

**KPI 4: Signatories implement formal policy of buying products made from recycled packaging.**

18. Does your company have a formal policy of buying products made from recycled packaging?

- Yes  No

Provide details of policies and procedures (including names of policies/ procedures)

As part of the Unilever Sustainable Living Plan we have a commitment to buy 100% of our raw and packaging materials from sustainable sources and requesting suppliers to use recycled content where possible. This requirement is included in all of our RFPS (request for price) and our packaging material tenders.

19. Is this policy actively used?

- Yes  No

20. Please indicate your progress this year towards achieving your annual targets and milestones for KPI 4

	Target: According to your Action Plan, what did you set out to do?	Actual: What did you achieve?
1.	As part of our Unilever Sustainable Living Plan we have committed to source 75% of the paper and board for our packaging from certified sustainably managed forests or from recycled material by 2015 and 100% by 2020.	<p>We have reached this target <u>ahead of time</u> with 78.4% either 100% recycled or from a certified source and a further 17.6% part recycled/part virgin. We are now working towards 100% sustainable sourcing by 2020 and will continue to monitor and report our progress.</p> <p>In 2013 we implemented a monitoring tool within our internal specification systems. Each of our packaging specifications for paper &amp; carton board contain information on level of recycled content, whether it is sustainably sourced (FSC or PEFC), the relevant certification, and whether the specification is compliant with this criteria.</p> <p>The tool allows us to quickly generate a report and identify our level of recycled/sustainable board use. In 2014, specification of carton board and corrugated board use is as follows:            100% Recycled: 69.4% (2013: 72%)            Part Recycled/Part Virgin: 17.6% (2013: 14%)            FSC or PEFC certified: 9% (2013: 8%)            None of above: 4.4% (2013: 4%)</p>
2.	As part of our Unilever Sustainable Living Plan we have committed to source 75% of the paper and board for our packaging from certified sustainably managed forests or from recycled material by 2015 and 100% by 2020	From the start of 2014, all of our Dove Bar cartons globally were manufactured from recycled or certified sustainably sourced board. Globally this is approximately 1.9 billion cartons, while in Australia this is approximately 12.3 million cartons.

21. Describe any constraints or opportunities that affected performance under this KPI

**Goal 3: Product Stewardship**

**KPI 6: % signatories with formal processes to work collaboratively on packaging design and / or recycling.**

22. Does your company have formal processes in place for collaborating with other companies or organisations on improved packaging designs and/or recycling which aims to reduce or eliminate waste?

- Yes  No

Provide details of policies and procedures (including names of policies/ procedures)

All of our new waste management tenders must ensure that any partners we work with meet the requirements of our Unilever Sustainable Living Plan.

Waste awareness training was conducted at all of our manufacturing sites during 2014. Through our partnership with Transpacific Cleanaway, training programs were delivered to all staff including factory operators. This covered all recycling systems implemented on site and the types of wastes that can and cannot be included.

We have sustainability tools built into our innovation management process that are designed to prompt packaging choices that feature optimum packaging design for sustainability and use of recycled materials. These documents are completed by Technical Project Leaders who also interact with suppliers to help achieve optimum design.

23. Please indicate your progress this year towards achieving your annual targets and milestones for KPI 6

	Target: According to your Action Plan, what did you set out to do?	Actual: What did you achieve?
1.	<p>Recycle: Working in partnership with industry, governments and NGO's, we aim to increase recovery and recycling rates on average by 5% by 2015 and by 15% by 2020.</p>	<p>Unilever teamed up with Planet Ark to help increase recycling rates of our Deodorants brands and create a brighter future for Australia. We proudly sponsored National Recycling Week, working together to bust the myths around aerosol recycling.</p> <p>The partnership was a first for the ANZ business and a leading example globally for delivering on our USLP target to change consumer behaviour and reduce the environmental impact of our deodorant brands across full product lifecycle.</p> <p>In Australia and New Zealand, we use 250 million aerosol cans each year, more than half of which end up as landfill. Although 8 out of 10 people recycle when possible, only 4 in 10 realise they can actually recycle aerosol cans.</p> <p>As the market leader in Australia, we have a great opportunity to drive change in recycling habits through our brands and help our consumers live more sustainably every day.</p> <p>As part of our sponsorship of National Recycling Week, we invested in a national education campaign across print, outdoor and digital to ensure people know it's perfectly safe to recycle deodorant cans in their regular household bins.</p> <p>In the 2014 APC report, it stated, "Non beverage aluminium is collected separate to the can data, as it is not included within the methodology for calculating the recycling rate. The recycling rate for this material remains steady with the last years reported rate at 48.6%. A key challenge continues to be raising awareness of the recyclability of such packaging." We hope this initiative helps to improve this.</p>

2.	<p>Recycle: Working in partnership with industry, governments and NGO's, we aim to increase recovery and recycling rates on average by 5% by 2015 and by 15% by 2020.</p>	<p>Unilever has partnered with The Red Group to recycle materials that are typically considered as 'hard to recycle' - this can include Unilever products such as Streets ice cream wrappers or Continental packaging. The Streets and Continental brands are now signatories to the program.</p> <p>The programs means that consumers are able to drop 'hard to recycle' packaging into REDcycle collection bins (Coles or Woolworths). Empty packaging is recycled into new products, such as benches, garden furniture, building materials.</p> <p>We are also implementing The Red Group recycling system for soft plastic packaging in our CBD, North Rocks and Minto offices.</p>
3.	<p>Recycle: Working in partnership with industry, governments and NGO's, we aim to increase recovery and recycling rates on average by 5% by 2015 and by 15% by 2020.</p>	<p>After much discussion within industry and working closely with the APC, Aerosol Association of Australia and Australian Council of Recycling, aluminium aerosols were recognised as recyclable in the recent ACOR recycle specifications. Accordingly, we have been updating all of our aerosol can artworks to include the recycling message "Please Recycle When Empty".</p> <p><b>At the end of 2014, we were over 60% compliant, and have plans in place to hit 100% in 2015.</b></p>



<p>4.</p>	<p>"Our manufacturing sites at Tatura, Minto and North Rocks have now introduced a new stretching target. This new target is to have ZERO non-hazardous waste going to landfill by 2015."          To meet the above target we need to re-tender the service agreements to our sites to ensure that resource recovery is included in all waste management agreements. This was especially important in the area of non-hazardous waste, as part of the new service agreements.</p>	<p><b>By the end of 2014, Unilever achieved a significant milestone against our goal to reduce our environmental footprint. Our Australian manufacturing sites are now zero non hazardous to landfill.</b></p> <p>Each site presented unique challenges we needed to address. We worked with our current waste contractor to ensure we could implement suitable methods for recycling. We also engaged new waste contractors that enabled us to divert specific types of waste away from landfill and provided solutions that were more environmentally sound than what we had in place previously.</p> <p>All of our general waste is now diverted away from landfill. This achievement required us to work closely with a number of waste contractors.</p> <p>New recycling methods included:</p> <ul style="list-style-type: none"> <li>- Phasing out the use of foam cups, opting for a 'keep cup' system at factories</li> <li>- Earthpower solution implemented for wet (organic) waste (Earthpower make green electricity)</li> <li>- Implemented "war on waste" program to reduce waste generated at machines (Minto)</li> <li>- Greenius program implemented to minimise canteen wastes sent to landfill (Minto)</li> <li>- Harvest recycling in place for cardboard, plastic &amp; strapping (North Rocks)</li> <li>- Import pallets sent for shredding and made into bedding for chickens (North Rocks)</li> <li>- Contaminated plastics sent to Plastic Forest for recycling diverting about 60 tonnes per annum from landfill (Tatura). Plastic Forest recycle products into plastic pipes, bollards etc</li> <li>- Rejected glass jars containing product will be re-directed to a sorting facility where all materials can be recycled including metal lids (<u>Tatura – about 35 tonnes per annum</u>)</li> <li>- Rejected Stock tubs are now sent to Earthpower in Sydney (Tatura)</li> </ul>
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24. Describe any constraints or opportunities that affected performance under this KPI

**KPI 7: % signatories showing other Product Stewardship outcomes.**

25. Please indicate your progress this year towards achieving your annual targets and milestones for KPI 7

	Target: According to your Action Plan, what did you set out to do?	Actual: What did you achieve?
1.	<p>By 2020 CO2 emissions from our factories will be at or below 2008 levels despite significantly higher volumes. This represents a 63% reduction per tonne of production and a 43% absolute reduction vs a 1995 baseline. We will more than double our use of renewable energy to 40% of our total energy requirement by 2020 and all newly built factories will aim to have less than half the impact of current ones.</p>	<p><b>In 2014 we have <u>again</u> made good progress towards our 2020 GHG emissions reduction targets, reducing our total energy (GJ) in Australia by 4.54% and our total CO2 emissions (tonnes) by 12.04%.</b></p> <p>Some of the key initiatives that enabled this are as follows:  <b>Minto:</b> Installed new pasteurizer which provides greater control and reduction of temperatures to lower energy usage.  <b>North Rocks:</b> Installation of energy efficient lighting in the production areas, warehouse and admin areas of the factory (the lighting in the factory is on timers and also has lux meters).  <b>Tatura:</b> Solar power options currently under review and an energy audit to be conducted to determine high usage areas.</p>
2.	<p>Global Target: We will accelerate the roll-out of freezer cabinets that use climate-friendly (hydrocarbon) refrigerants. We have already purchased 450,000 units with the new refrigerant and we will purchase a further 850,000 by 2015.</p>	<p>We're rolling out more climate-friendly freezers and working with our customers to ensure our freezers run at their optimum levels in-store. By 2020 100% of our freezers will use hydrocarbon refrigerant (R290), reducing GHGs associated with refrigeration by up to 40% (based on replacement of old freezers per annum).</p> <p>We've also developed a Freezer Care Programme featuring handy tips and advice to help our customers save money and reduce their energy use. We are also piloting new solar powered Lipton Ice Tea and Streets Ice Cream kiosks.. The first of their type in Australia, they emit zero GHGs.</p>
3.	<p>Global Target: By 2020 water abstraction by our global factory network will be at or below 2008 levels, despite significantly higher volumes. This represents a 78% reduction per tonne of production and a 65% absolute reduction versus a 1995 baseline.</p>	<p>We continue towards this goal with even more initiatives introduced in 2014. Our actual absolute water usage in 2014 did increase slightly by 1.13%, however use per tonne decreased.</p> <p>Initiatives implemented in 2014 to help achieve further reductions in 2015 include:  - full water usage analysis underway to determine water losses and reviewing CIP process to reduce water further.  - Tatura installed a water reclamation tank, which aims to increase water conservation on site. The system feeds sprinkler and watering systems, cooling towers and toilets on site - the potential total saving will be <b>7,100,000 L/year</b>. The boiler will also be fed by this system in the future.</p>

4.	Global Target: By 2020 we will halve the energy (kWh) purchased per occupant for the offices in our top 21 countries versus 2010.	<p>Through 2014/15 we are re-locating our Epping office to two offices, one in the Sydney CBD (complete in 2014) and the other at our North Rocks Site. Both of these facilities are aiming to improve our sustainability footprint and incorporating Agile working concepts.</p> <p>Below are some of the efficiencies we have made at our Sydney CBD office:</p> <ul style="list-style-type: none"> <li>- Aiming for LEED Gold certification</li> <li>- Energy – dimmable lighting around perimeter of building, sensor and single fluorescent tube lighting</li> <li>- Water – low flow taps</li> <li>- Waste – centralised bin system, landlord aware of our desire to be Zero Non Hazardous Waste to Landfill.</li> </ul> <p>North Rocks</p> <ul style="list-style-type: none"> <li>- North Rocks site fit out is intended to apply equivalent materials and principles in layout and design, with the move due to take place in 2015.</li> </ul>
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26. Since the beginning of the reporting period, has your company had any other outcomes related to product stewardship?

Yes  No

If yes, please give examples of other product stewardship outcomes

We have made significant progress against our packaging targets since the launch of the Unilever Sustainable Living Plan. Full details of progress across the entire Sustainable Living Plan can be found on our website. The report in the link below is our 2013 update. The 2014 update will be available in May 2015.

[http://www.unilever.com.au/Images/ANZ%20USLP%203rd%20Year%20Update\\_tcm72-389984.pdf](http://www.unilever.com.au/Images/ANZ%20USLP%203rd%20Year%20Update_tcm72-389984.pdf)

27. Describe any constraints or opportunities that affected performance under this KPI

**KPI 8: Reductions in packaging items in the litter stream.**

28. Please indicate your progress this year towards achieving your annual targets and milestones for KPI 8

	Target: According to your Action Plan, what did you set out to do?	Actual: What did you achieve?
1.	Identify initiatives that can reduce the levels of litter reported against our brands in the National Litter Index run by Keep Australia Beautiful. Aim to see a reduction in each subsequent report.	<p>During 2014 we have been working closely with Red Group to assist in collection of flexible packaging, particularly our Streets Ice Cream wrappers and Continental packaging. Working with the Red Group has enabled some of these packs to be recycled instead of going to Landfill. We do not yet have the weight of packaging diverted from landfill, but will be able to report in 2015.</p> <p>The location of additional bins through schools and retailers, also helps reduce the amount of wrappers that have potential to become litter.</p>

2.	Ensure that all items that have a propensity to become litter are clearly labelled with the correct "Litterman" logos.	<p>We continually review our existing products and any new innovations we bring to market to ensure that any packaging materials that have potential to become litter are assessed against the following principles:</p> <p>a) Can the design be improved to stop the packaging becoming litter?  b) If no further improvements are possible, ensure clear communication is included on pack to educate consumers on correct disposal of the item.</p> <p>Within our new artwork management tool, we have incorporated a check list feature, one step of which ensures 'Litterman' logos are added on-pack where appropriate.</p>
3.	Ensure that Unilever policy of including material identification logo's on all of our plastics packaging is enforced.	2012 we introduced a new artwork management tool. The tool contains a checklist that ensures the correct material identification logos are included on pack. This ensures all artwork is correctly labelled.

29. Describe any constraints or opportunities that affected performance under this KPI

**Your Experiences**

This section lets you share with us any achievements, good news stories and areas of difficulties in making progress against your plan and the Covenant goals and KPIs.

30. Key achievements or good news stories

1. Our partnership with Planet Ark was a fantastic initiative to work together and address the barriers to recycling aerosol products, while helping build a brighter future for our deodorants business. As a leader in this category, it was a great opportunity for us to also lead and drive change in recycling habits through our brands and help our consumers live more sustainably every day. As part of our sponsorship of National Recycling Week, we invested in a national education campaign across print, outdoor and digital to educate people about recycling deodorant cans in their regular household bins. This is a real opportunity to see how communication can help influence recycling behaviour in Australia.
2. Hitting zero non-hazardous waste to landfill across our manufacturing sites in Australia was an amazing achievement. Each factory site in Australia presented unique waste challenges to overcome. The teams involved met these with a determined mindset and driven by a three pronged approach of Reduce, Reuse and Recycle. Hard work, dedication and excellent collaboration with external partners led to this achievement.

31. Areas of difficulties in making progress against your plan, Covenant goals or KPIs