

Highlands Regional Waste Management Group ResourceSmart Action Plan

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This action plan has been based on the template developed by Sustainability Victoria and the Department of Sustainability and Environment.

August 2008

Introduction

All Victorians have a role in making Victoria a more sustainable state for future generations and protecting our reputation as one of the world's most liveable places. Through the Victorian Government's *Our Environment Our Future - Sustainability Action Statement*, all government departments and agencies will lead by example by using our purchasing power to deliver sound environmental outcomes, and making the environment central to our planning operations and policy decisions.

Responding to this challenge, Highlands Regional Waste Management Group (HRWMG) has made a commitment to reducing our environmental impact through adopting an Environment Policy, setting key objectives and developing an Action Plan to achieve our goals.

Key government commitments that our agency is responding to:

- > Our Environment Our Future - Sustainability Action Statement, Action 16 – Government Leadership
- > Tackling Climate Change – Strategies to minimize environmental impacts

The Action Plan describes the objectives, actions, communications, monitoring, reviewing and reporting to meet our policy. The actions have been developed to:

- > be simple to understand and implement
- > clearly delegate responsibility
- > integrate with existing procedures and activities.

Scope

This plan addresses all relevant aspects of the operation of HRWMG including:

- > offices and buildings
- > policy/legislation/regulation
- > education/information provision
- > delivery of campaigns/programs/ grants
- > planning for infrastructure and development.

Opportunities have been identified to influence key stakeholders (clients and suppliers) to improve their own environmental performance.

Achievements to date

HRWMG has been assisting its member Council and their communities to minimize resource use by adopting the waste hierarchy of Reduce Reuse Recycle since its inception in 1998. Our mission is to foster sustainable uses and best practice in municipal waste management in order to protect and enhance the environmental values of the Highlands Region.

Assisting organisations to implement Waste Wise has resulted in 4 Member Councils, 30 businesses, 5 schools and over 20 events have engaged in this program with significant results.

The HRWMG has been officially certified as Waste Wise Bronze Level since 30 April 2007 and the step to ResourceSmart is a logical progression.

Environment Policy

The Highlands Regional Waste Management Group is committed to a future in which all Victorians are living sustainably within their natural and built environments.

The HRWMG will focus on sustainability as a key driver in its own activities and to be leaders in best practise environmental management. To do this we will establish appropriate procedures and practices to minimize the consumption of energy, water and other resources including paper; and to minimise the generation of waste. These will include:

- a) Reducing waste and maximising recycling ;
- b) Reducing the energy, water and paper intensity of our operations;
- c) Purchasing Green Power;
- d) Reducing greenhouse gas emissions associated with our passenger vehicle fleet;
- e) Ensuring that all contracts incorporate sustainability principles;
- f) Making environmentally sound purchasing decisions;
 - I. Purchasing decisions will be made in the context of the waste hierarchy to reduce, reuse, recycle,
 - II. Purchase energy and water efficient products,
 - III. Where possible, purchase local products,
 - IV. Purchase paper with greater than 50% recycled content,
 - V. Purchasing decisions will be made on the basis of value for money rather than juts the cheapest up-front price,
 - VI. Support businesses that also have sound environmental management systems,
- g) Adopting a zero tolerance for litter from our activities;
- h) Communicating our environmental performance regularly;
- i) Striving for continual improvement in our environmental performance;
- j) Recognising that all staff and Board members have a responsibility to assist the HRWMG to meet these commitments.

HRWMG will comply with all relevant Government environmental management policy, practices, regulations and legislation.

Environmental performance

Baseline 2006-07

The key indicators for environmental performance are energy and water consumption, fuel and LPG usage, waste production and paper purchased.

| | | | | |
|-------------------------------|--|-----------------------|---|-----------------------------|
| Site: | 5 East Street (Nth) Ballarat – leased premises | | | |
| Year: | Data for the 2006-07 financial year | | | |
| Data | Quantity | Measure | Greenhouse gas emissions (tonnes CO²-e) – as applicable | Comments |
| Energy consumption | 16,103.57 kWh | 8051.79 kWh per FTE | 8.33 t CO ² -e | Electricity and natural gas |
| Water consumption | 9.53 kL | 4.77 kL per FTE | | |
| Total waste generation | 0.5 tonnes | 0.25 tonnes per FTE | 0.57 t CO ² -e | |
| Recycling rate | 0.32 tonnes | 64.4 % diversion rate | | Commingled collection |
| LP Gas | kL | kL per vehicle | Not available | |
| Paper purchased | 20 reams | 10 reams per FTE | | |
| | | | | |
| | | | Total greenhouse gas emissions | 8.97 CO ² -e |

Environmental objectives and targets

Key objectives and targets have been set to improve our environmental performance. The following Action Plan identifies how these targets will be met.

The HRWMG has 2 EFT staff and therefore is not required to formally comply with many government policies and targets. This action plan reflects our commitment to good environmental practice.

Objectives and targets must, as a minimum, reflect government directions by embracing:

- > targets for minimising water and energy consumption, waste disposal and paper consumption
- > a preference for procurement of sustainable products and services
- > the integration of environmental assessment into all government decision making.

Targets/Objectives

- 1) Develop an Environment Policy by August 2008
- 2) Integrate environmental assessment into all HRWMG decision making and operations
- 3) Lead by example through reducing greenhouse gas emissions from our operations
- 4) Create a culture of reducing our environmental footprint
- 5) Reduce waste generation by 15% by 2010 compared to 2007 baseline
- 6) Increase proportion of waste recycled to 80% by 2009 compared to 2007 baseline
- 7) Reduce energy consumption from our key activities by 20% by June 2010 compared to 2007 baseline
- 8) Purchase 25% of electricity from renewable sources by October 2008
- 9) Ensure 100% of passenger vehicles in the fleet remain LPG or low emission (hybrid or 4 cylinder)
- 10) Support suppliers who will take back their products and packaging for recycling or reuse [Government target and priority]
- 11) Increase our stakeholder and client awareness of our environmental sustainability commitments by 50% by 2010
- 12) Zero tolerance for litter
- 13) Report on internal and external achievements annually

Action Plan

Action plans for the following aspects are presented below:

- > **Management and communications:** walk the talk and tell others
- > **Waste:** reduce, reuse and recycle
- > **Energy:** switch off, save energy and cut greenhouse gases
- > **Transport:** travel smart for a healthy environment
- > **Water:** save water, harvest and recycle
- > **Purchasing choices:** think ResourceSmart before purchasing
- > **Operational activities:** sustainability in action
- > **Biodiversity and water quality:** caring for your local environment
- > **Planning and infrastructure:** plan for sustainability and build ResourceSmart

The Action Plan will be monitored and reviewed annually.

HRWVG Action Plan

| Management and communications | Objective | Timescale | Responsibility | Progress |
|--|------------------|------------------|-----------------------|-----------------|
| Develop Environment Policy, incorporating our existing Buy Recycled Purchasing Policy and have endorsed by HRWVG Board. | 1 | Aug 08 | REO | |
| Review Environment Policy every 2-3 years. | 1 | August | REO | |
| Review or establish targets for: > Water and paper consumption > Reducing waste disposal > Increasing green procurement > Reducing greenhouse emissions from energy consumption and fleet vehicles. | 2 | Aug 08 | REO, EO | |
| Review existing decision-making procedures and amend to ensure environmental assessment is reflected. | 2 | Aug 08 | REO, EO | |
| Ensure environmental sustainability issues are considered in reviews of the corporate or strategic plans. | 2 | | REO, EO | |
| Training | | | | |
| Run introductory session for Board members and advisors to inform them of the ResourceSmart Action plan, objectives, targets and timeline of activities. | 4 | Aug 08 | REO | |
| Incorporate ResourceSmart program into induction program for new staff and contractors. | 4 | | REO,EO | When required |
| Develop and implement a sustainability training program for staff to include coverage of energy efficiency, climate change, greenhouse gas issues, waste minimisation, environmental procurement and water conservation. | 4 | Aug 08 | REO,EO | |
| Communication | | | | |
| Promote ResourceSmart achievements at external events, networks, forums, website and make nominations for related Awards. | 11 | Ongoing | REO, EO | In place |
| Improve education and awareness of contractors and staff regarding the use of green products and waste disposal procedures. | 11 | Ongoing | REO,EO | In place |
| Promote sustainable practices and initiatives at internal events. | 11 | Ongoing | REO, EO | In place |

| Waste | Objective | Timescale | Responsibility | Progress |
|---|------------------|------------------|-----------------------|-----------------|
| Reduce | | | | |
| Develop and implement a Printing Policy including setting all machines to duplex; rationalising printers/copiers; phasing out non duplex machines; and guiding what should be processed electronically. | 5 | July 08 | EO | In place |
| Institute "think before you print" policy aimed at eliminating unnecessary printing. Reduce font sizes/use word processing software to fit more text onto paper when appropriate. | 5 | Ongoing | EO, REO | In place |
| Encourage the use of electronic communications in place of hard copies. | 5 | Ongoing | EO, REO | In place |
| Review the records management policies and processes to accommodate electronic records. | 5 | 1-2 years | EO | |
| Review customer transaction service with consideration of introducing electronic billing and payment (EFT). | 5 | 1-2 years | EO | |
| Maintain zero tolerance for littering | 12 | Dec 08 | EO, REO | |
| Reuse | | | | |
| Use recycled cartridges when suitable | 5 | Ongoing | EO, REO | In place |
| Donate to staff or charities, or sell at auction, old computer/electrical equipment, furniture, fittings that are still in good condition. | 5 | Ongoing | EO | In place |
| Give working mobile phones to family, friends, colleagues etc. when upgrading to newer model | 5 | Ongoing | EO | In place |
| Provide staff with reusable water bottles and/or reusable mugs (with Agency branding) that can be filled at dispensers. | 5 | Ongoing | EO, REO | In place |
| Reuse incoming cartons for outgoing goods or for storage internally. | 5 | Ongoing | EO, REO | In place |
| Reuse scrap paper that has been printed on only one side for note taking. | 5 | Ongoing | EO, REO | In place |
| Recycle | | | | |
| Introduced recycling systems for major waste streams including: > Paper and cardboard > Organics > Bottles and cans > Packaging and Plastics | 6 | Ongoing | EO, REO | In place |
| Recycle or ensure safe disposal of light bulbs and tubes. | 6 | Ongoing | EO, REO | In place |

| Waste | Objective | Timescale | Responsibility | Progress |
|---|---------------------|------------------|-----------------------|-----------------|
| Combine cardboard with office paper recycling and comingled collection | 6 | Ongoing | EO, REO | In place |
| Arrange for collection and recycling of printer cartridges (if reuse option not available) | 6 | Ongoing | EO | In place |
| Conduct regular visual inspections of bin contents to assess contamination. Update staff of outcomes and successes. | 6 | Ongoing | REO | In place |
| For non-working equipment, send for repair or arrange for proper disassembly and recycling. | 5 | Ongoing | EO | In place |
| Modify/refresh signage on recycling bins to promote correct recycling practice. | 6 | July 08 | REO | In place |
| Provide information and education to staff on appropriate usage and recycling of mobile phones. | 6 | Ongoing | EO, REO | In place |
| Remove individual landfill bins at desks and replace them with recycling bins (this results in very high rates of recycling since paper is by far the major component of office waste). | 6 | July 08 | EO, REO | |
| Recycle or reuse all electronic and IT equipment following replacement. | 6 (ESAS commitment) | 1-2 years | EO | |
| Monitoring and Assessment | | | | |
| Use VIC 1000 sustainability assessment of offices to measure amount of material being recycled and land filled. Quantify types of contamination in landfill and recycling streams, and develop waste reduction targets and recommendations for improvement. | 5 | Sept 08 | REO | 14/10/08 |
| Report assessment findings to executive officer and Board, especially waste minimisation objectives and targets, and seek feedback on planned initiatives. | 5 | Dec 08 | REO | |
| Paper recycling: eliminate recyclable paper from landfill waste bins through the office recycling program. | 6 | Ongoing | EO, REO | In place |
| Comingled recycling: maintain existing low rate of contamination <1% | 6 | Ongoing | EO, REO | In place |
| Printer cartridges: collect 100% of printer cartridges for recycling (if reuse option not available) | 6 | Ongoing | EO, REO | In place |
| Mobile Phones: 100% of mobile phones either reused or recycled | 6 | Ongoing | EO, REO | In place |
| Cardboard: all cardboard to be recycled (if reuse option not available) | 6 | Ongoing | EO, REO | In place |
| Office equipment, furniture etc: 80% of used equipment and furniture diverted from landfill | 6 | Ongoing | EO, REO | In place |
| | | | | |

| Energy | Objective | Timescale | Responsibility | Progress |
|--|------------------|------------------|-----------------------|-----------------|
| Use the VIC 1000 Sustainability Assessment of the office facility to benchmark performance and identify key opportunities for improvement across HVAC, lighting, IT and office equipment. | 7 | Sept 08 | EO, REO | 14/10/08 |
| | | | | |
| | | | | |
| Lighting | | | | |
| Undertake light audit to identify energy efficient lighting opportunities (use VIC 1000) | 7 | Sept 08 | EO, REO | 14/10/08 |
| Replace lighting with more efficient technology (fittings and lamps) where appropriate. | 7 | Ongoing | EO, REO | In place |
| Ensure replacement lamps are energy efficient, and maintenance staff understand what technologies must be used when conducting reactive maintenance | 7 | Ongoing | EO, REO | In place |
| | | | | |
| IT and office equipment | | | | |
| Ensure energy efficiency settings (i.e. energy star) are enabled on all relevant office equipment (i.e. computers, monitors, printers, photocopiers etc.). | 7 | Ongoing | EO, REO | In place |
| Conduct a printer rationalization review with a view to maximizing the efficiency of internal printing and copying services.. (This should include consideration of multi-function devices). | 7 | Sept 08 | EO | |
| Adopt shut down procedures for outside operational hours. | 7 | Ongoing | EO, REO | In place |
| | | | | |
| Heating Ventilation and Air Conditioning (HVAC) | | | | |
| Turn down or switch off heater after business hours. | 7 | Ongoing | EO, REO | In place |
| Energy efficiency to be selection criteria for new premises | 7 | When required | EO | |
| Review operation of HVAC machinery to ensure that it is performing efficiently. | 7 | | EO | |
| Adjust temperature settings to limit space heating to 20°C where possible | 7 | Ongoing | EO, REO | In place |
| Encourage staff to wear appropriate clothing for the building | 7 | Ongoing | EO, REO | In place |
| | | | | |
| | | | | |

| Energy | Objective | Timescale | Responsibility | Progress |
|---|------------------------------------|------------------|-----------------------|-----------------|
| Energy Supply and Generation | | | | |
| Purchase Green Power for 25% or more of total electricity consumption by 2008 | 8 (Vic Gov Election commitment) | July 08 | EO | In place |

| Transport | Objective | Timescale | Responsibility | Progress |
|--|------------------|------------------|-----------------------|-----------------|
| Fleet operation | | | | |
| Ensure fleet vehicle remains LPG or low emission | 9 | Ongoing | EO | In place |
| Place EPA Litter Report Line Forms in all fleet vehicles and encourage staff to report littering from vehicles | 12 | Ongoing | EO, REO | In place |
| Alternative transport | | | | |
| Provide bicycle facilities (i.e. showers, secure bicycle parking) for staff and visitors. | 3 | Ongoing | EO, REO | In place |
| Engage with and participate in the Department of Infrastructure Travel Smart program. | 3 | Ongoing | EO, REO | In place |
| Fuels | | | | |
| Encourage staff to use vehicles that are 'fit for purpose' (i.e. LPG vehicle for longest trip) | 3 | Ongoing | EO, REO | In place |

| Water | Objective | Timescale | Responsibility | Progress |
|---|------------------|------------------|-----------------------|-----------------|
| No targets have been set as office water use is minimal (toilet/basin/sink) | | | | |
| Reduce | | | | |
| Use the VIC 1000 Sustainability Assessment of the office facility to benchmark performance and identify key opportunities for improvements. | | Sept08 | EO, REO | 14/10/08 |
| Water efficient appliances (purchasing) | | Ongoing | EO, REO | In place |
| Maintain water efficient plumbing at all facilities including: > Dual flush toilets | | Ongoing | EO, REO | In place |
| Use of high pressure cleaning equipment when required | | Ongoing | EO, REO | In place |
| Report and repair water leaks | | Ongoing | EO, REO | In place |

| Water | Objective | Timescale | Responsibility | Progress |
|---|------------------|------------------|-----------------------|-----------------|
| No targets have been set as office water use is minimal (toilet/basin/sink) | | | | |
| Recycling and Reuse Opportunities | | | | |
| Not applicable to HRWMG | | | | |
| Open space irrigation and Landscaping | | | | |
| Not applicable to HRWMG | | | | |

| Purchasing choices | Objective | Timescale | Responsibility | Progress |
|---|----------------------------|------------------|-----------------------|-----------------|
| Internal policies and procedures | | | | |
| Review Buy Recycled purchasing policy and incorporate in Environment Policy | 1 | Aug 08 | EO, REO | |
| All corporate printing (i.e. business plans, annual reports) on 100% recycled paper | 4 | Ongoing | EO, REO | In place |
| 95% office paper purchased has recycled content of at least 50% <i>[Government target and priority]</i> | 4 | Ongoing | EO, REO | In place |
| Develop standard environmental clauses for incorporation into contracting processes | 10 | Ongoing | EO, Board | In place |
| Ensure that ESD considerations are incorporated into purchasing specifications for information technology equipment. | 10 (ESAS commitment) | Ongoing | EO | In place |
| Increase the use of recycled materials (and materials able to be reused at end of life) in infrastructure projects | 3 | 1-2 years | EO, Board | |
| Meet or exceed minimum energy (e.g. 4 star fridge) and water efficiency standards when purchasing new whitegoods, IT peripherals and other appliances <i>[Government target and priority]</i> | 3 | Ongoing | EO | |
| Engagement with suppliers | | | | |
| Maintain membership of ECO-Buy | 10 | Ongoing | EO, REO | In place |
| Environmental specifications are considered when making purchases | 10 | Ongoing | EO, Board | In place |

| Operational activities | Objective | Timescale | Responsibility | Progress |
|---|------------------|------------------|-----------------------|-----------------|
| Integrate sustainability concepts and procedures into the risk management process. | 3 | Dec 08 | EO, Board | |
| Establish a designated smoking area for staff that smoke and install appropriate butt litter containers to prevent butt litter. | 12 | Ongoing | EO, REO | In place |
| Install appropriate waste bins at building entrances, leisure spaces and areas where staff congregate. | 12 | Ongoing | EO, REO | In place |
| Ensure no litter has accumulated along fences or property boundaries. | 12 | Ongoing | EO, REO | In place |
| Ensure no green waste goes to landfill | 5 | Ongoing | EO, REO | In place |
| Incorporate sustainability messaging into community education or information material developed. | 2 | Ongoing | EO, REO | In place |
| Incorporate minimum sustainability considerations or requirements into funding or grant schemes. | 2 | June 09 | EO, Board | |

| Biodiversity and water quality | Objective | Timescale | Responsibility | Progress |
|--|------------------|------------------|-----------------------|-----------------|
| Ensure all waste receptacles contain waste effectively to prevent waste escaping, becoming windblown and scavenging by animals. | 2 | Ongoing | EO, REO | In place |
| Educate relevant staff on the impacts of herbicide, fertiliser and pesticide use as well as the appropriate handling and spill response. | 2 | Ongoing | EO | In place |

| Planning and infrastructure | Objective | Timescale | Responsibility | Progress |
|---|------------------|------------------|-----------------------|-----------------|
| Undertake and progressively implement the key actions and recommendations from water and energy audits, such as: flow restriction valves; AAA shower heads; dual flush toilets; energy efficient lights; and solar hot water. | 2 | Aug 08 | EO, REO | |
| Ensure minimum environmental performance standards are included in leasing contracts and arrangements when renewing or developing leasing or tenancy agreements. | 2 | When required | EO, Board | |

| Monitor, review and continuous improvement | Objective | Timescale | Responsibility | Progress |
|---|------------------|------------------|-----------------------|-----------------|
| Resource Usage | | | | |
| Review baseline energy use data to identify areas of significant energy consumption. | 7 | Annual | EO, REO | |
| Procurement | | | | |
| Develop a plan to target specific areas of high consumption. | 4 | Annual | EO, REO | |
| Waste | | | | |
| Undertake annual waste audit of key operations. | 5 | Annual | EO, REO | |
| Develop and implement behaviour change program to address the identified problem items or areas. | 5 | Second Year | EO, REO | |
| Review and Reporting | | | | |
| Report against key indicators annually to Board including reference to targets and progress on actions undertaken and future areas of focus for the next period. | 13 | Annual | REO | |
| Communicate annual environmental performance (including reference to targets) information to all stakeholders via a range of methods including noticeboards, email, and newsletter. | 13 | Annual | REO | |
| Report environmental performance, targets and achievements in annual report. | 13 | Annual | EO, REO | |
| Continuous improvement | | | | |
| Use notice board to capture ideas from staff on how the organisation can reduce its environmental impacts. | 4 | Ongoing | REO | |
| Allow key staff to access to professional development to further advance the environmental program. I.e. industry associations, industry briefings, internal and external training. | 2 | Ongoing | EO, REO | In place |
| Review implementation of the Action Plan. | 4 | Annually | REO | |
| Review targets and update when performance is significantly above or below targets, or when the target date is met. | 13 | Annually | REO | |
| Utilise information gathered to draft objectives and action plan for next period. Seek feedback from staff and management, finalise action plan and seek endorsement from Board | 4 | Second Year | REO | |

Communications plan

Objectives

This communication plan seeks to demonstrate to our community the way in which HRWMG leads by example in the areas of waste minimization and resource efficiency.

Target audience

All staff, stakeholders and the broader community.

Key messages

- > Reduce, reuse, recycle... Relax.
- > Let's rain in our water use. Save water.
- > Play your part. Save paper.
- > Shut it down whilst not around. Save energy.
- > Reducing our environmental footprint.
- > Walk, ride and take public transport. Travel smart.

Action plan

| Theme | Activities | Timing |
|---|---|----------------------------------|
| Launch | Introduce Policy, our Action Plan | Spring newsletter |
| Website | Action Plan, Environmental Policy and reports available on the web | When a website is established |
| Waste and Paper | Waste Activities: >> Visual audit of your bins – what's the biggest problem? Focussed campaign Paper Activities: >> installation of new printer/copier | Quarterly newsletter "Junk Mail" |
| Water and Transport Purchasing and Energy | Sustainable Actions: >> Inform staff and Board of all activities and results being undertaken as part of ResourceSmart >> Inform staff and Board of Green purchasing options | Annual Report |
| Litter prevention | Litter activities: > Place EPA litter report line brochures in all vehicles > HRWMG is smoke free work place | In place |

Evaluation

Indicators to measure effectiveness of communications and behaviour change activities:

- > Number of activities
 - o Newsletters
 - o Agenda reports
- > Staff /Board feedback
 - o Queries
 - o Suggestions contributing to the program
 - o Negative feedback.

Monitoring, review and continuous improvement

The table below outlines the environmental monitoring plan to ensure that the key environmental performance indicators are continually being measured throughout the year.

Monitoring schedule

| What | How | How often | Records | Who |
|------------------|---|-----------|-----------------------------|---------|
| Energy use | From retailer invoices | Quarterly | spreadsheet | EO, REO |
| Office waste | Waste and recycling disposal data | Annual | spreadsheet | EO, REO |
| Water use | From retailer invoices | Quarterly | spreadsheet | EO, REO |
| Paper use | Purchase records | Annual | spreadsheet | EO, REO |
| Fuel use | Monthly bills and vehicle fleet log records | Monthly | spreadsheet | EO, REO |
| Green purchasing | Purchase records | Annual | spreadsheet | EO, REO |
| Gas Consumption | From retailer invoices | Quarterly | spreadsheet | EO, REO |
| Litter Levels | Litter assessment | Annual | Report on visual assessment | EO, REO |

Review and progress reporting

- > An environmental progress report will be included in Annual Report.
- > Action Plan to be reviewed annually. Performance progress and key achievements to be reported publicly through Annual Report.
- > Action Plan and targets to be reviewed and updated every 2 years.

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