

Waste Reduction and Diversion Plan 2024-25

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Overview

The Officeworks Waste Reduction & Diversion Plan (WRDP) outlines the strategies and actions that will be implemented to minimise waste generation at its source, enhance recycling efforts, and promote responsible waste disposal across all business operations. The goal is to significantly reduce waste sent to landfill and maximise resource recovery through effective waste management practices, supporting a transition to a more a circular economy.

Purpose & Strategic Alignment

The purpose of this plan is to establish a comprehensive framework for waste reduction and diversion across our business operations. This aligns with the first principle of a circular economy: eliminating waste and pollution. By doing so, we aim to progress toward our People & Planet Positive strategic commitments to become a zero-waste business, reduce secondary packaging and problematic plastics. Becoming a zero-waste business will deliver pleasing commercial outcomes because waste to landfill is more expensive than waste recycled.

Waste Targets 2024-2025

- 3% reduction of total waste generation vs FY24
- 2% reduction waste to landfill vs FY24
- Increase diversion rate to 90%

Scope

The plan covers all operations, including all 172 stores, 5 CFCs, 1 CSC and 1 Support Office, and select suppliers.

Objectives

In 2024-2025, the below objectives will contribute to strategic commitments and set targets by:

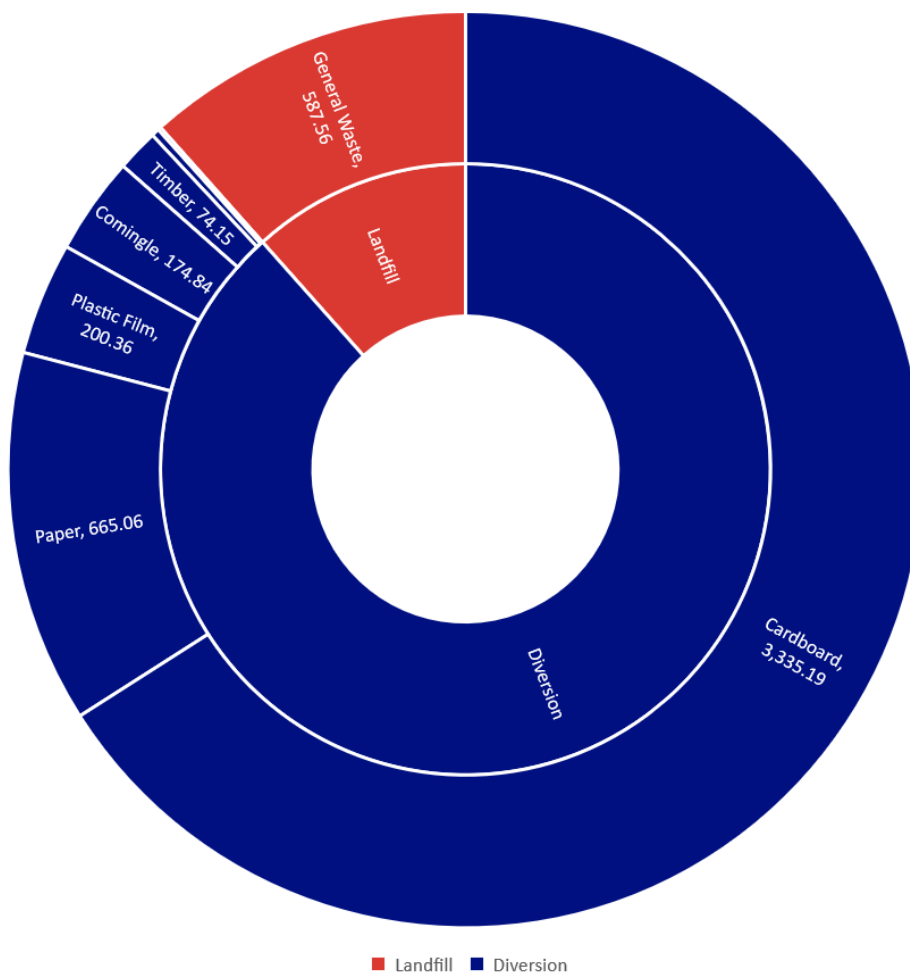
1. Minimising waste generation across the business in line with the Waste Management Hierarchy and circular economy principles.
2. Maximising recovery and reuse of resources to support the transition to a circular economy.
3. Educating team members to drive behaviour and mindset change around waste management.
4. Engaging team members and suppliers in waste tracking, reduction, and diversion initiatives.
5. Continuously monitoring, reporting, tracking, and improving waste management practices.

Current State of Waste

In FY2024, a total of 5,530 tonnes of waste was generated, with 88% diverted from landfill. Each site manages five waste streams: cardboard, paper, clear soft plastics, commingled, and, at South Australian sites, organics. Additionally, stores have the option to recycle other materials such as polystyrene, metal, and timber.

Waste Composition

Waste to landfill makes up 12% of the total waste generated, making it the third largest waste stream, while cardboard, paper, and clear soft plastic comprise the largest percentage of waste diverted from landfill.



Waste by Area

The majority of waste is generated at Stores, followed by Fulfillment Centres, with cardboard, general waste, and paper having the highest volumes.



- Charts are reflective of 6 months of waste data from Visy, Cleanaway & TIC Group.
- Organics waste stream only in South Australia

Sample Waste Audits

In April 2024, Waste Management Consulting was engaged to conduct a waste audit across 19 sites, this included 17 Stores, 1 CFC and 1 IDC, in Victoria and New South Wales. The objective was to determine the material composition of the general waste and recycling bins. The results of this audit highlighted three key focus areas: education and engagement, waste reduction, and diversion opportunities that informs this plan and our approach to waste management.

Key Findings

Of the 948 kilograms of waste audited, 41% could be recycled through existing waste streams on site. Additionally, 29% has the potential to be reduced, 16% could be diverted, and the remaining 14% is destined for general waste/landfill.



Waste to Energy Recovery

Waste to energy is the conversion of non-recyclable waste materials into useable heat, electricity, or fuel. It was considered as a viable waste diversion opportunity when the 2025 People and Planet Positive Plan was released in 2020, but it is not widely available in Australia, as it is globally.

Guiding Frameworks

Waste Hierarchy

The waste management hierarchy is an internationally recognised conceptual framework designed to guide and rank waste management decisions, from most preferable to least preferable, at both the individual and organisational level. It prioritises waste prevention, followed by re-use, recycling, recovery and finally disposal. The hierarchy encourages us to re-think our relationship with waste and what is best for the environment, and most cost effective. Including the waste hierarchy in our educational resources as part of this plan will help shift the collective mindset towards more sustainable waste management practices.



Circular Economy

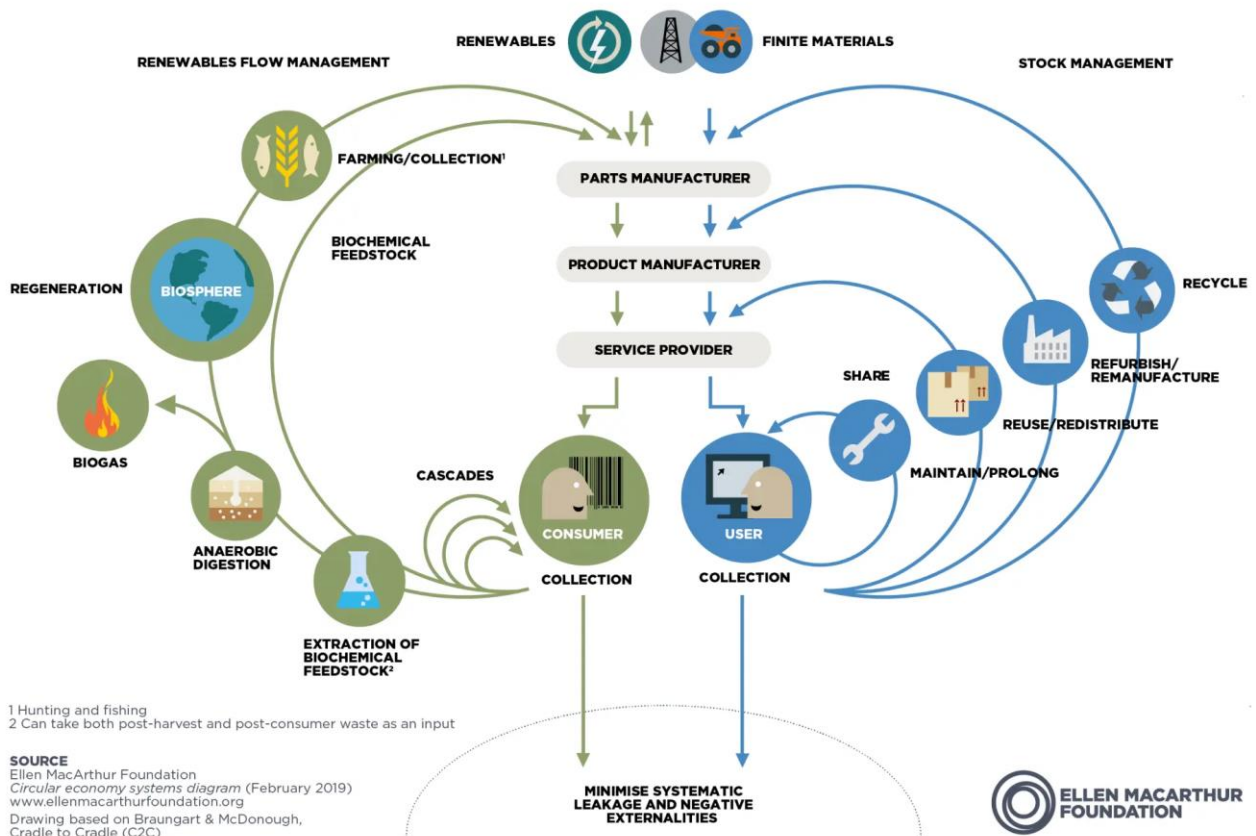
A circular economy is both a solution and strategic approach to tackling key issues like waste, pollution, carbon emissions and biodiversity loss.

The concept is deeply rooted in how the natural world functions. In nature, waste is non-existent, resources and nutrients are self-replenished and restored, and organisms are designed for efficiency to maintain balance and harmony within ecosystems. Nature is, by its own design, a closed loop system. A circular economy is all about closing the loop on our human designed systems. The closed-loop technical cycle considers design, materials, sale, use, and the 9 R's (Refuse, Rethink, Reduce, Reuse, Repair, Refurbish, Remanufacture, Repurpose, Recycle, Recover). The focus of the technical cycle and the 9 R's is to keep products and materials in circulation through processes such as reuse, repair, remanufacture with recycle and recovery as the last options, in line with the Waste Hierarchy methodology.

The three main principles in a circular economy are to:

1. Eliminate waste and pollution,
2. Circulate products and materials at their highest value,
3. And regenerate nature.

The ambition of the waste reduction and diversion plan is to use waste as a resource with circular outcomes where possible, and to transform how we view and manage waste to align with circular economy principles.



Strategies and Deliverables

The key findings from waste audits and the Your Say survey highlighted three clear focus areas essential to meeting our objectives and progressing toward our People & Planet Positive strategic commitments. These focus areas guide our strategies and deliverables ensuring a comprehensive and integrated approach to waste management aligned with circular economy principles and circular outcomes, where possible.

Focus Area	Strategies	Deliverables
Waste Diversion	Support a cost-effective and responsible waste and resource recovery system, focusing on circular outcomes.	<ul style="list-style-type: none"> Expand soft plastics recycling to include all soft plastics and laminate offcuts with potential to develop a circular product.
	Maximise waste segregation processes across all sites.	<ul style="list-style-type: none"> Roll out new colour coded bin signage and posters for different waste streams.
Education & Engagement	Provide leadership in supporting innovation, behaviour change and education.	<ul style="list-style-type: none"> Create and distribute engaging waste handling videos. Implement an internal waste awareness campaign across all distribution channels/platforms.
	Raise awareness and foster stewardship among team members and cleaners to be part of the solution in improving waste management.	<ul style="list-style-type: none"> Develop and maintain a SharePoint Sustainability hub to include Waste & Recycling resources and reporting dashboard.
Waste Reduction	Engage with Suppliers and industry to gain insights and identify innovation and best practice.	<ul style="list-style-type: none"> Identify waste reduction opportunities and collaborate with Suppliers to proactively reduce packaging and unrecyclable materials.
	Promote product and packaging lifecycle management practices, based on the principles of a circular economy and waste hierarchy.	<ul style="list-style-type: none"> Define and implement a process for faulty, expired, or damaged products.
Monitoring and Reporting	Strengthen data communication and waste tracking, generation, reduction, and diversion metrics.	<ul style="list-style-type: none"> Implement a dashboard to visualise waste data and tracking toward targets. Collaborate with Global Sourcing and Property teams to establish construction and manufacturing waste reporting.
	Regularly review progress against targets and adjust strategies as needed.	<ul style="list-style-type: none"> Conduct annual waste audits and regularly update waste management plan to incorporate optimal practices.

Implementation Plan 2024-2025

In order to achieve the Waste Reduction and Diversion Plan's objectives, the following key actions have been identified:

Deliverable	Actions	Stakeholders	Status
Expand soft plastics recycling to include all soft plastics and laminate offcuts and develop a circular product.	Identify additional types of soft plastics for recycling. Work with external partner to develop collection and processing methods for expanded soft plastics.	Circular Economy Lead	In progress
	Design bin signage, process guides and internal communications for the expanded soft plastics program.	Circular Economy Lead, Marketing, Facilities	In progress
	Host workshop with the Merch Team and Supplier/Partner to generate product ideas and select the most viable product concept to pilot	Circular Economy Lead, Global Sourcing, Sustainable Materials Lead, Supplier/Partner	Not started
	Work with Supplier/Partner to produce a sample using the recycled soft plastics. Test the sample for quality and feasibility.	Global Sourcing, Supplier/Partner, Sustainable Materials Lead, Quality	Not started
	Determine and decide PPP Product range and GECA Lifecycle Ecolabel and accreditation eligibility.	Sustainable Materials Lead, Circular Economy Lead	Not started
	Start and complete GECA Lifecycle Ecolabel process.	Sustainable Materials Lead, Circular Economy Lead	Not started
	Develop marketing materials and a launch strategy for the circular product.	Marketing, Corporate Affairs, Sustainable Materials Lead, Circular Economy Lead	Not started
	Release product to market. Monitor sales and customer feedback.	Merch Team, Corporate Affairs, Sustainable Materials Lead, Customer Service	Not started
Roll out new colour coded bin signage, process guides, and posters for different waste streams.	Assess existing waste and recycling resources and determine changes needed. Consult with Facilities and Central Ops to gather input.	Circular Economy Lead, Store Operations, Facilities, Store and CFC Team Members	In progress
	Draft updated content for process guide, including waste reduction section.	Circular Economy Lead	In progress
	Develop content and design new colour-coded signage and posters.	Brand	Not started
	Review and approve with key stakeholders.	Circular Economy Lead, Facilities, Store Operations, Store and CFC Team Members	Not started
	Develop communications and installation guidelines.	Circular Economy Lead, Store Operations, Facilities	Not started
	Send out communications, new bin signage and installation guidelines.	Circular Economy Lead, Store Operations, Facilities	Not started

Create and distribute engaging waste handling videos.	Identify key waste handling processes and messages to be included in the video.	Studio/Internal Communications, Circular Economy Lead	Not started
	Develop a storyboard, script, and content outlines for the video.	Studio/Internal Communications, Circular Economy Lead	Not started
	Plan and schedule filming, including location, equipment, and team members.	Studio/Internal Communications, Circular Economy Lead	Not started
	Film and edit video.	Studio/Internal Communications, Circular Economy Lead	Not started
	Review and approve the videos with key stakeholders.	Studio/Internal Communications, Circular Economy Lead	Not started
	Develop a distribution plan with Internal Communications.	Studio/Internal Communications, Circular Economy Lead	Not started
	Distribute videos through various channels and monitor engagement.	Studio/Internal Communications, Circular Economy Lead	Not started
Implement an internal waste awareness campaign across all distribution channels/platforms for National Recycling Week.	Develop key messages and content for the campaign.	Internal Communications, Circular Economy Lead	In progress
	Design and produce Onews, Workplace and digital display content based on the key messages.	Studio/Internal Communications, Circular Economy Lead	In progress
	Plan and schedule content distribution channels/platforms, times, and locations.	Internal Communications, Circular Economy Lead	In progress
	Launch waste awareness campaign across all channels/platforms (newsletters, posters, digital displays, Workplace). Monitor engagement and collect feedback.	Internal Communications, Circular Economy Lead	Not started
	Continue to update and refresh campaign materials to maintain interest and engagement.	Internal Communications, Circular Economy Lead	Not started
Develop and maintain a SharePoint Sustainability hub to include Waste & Recycling resources and reporting dashboard.	Identify the key resources and information to be included in the SharePoint hub. Consult with the ESG team to gather input.	Circular Economy Lead, ESG team	Completed
	Design the layout and structure of the SharePoint hub.	Circular Economy Lead	Completed
	Gather content for the hub. Include all relevant waste and recycling resources.	Circular Economy Lead, ESG Team	Completed
	Review and approve the hub design and content.	Circular Economy Lead, ESG Team	Completed
	Implement the approved design and content on the SharePoint hub.	Circular Economy Lead	Completed
	Promote and launch the Sustainability hub.	Internal Communications, Circular Economy Lead	Completed
	Monitor the usage and effectiveness of the hub.	Circular Economy Lead	Ongoing
	Regularly update the content and resources on the hub.	Circular Economy Lead, ESG Team	Ongoing

Identify waste reduction opportunities and collaborate with Suppliers to proactively reduce packaging and unrecyclable materials.	Conduct regular on-site assessments of packaging and waste received.	Circular Economy Lead, Sustainable Materials Lead	Ongoing
	Document types and volumes of packaging and unrecyclable materials, including Suppliers and shipment types (e.g. direct to store or cross dock).	Circular Economy Lead, Sustainable Materials Lead	Ongoing
	Contact relevant Buyers and Suppliers to discuss current practices and potential areas for improvement.	Circular Economy Lead, Sustainable Materials Lead, Merchandise, Suppliers	Ongoing
	Review and update guidelines and best practices for Suppliers to follow to reduce packaging waste.	Sustainable Materials Lead	Ongoing
	Monitor implementation of new packaging practices and track progress towards waste reduction goals. Collect data on packaging waste and recyclability.	Circular Economy Lead, Sustainable Materials Lead	Ongoing
	Continue to discuss progress with Suppliers and assess waste reduction opportunities.	Circular Economy Lead, Sustainable Materials Lead	Ongoing
Define and implement a process for faulty, expired, or damaged products.	Review existing processes and identify areas for improvement.	Product Safety Team, Category team, Circular Economy Lead, Finance	In Progress
	Establish criteria and objectives for managing faulty, expired, and damaged products.	Product Safety Team, Circular Economy Lead	Not Started
	Identify options for product repair, reuse, resale, and recycling.	Circular Economy Lead	Not Started
	Develop and implement process guide, including reporting.	Product Safety Team, Finance, Circular Economy Lead	Not Started
	Track performance and make adjustments for continuous improvement.	Product Safety Team, Finance, Circular Economy Lead	Not Started
Implement a dashboard to visualise waste data and tracking toward targets.	Identify the key sources and data points to be included in the dashboard.	Circular Economy Lead	Completed
	Design the layout and structure of the dashboard.	Circular Economy Lead	Completed
	Review and approve the dashboard design and content.	Circular Economy Lead, Facilities Manager, Circularity & Nature Manager	Completed
	Implement the dashboard onto the Sustainability SharePoint hub.	Circular Economy Lead	Completed
	Promote and launch the dashboard.	Circular Economy Lead, Internal Comms	Completed
	Monitor the usage and effectiveness of the dashboard.	Circular Economy Lead	Ongoing
	Update the dashboard monthly.	Circular Economy Lead	Ongoing

Collaborate with Global Sourcing and Property teams to establish construction and manufacturing waste reporting.	Identify the key metrics and data points needed, and selected Suppliers.	Circular Economy Lead, ESG Reporting Manager	In Progress
	Contact relevant team members and Suppliers to discuss current practices and reporting capabilities.	Property Partner, Global Sourcing, Supplier	Not Started
	Establish process for monthly data collection.	Circular Economy Lead, Property Partner, Global Sourcing, Supplier	Not Started
	Collect monthly data on construction and manufacturing waste. Continue to discuss progress with Suppliers and assess waste reduction opportunities.	Circular Economy Lead, Property Partner, Global Sourcing, Supplier	Not Started
Conduct annual waste audits and regularly update waste management plan to incorporate optimal practices.	Conduct annual waste audit with Waste Management Consulting.	Circular Economy Lead, External Audit Partner	Not started
	Review and analyse audit results and update Waste Reduction & Recycling Plan.	Circular Economy Lead	Not started