

Item 10

City of Sydney Waste Management and Operating Environment

File No: S095194.009

Summary

The City of Sydney has run a combined internal and external waste service since before the amalgamation in 2004. Prior to amalgamation, the City of Sydney's waste services were run by Living City Services. The South Sydney Council had an internal and external waste service delivery model, and the external services were run by Collex Pty Ltd which then became Veolia Pty Ltd.

Since September 2018 and following a competitive tender process, the City's contract provider for domestic waste services has been Cleanaway Pty Ltd. Cleanaway is responsible for the collection of general (red bin) waste, recycling (yellow bin), organics (green bin). Cleanaway is also responsible for booked bulky household clean-ups, e-waste and whitegoods, illegal dumps from the kerbside and the supply, delivery, maintenance and repairs of residential bins.

For the majority of the life of this current contract, Cleanaway like many other service delivery organisations in Australia, have been impacted by the effects of the Covid-19 pandemic.

In August 2022, Council was provided with a briefing that included an overview of services the City provides, information on waste-related contracts the City manages and information on where the local area's waste is transported and processed. Refer Attachment G

Over the past month, the service provided by Cleanaway has been interrupted by industrial action. The industrial action has arisen as a result of Cleanaway staff and their union, the Transport Workers Union (TWU), negotiating their new Enterprise Agreement with Cleanaway. To date there have been four days of industrial action, the first of which occurred on 20 January 2023.

In light of this recent disruption to domestic waste collection, this consolidated report is provided. The City is continuing to work with its contractor to ensure this is done to the highest possible standard.

Waste collection is an important service, traditionally undertaken by local councils. Although there is no express legislative obligation for local government authorities to deliver domestic waste services, it is inherent that where a fee is charged for the provision of these services they will be provided.

Recommendation

It is resolved that the Chief Executive Officer be requested to:

- (A) work with the Audit, Risk and Compliance Committee to review major waste contracts to ensure current and future contracts are fit for purpose and adequate resources are provided to manage them;
- (B) develop a community engagement process that will provide Council with community information on the best ways to manage and monitor domestic waste; encourage activities that will reduce waste and improve recycling; encourage the take up of the food waste program and understand the community's preference for the delivery of the future food organics service and assist Council to set appropriate service levels for the future; and
- (C) provide a briefing to Council on the proposed community engagement process and the funds required for the process as part of 2023/24 budget preparation.

Attachments

- Attachment A.** Average Weekly Reported Missed Collections 2023
- Attachment B.** Waste Management Council Briefing - February 2023
- Attachment C.** Summary of City of Sydney Communications with Local Community regarding Cleanaway Industrial Action
- Attachment D.** City of Sydney Letters sent to Community regarding Cleanaway Industrial Action - February 2023
- Attachment E.** History of City of Sydney Domestic Waste Contracts
- Attachment F.** Current Waste Management Contracts and Services
- Attachment G.** Managing Waste and Resources at the City Council Briefing - August 2022
- Attachment H.** Waste Management Legislation and Policy
- Attachment I.** 18 November 2019 – Contract Variation Major Services for Domestic Waste Collection - Resolution of Council and Report
- Attachment J.** 17 September 2018 – Tender – Domestic Waste Collection Services - Resolution of Council and Report
- Attachment K.** 18 November 2019 - Contract Variation Major Services for Domestic Waste Collection – Attachments and Council Briefing (Confidential)
- Attachment L.** 17 September 2018 – Tender – Domestic Waste Collection Services - Attachments and Council Briefing (Confidential)

Background

Information on waste management and recent industrial action

1. Waste collection is an important service, traditionally undertaken by local councils. While there is no legislative mandate to provide waste collection services, this has been a traditional function of local government.
2. The Local Government Act 1993 provides that where a domestic waste collection service is provided the council must charge a fee for that service.
3. Like an estimated 95 per cent of local governments in NSW, the City contracts an external waste contractor to help deliver the best services possible for the community.
4. The City has run a combined internal and outsourced cleansing and waste service for more than 20 years. This enables us to provide a range of services, respond to the community's needs, and adapt when short-term issues arise.
5. The City of Sydney has approximately 220 staff who work in the field and are responsible for street cleaning, street litter bins, parks and general cleansing including hot spots, and assisting with the removal of dumped rubbish.
6. The City contracts Cleanaway to pick up domestic waste. This includes general (red bin) waste, recycling (yellow bin), organics (green bin), booked bulky household clean-ups, e-waste and whitegoods, and illegal dumps from the kerbside. Cleanaway has approximately 80 staff who provide this service.
7. Over the past month, the Cleanaway service has been interrupted by industrial action:
 - (a) Friday 20 January 2023 – southern area – Camperdown, Centennial Park, Chippendale, Moore Park, Newtown, Paddington, Darlington;
 - (b) Friday 27 January 2023 – southern area- Camperdown, Centennial Park, Chippendale, Moore Park, Newtown, Paddington, Darlington;
 - (c) Tuesday 7 February 2023 – northern and southern areas – Barangaroo, Millers Point, Rocks, Sydney, Haymarket, Glebe, Forest Lodge, St Peters, Alexandria and Beaconsfield; and
 - (d) Tuesday 14 February 2023 – northern and southern areas – Barangaroo, Millers Point, Rocks, Sydney, Haymarket, Glebe, Forest Lodge, St Peters, Alexandria and Beaconsfield.
8. As a consequence of the industrial action in these locations, further disruptions occurred in other areas of the City of Sydney whilst Cleanaway sought to catch up with the overdue collections. The following additional challenges are noted:
 - (a) in response to the industrial action that occurred on Fridays 20 and 27 January 2023, Cleanaway delayed these services by 24 hours to the following Saturday; and
 - (b) in response to the industrial action that occurred on Tuesdays 7 and 14 February 2023, Cleanaway was forced to delay all collections scheduled for the immediate Wednesday, Thursday and Friday following, by 24 hours each.

City of Sydney and Cleanaway response to industrial action

9. During this period and in order to manage the disruption to domestic waste collections, the City has:
 - (a) deployed its own staff to focus on booked pickups and illegal dumps, and in some instances domestic waste pickups when there has been an urgent health and safety issue identified; and
 - (b) suspended booked pickups, except for urgent requests.
10. Cleanaway also scheduled additional staff on the Saturday in order to address the collections from the day of the industrial action prior.
11. The City is not paying Cleanaway for services it does not deliver and that are provided by the City.
12. Council was briefed on 6 February 2023 regarding this issue. This briefing detailed the situation, response and communications. Refer Attachment B.
13. A full summary of further actions the City has undertaken to minimise service disruption for local residents is provided below:
 - (a) on 9 January 2023, the City suspended bulky waste bookings when we were concerned about overdue collections;
 - (b) overdue bulky waste bookings continued to climb in throughout January due to bookings received prior to the suspension;
 - (c) the City also continued to accept urgent requests for bulky collections and reports of illegal dumping;
 - (d) during this period, City staff supported urgent collections of bulky waste, prioritising illegal dumps;
 - (e) Cleanaway continues prioritising red, yellow and green bins, with remaining resources allocated to bulky waste collections;
 - (f) on 18 January 2023, the Cleansing and Waste Business Continuity Plan (BCP) was activated following notification that industrial action by Cleanaway staff would occur on 20 January 2023;
 - (g) the first day of industrial action exacerbated delays in overdue bulky waste collections, and the expected reduction was not achieved;
 - (h) on Monday 30 January 2023, City staff commenced clean-up operations to clear booked services and illegal dumps;
 - (i) by Friday 17 February 2023, outstanding booked services and illegal dumps returned to manageable levels; and
 - (j) bookings for bulky waste collections recommenced on 17 February 2023, with collections recommencing on 21 February 2023.

14. The City has not intervened in the industrial action between Cleanaway and their staff as this would be a breach of the contract the City holds with Cleanaway for the delivery of domestic waste services.

Average weekly reported missed collections 2023

15. Data on recent missed collections is provided at Attachment A.

City of Sydney communications

16. A summary of communications is provided at Attachment C.

Lord Mayor's meeting with the Cleanaway Chief Executive Officer

17. The Lord Mayor met with Cleanaway in its capacity as a contract-holder with the City of Sydney.
18. Under its contract with the City, Cleanaway is expressly responsible for industrial relations issues arising with its employees and is solely responsible for maintaining the employer-employee relationship.
19. The Lord Mayor has strongly urged Cleanaway to resolve the dispute with its workers quickly and Cleanaway has committed to doing so. The Lord Mayor stressed that the City of Sydney supports the rights of workers to take action to achieve fair wages and conditions and understands there may be additional industrial action.

City of Sydney communications and meetings with Cleanaway

20. The City of Sydney Chief Executive Officer has spoken with the Cleanaway Chief Executive Officer, Cleanaway General Manager and/or the Cleanaway Head of Corporate Affairs on most days over the past month.
21. Senior City staff also met with senior Cleanaway staff on 9 February 2023 to directly discuss Cleanaway's response to the industrial action.
22. City staff continue to meet with Cleanaway staff daily, and have done so since 2 January 2023 (prior to the industrial action), to identify strategies and opportunities to collectively minimise any impact on local residents.

Council decisions relating to the Cleanaway contract

23. In September 2018, following a competitive tender process, Council resolved to enter into a contract with Cleanaway Pty Ltd for domestic waste collection services.
24. The Council resolution, associated report and attachments and the briefing provided to Council at the time are provided in Attachments J and L.
25. In November 2019, Council resolved to vary the terms of contract with Cleanaway Pty Ltd for domestic waste collection services.
26. The Council resolution, associated report and attachments and the briefing provided to Council at the time are provided in Attachments I and K.

Cleanaway contract

27. The terms and value of the City's contract with Cleanaway are:

Current: Cleanaway Contract - RFT No. 1822 (Cleanaway)

Term: 7 years + 2 extensions (extension 1 is 2 years and extension 2 is 1 year)

- Start date: Commenced 1 July 2019
- Value: \$117,959,147 over the contract term including both extensions and the contract variation in 2020
- First Variation: expand the collection services to the south of the city.

28. A full contract history of all City of Sydney domestic waste contracts over the past 20 years is provided in Attachment E.

Waste strategy and action plan 2017-2030

29. The City's current waste strategy, [Leave nothing to waste: Waste strategy and action plan 2017-2030](#) was adopted by Council (following public exhibition) on 23 October 2017.

Rodent monitoring and baiting program

30. The City undertakes a baiting and monitoring program to control rodent activity on public spaces. Currently, there are 937 bait stations and 40 smart catch devices deployed across the local area.

31. Areas identified with the highest levels of rodent activity are prioritised with bait stations. Prioritisation is based on the number of complaints received and data captured through the smart catch devices.

32. The areas with the highest numbers of bait stations are:

- (a) Surry Hills - 147 stations
- (b) Redfern - 71 stations
- (c) Ultimo - 52 stations
- (d) Potts Point - 43 stations
- (e) Woolloomooloo - 41 stations.

33. Data from the 40 smart catch devices indicate no increase in rodent activity for the period of November 2022 to the present:

- November 2022 – 103 rodents caught
- December 2022 – 102 rodents caught
- January 2023 – 107 rodents caught

34. At the time of writing this report for the part-month of February 2023, 40 rodents have been caught which is on par with previous months.

Relevant Legislation

35. Local Government Act 1993 (NSW).
36. Section 10A of the Local Government Act 1993 provides that a Council may close to the public so much of its meeting as comprises the discussion of information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business.
37. Attachments K and L contain confidential commercial information, which if disclosed, would confer a commercial advantage on a person with whom Council is conducting (or proposes to conduct) business.
38. Discussion of the matter in an open meeting would, on balance, be contrary to the public interest because it would compromise Council's ability to negotiate fairly and commercially to achieve the best outcome for its ratepayers.
39. Protection of the Environment Operations Act 1997 (NSW).
40. Public Health Act 2010 (NSW).
41. Public Health Regulations 2022 (NSW).
42. Waste Avoidance and Resource Recovery Act 2001 (NSW).
43. Fair Work Act 2009 (Cth).
44. Fair Work Regulations 2022 (Cth).
45. Work Health and Safety Act 2011 (NSW).

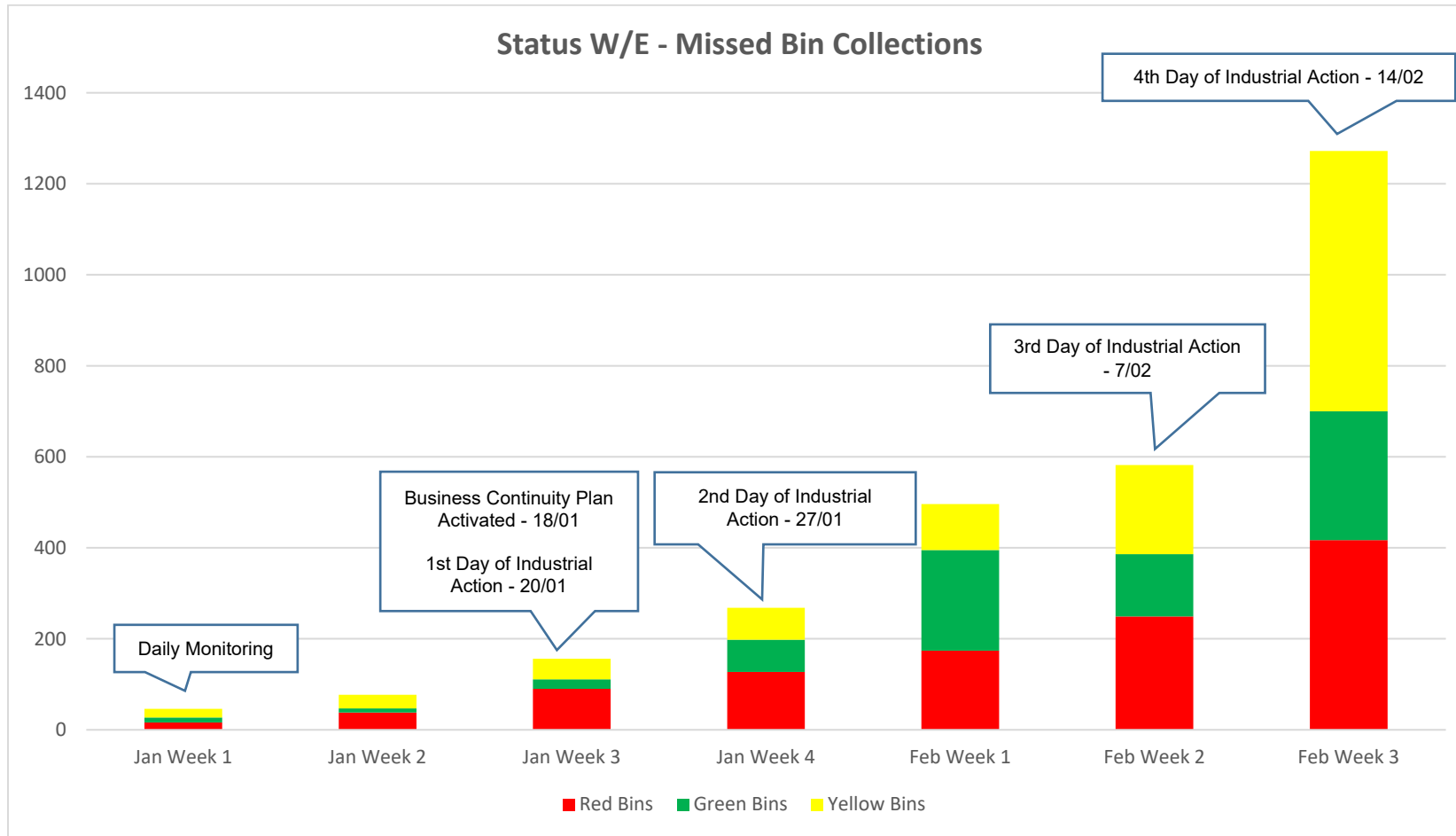
MONICA BARONE

Chief Executive Officer

Attachment A

**Average Weekly Reported Missed
Collections 2023**

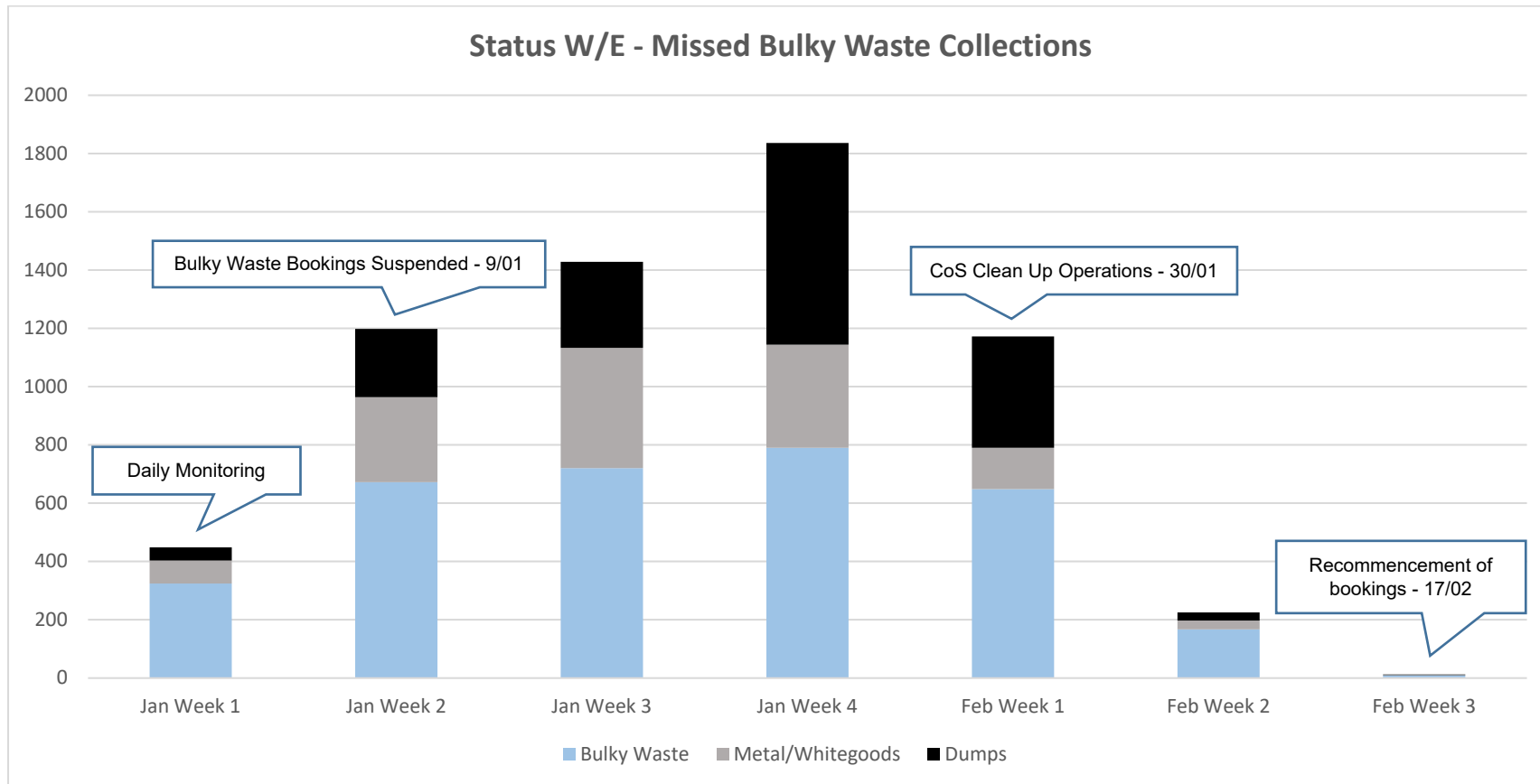
Attachment A - Average Weekly Reported Missed Collections 2023



Each week, Cleanaway collect the following bins across the local area:

- 55,257 red bins. At the end of February week 3, there were 417 reported missed red bins.
- 39,921 yellow bins. At the end of February week 3, there were 572 reported missed yellow bins.
- 4,790 green bins. At the end of February week 3, there were 283 reported missed green bins.

Cleanaway collect a total of 99,968 bins each week. At the end of February week 3, a total of 1,272 missed bins were reported.



- On average, the City receives 1,650 bookings for bulky waste each week, including general bulky waste, whitegoods and metals, and illegal dumps.
- At the commencement of January week 2, the City suspended on-line bookings for bulky waste collections due to increasing missed services
- Urgent bookings and reports of illegal dumps were still accepted by the City via the City's contact centre
- By the end of week 2, missed bulky waste collections had increased to 1,198
- By the end of week 4, missed bulky waste collections had increased to 1,836, with significant increases in reports of illegal dumping
- At the beginning of February week 1, the City commenced clean-up operations and reduced the outstanding collections to 1,172 by the end of that week
- By the end of February week 3, missed bulky waste collections had been reduced to 12, and are now up to date
- Bookings for bulky waste collection recommenced on Friday 17 February 2023.

Attachment B

**Waste Management Council Briefing
February 2023**

Waste Management Council Briefing

6 February 2023



Agenda

1. What happened
2. Status and context
3. What we're doing
4. Keeping the community informed
5. What next
6. Unique challenges

The situation



What happened

1

- Difficulty recruiting and retaining staff
- High levels of staff absenteeism
- Delayed collection of bulky items
- On-line bookings for bulky items paused on 9 Jan

2

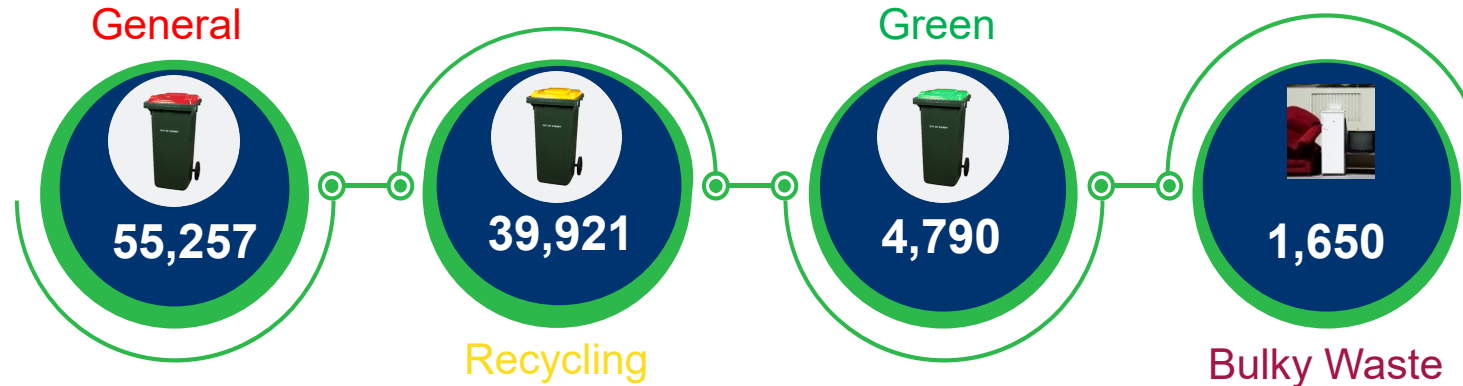
- Cleanaway protected industrial action 2 Fridays in a row (Jan 20 and 27)
- We were not involved in the negotiations
- Impacted 8,000+ properties and 15,000 bins
- Activation of Cleansing and Waste BCP

3

- Red bin collection prioritized, over yellow and green
- Catch-up to clear backlog of red, yellow and green bins
- Some red, yellow, and green bins were missed
- Unable to clear backlog of bulky waste

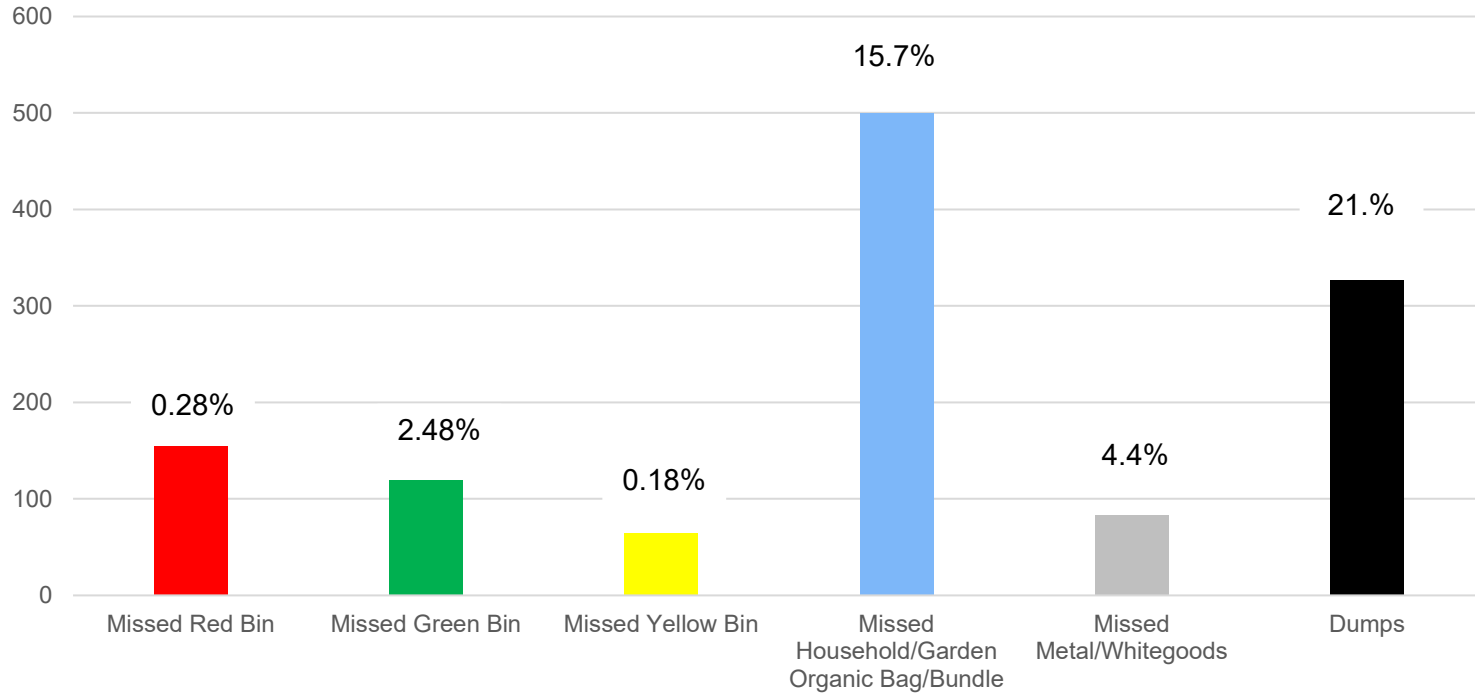
Scale of Services

Services per week



Total: 102,137 bins & 1650 average bulky waste collections per week

Status @ 6 February 2023



Our response



The City's response

1

- Business Continuity Plan
- Incident Response Team
- Continued daily briefings – status, priorities, actions

2

- Prioritised red, then yellow & green bins
- Responded to health and safety issues
- Continued suspension of on-line bookings
- Communications strategy

3

- City staff stepped in to assist
- Prioritised illegal dumps, then booked services
- Assigned additional staff and vehicles
- Additional shifts/ voluntary overtime

4

- Adjusted street cleaning operations
- Established street cleaning response teams
- Maintained all street litter bins and 'high use' area cleaning

Communications



Garden organics 庭園有機垃圾

CITY OF SYDNEY

Recycling 可回收垃圾

CITY OF SYDNEY

Rubbish 垃圾

CITY OF SYDNEY

Communications

- Letterbox drop to impacted residents
- Mass email and text to building managers
- Social media
- E-Newsletter
- Website and web alerts
- Media statements
- News articles

What next



Contract

- Contract term – 1 July 2019 to 30 June 2026 + 2 year + 1 year options
- Deed of Variation – Southern Area – 1 April 2020
- Annual contract value - \$16.5m
- Performance monitoring
 - Annual
 - Monthly
 - Daily
- Contract remediation options
 - Suspension
 - Step in rights
 - Termination

The forecast

- Uncertainty around future industrial action
- Challenging environment for recruitment and retention of staff
- Ongoing high levels of staff absenteeism
- Supply chain issues impacting vehicle availability
- Work will continue on stabilising service delivery
- Continue to prioritise services
- Unique challenges will continue

Unique challenges



Unique challenges

- Waste collect is a complex operation, complicated by:
 - Difficulty accessing bin rooms e.g. missing keys, insufficient room
 - Non-conforming items e.g. gas bottle, paints, chemicals
 - Illegal or bad parking i.e. blocking access to narrow streets
 - Presentation in laneways and other difficult locations
 - Plant and equipment requirements i.e. multiple truck types, sizes, and waste streams
 - Severe weather events e.g. slower collections, heavier items
 - Emergency incidents e.g. truck fires
 - Constructions works e.g. George Street North
- Solution – one on one case management
 - Cleansing Area Managers
 - Contract Coordinators

Attachment C

**Summary of City of Sydney
Communications with Local Community
regarding Cleanaway Industrial Action**

The City of Sydney has provided communications to residents impacted by the recent industrial action through various channels including:

- Over 138,000 letters sent to impacted residents (see Attachment D)
- Updates and alerts added to the City's website
- The release of a City of Sydney News article - [*We're behind schedule collecting waste and are working hard to get on top of it*](#)
- Advice included in the City of Sydney news digest and the waste and recycling e-newsletter
- Social media placements on [Facebook](#) and [Twitter](#).

The City's customer service teams have also been engaged to educate the community on the impact on City services and the actions residents can take to respond to the disruption.

The City's customer service representatives continue to provide appropriate information to the community as the situation evolves.

Attachment D

**City of Sydney Letters sent to Community
regarding Cleanaway Industrial Action
February 2023**

3 February 2023

Dear Resident

Waste collection delays Tuesday 7 February 2023

We have been advised that some employees of our waste contractor, Cleanaway, plan to carry out a 24-hour stop-work industrial action on Tuesday 7 February.

If your red, yellow, or green lid bins are normally collected on this day, you may experience delays.

Please put your bins out on Monday evening as usual and leave them out until they are collected.

On Tuesday, the limited available crews will be prioritising collecting red lid bins.

If your bins are not collected by 6pm, we encourage you to report a missed collection online at [cityofsydney/misplaced-collection](https://cityofsydney.nsw.gov.au/misplaced-collection) or if you are unable to report online call 02 9265 9333.

As we were only given 72 business hours' notice of the Cleanaway industrial action, this letter may be reaching you after 7 February. If your bins still haven't been collected, please report it to us as soon as possible.

We apologise for the inconvenience, and we are working closely with Cleanaway to minimise the impact on our residents.

Yours sincerely



Monica Barone
Chief Executive Officer



THE LORD MAYOR OF SYDNEY
CLOVER MOORE

10 February 2023

Dear Resident

An update on waste collection

Industrial action being carried out by staff of the City of Sydney's domestic waste contractor, Cleanaway, has impacted domestic waste collection services.

Further industrial action is planned, including on Tuesday 14 February. This means there will be delays to waste collection across the City again this week, but we are doing everything we can to ensure your bins are collected in the coming days.

Please continue to put your bins out on your regularly scheduled day and a crew will collect it as soon as possible. If your bins are not collected after 48 hours, I encourage you to report a missed collection online at [cityofsydney/missed-collection](https://cityofsydney.nsw.gov.au/cityofsydney/missed-collection) or by calling 02 9265 9333.

The City supports the rights of workers to take action to achieve fair wages and conditions, and there may be additional industrial action after Tuesday. We are all hoping the situation is resolved quickly.

We give the highest priority to delivering this essential service

I have met with the CEO and General Manager of Cleanaway to discuss their contract and service delivery issues. My focus in that meeting was on ensuring Cleanaway's service returns to the high standard the City and our residents expect, and my expectation that workers receive fair pay and conditions.

Like an estimated 95% of local Councils in NSW, the City contracts an external waste contractor to help deliver the best services possible for the community. The City has run a combined internal and outsourced cleansing and waste service for more than 20 years. This enables us to provide a range of services, respond to the community's needs, and adapt when short-term issues arise.

I know this is a difficult situation, and we are working hard to minimise the disruption to residents during this industrial action. You can find out more at [cityofsydney/waste-update](https://cityofsydney.nsw.gov.au/cityofsydney/waste-update).

Yours sincerely

Clover Moore
Lord Mayor of Sydney

Attachment E

History of City of Sydney Domestic Waste Contracts

The following history is provided of City of Sydney domestic waste contracts.

On 17 September 2018, Council awarded a contract for domestic waste services throughout the local area to Cleanaway. This contract may run until 2029.

On 30 November 2009, Council awarded a contract for domestic waste services throughout the local area to United Resource Management. This contract ran until 2019.

On 6 June 2005, Council awarded a contract for the collection of recyclables from the City South Collection Area to United Resource Management. This contract ran until 2010.

On 19 January 2004, Council awarded a waste management contract for the City North Collection Area to Veolia Pty Ltd (formerly Collex). This contract ran until 2010.

Prior to 2004, the City of Sydney's waste services were run by Living City Services. The South Sydney Council had an internal and external waste service delivery model and the external services were run by Collex Pty Ltd which then became Veolia Pty Ltd.

Attachment F

**Current Waste Management Contracts and
Services**

The following is a summary of all City of Sydney waste related collection contracts and services. All contracts with a value of \$150,000 and over can be found on the City's [contract register](#).

Domestic

- Mattresses and bed bases – Soft landing (procured by SSROC)
- E-Waste (doorstep collection) – Recycle Smart
- Garbage , red lid bins- Cleanaway
- Commingled Recycling, yellow lid bin - Cleanaway
- Garden Organics, red lid bins- Cleanaway
- Bulky material (clean up) – Cleanaway
- Metal and White Goods – Cleanaway
- E-Waste (booked clean up) - Cleanaway
- Food scraps – City of Sydney provided service

Non-Domestic

- Illegal Dumping - Cleanaway
- Dangerous Goods (asbestos) - ADE Consulting Group (procured by SSROC)
- Sharps – Med-X

Attachment G

**Managing Waste and Resources at the City
Council Briefing - August 2022**

Managing waste and resources at the City

August 2022

Agenda

1. Waste legislation and policy context
2. City of Sydney waste strategy
3. City of Sydney operations
4. City of Sydney resource recovery programs
5. Regional waste & resource recovery programs (SSROC)



Waste legislation and policy context

Waste legislation and policy

1.1 Federal government

- Export of waste
- Product stewardship
- National packaging targets
- Right to repair



Waste legislation and policy

1.2 NSW Government

- Protection of the Environment Operations Act 1997 (POEO Act)
- Waste Avoidance and Resource Recovery Act 2001 (WARR Act)
- Plastic Reduction and Circular Economy Act 2021
- New legislation anticipated requiring separate collection of food or food and garden combined



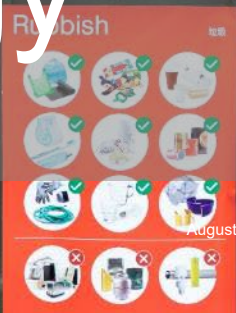
Waste legislation and policy

1.2 Local government

- Local Government Act 1993
 - Provide waste removal and disposal
 - Separate charge for domestic waste services
 - Local approvals policy
- Anticipated mandate for separate food collection
- Local government does not have jurisdiction over commercial waste
- No mandate for recycling



City of Sydney waste strategy



2.1 Six priority areas

Promote
innovation to
avoid waste

1

Improved
recycling
outcomes

2

Sustainable
design

3

Clean and
clear streets

4

Better data
management

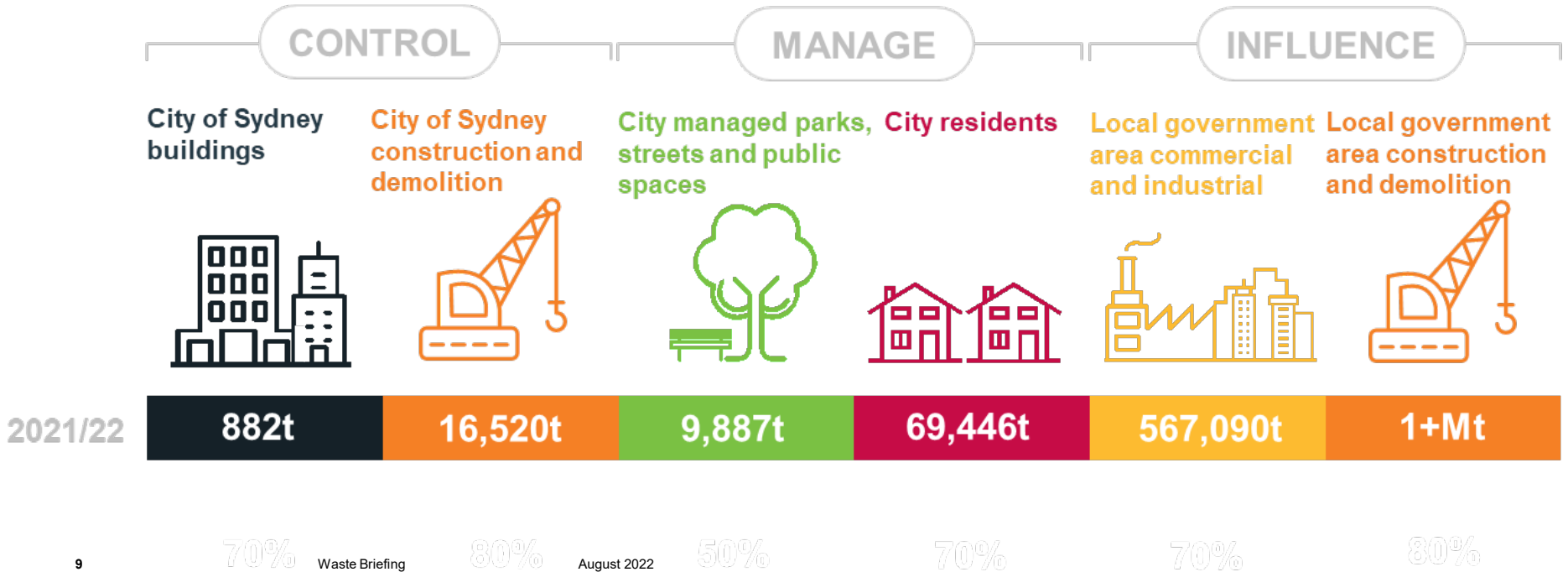
5

Future
treatment
solutions

6

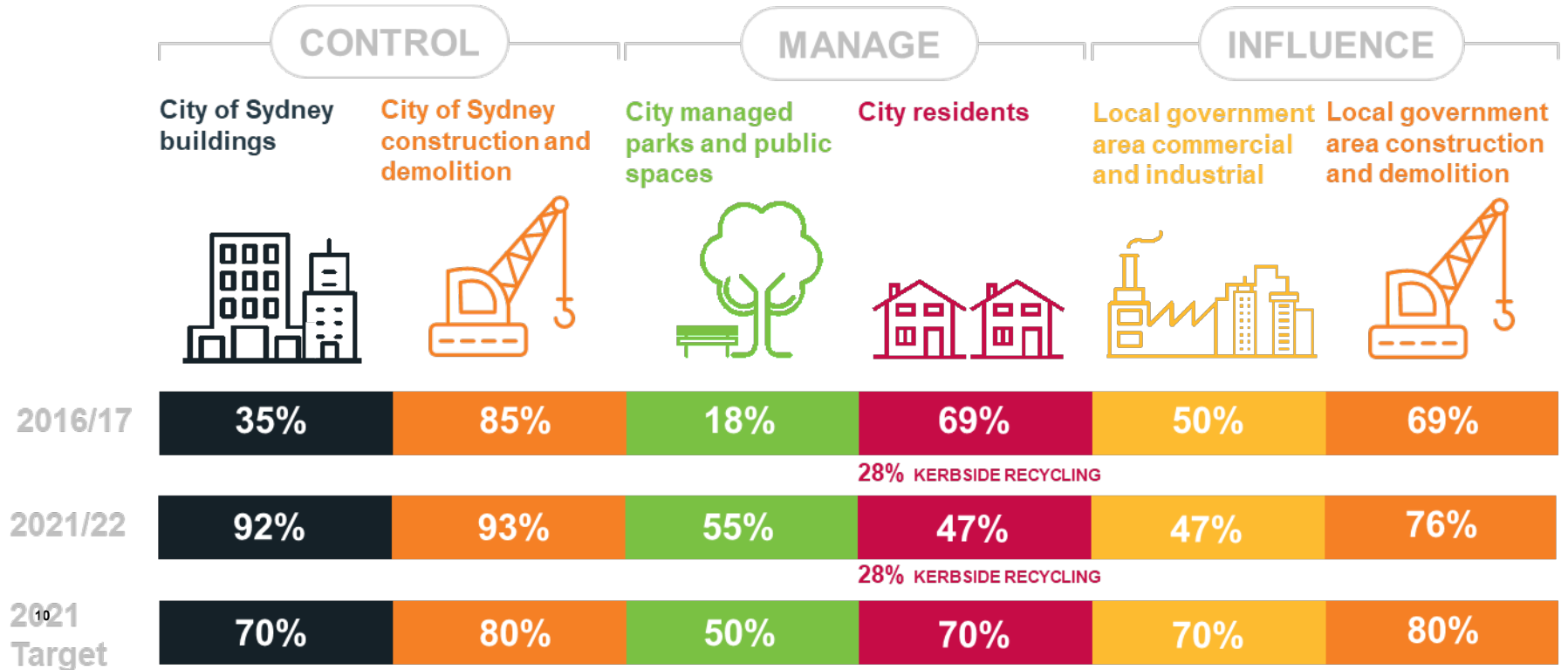
2.2 Targets and performance

Waste generation across our local area



2.2 Targets and performance

Landfill Diversion Targets



2.3 Strategy refresh 2022/23

Focus areas

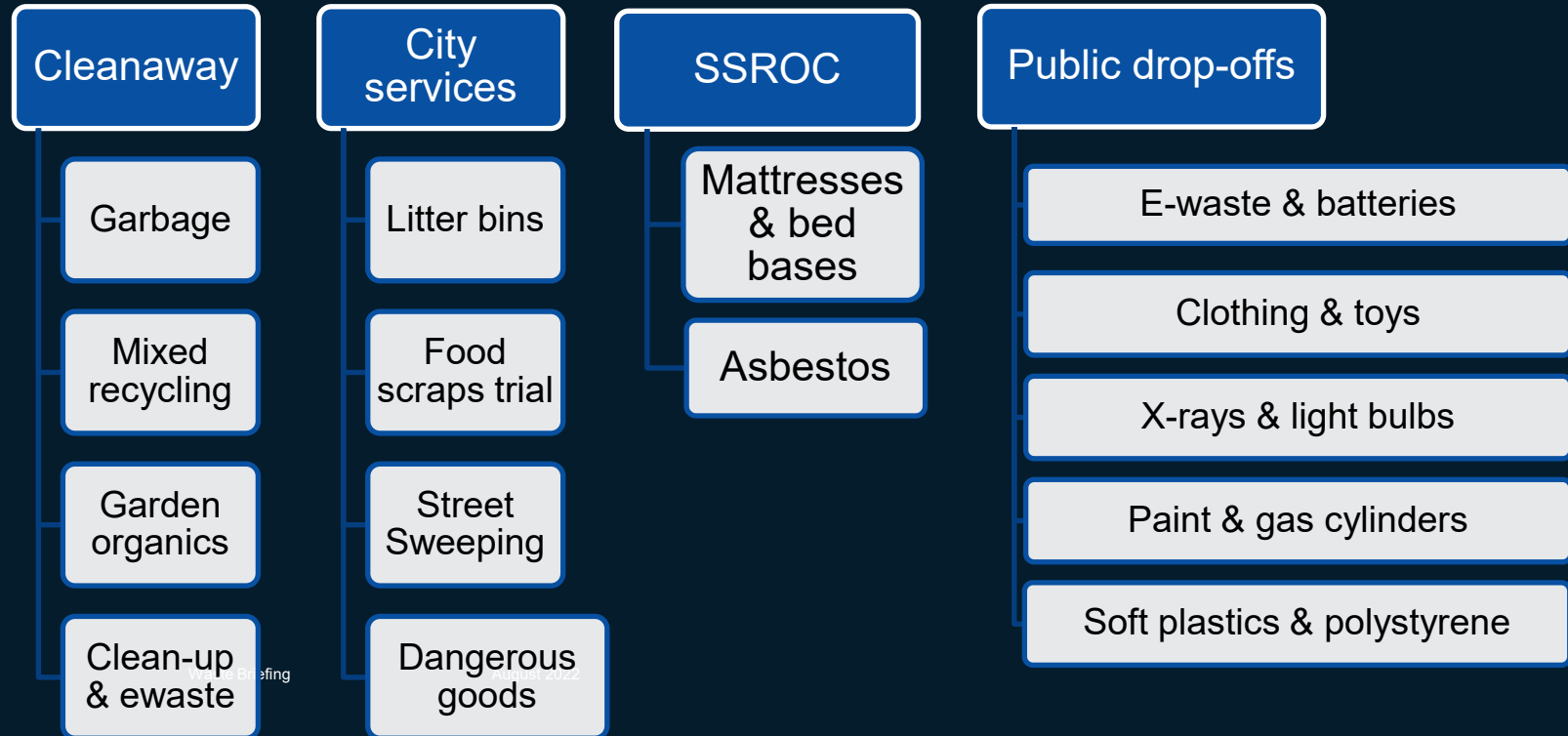
- Incorporate new government targets and legislation
- Include updated waste management and circular economy targets
- Respond to community awareness about impact of waste and circular economy principles
- Provide direction as to the priority actions that should be undertaken by the City and its stakeholders
- Provide an implementation framework



City of Sydney waste operations

3.1 Residential and public waste collections

Who collects our waste



3.2 Residential and public waste collections

What happens to our waste



1. Waste or recycling is collected



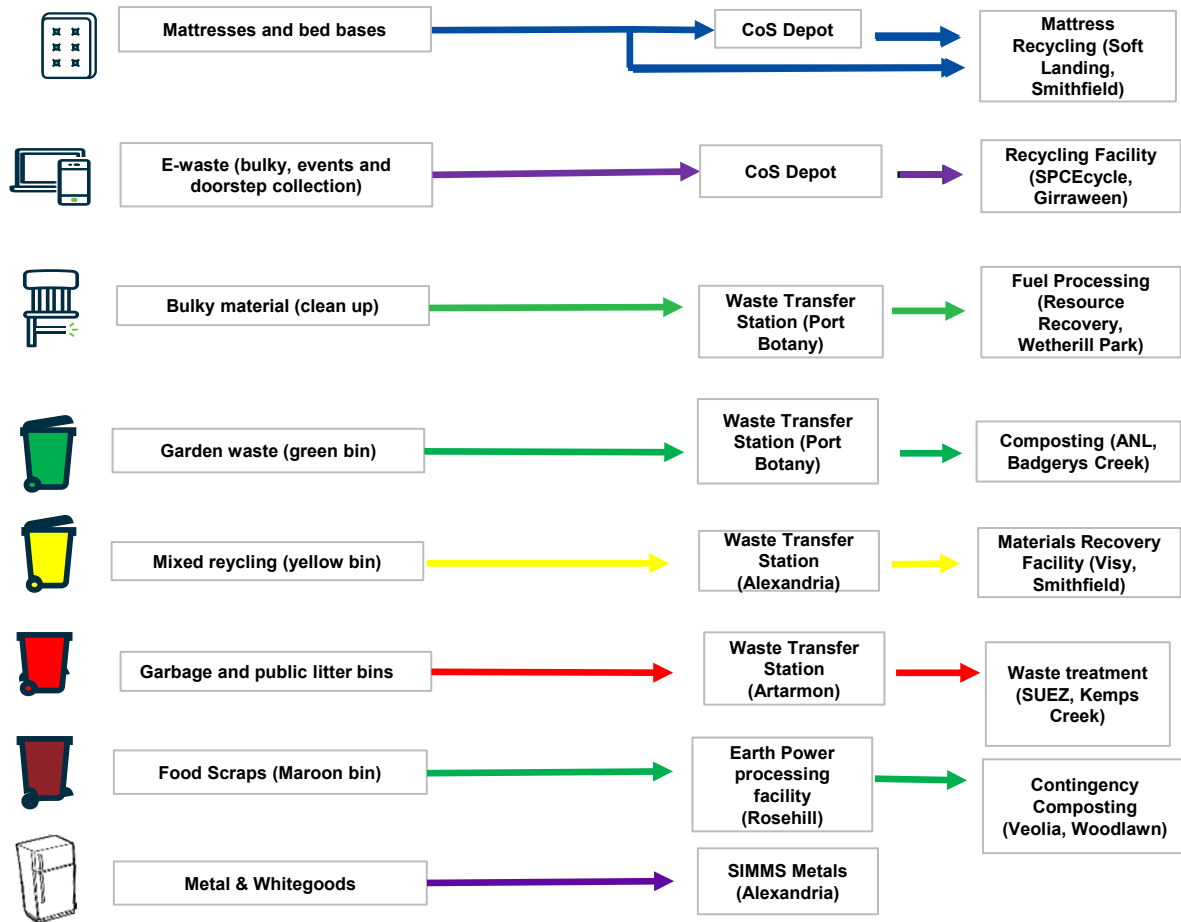
2. Materials are delivered to a waste transfer station for aggregation



3. Materials are delivered to processing facility

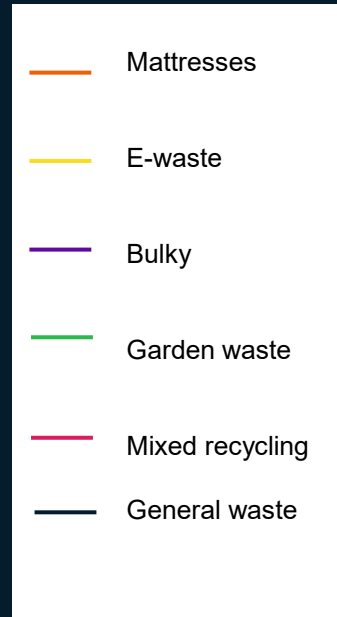
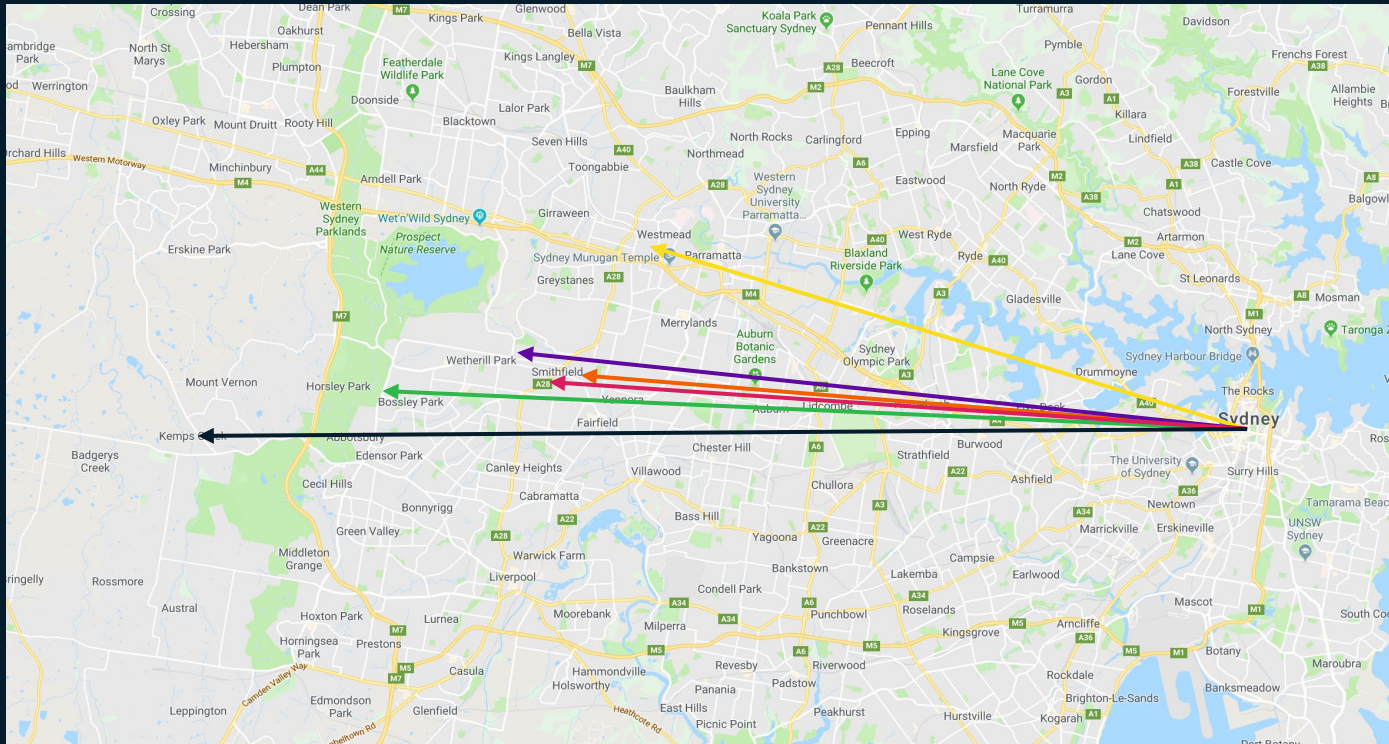
3.3 Residential and public waste collections

Where does our waste go?



3.3 Residential and public waste collections

Where does our waste go



3.4 Waste processing challenges

- Regulation changes governing treatment of waste
- Reduction of overseas markets accepting mixed recycling
- Lack of commitment at the state government level towards development of alternative to landfill
- Market monopolies in waste processing (Metropolitan Sydney)
- New infrastructure development constrained by planning and investment

City of Sydney resource recovery programs



4.2 Resource recovery team

Our objectives

1

Foster a community that avoids, reuses and reduces waste

Engagement & face to face education

2

Increase recovery by maximising recycling opportunities

Projects & programs

3

Motivate residents effectively use the City's services

Communications

4

Keep streets clean through smart waste design & solving chronic waste issues

Planning & Policy

4.3 Waste avoidance engagement



Clothing and toy swaps



Promoting safe reusables

4.4 Recycling education



Pop-up recycling stalls



Online recycling classes

4.5 Increasing recycling in apartments

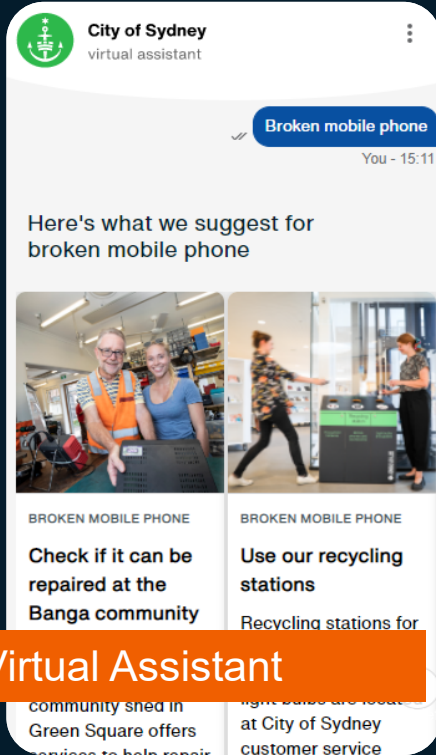


Recycle Helper Service



Social Housing Recycling Trial

4.6 Online recycling help



City of Sydney
virtual assistant

Broken mobile phone
You - 15:11

Here's what we suggest for broken mobile phone

BROKEN MOBILE PHONE
Check if it can be repaired at the **Banga community**

BROKEN MOBILE PHONE
Use our recycling stations
Recycling stations for


community shed in Green Square offers services to help repair
at City of Sydney customer service

Virtual Assistant

Ask a waste expert
Get answers to all your tricky questions about reducing, reusing and recycling.

[Ask now](#)


Ask a waste expert



WASTE & RECYCLING SERVICES
[Book a free pick-up for bulky items](#)
About 1 week

[→](#)

Online bookings



WASTE & RECYCLING SERVICES
Order free bin stickers and signs

[→](#)

Free resources

4.7 Motivate residents to use our services



Bin stickers and posters



Recycling messaging on our trucks



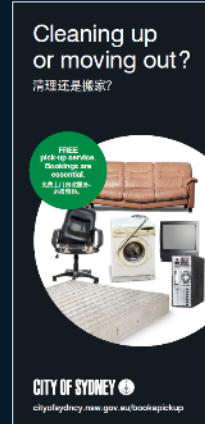
Brochures and guides



Recycling content articles



Recycle Helper Service poster



Book a pickup brochure



Drop off recycling event poster and ads



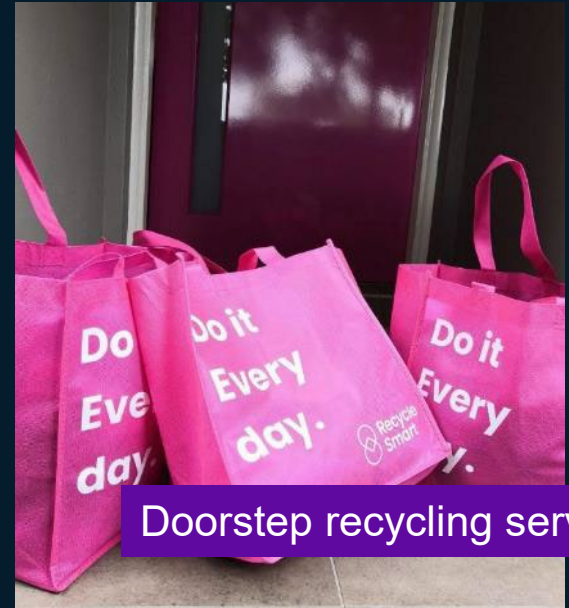
4.8 Maximising recycling opportunities for electronics, soft plastics, clothes and more



Recycle It Saturday



Recycling stations



Doorstep recycling service

4.8 Maximising recycling opportunities for food waste

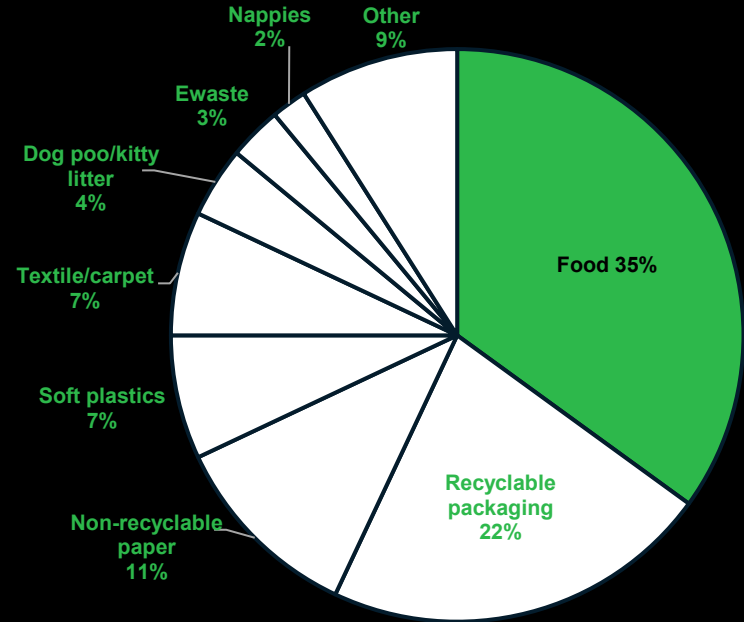


Food scraps recycling trial

4.9 Food scraps recycling trial

Why is it needed

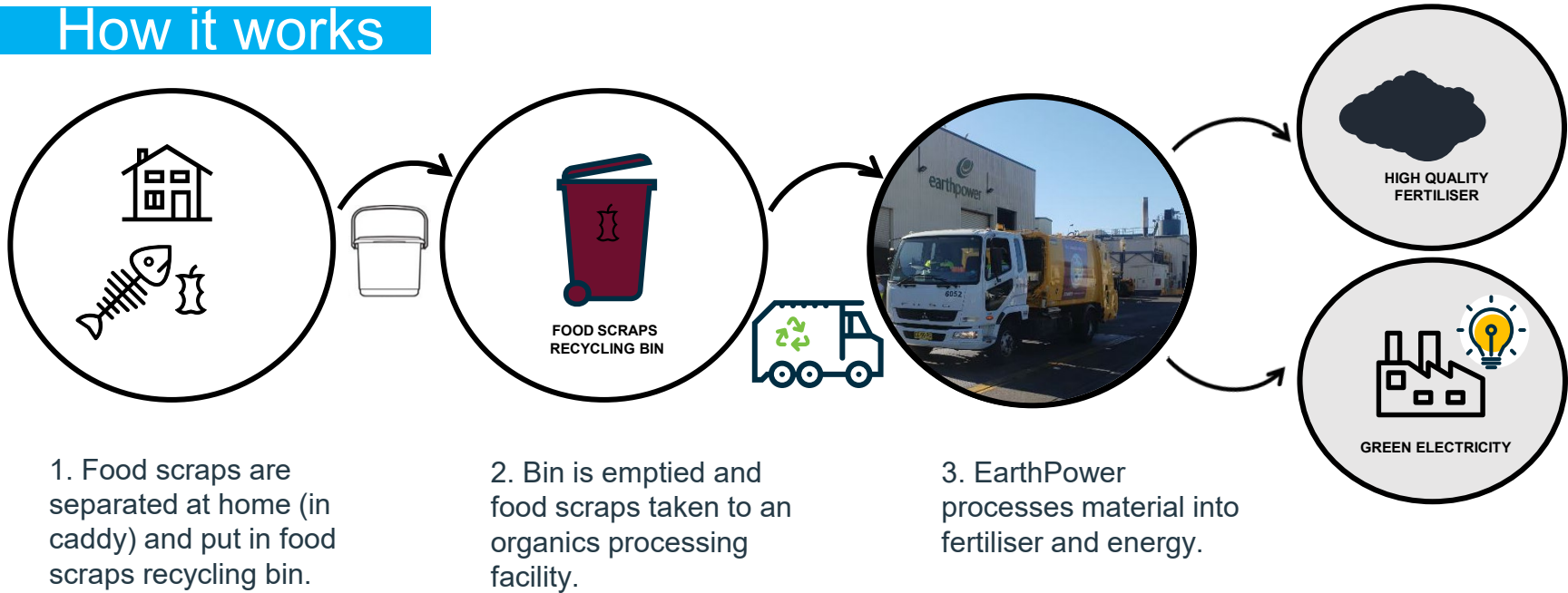
- Food comprises ~35% of red lid rubbish bins
- Action to help achieve our '90% diversion from landfill by 2030' target
- Food waste in landfill releases methane – a potent greenhouse gas
- Food waste can be turned into energy and compost
- EPA mandate for NSW councils to provide a FO or FOGO service by 2030



Composition of residential red lid bins

4.9 Food scraps recycling trial

How it works



4.9 Food scraps recycling trial

Results

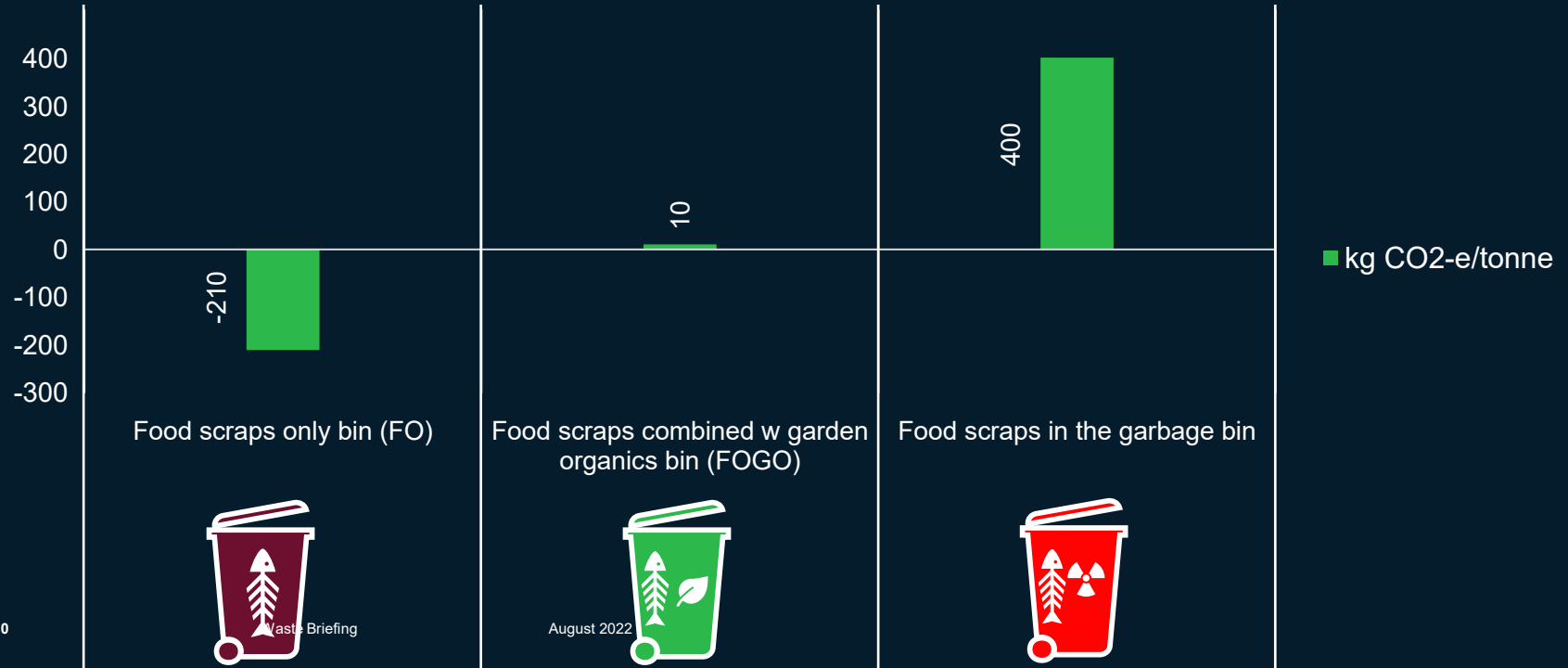
- 760 tonnes recycled
(1,085 to date)
- 15,454 households
- Recovery rate:
 - Houses: 88% - 93%
 - Apartments: 23% - 33%
- Bin contamination rate: < 4%

Environmental benefits:

- 738m³ of landfill space saved:
- Greenhouse gas savings: 1,284 tonnes CO₂^{-e}
- Energy produced: 64,447 kWh
- Soil amendment produced:
 - 7.9 tonnes fertiliser
 - 239 tonnes compost

4.9 Food scraps recycling trial

GHG emissions from 1 tonne of food scraps by bin type:

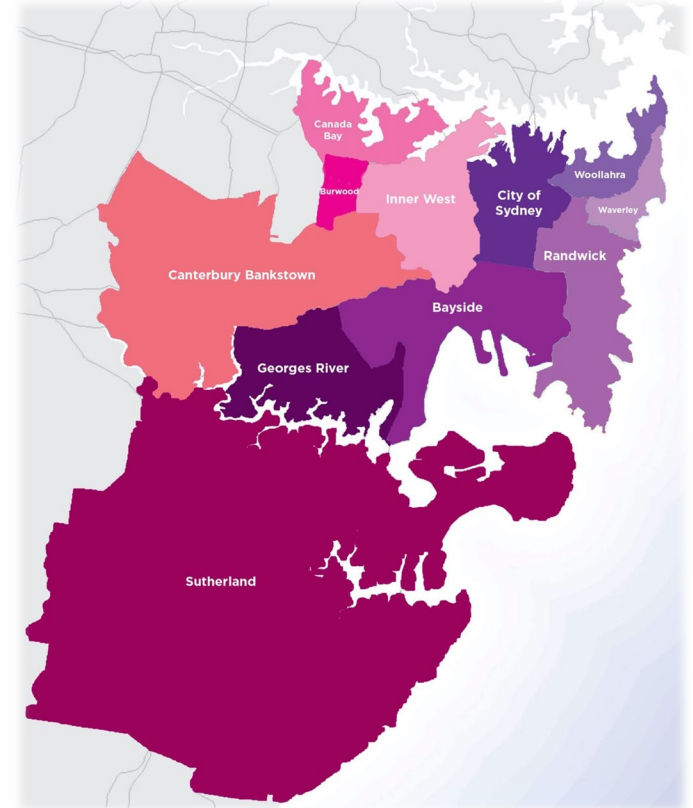




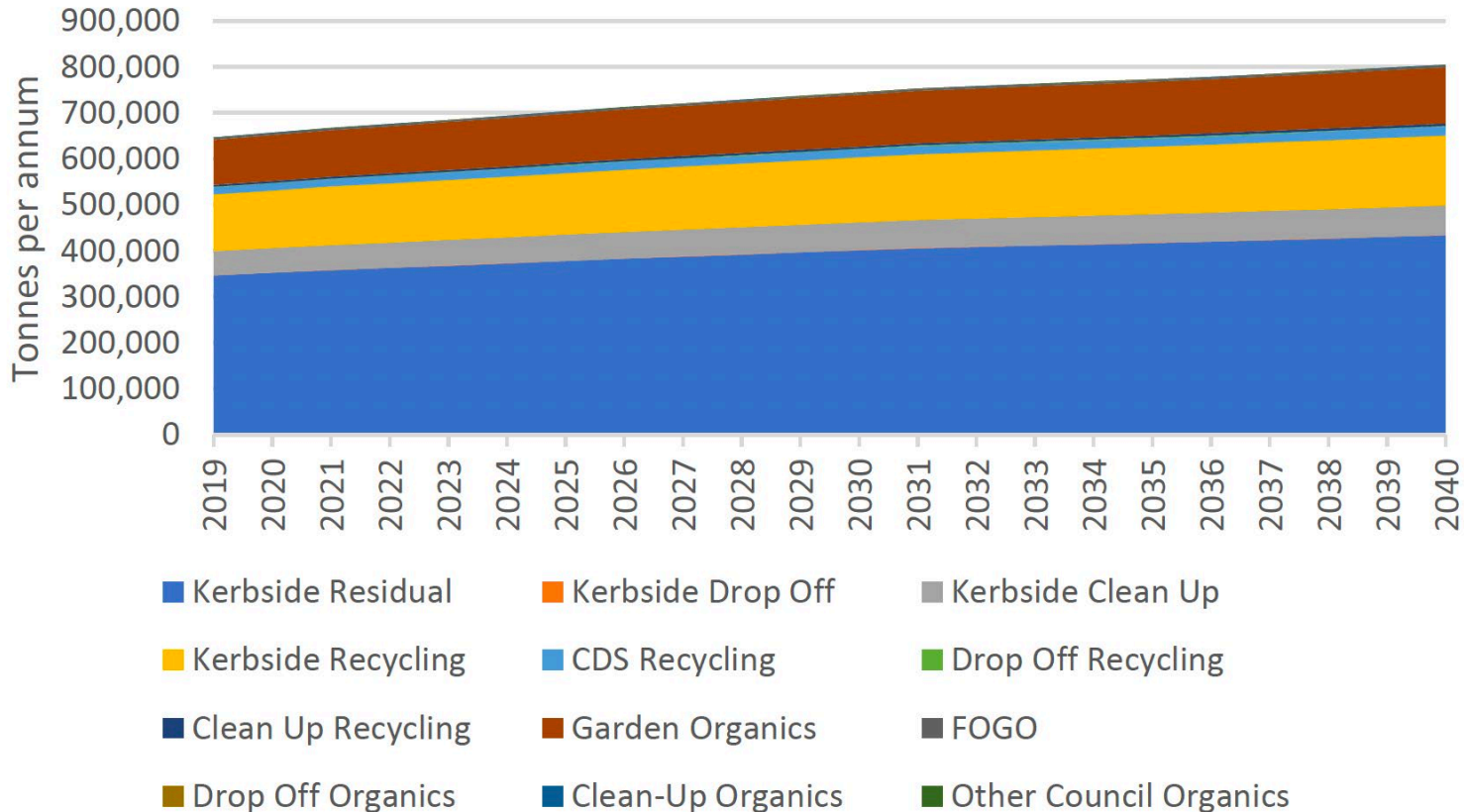
SSROC regional waste programs

Southern Sydney Regional Organisation of Councils (SSROC)

- Association of 12 councils with 1.8m people
- Collectively manage 20% of the waste in NSW
- Identify, develop and scale regional opportunities
- Advocate on behalf of member councils



SSROC waste breakdown (2018-19)



SSROC policy drivers

1. Change culture to refuse, reuse, recycle, and recover energy before disposal.
2. **Responsible for all our own waste and managing it through its lifecycle as closely as possible to where it was created.**
3. Consistent, transparent data identifies the problem, drives the solution.
4. Waste management is essential service requiring accessible facilities.
5. Procurement drives innovation, influences markets and creates new opportunities.
6. Collaborate on metro scale with state/federal governments.

Major focus areas since 2019

- Material flows and infrastructure planning
- Legislative and regulatory reforms
- Procure Recycled: Paving the Way (glass/rubber)
- Food/garden organics (FOGO)
- Circular Textiles for Sydney councils
- Advocacy
- Waste audits and training

Sydney Waste Data and Infrastructure Planning

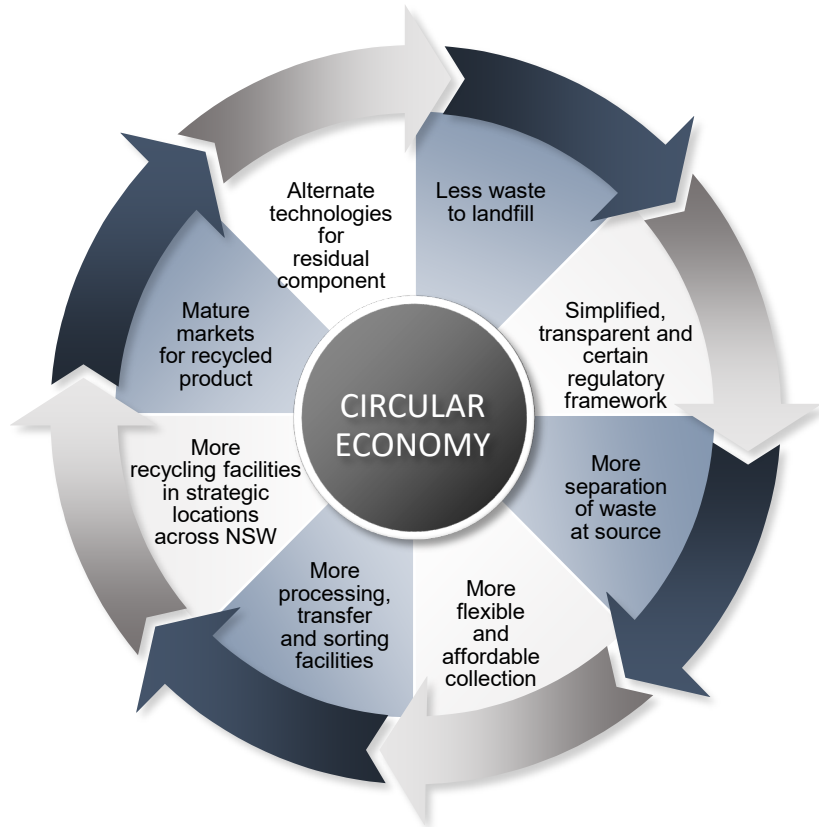
Aims

- Material flows and infrastructure needs in metro Sydney
- Waste data gaps and opportunities
- Recommendations for waste data management framework (Resilient Sydney)

Results

- Need for organics transfer stations
- Need for alternative mixed waste processing technology
- Opportunity to improve bulky waste data and recovery

Legislative and Regulatory Reforms for Achieving a Circular Economy



- **Waste levy hypothecation**
- **Definition of waste**
- Alternative funding & assistance
- **Resource recovery order & exemption regime**
- Strategic planning
- Planning controls
- **Waste minimisation & reuse**
- **Producer stewardship**
- **Uniform recycling label/regulate other claims**
- Residual waste

Procure Recycled: Paving the Way

- 16-council procurement of asphalt with recycled crushed glass
- Aggregated demand drives infrastructure/jobs
- Creates local market for 80mil glass bottles
- Decreases CO₂-e by 1,600tpa
- Saves councils up to 20% from previous contracts
- Align with state/federal policy objectives



Where the crumb rubber hits the road

- 12-council demonstration project of crumb rubber asphalt
- Extend local road life by up to 50%
- Climate-resilient local roads
- Aims to create local market for 64,000 EOL truck and 34,000 car tyres per year



FOGO/FO project

- Service options study
- Onsite processing technology review
- Transfer station options analysis
- Social research in MUDs to improve participation (strata, management)



Circular Textiles for Sydney Councils

52,500t of textiles discarded in metro Sydney red/yellow-lidded bins every year.

- Metro-wide textiles data and recovery options review with focus on council operations/services
- Market research on available suppliers for wearable/unwearable clothing
- Regional uniform procurement options



Regional advocacy

Advisory/working groups

- Local Government Advisory Group
- Standards Australia
- Metro ROC waste working group
- WARR Amendment Bill enquiry
- IPART DWM charge review
- Australian Waste/Recycling Expo
- WMRR working groups

Recent submissions

- IPART DWM charge review
- NSW Resource recovery framework
- Stewardship for consumer electrical/electronic products
- POEO regulation review

Other projects for 2022-23

- Soft plastics collection and local, circular remanufacturing
- White goods recovery/test/repair for social programs, flood-affected communities
- Waste management continuity disaster risk reduction and resilience plan
- Kerbside bin and bulky waste audits
- Residual waste management options briefings

Attachment H

Waste Management Legislation and Policy

The following information summaries the various roles and responsibilities of waste management in Australia.

Legal obligations relating to the provision of waste services

Legislation name	Summary of provisions
<i>Local Government Act 1993 (NSW)</i>	Does not include an express obligation for a council to collect domestic waste. Where a council has levied a domestic waste charge and committed to providing the service in its operational plan, it follows that it needs to provide that service to residents. There is no specific reference to waste in the City of Sydney Act 1988.
<i>Protection of the Environment Operations Act 1997 (NSW)</i>	Does not include an express obligation for a council to collect and dispose of waste. The legislation gives councils certain rights to regulate certain waste activities through notice and enforcement in a local government area.
<i>Public Health Act 2010 (NSW) (PHA)</i> <i>Public Health Regulations 2022 (NSW)</i>	Imposes obligations on councils to take appropriate measures to ensure compliance with the requirements of the PHA in relation to specific activities contained within a council's local government area. These obligations do not extend to domestic waste collection.
<i>Waste Avoidance and Resource Recovery Act 2001 (NSW)</i>	Imposes an obligation on the Environmental Protection Authority to develop and approve a waste strategy for the State (see section 12). Local councils must comply with this waste strategy and under section 14, the EPA may request a local council to provide the reasons for any specified non-compliance. The waste strategy assumes councils collect domestic waste and is available at: https://www.dpie.nsw.gov.au/our-work/environment-energy-and-science/waste-and-sustainable-materials-strategy
<i>Fair Work Act 2009 (Cth)</i> <i>Fair Work Regulations 2022 (Cth)</i>	Governs employee and employer relationships within Australia. The FWA does not apply to State public sector employees, including local government employees. The FWA applies to the employment arrangements between Cleanaway and its employees, but does not apply to employment arrangements between the City and its employees.
<i>Work Health and Safety Act 2011 (NSW)</i>	Provides a framework to protect the health, safety and welfare of all workers and others in relation to NSW workplaces and work activities. The provisions of the WHSA therefore apply to Cleanaway in relation to providing a safe work environment for its employees. Similarly, the provisions apply to the City in relation to providing a safe work environment for its employees. But the provisions do not apply to the City in relation to any obligations to Cleanaway employees directly.

Also of relevance is the National Waste Policy, which assumes that councils collect domestic waste: <https://www.dcceew.gov.au/sites/default/files/documents/national-waste-policy-2018.pdf>

Federal Government

Management of waste in Australia is primarily the responsibility of state and territory governments who set the legislation, policies and regulate waste activities. However, the Australian Government is responsible for certain national legislation, strategies and policy frameworks for waste, including measures that give effect to obligations under international agreements, specifically the export of waste and recycling.

In 2020, the federal government created the Recycling and Waste Reduction Act 2020 – this legislation introduced a ban on export of certain materials over a specified timeframe. The first materials subject to the ban were glass, mixed plastics and tyres in 2021, mixed paper and cardboard will be banned 1 July 2024 (extended from 2022).

The federal government is also responsible for National Packaging targets to be met by 2025 – 100% reusable, recyclable or compostable packaging (86% currently), 70% plastic packaging being recycled or composted (16%), 50% average recycled content (39%) and phase out of problematic and unnecessary single use packaging (state government is now leading).

There is currently no legislated right to repair, which the City believes will be crucial to achieving circular economy outcomes in the future.

NSW Government

State and territory governments have primary responsibility for regulating and administering waste, including planning for waste management and waste avoidance, minimisation and reuse, licensing and regulation of waste transport, storage, treatment, resource recovery and disposal, and managing the impacts of waste management activities.

Key NSW Legislation relating to waste includes –

- Protection of the Environment Operations Act 1997 (POEO Act) – ensures that waste operations and facilities minimise pollution and maintain minimum compliance.
 - Waste Avoidance and Resource Recovery Act 2001 (WARR Act) – provides for the development of a state-wide strategy for waste avoidance and resource recovery, included in the objectives of the act is to ensure efficient funding of waste and resource management planning, programs and service delivery and to achieve integrated waste and resource management planning, programs and service delivery. The Act also allows for state based product stewardship e.g. container deposit scheme.
- Plastic Reduction and Circular Economy Act 2021 – recently introduced legislation to ban certain single use plastics at a state level, not a local government measure

It should also be noted that NSW state government is also:

- Planning consent authority for waste management facilities
- Administrator of state waste levy

Attachment I

**18 November 2019 – Contract Variation
Major Services for Domestic Waste
Collection - Resolution of Council and
Report**

Resolution of Council

18 November 2019

Item 6.9

Contract Variation - Major Services for Domestic Waste Collection

At the meeting of Council, the Officer's Recommendation was moved by Councillor Scully, seconded by Councillor Kok -

It is resolved that:

- (A) Council note that there are extenuating circumstances, given the extensive tendering and consultation process undertaken in relation to the provision of cleansing and waste services and the efficiencies in one contractor providing these circumstances, such that a satisfactory result would not be achieved by going to tender on this matter;
- (B) Council approve a variation to the existing contract with Cleanaway Pty Ltd to amend the Contract Service Area to the whole of the City of Sydney Local Government Area for all waste collection services, including:
 - (i) General Waste (red bin) collection; and
 - (ii) Booked Household Clean-Up collection services for non-putrescible waste;
- (C) authority be delegated to the Chief Executive Officer to finalise negotiations and enter into any documentation necessary to vary the existing contract relating to domestic waste collection services to include the entire Local Government Area as defined as the Contract Service Area; and
- (D) Council endorse the contract budget as allocated in Confidential Attachment B to the subject report.

The motion was carried, on the following show of hands –

Ayes (8) The Chair (the Lord Mayor), Councillors Chung, Kok, Miller, Phelps, Scully, Thalys and Vithoukias

Noes (1) Councillor Scott.

Motion carried.

Speakers

Mr Sean Szabo and Mr Robin Liddell addressed Council (whilst convened as the Committee of the Whole) on behalf of City staff present.

X020580

Contract Variation - Major Services for Domestic Waste Collection

File No: X020580

Tender No: 1822

Summary

This report seeks approval for Council to enter into a contract variation with Cleanaway Pty Ltd to amend the Contract Service Area to the whole of the City of Sydney Local Government Area (LGA) for all waste collection services including:

- General Waste (red bin) collection; and
- Booked Household Clean-up collection services for non-putrescible waste.

On 17 September 2018, Council resolved to award the major services contract for domestic waste collection to Cleanaway Pty Ltd. The contract commenced 1 July 2019.

Contract 1822 excluded the collection of general waste (red bin) and booked household clean-up non-putrescible waste in the local government area southern suburbs.

No City of Sydney staff member will lose their jobs as a result of this variation. Staff will be transferred within Cleansing and Waste to assist with increased service demands.

Recommendation

It is resolved that:

- (A) Council note that there are extenuating circumstances, given the extensive tendering and consultation process undertaken in relation to the provision of cleansing and waste services and the efficiencies in one contractor providing these circumstances, such that a satisfactory result would not be achieved by going to tender on this matter;
- (B) Council approve a variation to the existing contract with Cleanaway Pty Ltd to amend the *Contract Service Area* to the whole of the City of Sydney Local Government Area for all waste collection services including:
 - (i) General Waste (red bin) collection; and
 - (ii) Booked Household Clean-up collection services for non-putrescible waste;
- (C) authority be delegated to the Chief Executive Officer to finalise negotiations and enter into any documentation necessary to vary the existing contract relating to domestic waste collection services to include the entire Local Government Area as defined as the *Contract Service Area*; and
- (D) Council endorse the contract budget as allocated in Confidential Attachment B to the subject report.

Attachments

- Attachment A.** Council Resolution dated 17 September 2018
- Attachment B.** Financial and Contractual Implications to the Existing Domestic Waste Collection Contract (Confidential)

Background

1. The Contract for the City's Domestic Waste Collection was awarded to Cleanaway Pty Ltd as approved by Council on 17 September 2018.
2. The Contract was executed as of 6 February 2019.
3. Contracted domestic waste collection services commenced on 1 July 2019 and are due to conclude 30 June 2026, with the option of a further two extensions, being two years and one year.
4. Prior to the contract being awarded to Cleanaway, the City undertook an extensive Expression of Interest and Tender process, which included a number of tier one waste collection service contractors, and took approximately 12 months to complete.
5. This was to ensure that the City could achieve its objectives of providing the highest quality of service, commitment to customer excellence, optimise environmental outcomes and achieving the best value for money outcomes.
6. Given this process and the successful outcome, and that the services and area contemplated under this variation is unlikely to be a marketable portion to a tier one provider, City officers do not believe a separate tender process would produce a more satisfactory result.
7. The proposed contract variation enables the synergies that can be achieved by using a sole provider for the service including efficiencies that come from consolidating staffing, reducing duplication of services, enhanced customer support and communications, improved collection of data and reporting with the potential to optimise the service and potentially reduce some truck movements.
8. The incumbent would have a cost advantage as the Cleanaway fleet currently servicing the remainder of the Local Government Area has extra capacity thus reducing new truck purchases that all other tenderers are likely to require to provide the service .
9. The Contract Service Area currently includes the entire Local Government Area for all services with the exceptions of:
 - (a) General Waste (red bin) Collection for the area south of the blue dividing line shown below; and
 - (b) Booked Household Clean-up Collection services for non-putrescible waste area south of the blue dividing line shown below.

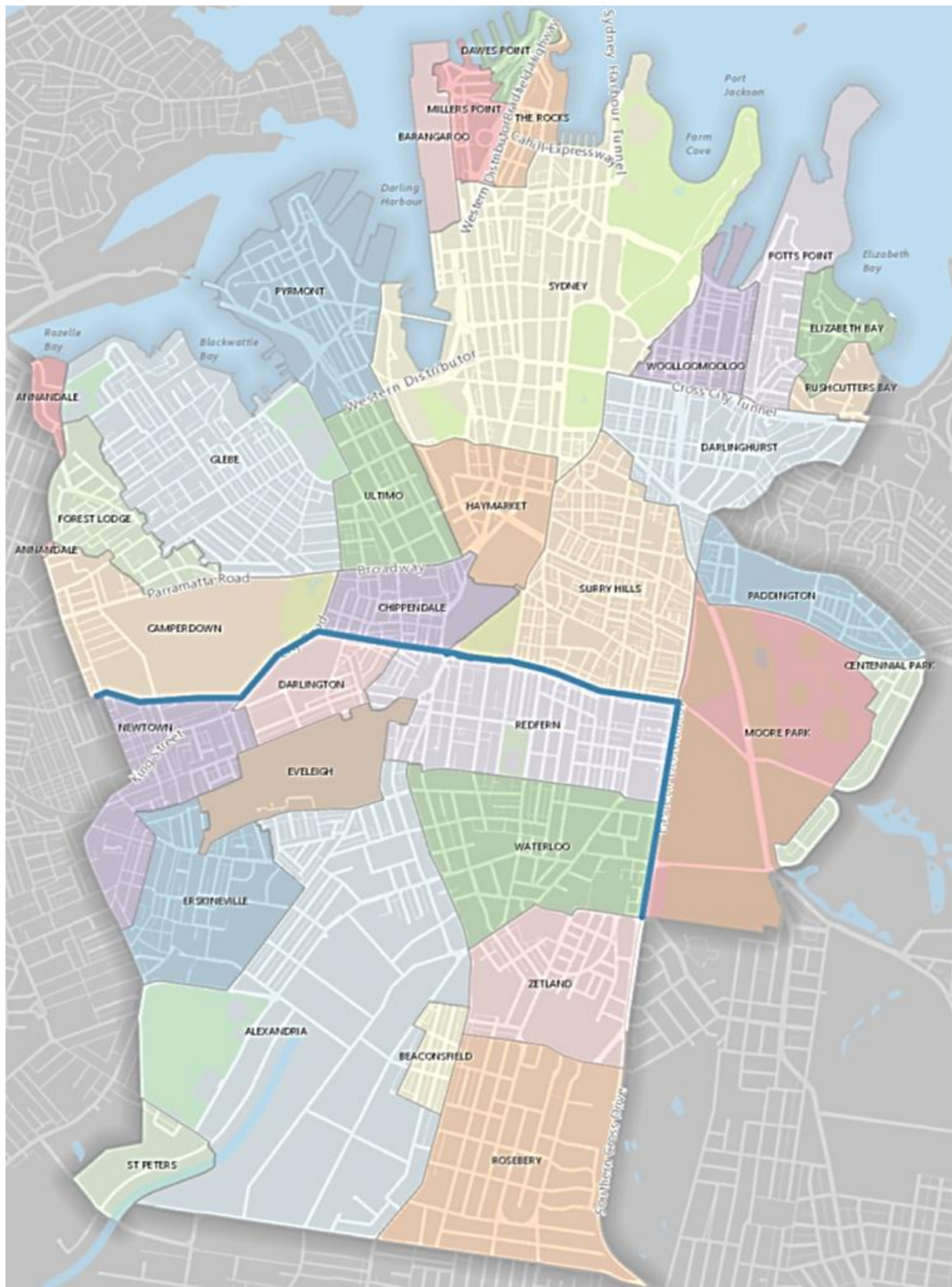


Figure 1: General Waste (Red Bin) and Booked Household Clean-up Collection services for non-putrescible waste area south of the blue dividing line, currently undertaken by City Garbage Services staff.

10. Cleanaway currently provides collection for the entire local government area for Whitegoods, Metals, e-waste and illegal dumps. Options for the collection of mattresses and other waste streams are provided for within the contract.
11. The proposed variation of Contract 1822 is to amend the Contract Service Area to include general waste and booked household clean-up collection services for the entire local government area.
12. Staff currently undertaking domestic waste collection in this area will be transferred within Cleansing and Waste to assist with increased service demands.
13. Due to population growth and increased areas requiring services, such as Green Square, there is additional demand for Cleansing and Waste services in parks, gardens and the public domain.

Key Implications

Service Implications

14. There will be no required amendments to collection days or collection services for residents within any area of the local government area.

Workforce Implications

15. As per the City of Sydney Wages/Salary Award 2017, consultation has commenced with Cleansing and Waste staff who will be impacted by the proposed changes. Further consultation is planned.
16. No City of Sydney staff member will lose their jobs as a result of this variation.
17. There should also be a reduction in reliance on Agency Staff.

Organisational Impacts

18. The proposed variation will enable the provision of a consistent domestic waste collection service across the entire local government area, ensuring a focus on the provision of a high-quality, customer-focused street cleansing service and the optimisation of resource recovery and waste education services.

Risks

19. Maintaining the current operations could result in:
 - (a) inconsistent delivery of services across the local government area; and
 - (b) a disparity of costs to deliver the services across the local government area.

Financial Implications

20. The 2019/20 budget and future year's estimates included sufficient funds for the domestic waste collection service. The proposed change to the service delivery model would see a shift in expenditure across different expenditure line items to that budgeted, but the total cost of the service will be within budget provision.

Relevant Legislation

21. Local Government Act 1993 including section 55(3)(i) which provides that Council is not required to tender for a contract where it resolves that there are extenuating circumstances such that inviting tenders would not achieve a satisfactory outcome.
22. Local Government (General) Regulation 2005.
23. Attachment B contains confidential commercial information which, if disclosed, would:
 - (a) confer a commercial advantage on a person with whom Council is conducting (or proposes to conduct) business; and
 - (b) prejudice the commercial position of the organisation who has supplied it.
24. Discussion of the matter in an open meeting would, on balance, be contrary to the public interest because it would compromise Council's ability to negotiate fairly and commercially to achieve the best outcomes for its ratepayers.

DAVID RIORDAN

Director City Services

Catherine Price, Manager Cleansing and Waste

Attachment J

**17 September 2018 – Tender – Domestic
Waste Collection Services - Resolution of
Council and Report**

Resolution of Council

17 September 2018

Item 6.8

Tender - Domestic Waste Collection Services

It is resolved that:

- (A) Council accept the tender offer of Tenderer B for Domestic Waste Collection Services for a period of seven years, with the option of an initial extension of two years, and a further option of an extension of one year, if appropriate;
- (B) authority be delegated to the Chief Executive Officer to negotiate, execute and administer the contracts relating to the tender;
- (C) authority be delegated to the Chief Executive Officer to exercise the options referred to in clause (A), if appropriate, and negotiate the price to extend the contract accordingly; and
- (D) authority be delegated to the Chief Executive Officer to negotiate the price to cater for growth in the services tendered.

Carried unanimously.

X010781.013

Tender - Domestic Waste Collection Services

File No: X010781.013

Tender No: 1822

Summary

This report provides details of the tenders received for Domestic Waste Collection Services.

This tender is for provision of waste collection services for domestic garbage, recycling, garden organics, household bulky clean up, metals, whitegoods, e-waste and illegally dumped items. The tendered services also include the trial collection of food organics and textiles.

This report recommends that Council accept the tender offer of Tenderer B for the Domestic Waste Collection Services.

Recommendation

It is resolved that:

- (A) Council accept the tender offer of Tenderer B for Domestic Waste Collection Services for a period of seven years, with the option of an initial extension of two years, and a further option of an extension of one year, if appropriate;
- (B) authority be delegated to the Chief Executive Officer to negotiate, execute and administer the contracts relating to the tender;
- (C) authority be delegated to the Chief Executive Officer to exercise the options referred to in clause (A), if appropriate, and negotiate the price to extend the contract accordingly; and
- (D) authority be delegated to the Chief Executive Officer to negotiate the price to cater for growth in the services tendered.

Attachments

Attachment A. Tender Evaluation Summary (Confidential)

Attachment B. Schedule of Prices (Confidential)

Background

1. On 7 December 2009, Council resolved to accept a tender for Domestic Waste Collection services. The contract currently provides domestic waste and recycling collection services to 107,364 City residential properties. City staff collect garbage and household bulky clean up items in limited areas within the Local Government Area.
2. The services under this Domestic Waste Collection Agreement commenced 10 March 2010 for a term of five years, with an additional two-year term based on performance.
3. The additional two-year term was exercised and commenced in March 2015. On 9 November 2015, the contract was extended for a further four months through a contract variation approved by the Lord Mayor and the Chief Executive Officer, as per delegation.
4. On 15 May 2017, Council resolved to extend the term of the Domestic Waste Collection Agreement by 24 months to 30 June 2019. This extension allowed for the continuation of critical waste collection services, while the future waste services contracting model was fully developed, tendered and awarded. It also ensured the tender could incorporate relevant actions from the revised Waste Strategy.
5. On 23 October 2017, Council resolved to adopt the final Waste Strategy and Action Plan 2017-2030. This strategy includes a number of actions that relate to the collection of domestic waste, including increased rates of diversion from landfill, electronic waste (e-waste) kerbside collection and trial collections for both food organics and textiles.
6. Due to the complex nature of the domestic waste collection service, the City resolved to run a procurement process involving Expression of Interest, followed by select tender incorporating an Early Contractor Involvement process.
7. At the completion of the evaluation, three service providers were short-listed to participate in a select tender process. The Domestic Waste Collection service includes the collection of domestic garbage, recycling, garden organics, household bulky clean up, metals, whitegoods, e-waste and illegally dumped items. The services also include the trial collection of food organics and textiles. All services are based on a schedule of prices fee structure which affords flexibility to cater for changes to the number of properties to be serviced over the contract term.
8. A nine-month timeframe has been set aside (post Tender award) to allow for the successful Tenderer to acquire a waste collection fleet of trucks, conduct field auditing, service planning and recruitment of staff as necessary.

Invitation for Expressions of Interest

9. Requests for Expressions of Interest were advertised in The Sydney Morning Herald and the Daily Telegraph, and on the City's e-Tender portal, on 3 October 2017, and closed on 14 November 2017.

Expression of Interest Submissions

10. Six submissions were received from the following organisations:
 - Bingo Waste Services Pty Ltd;
 - Citywide Service Solutions Pty Ltd;

- Cleanaway Pty Ltd;
- SUEZ Recycling & Recovery Pty Ltd;
- URM Environmental Services Pty Ltd; and
- Veolia Environmental Services (Australia) Pty Ltd.

11. No late submissions were received.

Expression of Interest Evaluation

12. All members of the Expression of Interest Evaluation Panel have signed Pecuniary Interest Declarations. No pecuniary interests were noted.
13. The relative ranking of Expression of Interest respondents as determined from the total weighted score is provided in the Confidential Tender Evaluation Summary – Attachment A.
14. All submissions were assessed in accordance with the approved evaluation criteria being:
- (a) current organisation, capability and capacity;
 - (b) customer centric focus with experience in performance-based contracting and KPI achievement;
 - (c) environmental performance, practices and management;
 - (d) proposed service delivery methodology; and
 - (e) Work, Health and Safety (WHS) performance, practices and management (mandatory).
15. At the completion of the Expression of Interest evaluation, three service providers were short-listed to participate in a select tender process, being:
- Cleanaway Pty Ltd;
 - SUEZ Recycling & Recovery Pty Ltd; and
 - Veolia Environmental Services (Australia) Pty Ltd.

Invitation to Tender

16. Requests for Tenders were released to the short-listed tenderers on the City's e-Tender portal on 23 April 2018, and closed on 25 July 2018.
17. To encourage a collaborative procurement approach, Early Contractor Involvement workshops were conducted throughout May 2018 and June 2018. There were 14 workshops held in total. An independent Probity Advisor was in attendance at every Early Contractor Involvement workshop and evaluation panel meeting throughout the procurement process.

18. The Early Contractor Involvement workshops enabled the City to clarify the service and consider where it may be possible to further improve the City's tender documentation. These workshops greatly assisted in the commercial alignment between the City and the proponents on the scope of works and the delivery model.
19. City staff and Tenderers all appreciated the opportunity to participate in the Early Contractor Involvement workshops and considered them to be highly beneficial, particularly for such a complex and essential service.

Tender Submissions

20. Three submissions were received from the following organisations:
 - Cleanaway Pty Ltd;
 - SUEZ Recycling & Recovery Pty Ltd; and
 - Veolia Environmental Services (Australia) Pty Ltd.
21. No late submissions were received.

Tender Evaluation

22. All members of the Tender Evaluation Panel have signed Pecuniary Interest Declarations. No pecuniary interests were noted.
23. The relative ranking of tenders as determined from the total weighted score is provided in the Confidential Tender Evaluation Summary – Attachment A.
24. All submissions were assessed in accordance with the approved evaluation criteria being:
 - (a) service methodology;
 - (b) resourcing;
 - (c) systems and reporting;
 - (d) transition;
 - (e) WHS (mandatory); and
 - (f) financial and commercial trading integrity, including insurances (mandatory).

Performance Measurement

25. The appointed tenderer will have its performance assessed against the following specific key performance indicators:
 - (a) 99.90 per cent of all mobile bins collected on nominated collection day and time period;

- (b) closing off customer complaints in regards to contractor (including its staff) behaviour and non-fulfilment of services within the agreed timeframe;
- (c) nil major environmental incidents or spills;
- (d) lost time injury frequency rate of zero (rolling twelve month average) where the injury is attributable to contractor actions;
- (e) nil third party insurance claims of property and vehicle damage or personal injury as a result of contractor being proven at fault;
- (f) reduction in bin replacement costs of 5 per cent per annum for years 2, 3, 4 and 5 (first 12 months of services is the baseline);
- (g) reduction in carbon dioxide emissions over the contract term; and
- (h) all reports and data requirements comply with requirements of the specification.

Financial Implications

26. There are sufficient funds allocated for this contract within the current year's operating budget and future years' forward estimates.

Relevant Legislation

27. The tender has been conducted in accordance with the Local Government Act 1993, the Local Government (General) Regulation 2005 and the City's Contracts Policy.
28. In accordance with Regulation 170 of the Local Government (General) Regulation 2005, all tenderers have confirmed that, if their tender is accepted, they intend to offer employment or engagement of existing workers who provide domestic waste management services to the City.
29. Attachments A and B contain confidential commercial information of the tenderers and details of Council's tender evaluation and contingencies which, if disclosed, would:
- (a) confer a commercial advantage on a person with whom Council is conducting (or proposes to conduct) business; and
 - (b) prejudice the commercial position of the person who supplied it.
30. Discussion of the matter in an open meeting would, on balance, be contrary to the public interest because it would compromise Council's ability to negotiate fairly and commercially to achieve the best outcome for its ratepayers.

Critical Dates / Time Frames

31. The existing contract for Waste Collection Services expires on 30 June 2019.
32. The proposed contract duration is for seven years, with the option of an initial extension of two years, and a further option of an extension of one year, subject to satisfactory performance and operational requirements.
33. The Waste Strategy and Action Plan 2017-2030 includes actions to commence a food organics collection trial and to further consider textile collection in multi-unit dwellings by the end of 2019. The City is intending to commence pilot collection services for food organics and textiles for a limited number of premises by mid-2019. Based on the success of the pilot services, the two-year trial collection service included as part of this tender would then proceed in early 2020. City staff will regularly report on the progress of these activities to Council throughout this period.

Public Consultation

34. There was no public consultation prior to this tender being advertised.

DAVID RIORDAN

Director City Services

Peter Shields, Acting Resource Recovery Manager

George Angelis, Acting Manager Cleansing and Waste

Document is Restricted

Document is Restricted