

SustainabilityReport 2017



FUJI XEROX 
Business Centre
Authorised Dealer

A close-up photograph of a person's hand holding the trunk of a small, dense, green tree. The tree has many small, rounded leaves and some tiny yellow flowers. The background is plain white.

Acknowledgement

The production of this report would not be possible without our dedicated team who work to ensure we continue to meet our sustainability goals each year. Special mention to Glenn King; Ach Khalikane; Erin Thorsen; our Print shop team and Sustainability Champion Michele Manttan.



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Message from our General Manager

Sustainability is an important part of our everyday lives, directly impacting our daily activities, the products we purchase, the items we recycle as well as our views on politics, business and climate change.

As part of our strategy for the fight against climate change, we identify environmental risks regarding our activities; through practices designed around the expectations of our stakeholders by minimizing our environmental footprint. We manage the environmental performances of our vehicle fleet and recycling of parts, consumables and packaging with set targets, we continuously improve our performance in these fields.

This year we implemented satellite tracking of our vehicles with the aim of allocating service tickets to our technicians in the most efficient way

possible further reducing the total kilometres travelled.

Late last year we found a solution to the final piece of the puzzle for the recycling the packaging from our devices. We secured the services of a local recycler to take our polystyrene.

We have continued our commitment to community engagement. This year we have supported sporting teams local, state and national as well as not for profit entities that support our community in various, important ways.

I would like to take this opportunity to extend thanks to all our valuable customers, our employees, our suppliers, and our stakeholders who helped contribute to our success in 2017/2018.





Message from our **Sustainability Champion**

“Each one of us can
make a difference.
Together we
make change.”

Barbara Mikulski

As we complete our ninth year in our Sustainability journey I am honoured to be part of a team that consider sustainable work practices as ‘business as usual’.

It is by completing our tasks with this mindset that we will create a shift in the mindset of those who work with and around us.

Thank you to our team who see nothing exceptional in working in this exceptional manner.

Our Journey

2018 – 2019

This year was our first full year achieving our goal for all packaging we receive our product in be disposed of in a sustainable manner – plastics; polystyrene; cardboard; pallet.

2017 – 2018

This year has seen our employees continue to embrace our ethos of reducing our carbon footprint by proactively considering ways to further improve our recycling capacity. We completed conversion from florescent tubes to LED lighting. Our sustainability record helped up secure contracts form the Townsville City Council. We had the privilege to be able to support a varied and diverse range of local organisations.

2016 – 2017

This year was all about our local community and working together on sustainability initiatives. The team worked tirelessly to support many local charities and community events. This year marked our first team challenge – 10 staff walked up our iconic Castle Hill for the 24-Hour Challenge in aid of youth suicide prevention.

2015 – 2016

Incorporated Diversity into our Sustainability definition. We committed to a respectful and inclusive workplace that recognises the unique contributions our employees, customers, and the community have to offer. We also focused our attention on preserving the reef for future generations.

2014 – 2015

Energy Consumption down 31% and Waste down 28%. **Winner: Fuji Xerox Award – Best Overall for Sustainability**

2013 – 2014

This year we incorporated “Health” into our definition of Sustainability. We upgraded the air conditioner compressor with a more energy efficient model. We introduced targets into our Sustainability report.

2012 – 2013

We embarked on taking sustainability to our customers. We played a big role in assisting Saint Anthony’s Catholic College win the Townsville City Council’s Sustainability Award.

2011 – 2012

Winner: Fuji Xerox Award – Best Sustainability Project for founding membership of Sustainable Townsville. This year also celebrates the beginning of involving the community in our goals to achieve sustainability.

2010 – 2011

Winner: Fuji Xerox Award – Best Sustainability Project for supporting Cromaty Wetlands. Major Sustainability initiative in our building to reduce or carbon footprint.

2009 – 2010

This is the year that marks the beginning of our Sustainability Journey.

Community Engagement

AS PART OF OUR REINVESTMENT
BACK INTO THE COMMUNITY WE
CONTINUE TO SUPPORT A WIDE
RANGE OF ORGANISATION EITHER
THROUGH FINANCIAL OR IN-KIND
SUPPORT INCLUDING



SPECIAL CHILDREN'S CHRISTMAS
PARTY

COASTGUARD VOLUNTEER

INTERNATIONAL WOMEN'S DAY
BREAKFAST

BLACKHAWKS

MULKADEE (FOUNDATION SPONSOR)

COASTGUARD VOLUNTEERS

TOWNSVILLE BASKETBALL

AUSTRALIAN FESTIVAL CHAMBER MUSIC
(SILVER SPONSOR)

STABLE ON THE STRAND (BRONZE
SPONSOR)

JCU FIRE

CHAMBER OF COMMERCE
MEMBERSHIP

TOWNSVILLE ENTERPRISE
MEMBERSHIP

COWBOYS

AUSTRALIAN CONSERVATION SOCIETY

WATER FOR TOWNSVILLE ACTION
GROUP

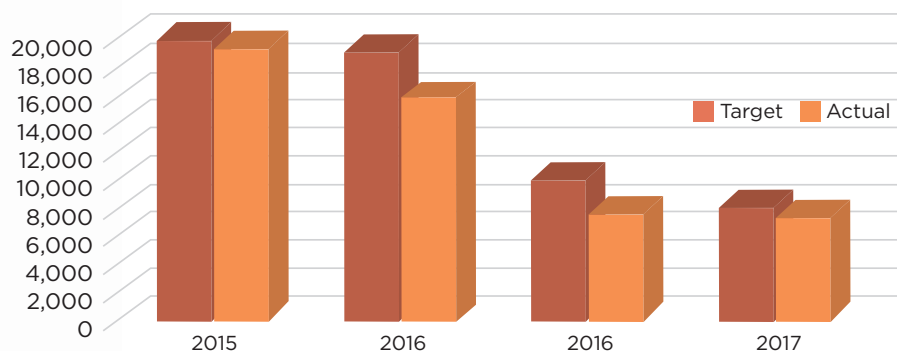
Employees continue to support The
Cancer Council's Relay for Life team
'Destination Cure' through their various
fundraising activities throughout the year.



Energy Efficiency

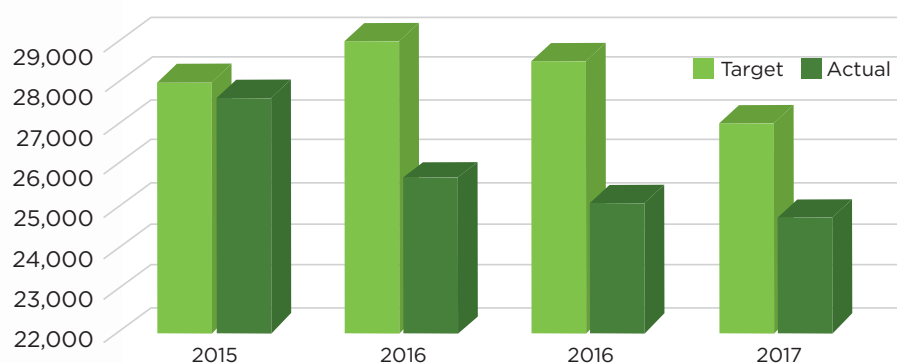
FUEL CONSUMPTION - DIESEL (L)

	TARGET	ACTUAL
2015	20,000	19,331
2016	19,000	15,916
2016	10,000	7,785
2017	8,000	7,268



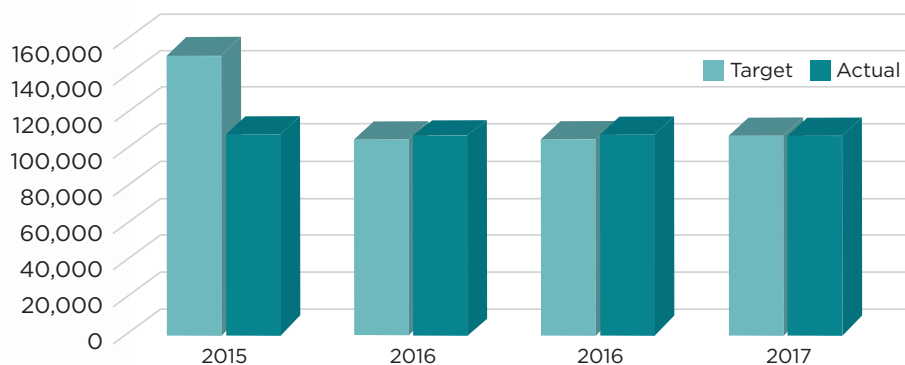
FUEL CONSUMPTION - E10 (L)

	TARGET	ACTUAL
2015	28,000	27,610
2016	29,000	25,706
2016	28,500	25,087
2017	27,000	24,725



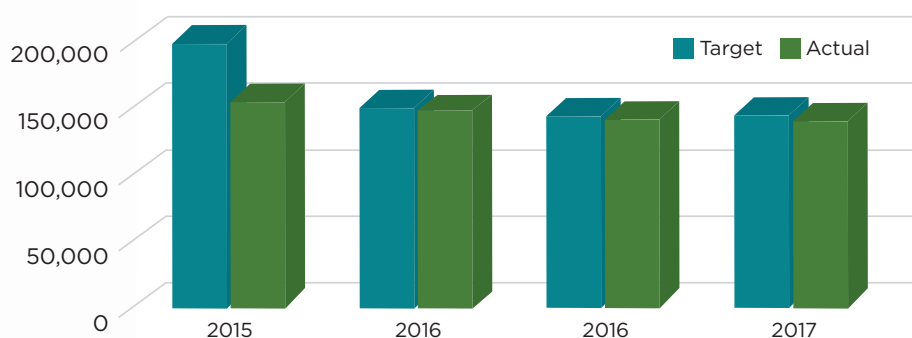
ELECTRICITY CONSUMPTION (kWh)

	TARGET	ACTUAL
2015	198,000	153,941
2016	150,000	148,254
2016	143,500	141,005
2017	145,000	139,264



TOTAL ENERGY CONSUMPTION

	TARGET	ACTUAL
2015	198,000	153,941
2016	150,000	148,254
2016	143,500	141,005
2017	145,000	139,264





Waste

WE ARE PROUD TO SHARE A COMMON GOAL WITH OUR SUPPLIER FUJI XEROX AUSTRALIA TO SUSTAINABLY DISPOSE OF ALL COMPONENTS THAT MAKE UP OUR PRODUCT - PACKAGING; CONSUMABLES AND DEVICE.

Late last year we secured the services of a local recycler for our polystyrene packaging. This was the final piece in our puzzle to enable recycling of all packaging from our devices on their arrival from Fuji Xerox Australia.

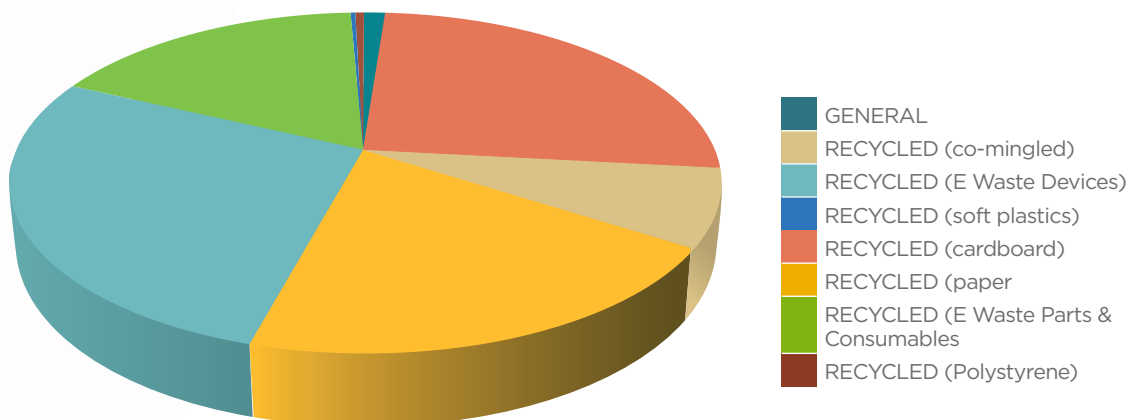
We have been a participant in Fuji Xerox Australia's program for the recycling /

re-manufacturing of consumables since its inception. We ship weekly to FXA all toner and waste containers returned to us by our customers.

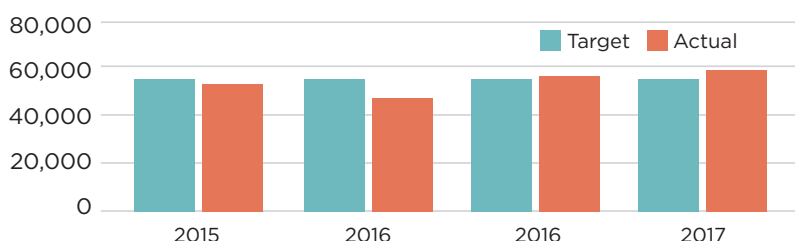
End of life devices are recycled by local recycler Simms Metal with whom we have had a long relationship.

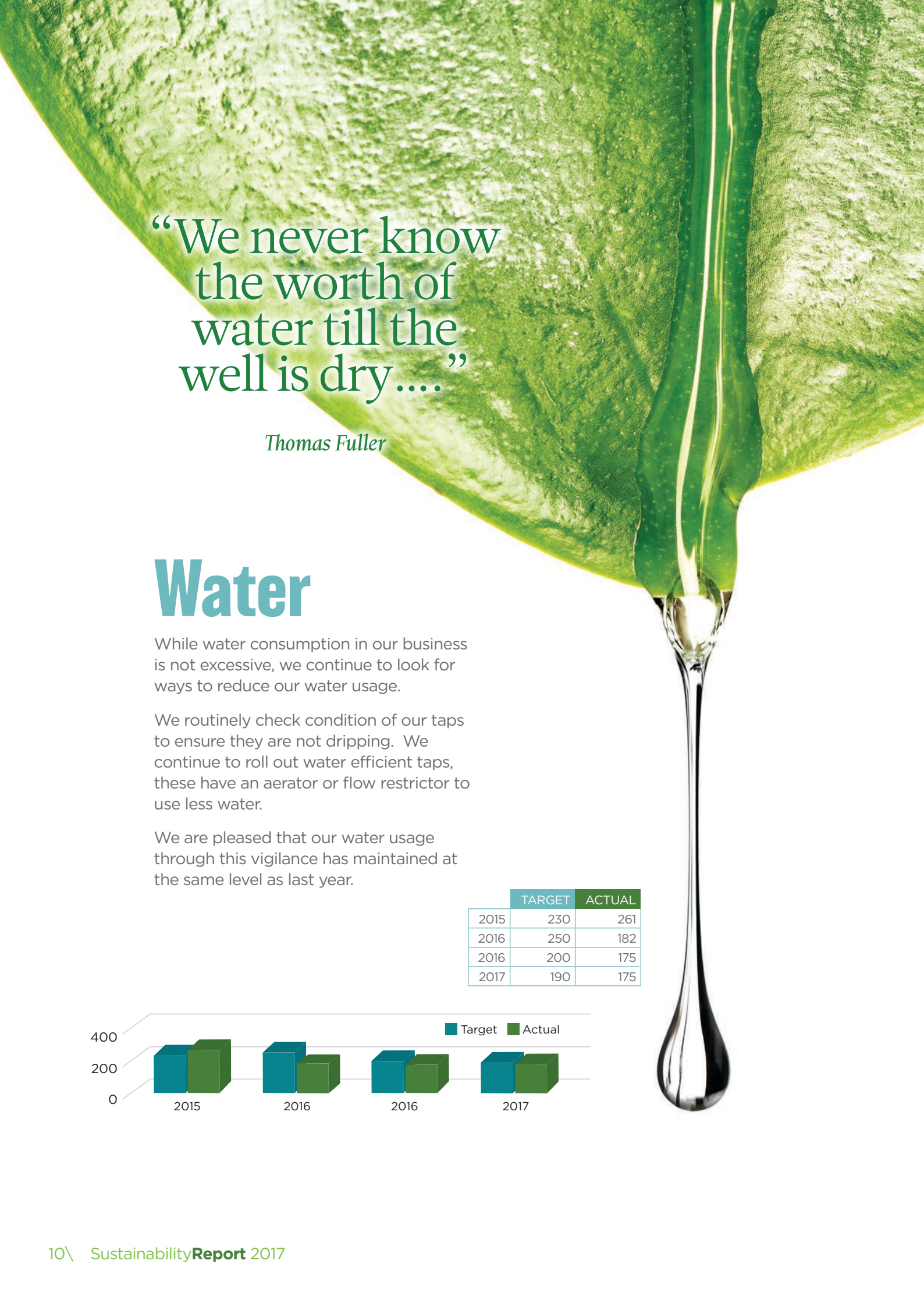
We have seen a small increase in our waste this year which is in line with the growth of our business, a vigilant process to ensure waste is disposed of in the appropriate manner, and the commencement of our Polystyrene recycling.

WASTE 2017



	TARGET	ACTUAL
2015	55,000	52,796
2016	55,000	46,929
2016	55,000	55,828
2017	55,000	58,632





“We never know
the worth of
water till the
well is dry....”

Thomas Fuller

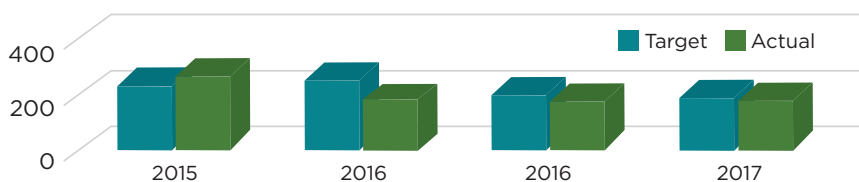
Water

While water consumption in our business is not excessive, we continue to look for ways to reduce our water usage.

We routinely check condition of our taps to ensure they are not dripping. We continue to roll out water efficient taps, these have an aerator or flow restrictor to use less water.

We are pleased that our water usage through this vigilance has maintained at the same level as last year.

	TARGET	ACTUAL
2015	230	261
2016	250	182
2016	200	175
2017	190	175



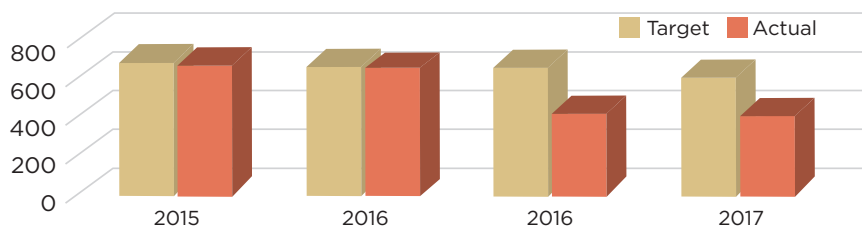
Paper

THINK BEFORE YOU PRINT....

It is gratifying to see an improvement across our business in our paper usage. Our “think before you print” motto is now an entrenched in our business.

Most team members are utilising two monitors so they can open files or reports on one monitor and work with this information on the other, this has reduced departments needs to print reports for analysis.

We are printing our internal consumable order forms on the blank side of pre-used paper, similarly we use this paper for notepads and books for internal use.



	TARGET	ACTUAL
2015	675	661
2016	650	649
2016	650	406
2017	600	398



Employee Engagement

OUR EMPLOYEES ARE OUR GREATEST ASSET AND WE ARE GRATIFIED WITH THEIR CONTINUED WHOLEHEARTED ACCEPTANCE OF OUR SUSTAINABILITY VISION.

Through our company meetings, and poster campaigns we remind staff old and new of the importance of sustainability to our business. We encourage staff to share their experiences to improve our existing processes.

We have a number of staff who ride to work or opt for a combination drive and walk to work each day. They enjoy a twofold benefit of helping save the environment by diminishing engine emissions and maintaining a healthy lifestyle.

“We don’t have to engage in grand, heroic actions to participate in the process of change. Small acts, when multiplied by millions of people, can transform the world.”

Howard Zinn





SUSTAINABILITY IS IN OUR DNA

Embedded Sustainability

Business challenges require us to be constantly evolving to maintain our place in the market. Similarly, we must be vigilant in examining our sustainability practices to ensure it remains imbedded in our DNA. It is through continuous discussion, examination of our processes and embracing new ideas that we will continue to improve and grow throughout our sustainability journey.

Leadership Endorsement

CREATING THE CULTURE OF SUSTAINABILITY WITHIN OUR BUSINESS STARTS WITH MANAGEMENT, OUR SUSTAINABILITY CHAMPIONS, LEADING THE WAY AND THEN INSPIRING ALL EMPLOYEES TO BE INVOLVED.

Sustainability is essential for organisations to address to maintain their competitiveness and seeks to balance and simultaneously optimise environmental, social and financial concerns. Our managers provide feedback and information to outline better staff understand of the success and limitations of current efforts.

We have embraced sustainability as a core organisational value, and consequently have committed significant resources and personnel to support our sustainability efforts. Our management team is focused on improving energy efficiency associated with reduced operating costs, increasing recycling and more carefully managing all waste streams. Sustainability procedures are included in job descriptions of staff positions to help manage and coordinate the sustainability initiatives.

The sustainability coordinators are charged with identifying focus areas, having some input to developing sustainability-related goals, tracking performance, integrating environmental and social concerns into business processes, identifying significant external resources, helping to build important sustainability related business capabilities.



SUSTAINABILITY



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