



Signatory Name: Caltex Australia Petroleum 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:

7. Please indicate your organisation's reporting period:

- Financial Year: 1 July 2014 – 30 June 2015
- Calendar Year: 1 January 2015 – 31 December 2015

8. Was your action plan extended or updated to cover the APC transitional year (01/07/2015 -30/06/2016)?

- Yes
- No

If yes, what is the period of your extended or updated action plan?

Start Date:

End Date:

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

Our Caltex Procurement Policy references the Sustainable Packaging Guidelines. The Caltex Procurement Policy is discussed during meetings with our retail suppliers. We have an internal packaging procurement procedure available in Convenience Retail for our own branded packaging. Other documents such as links to the APC signatories database and Sustainable Packaging Guidelines are easily accessible.

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

%

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.	All targets as set out in the Action Plan have been achieved in previous years. Ongoing targets: <ul style="list-style-type: none">to maintain percentage of suppliers of Caltex branded products who are signatories to the APC, and who comply with the SPG's.	Caltex have contracts with a small number of national suppliers for its branded products. Pre-tender, Caltex review available suppliers and check whether they are signatories to the APC. This mechanism ensures that 100% of the suppliers of Caltex branded products are signatories to the APC and comply with the SPG's.

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

Goal 1: Design

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

Rating

Rating Comments

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.	Modification of on site recovery systems where necessary/appropriate and cost effective.	<p>Recycle bins are available at sites where space is enough to accommodate two bins (paper/cardboard and general waste).</p> <p>During the reporting period recycling bins were installed on sites that previously did not have a cardboard recycling bin, but only on sites where there is enough space available to accommodate two bins (i.e general rubbish and cardboard/paper).</p> <p>In 2015, approximately 29.22% of General Solid Dry Waste was diverted via dedicated recycling bins across Caltex owned and operated sites. 90 of the 93 Caltex owned and operated sites have dedicated recycling bins on-site.</p> <p>In 2016 Caltex entered into a new contract with waste services provider Cleanway which we believe will further enhance our waste recycling capability at our sites.</p>

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

As in previous years lack of space at our service station sites is still a major constraint to ensuring a second bin (for recycling-paper/cardboard) is available. For new build/knock-down-rebuild sites Caltex has a standard Calstore site design which includes provision for two bins on site- one for general solid waste, and one for paper/cardboard (bins are either 1.5 or 3 cubic metres in size).

As mentioned in previous annual reporting a Waste Services Agreement was signed with our major waste contractor in 2013. The purpose of the agreement is to align waste management across Caltex. Through the agreement Caltex is able to track the volumes of different waste streams for all its sites on an national and site-based level. In 2016 Caltex entered into a new contract with waste services provider Cleanway which we believe will further enhance our waste recycling capability at our sites.

Goal 2: Recycling

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

Rating 3

Rating Comments Well done on increasing on-site recovery systems in place in almost 100% of sites. To support further improvement, consider implementing process and procedures to track and report the total waste generated and proportion recycled.

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)

We have a procurement policy that incorporates sustainable packaging with a focus on buying packaging made from recycled products. We regularly refer to it.
 Our sandwich classic range wedges and premium range are made of recycled cardboard and paper bag. Total sales for our sandwich range was \$8.7M in 2015. Our branded milk is made from recycled packaging (paperboard).

 The AIP Program requires all new program collection bins to incorporate at least 50% recycled HDPE.

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.	All targets as set out our Action Plan have been achieved in previous years. Ongoing target: <ul style="list-style-type: none"> To maintain adherence to the Caltex Procurement Policy 	Achieved. Endeavour to maintain ongoing compliance with the Caltex Procurement Policy; incorporating sustainable packaging with a focus on buying packaging made from recycled products in accordance with our procurement policy. As mentioned in previous years reporting we have reviewed our Caltex branded sandwich and wrap range. Every year we review our packaging with our suppliers, even with no major packaging changes.

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

While buying packaging made from recycled products was a priority, alternatives have been considered by Caltex and our food manufacturers. Moreover, we are required to comply with "Standard 1.4.3 - Articles and Materials in Contact with Food" by the Food Standards Code to ensure food packaging materials are safe and meet the requirements of the relevant Australian Standard.
 Caltex expects all of our suppliers to adhere to their own procurement policies, as they are also signatories of the APC.

Goal 2: Recycling

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

Rating

Rating Comments

It is good to see you have a packaging procurement policy in place. Remember that this KPI relates to recycled content of any products, not just packaging, such as recycled content office supplies. Therefore there may be opportunities to buy products made from recycled material which are used elsewhere in your organisation.

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)

Already covered in KPI 1 - documented policies. "Merchandise Packaging Guidelines for Star Mart Branded Products".
Every year we review our packaging yearly with our suppliers, even with no major packaging changes.

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.	Design review of Caltex Branded Products - new products prior to introduction	<p>No new Caltex branded products were introduced during the reporting period.</p> <p>Yearly design reviews were completed for existing products under the Caltex Action Plan. There were no changes to packaging for existing Caltex branded products.</p> <p>For Caltex branded packaging (milk, bread, sandwiches, and wraps), we have an internal packaging procurement procedure available in merchandising ("Merchandise Packaging Guidelines for Star Mart Branded Products"). Other documents such as links to the APC signatories database and Sustainable Packaging Guidelines are readily accessible. The Caltex Procurement Policy is also discussed during meetings with our suppliers.</p> <p>All new packaging is developed in collaboration with suppliers with reference to the SPG.</p>
2.	Liaise with Caltex branded product suppliers to ensure SPG's are followed.	<p>Achieved and ongoing, embedded in our procurement process. Caltex reviews its branded packaging yearly with our suppliers, even with no major packaging changes.</p> <p>In 2015 there were no major changes to the packaging of our sandwiches, milk and bread. In addition, Caltex expects all of our suppliers to adhere to their own procurement policies, as they are also signatories of the APC.</p>

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

While buying Caltex branded packaging made from recycled products was a priority, alternatives have been considered by Caltex and our food manufacturers. Moreover, we are required to comply with "Standard 1.4.3 - Articles and Materials in Contact with Food" by the Food Standards Code to ensure food packaging materials are safe and meet the requirements of the relevant Australian Standard. Caltex expects all of our suppliers to adhere to their own procurement policies, as they are signatories of the APC.

Goal 3: Product Stewardship

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

Rating

4

Rating Comments

Well done on ensuring continual communication with suppliers on SPGs and reviewing existing packaging. It is recommended that you set more specific targets around achieving measurable outcomes from working with your supply chain.

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.	Continue participation in the Agsafe drumMUSTER program.	<p>Achieved. As a voluntary participant in the AgStewardship Australia chemical container packaging waste reduction scheme, Caltex continued to contribute containers collected through drumMUSTER.</p> <p>drumMUSTER collects and recycles used containers for crop production and on-farm animal health chemicals. Eligible non-returnable, metal and plastic containers are cleaned of residue by farmers and delivered to one of more than 780 collection sites across Australia.</p> <p>Around 25 million containers (about 30,000 tonnes of materials) have been collected since the program began in 1999, delivering benefits to both the industry and the broader Australian public.</p> <p>drumMUSTER is funded by a levy of four cents per litre or kilogram of participating agvet chemicals, which is managed by AgStewardship Australia. Daily operation of the program is delivered by Agsafe Limited on behalf of AgStewardship Australia.</p> <p>drumMUSTER levy paid on:</p> <ul style="list-style-type: none"> • 5,631 x 20L metal drums • 378 x 205L metal drums • 148 x 5L metal drums <p>Payments were made to Industry Waste Reduction scheme quarterly throughout 2015.</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

Caltex have continued to sell "Keep Cups" (re-usable coffee cups) in our service stations. Sales in 2015 were 5,798. Since its introduction we have sold a total number of 17,785. This has been done in order to reduce the number of disposable cups and at the same time encourage our customers to reduce their impact on the environment.

All Caltex lubricant and oil packaging contain the HDPE number and recycling logo stamped on the base of the containers to encourage the customer to recycle the packaging.

Caltex employees are actively encouraged to participate in company organised volunteering days during work time, in consultation with management. Caltex employees are also able to take charity leave in order to volunteer their time to various charities including environmental initiatives. At Caltex, we believe that by living the Care value within the communities in which we operate, our energy can help fuel a brighter future.

Caltex is a national corporate sponsor of OzHarvest <http://www.ozharvest.org/our-family/national-supporters/>. OzHarvest is the first perishable food rescue organisation in Australia collecting quality excess food from commercial outlets and delivering it, direct and free of charge, to 600 charities providing much needed assistance to vulnerable men, women and children across Sydney, Adelaide, Brisbane, Canberra, Gold Coast, Melbourne, Newcastle and Perth. OzHarvest is the only food rescue organisation in Australia collecting surplus food from all types of food providers including fruit and vegetable markets, supermarkets, hotels, wholesalers, farmers, stadiums, corporate events, catering companies, shopping centres, delis, cafes, restaurants, film and TV shoots and boardrooms. OxHarvest rescues 56 tonnes of food each week that would otherwise go to landfill.

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

There were no constraints that affected performance.

Goal 3: Product Stewardship

KPI 7: % signatories showing other Product Stewardship outcomes.

Rating

4

Rating Comments

Well done, you have demonstrated a number of good sustainability related initiatives in your response. You may consider including these initiatives as targets for future reporting periods and measuring your performance against them.

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.	Continue to ensure 100% of Calstores have litter bins.	Achieved. 100% of Calstores (including new additions to the network during the reporting period) have litter bins.

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

Whilst all Calstores have litter bins for general waste, due to space constraints on site some stores do not have additional bins for recyclable items such as paper/cardboard and plastics. In 2015, 90 of 93 Caltex owned and operated sites had recycle paper and cardboard bins.

Goal 3: Product Stewardship

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

Rating

2

Rating Comments

You have demonstrated your commitment to managing litter impacts by ensuring litter disposal units at all Caltex stores. This KPI is about reducing the likelihood or presence of litter in the environment. This may be litter around the site or in the local community, consider discussing clean up programs available to staff as part of volunteering hours for future reporting periods.

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

drumMUSTER is continuing to lead the way in product stewardship and Caltex is proud to be part of the initiative. With the commitment of agvet chemical manufacturers, local government and program users, we are sharing the responsibility for a sustainable future in Australian agriculture.

Caltex is proud of its employee's involvement with OzHarvest which helps distribute food to charities across Australia whilst also significantly reducing the volume of food waste going to landfill.

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

With respect to service station operations Caltex has limited opportunities to drive packaging optimisation due to the obligation to meet food safety requirements, as well as maintaining only a small Caltex branded product selection (primarily milk, bread, sandwiches and wraps).

Caltex is at the end of 5 year action plan and we look forward to drafting our new 5 year action plan against the new APC KPI's when they become available later this year.

Summary of ratings:

KPI	2016 Rating (0-5)	2015 comparison	2014 comparison	2013 comparison	2012 comparison
KPI 1	3	3	3	3	3
KPI 3	3	3	2	4	2
KPI 4	3	3	3	3	3
KPI 6	4	3	4	4	3
KPI 7	4	3	3	4	2
KPI 8	2	3	3	3	1
Average rating for this signatory	3.2	2.3	3.0	3.5	2.3
<i>Average rating across all signatories</i>	<i>TBC</i>	<i>3.0</i>	<i>2.8</i>	<i>2.9</i>	<i>2.8</i>

Overall, you have demonstrated progress against the key principles of the APC. Sustainability and product stewardship is widely embedded in your business. You have demonstrated additional initiatives that tie in to your ability to reduce, reuse and recycle, and have engaged with the environment around you to achieve positive outcomes in other areas. Overall, many of your targets were achieved in previous periods, you may wish to update your targets and aligned them to the SMART principles, a resource to help you is available here: <http://bit.ly/1gZAxzT>.