Australian Packaging Covenant
Smarter packaging, less waste, cleaner environment

Signatory Name: Norco Co-operative 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.

- [x] 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 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:	25/09/2013
End Date:	31/03/2018

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

Developed in Draft format

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?

5 %

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.	Target 1 - Provide APC Awareness training to relevant staff.	2 staff have attended training.
2.	Target 2 - Develop relevant sustainable packaging design criteria (in conjunction with key packaging suppliers and customers).	Developed - SUSTAINABLE PACKAGING ASSESSMENT (Version 1)
3.	Target 3 - Apply Norco's sustainable packaging criteria to the packaging of all new products.	Ongoing
4.	Target 4 - Review existing finished product packaging against Norco's sustainable packaging criteria.	Underway 5% complete
5.	Target 5 - Gather base data on supplier awareness of, and compliance to, Sustainable Packaging Guidelines.	Underway 90% complete

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

Have tried to send more of the APC Team, but unable to secure a spot when training is available.
Lack of understanding has held up progress in some areas.

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.	• Develop formal system to record and report both amount of material collected for recycling and amount of material sent to landfill • Work with suppliers to determine if recycled packaging or material can be used in manufacturing of primary or secondary packaging used within our industry • Develop a sustainable purchasing Policy •	Target 1: Baseline data for waste/recycled has been established from major waste contractors. Recyled content has increased fom 26% in July 13 to 39% in June 14. Target 2: 1 supplier has inceased recycle content of packaging from 0% to 50%. The same supplier has removed excess cardboard from outer packaging. Ongoing discussions with other suppliers of cardboard to decrease virgin board. Target 3: Policy In Draft format.

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

Obtaining baseline data from suppliers is difficult

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)

Packaging Procurement Policy

Purpose:
The purpose of this policy is to implement a 'Buy Recycled' procurement practice as part of our obligations to the Australian Packaging Covenant and sustainability objectives generally.

Scope:
This policy applies to the purchase of all packaging materials used in the manufacture of all products conducted for Norco Co-Operative Limited. Where third party manufacture is undertaken by Norco Co-Operative Limited for other brand owners, we will work collaboratively on packaging design and recycling with said brand owners.

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.	Target 1 - Develop a Sustainable Purchasing Policy.	currently in draft format, waiting signoff.

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

Two manufacturing sites to date have changed copy paper from 5 reams in box to unwrapped bulk, therefore eliminating excess packaging.

Packaging Procurement Policy has just been put into place
So it has not been implemented yet

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

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.	Target 1 - Develop a formal sustainable supply chain management policy	Work in progress
2.	Target 2 - Develop formal process for working with suppliers to promote and support the Sustainable Packaging Guidelines.	Document template created to assess the sustainability of current and new packaging

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

1 supplier has inceased recycle content of packaging from 0% to 50%. The same supplier has removed excess cardboard from outer packaging. Ongoing discussions with other suppliers of cardboard to decrease virgin board.

Investigations nearly complete to eliminate the removable plastic seal on icecream tubs.

Lack of understanding both internally and externally. More assistance training required.

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.	Target 1 - Promote good recycling practices and use of recycled materials.	Tidyman logo has been implemented on all current packaging, and is a requirement for all future packaging. Site induction manuals now incorporates company policy and aims for recycling.
2.	Target 2 - Explore opportunities for resource efficiencies across Norco manufacturing sites.	Target 2: 1 supplier has inceased recycle content of packaging from 0% to 50%. The same supplier has removed excess cardboard from outer packaging. Ongoing discussions with other suppliers of cardboard to decrease virgin board.

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

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

Traditional packaging with returnable crates. Customers now requiring more one way packaging.

Water usage is an ongoing KPI, we measure water used v's milk intake. Over the last year water ratio has improved by 25%.

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.	Target 1 - Educate the general community and staff regarding the APC and other environmental issues and activities.	APC Action Plan included on Norco Intranet for all staff to view. APC Action Plan loaded to Norco website. Staff induction manuals have been updated to include detail of APC. Article in Norco Bulletin about APC, which is distributed to staff and suppliers.

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

Investigations nearly complete to eliminate the removable plastic seal on icecream tubs.

The tidyman logo has also been included on all Norco labels. The recycled symbol is also on all plastic bottles.

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

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

Lack of available training and obtaining data from suppliers.