



Signatory Name: Health World Limited

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:

7. Please indicate your organisation's reporting period:

- Financial Year: 1 July 2014 – 30 June 2015
- Calendar Year: 1 January 2015 – 31 December 2015

8. Was your action plan extended or updated to cover the APC transitional year (01/07/2015 -30/06/2016)?

- Yes
- No

If yes, what is the period of your extended or updated action plan?

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

We have adapted the SPG into our comprehensive Environmental Management Programme (EMP) 2014-2017. We have incorporated packaging, our planned actions and the KPIs of the APC into the Action Plan section of the EMP as one of 10 environmental management key action areas - the others being water, waste, energy-emissions, pollutants, procurement, hazards-dangerous goods, awareness-training, biodiversity and governance-systems.

Our EMP has been adopted and we are now working within our new company structure to integrate actions into our business as usual processes.

This will ensure we have an internal document specific to our business as we move forward.

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.	Adjust our packaging review from brand to business unit to meet our new business structure	The review process will sit with our Procurement group. Timing around this requires more thought as it would include external and internal stakeholders. Internally and where finished product is involved, we would want to align this around product launches. Externally we would look to have, say, mid-year dialogue with all our packaging suppliers. This would fall into line with our commercial reviews we do on packaging (consumable suppliers) around mid-year, every year.
2.	Connect the APC / SPG to our existing processes	Our new team are reviewing the SPG questions, our EMP and our process sheets to determine
3.	Add APC / SPG to our in-house training programs	Once the above review is complete we will then incorporate the training
4.	Review and where possible improve resource inefficiencies in all of our operations	This will occur as a matter of annual reporting from the implementation of our EMP

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

We experienced major business changes in 2015 with the appointment of a new Executive Leadership/ Management team across all areas of the business.

Our key APC signatory and contact also moved on and so it has only been since November 2015 that we have been able to reconnect with our APC and EMP implementation plans.

Since that time, we have been reviewing all related APC and EMP documentation. During this document review we have discovered that the final version of our EMP has gone missing from our system and to this point no hard copies have been found. We are actively working with our IT department to hopefully retrieve it and also talking with our APC consultant for other solutions. We recognise the incredible value this document and its related guidelines, policies and other elements present and we are prioritising rectifying this.

The change in management resulted in a temporary hold on all strategic initiatives pending a revised broader strategic plan. Now that we have a better understanding of how we are moving ahead there will be some opportunity to implement change. We have identified through this review some opportunities for further packaging reduction and will be implementing those in 2016-17.

We have updated our Action Plan to beyond 2015 in preparation for the outcomes from the APC ministerial review. and to demonstrate our ongoing commitment.

Goal 1: Design

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

Rating

3

Rating Comments

Well done on incorporating the SPGs into your Environmental Management Programme as one of 10 key environmental management action areas. To assist engaging stakeholders, you may like to consider the Sustainable Packaging Toolkit which can help to educate decision-makers within your organisation about the importance of packaging sustainability. It is available here: <http://bit.ly/1dFhXbE>.

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.	Incorporate data of packaging diverted from landfill via our on-site recovery programs	<p>In 2015 we diverted the following tonnes:</p> <p>Commingled containers - 5.6 Cardboard - 71 Paper - 51 LDPE film - 5.92</p> <p>Total Waste 357 Amount Diverted: 134 Amount to landfill - 223</p> <p>Diversion rate 37.5%</p>

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

We acknowledge the feedback from our last year APC report about setting targets to improve our score and increase our recycling.

Our goal is to incorporate a target of increasing our landfill diversion rate within the implementation of our EMP which has an Action Plan with targets and monitoring functions attached to it. We believe to measure as landfill diversion is a better environmental measure than increase of recycling. Obviously, the rate of recycling against our production will provide the basis of this target.

We are hoping to effect this implementation this year. It was postponed from last year due to our business management transitions.

Goal 2: Recycling

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

Rating

4

Rating Comments

It is great that you have considered and taken on board our comments from last year to improve your recycling. We look forward to seeing your target for your landfill diversion rate.

Keep up the great work in diverting waste to landfill!

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)

Our EMP, which is still to be implemented has 10 key action areas.

One of these areas is Procurement. Within this action area, we have goals and targets about our relationships with suppliers that drive positive environmental changes within our business.

This includes how we make purchasing decisions and the impact of those decisions environmentally.

Our goals include considering in our purchasing criteria goods that are recyclable or contain recycled content. We will assess, measure and monitor within our annual reporting for our EMP. These results will be carried into future APC reports.

We have also drafted our Procurement Guideline. This Guideline informs the Procurement Policy that will sit within our EMP. This policy is a guide for our employees to use when making purchasing decisions on behalf of Health World. It incorporates 7 key steps to purchasing:

1. Do we really need it?
2. Should we buy second hand, new, rent or lease?
3. Will it last long enough?
4. Will it meet our environmental and social criteria?
5. Does the supplier demonstrate sustainable and environmental issues?
6. What is the total cost?
7. Did it have to travel far?

and 7 elements that are defined being:

1. performance
2. durability
3. energy and natural resource use
4. recycled content and recyclability
5. toxicity
6. biodegradability
7. packaging

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.	Implement the procurement action area of our EMP	<p>We have commenced discussions with our suppliers and review of our existing contractual agreements.</p> <p>Due to organisational and personnel changes we are reviewing all paperwork including our EMP and Procurement Policy and how we will best incorporate it into our business..</p>

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

With the change in the Executive Leadership/Management team, our business transition in 2015 has resulted in an overall review of our key business areas. These reviews will be reflected in our EMP and future APC reporting.

The Sustainable Procurement Guideline is to be posted internally on our Intranet highlighting this as our broader umbrella policy guideline for purchasing.

Goal 2: Recycling

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

Rating

3

Rating Comments

Well done on integrating the consideration of goods with recycled content in your EMP and draft Procurement Guideline. To improve your score further, consider setting targets for increasing the proportion of purchases which includes recycled content.

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)

As well as our EMP, we also have the following policies. We are incorporating SPG elements within these programmes and policies that will address all our APC requirements.

We also employ the Good Manufacturing Practise (GMP) system across our business with procedures for all aspects of our operations.

We are in the process of determining what questions will be included in each policy and will be better able to report that detail in our next report.

We are negotiating with our recycler as present to conduct annual audits to ensure our rate or recycling recovery is maximised.

1. Environmental Management Programme
2. Materials Evaluation Policy
3. Product Advisory Committee
4. Change Control and GMP Policy
5. Supplier Validation and Assurance Policy

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.	Liaise with our suppliers to assess and improve our performance	<p>We have begun a review of our current policies and procedures and the SPG questions that address our supplier relations with respect to design and recycling.</p> <p>We are negotiating with our recycling supplier to conduct annual audits to assess our recycling recovery rates.</p> <p>We are also in negotiation with our carton supplier to reduce the volume of cardboard used by purchasing a lighter weight grade across all of our shippers which will reduce our cardboard use by almost 3 tonnes per annum.</p> <p>We also maintain a strong and open relationship with our container supplier. They have provided a copy of their APC Action Plan to us and we have reviewed it and determined from it an opportunity to reduce single trip packaging. We will include this request in our annual review with that supplier.</p>

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

Again, our business transition has been significant in 2015. However, it has offered us opportunity to review our performances.

Goal 3: Product Stewardship

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

Rating

3

Rating Comments

Well done on your actions to engage suppliers, you are making good progress! Once you have reviewed your current policies and procedures, and the SPG questions that address supplier relations with respect to design and recycling, you are encouraged to consider setting specific targets, e.g. embedding packaging sustainability criteria within contracts and invitations to tender, and participating in regular cross-supply chain activities designed to improve packaging sustainability.

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.	Implement our EMP	<p>We believe that developing an EMP across an entire business is a significant achievement.</p> <p>Our EMP is a programme for all of our sites and contains 10 key action areas that will be monitored and reported on each year.</p> <p>These KAAs are: water; waste; packaging; procurement; energy-emissions; pollutants; hazards-dangerous goods; environmental awareness-training; biodiversity and governance-systems.</p> <p>We are working with our new business structure at present to ground this programme within each responsibility area of our business so as to achieve measurable outcomes and so each unit has ownership of this programme.</p> <p>We are still to effect this to a reporting stage.</p>
2.	Provide short dated product and bulk packaging to charities and not-for-profit organisations	<p>We are proudly continuing these programs.</p> <p>In 2015, we donated almost 2,500 units of our products at about \$70,000 value. This also equated to 1.5 tonnes of items diverted from landfill to a good cause where it is also used more purposefully.</p> <p>We are currently improving our records for re-purposed bulk packaging and will hopefully have that in place for our report due 31-3-17.</p>

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

Printer cartridges, waste toner cartridges and other components used by the Xerox production printers are recycled back to Fuji Xerox and other printer cartridges through Planet Ark.
We use fully recyclable and Carbon Neutral paper for all print jobs.

We have checked in with Noosa Triathlon and GCAM organisers to determine what stewardship components they incorporate into the events we sponsor. We will continue to monitor how we can further reduce any packaging impacts.

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

As we mentioned in KPI3, while conducting our document review within our new business format we have discovered the EMP final version is missing and we are actively working within all avenues to retrieve it. Alternatively, we will have to rebuild the detail within and we will make that a priority as we recognise the value of this programme for delivering our APC KPIs and also across many other aspects of our business

Goal 3: Product Stewardship

KPI 7: % signatories showing other Product Stewardship outcomes.

Rating

3

Rating Comments

Good work! You have demonstrated some good sustainability related initiatives in your response. You are encouraged to consider incorporating the initiatives in question 26 into the actions and targets to enable a more comprehensive action plan.

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.	Incorporate anti pollution and litter prevention and corrective actions for our sites into our EMP	In the action plan of our EMP we have included key actions and processes for managing, monitoring and correcting pollution and littering from our sites. Our Good Manufacturing processes also address on-site litter management
2.	Include litter management information relating to 'Away from Home' use of our products	Via our Endura brand, we are a sponsor of the Noosa Triathlon and Gold Coast Airport Marathon. We have liaised with both events organisers to ensure good litter management and environmental practices are considered in the operation of the events. The Noosa event managers have a waste management plan which incorporates a litter management strategy that is strictly enforced and competitors are time penalised if they litter and don't use the bins and systems provided. The GCAM have a sustainability plan for the event that goes beyond litter management to even consider water use, packaging type, food miles.

3.	Provide data on litter management activities in our Annual Report	<p>The GCAM event carries out a quantitative assessment of sustainability performance after each event. Sustainability issues are included in the external supply chain and in internal debriefs. Continued improvement is built into performance review and future targets.</p> <p>We are contacting GCAM to see if we are able to be provided updated data</p>
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29. Describe any constraints or opportunities that affected performance under this KPI

We have determined from the Ironman (<http://ap.ironman.com/triathlon/events/asiapac/multisports/noosa.aspx>) and GCAM (<http://goldcoastmarathon.com.au/about/features/>) organisers of the events that they have in place high quality programs to manage and reduce litter which include pre race contracts with the competitors.

We are keen as sponsors of both events to encourage the event organisers to maintain a high environmental profile with competitors, their support teams and the crowds and for event organisers and us as sponsors to more publicly promote that. We have had meetings with our marketing team to this effect who are now working with the event organisers of each event towards this. We will have more to report in 2017.

Goal 3: Product Stewardship

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

Rating

Rating Comments

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

We have made some positive gains with our suppliers in identifying packaging and waste reductions - much of this is still in planning stage but we are confident in 2017 we will be able to report data from the implementation of these plans.

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

Our core area of difficulty in 2015 to achieving APC requirements was a major business shift, in terms of key personnel.

We have also realised while reviewing documents related to our core business and the APC, that our final version of our EMP that underpins many of our stated actions is missing and we are actively working to rectify this.

Summary of ratings:

KPI	2016 Rating (0-5)	2015 comparison	2014 comparison	2013 comparison	2012 comparison
KPI 1	3	2	3	3	5
KPI 3	4	3	3	2	2
KPI 4	3	2	2	2	1
KPI 6	3	2	3	3	4
KPI 7	3	3	3	2	3
KPI 8	4	1	3	3	3
Average rating for this signatory	3.3	2.2	2.8	2.5	3.0
<i>Average rating across all signatories</i>	<i>TBC</i>	<i>3.0</i>	<i>2.8</i>	<i>2.9</i>	<i>2.8</i>

Well done on the progress you have made towards the key principles of the APC, particularly regarding integration into your EMP and draft of the Procurement Guidelines. To further improve your performance, it is recommended that you ensure your plan contains actions and targets that align with SMART principles and expand upon the solid foundation that you have set. A resource to help you is available here: <http://bit.ly/1gZAxzT>.