



## Signatory Name: ACCO Australia Pty 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.

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: Office products/ stationery

**7. Please indicate your organisation's reporting period:**

- Financial Year: 1 July 2015 – 30 June 2016
- Calendar Year: 1 January 2016 – 31 December 2016

**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

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 period?

%

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.	Review existing products to ensure they meet SPG guidelines.	<p>During the integration of the two companies, we maintained our back catalogue of SPG information requests for future reference and cross referencing to similar products in both portfolios. These were subject to an APC audit of Pelikan Artline last year which we passed in 2016. All information on existing products is maintained and used where possible if a similar product line is launched.</p> <p>Our SPG assessments are supported by a separate Vendor Questionnaire that is circulated to every supplier which asks questions relating to the environmental performance of their operations.</p> <p>With our combined product base having numerous similarities in packaging we are aiming to apply a number of our SPG assessments against the broader range of products we now represent.</p>
2.	Review purchase procedures to determine where SPG guidelines can be introduced.	<p>With the use of global verification systems such as Sedex (platform to maintain suppliers social and ethical compliance) in our supply chain, there is an opportunity to have custom questions particular to our packaging requirements embedded in a company specific questionnaire that may be developed and circulated to all Vendors. This will be in addition to our Vendor Questionnaire. Currently 81% of our key suppliers (154/190) are registered on Sedex with an intention to increase.</p>

3.	SPG assessments linked to FSC and PEFC certification.	<p>Confirmation of accreditation for FSC or PEFC is part of our initial Vendor Questionnaire, ensuring from the outset that we are aware of our suppliers' accreditation as this is increasingly required by our retail clients.</p> <p>An internal team manage this process and our policy and certification can be viewed on our website in the environment section. It is intended to develop our policy to align with or incorporate a policy regarding packaging design.</p>
4.	Implement adequate audit procedures and tools to record the results of the SPG reviews.	<p>Our SPG process and supporting documentation passed an APC audit of Pelikan Artline in 2016. These same systems and supporting documentation is being integrated with that of ACCO Australia and maintained.</p> <p>Our procedures will be under review through 2017 with specific packaging assessment procedures updated to match proposed SPG's before the end of 2017. These procedures will address initial and periodic reviews of packaging both internally, with suppliers and with customers.</p> <p>A centralised data repository of product related information, including that for packaging, is under investigation. It is intended for this to work with our ERP system to record review data. This will ensure that we apply all SPG assessments against the new broader range of products our company represents.</p>
5.	Enhanced Product Range Analysis	Due to the current integration process this project has been put on hold, for recommencement through 2017.

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

The ongoing constraint with this KPI is the collection of adequate data to complete the SPG questionnaires, including the latest short form version. Our current system for managing our obligations allows for the application of a single SPG against multiple similar products and our combined reporting system for this will prove an opportunity to streamline the process going forward.

With increased awareness and willingness from clients to ensure environmental compliance from our supply chain, we see an opportunity to include our queries around packaging with these more general environmental information requests.

The integration of ACCO Australia and Pelikan Artline by early 2017, following ACCO Brand's acquisition of Pelikan Artline in 2016, presents considerable constraints and opportunities for this KPI. Some projects were placed on hold, hindering their intended progress. However, there is a need and opportunity to reassess and develop our policies and procedures, leveraging on the approaches and systems that worked well in either side of the legacy businesses.

The appointment of a dedicated Compliance Manager showcases our commitment, and they will work closely with marketing, purchasing and other departments in the development of our packaging evaluating and sourcing systems. After attending the APCO AGM in December 2016, there is a greater understanding of the APCO's plans and direction

## Goal 1: Design

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

Rating

4

Rating Comments

It is great to see that the packaging reviews performed to date are being stored in an accessible location in order to apply learnings to new packaging. We also commend you on integrating the SPGs into your Vendor Questionnaire. We encourage you to report the outcomes of these processes on your packaging in future reporting. For example, what percentage of your products are FSC certified? Even if opportunities were not identified, we recommend that you express what the barriers or constraints were.

## 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.	Document baseline recycling information for on-site packaging waste.	<p>Our expanded operations now present the full range of premises from manufacturing to light manufacturing, warehousing and offices. All premises are managed by our operations manager and onsite waste management was an integral part of the plan to bring our operations together into a number of key locations.</p> <p>Our manufacturing plant operates to the highest industry standards in the manufacture of eco-friendly cleaning products. While our warehouse and distribution operations continue to reuse cardboard boxes and recycle the remaining paper and shrink-wrap from their operations.</p> <p>Onsite recycling represents more than an environmental initiative in that it also has economic and WHS benefits.</p> <p>Our waste contractors are self-managed (one location) and externally managed (remaining locations). All waste contractors operating on our sites are registered and supply backing information to support our recycling rates. Our externally managed service provider is WasteFlex. Wasteflex are certified CM3 Qualified (Category 1) and are accredited to AS/NZS4801 (Occupational, Health &amp; Safety), ISO18001 (Environmental Standards) and ISO9001 (Quality Assurance).</p> <p>Our commercial recycling includes, cardboard/paper, plastics, tins/metal, and electronic waste. The major contributors are transport related packaging, stock disposal and office waste.</p>

2.	Document baseline recycling information for office waste recycling.	There are recycling facilities throughout our offices and kitchens to ensure the proper segregation and recycling of any consumables onsite. These include printer cartridges, paper and mobile telephones.
3.	Identify items of secondary and tertiary packaging which have potential for reuse as protective packaging and utilise as such.	All cardboard removed from goods inwards is used for dispatch provided that it is fit for purpose. This initiative is part of the induction process for all operational staff and results in a reduced recycling rate but an improved environmental footprint.
4.	Collect data on ongoing basis on recycled materials	<p>We continue to record our waste tonnages and had a recycling rate of 64% by ACCO Australia (1 site Arndell Park) and 26% by Pelikan Artline (4 sites Kings Park, Erskine Park, Queanbeyan and Waterloo). This is a slight decrease for ACCO Australia sites from previous years. This decrease is likely related to the movement of products between warehouses due to the integration. Refer to the Appendix for further details.</p> <p>With combined operations overall waste will decrease and recycling rate should increase into the future due to different avoidance methods such as recycling and reuse.</p> <p>A platform is now in place to record our new sites' waste generation over the next 5 years of the APC.</p>

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

The integration of ACCO Australia and Pelikan Artline by early 2017, following ACCO Brand's acquisition of Pelikan Artline in 2016, presents considerable opportunities for this KPI. The consolidation of head offices and warehouses will provide future waste reductions, which will be clear in the next reporting period.

Our operations now include a manufacturing plant for eco-friendly products, a light manufacturing plant for stationery, large modern warehouse facilities, and head office and regional office facilities. All premises operate to the highest WHS and environmental standards, with the reuse of cardboard boxes where possible and other waste segregated for recycling. These practices are seen as an opportunity to not only operate in a more environmentally way, but also apply best practise from a cost perspective.

Goal 2: Recycling

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

Rating

4

Rating Comments

It is great to see that you have on-site recovery systems for recycling used packaging at all facilities/sites, and that you are reusing materials where possible. We commend you on providing data around recycling rates and streams collected. We anticipate increases in recycling rates in future and encourage you to use education as a tool amongst staff to encourage great diversion from 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)

As part of our commitment to continue to expand our range of eco-friendly products, we supply an increasing number of FSC and recycled products to our retail clients.

All our cardboard box purchases have a recycled content and are reused where possible.

Our policy is available on our website.

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.	Contact main suppliers to determine what actions they have taken or are implementing.	<p>As part of the integration process we have been requesting all suppliers complete a Vendor Questionnaire. We are also requiring Vendors to undergo social and ethical audits in line with our Social Responsibility Program and registration on Sedex for customer requirements, which cover environmental factors. These permit us to carry out detailed analysis on the environmental performance of our suppliers to ensure this is acceptable to both our and our clients' requirements.</p> <p>This is an ongoing process and will increasingly involve specific questions around environmental compliance, packaging and FSC (forestry).</p>
2.	Implement questionnaires into purchasing policies.	<p>Our purchasing policy is to ensure that we have a completed Vendor Questionnaire from every vendor in relation to their environmental performance and accreditations. As an ongoing project, we aim to have an increasing number of suppliers with environmentally friendly credentials. This questionnaire will act to guide our work in this area.</p> <p>Additionally the introduction and continued implementation of our Supplier Agreements, Supplier Code of Conduct and Social Responsibility Program reinforces our stance on environmental, sustainability, social and ethical factors with Vendors.</p> <p>Our APC commitments will be considered when developing a company specific questionnaire around environmental compliance for use with our suppliers.</p>
3.	Volume of products with recycled content	<p>The volume of products with recycled content was 12.9% in 2013-14, 13.4% in 2014-15 and 16.4% in 2015-16 for ACCO Australia. This increase in recycled sold is a result of continued efforts to purchase recycled products. A target for 2016-17 has not been set due to the integration, but the results will assist in setting a target for 2017. Refer to the Appendix for further details.</p>

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

The integration of ACCO Australia and Pelikan Artline by early 2017, following ACCO Brand's acquisition of Pelikan Artline in 2016, presents considerable opportunities for this KPI. The introduction of the Pelikan Artline legacy products in to the ERP system through 2017 will provide greater transparency of their recycled content. Additionally the consolidation of the Vendor base and increased purchasing power will provide an increased ability to request further information regarding packaging and steer the packaging types towards those with a greater recycled content.

The constraint in implementing a formal policy is the level and accuracy of information available from suppliers. With increasing customer requirements for us to identify our products' place of origin and Vendors' Corporate Social Responsibility policies, more of our Vendors are beginning to understand the benefits of complying with or completing these questionnaires for clients such as ourselves.

**Goal 2: Recycling**

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

Rating

4

Rating Comments

Well done on using recycled content in your secondary packaging, and it is good to see that the portion of your product range that includes a degree of recycled materials has slightly increased over time. We look forward to seeing forward progress in this area such as a greater understanding of current levels of recycled content as a result of the vendor questionnaires.

**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)

In controlling a number of our own brands, it is a requirement of the design process to take into account the material specification of the packaging from our manufacturers. With increasing Vendor Questionnaires to all suppliers, we can build up a strong picture of our suppliers' ability to engage in sustainable packaging design.

All our premises in Australia continued to be serviced by licenced waste contractors with the optimum level of recycling at all premises (see KPI 3).

**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.	Contact main suppliers to determine what actions have been taken to assist with our implementation of the Sustainable Packaging Guidelines.	<p>During the period of our companies' integration we did not approach our main product suppliers in relation to SPG requirements following the previous efforts of Pelikan Artline.</p> <p>Going forward we will use our combined reporting capabilities to highlight the most representative range of products to review and communicate the relevant SPG questionnaires to the suppliers through our Vendor Questionnaire.</p>

2.	Communications with onsite waste contractors.	<p>The integration of our operations over the past 18 months has involved a reduction in the number of premises we occupy. We continue to have a broad range of premises across manufacturing, distribution and office facilities and continue to be serviced by licenced waste contractors.</p> <p>Our waste broker and waste contractors provide sufficient information on their invoicing to identify tonnages of waste and related overheads, assisting in the drive to increase recycling and reduce overall waste (see KPI 3).</p>
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**24. Describe any constraints or opportunities that affected performance under this KPI**

The integration of ACCO Australia and Pelikan Artline by early 2017, following ACCO Brand's acquisition of Pelikan Artline in 2016, presents considerable constraints and opportunities for this KPI. Some projects were placed on hold, hindering their intended progress. However, the implementation of our Vendor Questionnaire across a more Vendors will provide greater insight into their commitment and potential for innovation.

The consolidation of head offices, warehouses and Vendors will result in a reduction in inbound and outbound deliveries and the associated transport packaging in 2017.

The appointment of a dedicated Compliance Manager showcases our commitment, and they will work closely with marketing, purchasing and other departments to assist our Vendors improve their packaging design.

**Goal 3: Product Stewardship**

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

Rating

3

Rating Comments

We commend you on increasing engagement with suppliers via the Vendor Questionnaire. It is great to see that regular communication is occurring with suppliers, though future reporting may be improved if the opportunities or outcomes arising from this collaboration is outlined. You may be interested in hearing others' experiences in this area- you could see the APC members panel discussion on supply chain collaboration: <https://www.youtube.com/watch?v=ZzxxGUxulHo>

**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.	FSC accreditation and PEFC Accreditation.	We continue to maintain PEFC and FSC (forestry compliance) for an expanding range of our products.
2.	Use of Greenpower.	Our chemical manufacturing plant continues to operate using Greenpower in the manufacture of environmentally friendly cleaning products.



3.	Local Social Initiatives.	<p>We continue to be involved in the following initiatives:</p> <p>Sydney Children's Hospital Network - donating prizes to the Youth Art Competition. Provides patients, families and staff the opportunity to exhibit artworks together while enhancing the positive healing environment around the Hospital.</p> <p>Juvenile Arthritis Fundraiser - Diamond Sponsor. Public Ancillary Fund which focuses on raising awareness and much needed funds in order to treat and cure children suffering from Arthritis and Uveitis.</p> <p>Australian Office Products Industry Charitable Fund – annual contributions. Funds raised are donated to a children's charity. Kids Xpress in 2015 and Foster Care Angels in 2016.</p>
4.	International Social Initiatives.	<p>We continue to actively support less fortunate communities overseas through our contribution of school supplies to those in need in our region.</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

The implementation of our Vendor Questionnaire exposed more Vendors to sections dedicated to product stewardship and environmental information. This raises awareness and drives our Vendors towards achieving a higher level of compliance.

Our portfolio of Local Social Initiatives has increased to include the NSW Kennedy Awards for excellence in journalism, Humpty Dumpty Foundation which buys medical equipment for children hospitals, Westmead Children's Hospital and Children's Cancer Institute.

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

The integration of ACCO Australia and Pelikan Artline by early 2017, following ACCO Brand's acquisition of Pelikan Artline in 2016, presents considerable opportunities for this KPI. All projects were increased in scope, with the combined efforts to implement FSC compliance to more products and inclusion of further social initiatives.

Goal 3: Product Stewardship

KPI 7: % signatories showing other Product Stewardship outcomes.

Rating 3

Rating Comments 
 Your community initiatives are admirable and we also commend you on purchasing Greenpower for some operations. We look forward to seeing the Outcomes of your new Compliance Officer. Once in the role, they may like to view the APC resources on Driving and Embedding Change (such as this panel discussion- <https://www.youtube.com/watch?v=kKxgXSNrzFs>) so that they can disseminate learnings across the company.

**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.	Display 'Dispose of Responsibly' on products.	Many of our products are displayed on retail shelves with the majority of the packaging already removed. This will generally be placed in the recycling facilities available on the commercial premises. Although many of our cardboards have recycling logos, it is generally accepted practise to recycle or reuse the boxes onsite.
2.	Onsite litter management.	Our manufacturing premises are well managed to ensure that there are no OHS or product quality issues due to undisciplined waste management. We work alongside our waste contractors to ensure our operations present a safe and clean environment to employees and visitors.
3.	Participate in clean-up programs	Maintain Business Sponsor of Clean-up Australia Day since 2015, with an objective to contribute and reduce the amount of waste in the litter stream. This organisation arranges the Clean-up Australia Day which is a nation-wide event where volunteers work together to pick up litter in different areas contributing to a cleaner environment.

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

The integration of ACCO Australia and Pelikan Artline by early 2017, following ACCO Brand's acquisition of Pelikan Artline in 2016, presents considerable opportunities for this KPI. The consolidation of head offices and warehouses will provide future waste reductions, which will be clear in the next reporting period.

As the waste stream on our premises is mainly cardboard and shrink-wrap, our staff include segregation as part of their operational tasks. All staff are advised on waste management practises as part of their induction.

Our offices continue to segregate not only packaging but also printer cartridges, batteries, phones and this also helps reduce the overall waste arising onsite.

Goal 3: Product Stewardship

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

Rating

3

Rating Comments

It is great to hear that you are aiding litter minimisation through support for Clean Up Australia. As KPI 8 directly relates to minimisation of litter that ends up in the environment (such as in parks or rivers), the opportunity mentioned regarding onsite waste management is more relevant to KPI 3 rather than KPI 8. To encourage litter minimisation among employees on-site, we suggest adding 'do the right thing' signage and bin infrastructure around litter hot-spots such as cigarette break areas or waste docks.

## 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

Through our merging of ACCO Australia and Pelikan Artline as a single company over the past year we have managed to involve a cross section of our operations in the development of our APC team and this should benefit our progress going forward. Our key achievements during the reporting period of July 2015 to December 2016 are:

1. Our vendor process now includes a Vendor Questionnaire covering a range of social, ethical, sustainability and environmental questions from the outset that assist in the determination of a supplier's suitability and ability to engage in sustainable package design.
2. Our vendor's social responsibility programme has developed including social audits of factories and use of Sedex as the online platform for managing social compliance with customers.
3. Our SPG process and supporting documentation passed an APC audit of Pelikan Artline in 2016. These systems and supporting documentation are being integrated with that of ACCO Australia, which includes the use of detailed recording and reporting features of the ACCO Australia ERP system.
4. Our portfolio of local social initiatives has increased to include four additional charities, which maintaining those on both sides of the legacy business. This included maintaining our sponsorship of Clean-Up Australia Day.
5. Our waste management continues to develop, with commercial recycling including cardboard/paper, plastics, metal and electronic waste. This is aligned with our internal efforts to reuse packaging in the warehouse and to buy recycled product. Our range of contracts provide certified services and reporting on all waste types to permit reviews of our performance.
6. The appointment of a dedicated Compliance Manager will increase the visibility of our APC initiatives throughout our operations. They will work closely with marketing, purchasing and other departments in the development of efforts, including packaging evaluating and sourcing systems.
7. Attendance of the APCO AGM in December 2016 provided a greater understanding of the APCO's plans and direction.

Please refer to the attached Appendix for further statistical data relating to the recyclability of products, packaging and waste.

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

The integration of ACCO Australia and Pelikan Artline by early 2017, following ACCO Brand's acquisition of Pelikan Artline in 2016, presents considerable constraints and opportunities across all KPI's. In some cases projects were placed on hold. However, the possibilities for continuing with the successful efforts of either side of the legacy companies presents the foundation for increased success into future years.

## Summary of ratings:

KPI	2017 Rating (0-5)	2016 comparison	2015 comparison	2014 comparison	2013 comparison	2012 comparison
KPI 1	4	3	3	2	3	4
KPI 3	4	4	4	4	4	4
KPI 4	4	3	2	2	3	2
KPI 6	3	3	2	1	3	3
KPI 7	3	3	3	3	2	3
KPI 8	3	4	2	1	1	2
<b>Average rating for this signatory</b>	<b>3.5</b>	<b>3.3</b>	<b>2.7</b>	<b>2.2</b>	<b>2.7</b>	<b>3.0</b>
<i>Average rating across all signatories</i>	3.2	3.2	3.0	2.8	2.9	2.8

Well done on progressing the APC's goals despite integration with another company. We commend you on initiatives such as increasing products with recycled content and sharing industry knowledge at the APC AGM. We encourage you to collect strong baseline data, as you have for KPI 3, to aid with future reporting in line with the new APC strategic plan (the pillars being resource efficiency, landfill minimisation and industry leadership). You may like to check out how other signatories are embedding the APC goals within their own business constraints by viewing the APC 2016 award winner case studies: <http://www.packagingcovenant.org.au/resources.php/76/2016-award-winner-case-studies>