

# APCO Performance Summary

Company Name: **Regal Cream Products Pty Ltd**

Trading As: **Bulla Dairy Foods**

ABN: **11005144481**

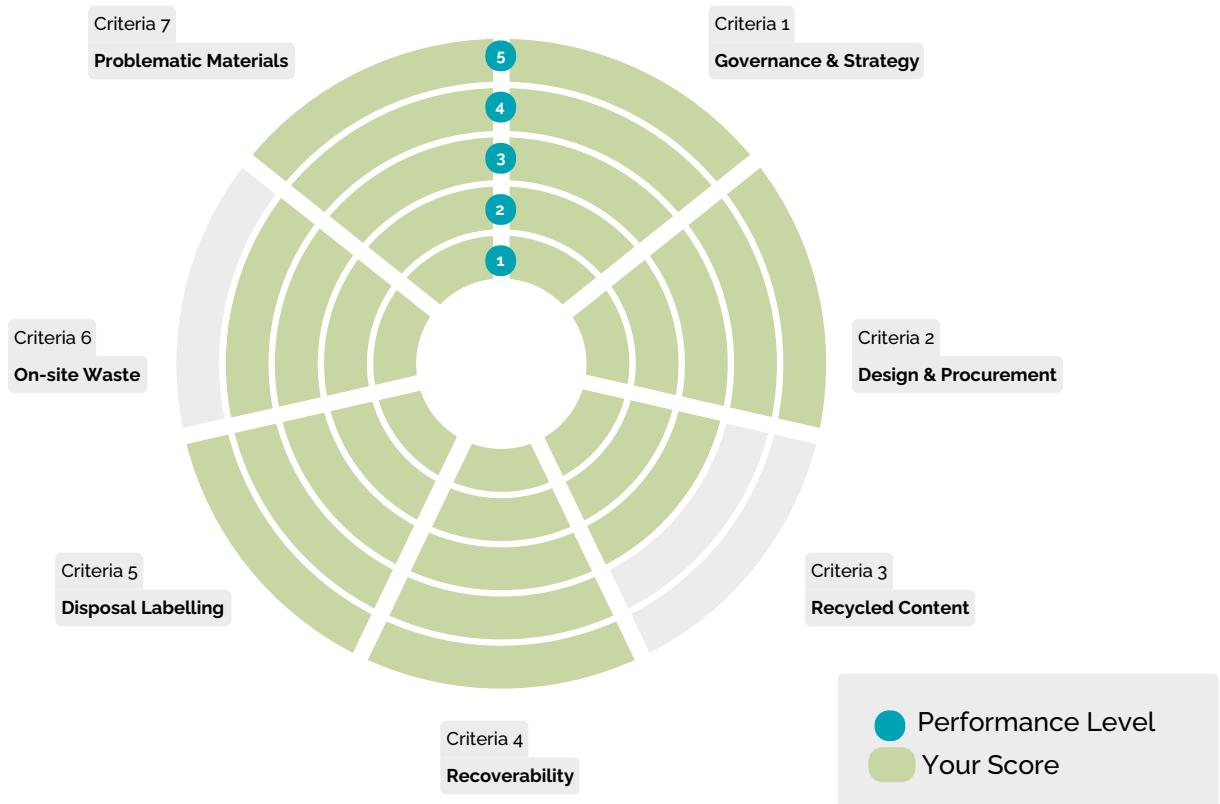
## Overall Performance **86%** - Beyond Best Practice

The score above and chart below indicate your organisation's overall performance in the 2023 APCO Annual Report. With your chosen reporting period of **January, 2022 - December, 2022** you have achieved a **Beyond Best Practice** overall performance level.

1 Getting Started    2 Good Progress    3 Advanced    4 Leading    5 Beyond Best Practice

## Criteria Performance Levels

The chart below indicates your organisation's performance against each of the Packaging Sustainability Framework criteria in the 2023 APCO Annual Report. Each band represents a performance level with the green indicating your level of performance for each.



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## About APCO Annual Reporting

### Understanding APCO Annual Reporting performance levels:

- 1 Getting Started:** You are at the start of your packaging sustainability journey.
- 2 Good Progress:** You have made some first steps on your packaging sustainability journey.
- 3 Advanced:** You have taken tangible action on your packaging sustainability journey.
- 4 Leading:** You have made significant progress on your packaging sustainability journey.
- 5 Beyond Best Practice:** You have received the highest performance level and have made significant progress on your packaging sustainability journey.

### Packaging Sustainability Framework criteria

Criteria 1:

#### Governance & Strategy

This criteria considers actions to integrate packaging sustainability into business strategies.

Criteria 2:

#### Design & Procurement

This criteria considers actions taken to ensure that sustainability principles are considered in the design or procurement of both new and existing packaging through use of the Sustainable Packaging Guidelines (SPGs).

Criteria 3:

#### Recycled Content

This criteria considers actions taken to increase or optimise the amount of recycled material used by your organisation.

Criteria 4:

#### Recoverability

This criteria considers actions taken to improve the recovery of packaging at end-of-life and increase use of reusable packaging.

Criteria 5:

#### Disposal Labelling

This criteria considers the extent to which packaging has been labelled to help consumers determine what to do with packaging at end-of-life.

Criteria 6:

#### On-site Waste

This criteria considers progress in increasing the amount of on-site solid waste being diverted from landfill.

Criteria 7:

#### Problematic Materials

This criteria considers the extent to which organisations are actively phasing out problematic and unnecessary single-use plastic packaging and preventing/reducing litter.

## APCO Annual Report Criteria Performance &amp; Responses

Provided below are your organisation's responses to the questions within the APCO Annual Report as well as a performance level for each criteria.

Criteria 1:

**Governance & Strategy:** 5 Beyond Best Practice1 Getting Started2 Good Progress3 Advanced4 Leading5 Beyond Best Practice

Does your organisation have a documented strategy that includes goals (objectives) and targets for packaging sustainability that addresses the Sustainable Packaging Guidelines (SPGs) or equivalent?

 Yes  No

Does your organisation's strategy include a commitment to achieving the 2025 National Packaging Targets?

 Yes  No

Is this strategy integrated within your business processes and has it been approved by an executive or board of directors?

 Yes  No

Do you regularly communicate and promote packaging sustainability objectives and targets within your organisation?

 Yes  No

Do you regularly engage or communicate with external stakeholders (suppliers, final consumers, community groups etc.) about the environmental impacts of your packaging?

 Yes  No

Do you actively participate in any other initiatives to promote packaging sustainability outside of your organisation?

 Yes  No

## Supporting Evidence

The Bulla Environmental Management Plan (EMP) includes packaging targets and actions relating to the Sustainable Packaging Guidelines (SPGs) and Dairy Australia Packaging Roadmap. The EMP and the DA Packaging Roadmap are endorsed by the Senior Leadership Team and include targets aligned with the National 2025 Packaging targets. Building on further to this, in 2022 Bulla engaged Edge Environment to

*Your full response can be found towards the end of this document.*

Criteria 2:

**Design & Procurement:** 5 Beyond Best Practice1 Getting Started2 Good Progress3 Advanced4 Leading5 Beyond Best Practice

How many of your 11 Product Categories have had their packaging reviewed against the Sustainable Packaging Guidelines (or equivalent) in the last 5 years?

11

Please indicate the accuracy of this response.

Medium

Do you require your suppliers to use the Sustainable Packaging Guidelines (SPGs) or equivalent for your packaging?

 Yes  No  N/A

Please tell us about any positive outcomes from your packaging reviews.

Bulla has completely eliminated polystyrene as a packaging material. Initiated pallet stretch film downgauge - moving away from 23um stretch film to 15um will reduce the use of plastic from 70 tonnes to 46 tonnes per annum. A reduction of 24 tonnes of plastic (34%). The existing ice cream stick used in the Bulla every day single serve range of ice cream products is currently 113mm in length. Working with our supplier an opportunity was identified to change this to a 93mm stick, reducing the length by 20mm and

*Your full response can be found towards the end of this document.*

Do you believe applying the SPGs delivers business value to your organisation?

 Yes  No

Which of the following Sustainable Packaging Principles have been considered in reviews of your organisation's packaging against the Sustainable Packaging Guidelines (SPGs)?

Design for recovery

 Yes  No

Optimise material efficiency

 Yes  No

Design to reduce product waste

 Yes  No

Eliminate hazardous materials

 Yes  No

Use of renewable materials

 Yes  No

Use recycled materials

 Yes  No

Design to minimise litter

 Yes  No

Design for transport efficiency

 Yes  No

Design for accessibility

 Yes  No

Provide consumer information on environmental sustainability

 Yes  No

How many of the 11 Product Categories have packaging that has been optimised for material efficiency in the last 5 years?

11

Please indicate the accuracy of this response.

Medium

If yes, please tell us about any material savings you have made.

Initiated pallet stretch film downgauge - moving away from 23um stretch film to 15um will reduce the use of plastic from 70 tonnes to 46 tonnes per annum. A reduction of 24 tonnes of plastic (34%). The existing ice cream stick used in the Bulla every day single serve range of ice cream products is currently 113mm in length. Working with our supplier an opportunity was identified to change this to a 93mm stick, reducing the length by 20mm and the amount of wood being used by 17.6%. In the second half of 2022 initial trials

*Your full response can be found towards the end of this document.*

### Supporting Evidence

The Bulla Environmental Management Plan (EMP) includes packaging targets and actions relating to the Sustainable Packaging Guidelines (SPGs) and Dairy Australia Packaging Roadmap. The EMP and the DA Packaging Roadmap are endorsed by the Senior Leadership team and are aligned with the National 2025 Packaging targets. All relevant staff have been trained to the SPGs. Packaging Assessment Spreadsheet contains SPG assessments and trail forms show results from testing phase.

Criteria 3:

**Recycled Content:** 3 Advanced

1 Getting Started

2 Good Progress

3 Advanced

4 Leading

5 Beyond Best Practice

Do you have a policy or procedure to buy products and/or packaging made from recycled materials?

Yes  No

Which of the following products that you either purchase or sell contain recycled materials?

- Primary packaging that you use to sell your products
- Secondary packaging that you use to sell your products
- Tertiary Packaging that you use to sell your packaging
- Your products
- Other items which you purchase  
(e.g. office stationary & supplies, building materials such as bollards etc.)
- None of the above

How many 11 Product Categories has at least some packaging that is made from recycled material?

8

Please indicate the accuracy of this response.

Medium

If you do not currently use recycled materials in any of your packaging, please indicate why:

- Cannot find a supplier who provides recycled materials
- We cannot use recycled materials in contact with our product
- Cost is prohibitive
- Other (please specify)

Please specify

Recycled content is available for secondary and tertiary packaging but not readily available for food grade/primary packaging. Towards the end of 2022 we tested pallet stretch film with 30% recycled content. Slight adjustments to the machine settings were required and it was found that there was no difference in performance as per current 15um stretch film. The next step is to conduct a large-scale trial which includes

*Your full response can be found towards the end of this document.*

- None of the above

#### Supporting Evidence

Bulla Packaging Assessment Spreadsheet, packaging specification documents in Lotus Notes and supplier declarations.

Criteria 4:

**Recoverability:** 5 Beyond Best Practice

1 Getting Started

2 Good Progress

3 Advanced

4 Leading

5 Beyond Best Practice

How many of your 11 Product Categories have all packaging components that are recoverable (i.e. recyclable or compostable) at end-of-life?

9

Please indicate the accuracy of this response.

High

How many of your 11 Product Categories have separable components with mixed recoverability at end-of-life? (e.g. a jar that is recyclable with a lid that is not recyclable)

2

Please indicate the accuracy of this response.

High

How many of your 11 Product Categories have been assessed in the Packaging Recyclability Evaluation Portal (PREP)?

11

If you use compostable packaging, please indicate the type(s) of compostable certification (if any):

- Certified home compostable (AS5810)?
- Certified industrial compostable (AS4736)?
- Certified compostable to another certification (i.e. not AS5810 or AS4736)?
- Compostable (not certified)?
- None of the above

How many of your 11 Product Categories are not recoverable at end-of-life and must go to landfill? (i.e. not recyclable or compostable)

0

Have you investigated if there are any opportunities to use reusable packaging?

Yes  No

If yes, how many of your 11 Product Categories have packaging for which all components are reusable?

11

Please give an indication on the accuracy of this response.

High

Which of the following reusable business to business items did your organisation utilise during the previous 12 month period?

- Pallets
- Crates
- Drums
- Intermediate Bulk Containers (IBCs)
- Other (please specify)

Please specify

Bulla participates in the Loscam pallet return system as well as the VIP plastic pallet return system. All chemical drums and IBCs are returned for reuse. Ink cartridges are recycled. Where appropriate, reusable pallecons are used for ingredient supply.

- None of the above

Tick all that apply - Was this reused:

Internally (between your organisation's sites & facilities)?

Externally (with other organisations such as suppliers or customers)?

Pallets

Internal  External

Crates

Internal  External

Drums

Internal  External

Intermediate Bulk Containers (IBCs)

Internal  External

Other (specified above)

Internal  External

Does your organisation participate in any of the following closed-loop recovery programs/alternative collection systems for your packaging?

- REDcycle
- Terracycle
- Container Deposit Scheme (CDS)
- DrumMUSTER
- Other (please specify)

Please specify

In 2022 Bulla was a member of REDcycle.

- N/A (All our packaging is recovered through mainstream recovery systems)
- None of the above

Supporting Evidence

PREP Reports, PREP summary, Supplier dockets.

Criteria 5:

**Disposal Labelling: 5 Beyond Best Practice****1** Getting Started**2** Good Progress**3** Advanced**4** Leading**5** Beyond Best Practice

How many of your 11 Product Categories have labelling on-pack to inform the consumer of how to correctly dispose of the packaging?

11

Please indicate the accuracy of this response.

High

Which of the following labels does your company presently use?

- Australasian Recycling Label
- Mobius Loop/Recycling symbol
- Tidy man
- Written instructions
- REDcycle logo
- Other (please specify)

Please specify

In 2022 all product categories completed transitioning to include ARLs, of the total number of SKUs across all categories only one has not yet been through the artwork change, this remaining SKU contains the mobius loop.

- None of the above

Supporting Evidence

The Bulla Website includes an 'Impact', within this tab there is a section which informs consumers of our commitment to ensuring we meet the 2025 target of 100% Recyclable, Reusable or Compostable. The information in the 'Packaging' section on the Bulla Dairy Foods website explains that Bulla has been a voluntary signatory to the Australian Packaging Covenant since 2010 and includes links to the APCO website and the Bulla Annual Reports and Action Plan. To help increase consumer awareness on how to

*Your full response can be found towards the end of this document.*

Criteria 6:

On-site Waste: **4** Leading**1** Getting Started**2** Good Progress**3** Advanced**4** Leading**5** Beyond Best Practice

Tick which of the following packaging materials you have on-site recycling programs for:

- Paper/cardboard
- Soft plastics
- Rigid plastics
- Timber
- Textiles
- Glass
- Metals
- Other (please specify)

Please specify

All Bulla facilities have documented waste management procedures in place, to ensure appropriate waste segregation is in place. These include cardboard/paper, steel, plastics, oils and ink cartridge recycling, composting and stock feed, donations. All timber pallets are reused through the Loscam pallet return system. All plastic pallets are reused through the VIP pallet return system. Bulla has a glass free policy, for food safety reasons, so this material is not applicable along with textiles which are also not used.

- All materials have recycling programs
- None of the above

Over the reporting period, how much of the waste your organisation generated on-site was diverted from landfill (was recycled, composted, reused or sent for energy recovery)?

87%

Please indicate the accuracy of this response.

Medium

Which of the following facilities are included in the above waste data?

- Offices
- Warehouses
- Stores

- Manufacturing Facilities
- Other (please specify)

Please specify

Waste figures include the volume of waste sent landfill, composted, donated or recycled. It does not include the absolute total volume of cardboard and plastic waste collected for recycling from all sites, as

*Your full response can be found towards the end of this document.*

- None of the above

#### Supporting Evidence

Bulla Environmental Master Data Excel, Waste Audit Reports

Criteria 7:

**Problematic Materials:** 5 Beyond Best Practice

1 Getting Started    2 Good Progress    3 Advanced    4 Leading    5 Beyond Best Practice

Over the reporting period, which of the following activities did you undertake to help reduce the impact of litter?

- Conduct regular clean ups
- Participate in Business Clean Up Day
- Sponsor a clean up day
- Undertook a litter education campaign
- Other (please specify)

Please specify

- None of the above

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Please indicate which of the following problematic, unnecessary and single-use plastic packaging formats or materials your organisation has used over the last five years.

- Lightweight plastic shopping bags
- Fragmentable (e.g. oxo-degradable) plastics
- Expanded polystyrene (EPS) packaging for food and beverage service or retail fresh produce
- EPS loose fill packaging
- Moulded EPS packaging for white/brown goods or electronics
- Rigid polyvinyl chloride (PVC) packaging
- Rigid polystyrene (PS) packaging
- Opaque polyethylene terephthalate (PET) bottles
- Rigid plastic packaging with carbon black
- None of the above

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Please indicate which of the following problematic, unnecessary or single-use plastic packaging formats or materials your organisation is actively working to phase out?

- Lightweight plastic shopping bags
- Fragmentable (e.g. oxo-degradable) plastics
- Expanded polystyrene (EPS) packaging for food and beverage service or retail fresh produce
- EPS loose fill packaging
- Moulded EPS packaging for white/brown goods or electronics
- Rigid polyvinyl chloride (PVC) packaging
- Rigid polystyrene (PS) packaging
- Opaque polyethylene terephthalate (PET) bottles
- Rigid plastic packaging with carbon black
- None of the above

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Have you successfully phased out any of the above packaging formats or materials in the last 5 years?

- Lightweight plastic shopping bags
- Fragmentable (e.g. oxo-degradable) plastics
- Expanded polystyrene (EPS) packaging for food and beverage service or retail fresh produce
- EPS loose fill packaging
- Moulded EPS packaging for white/brown goods or electronics
- Rigid polyvinyl chloride (PVC) packaging
- Rigid polystyrene (PS) packaging

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- Opaque polyethylene terephthalate (PET) bottles
- Rigid plastic packaging with carbon black
- None of the above

#### Supporting Evidence

In 2021 Bulla commenced moving away from Polystyrene, through transitioning to Paperboard for frozen cups product category and Polypropylene and PET for chilled cup product categories which resulted in eliminating 107 Tonnes of problematic packaging and therefore transitioning 2 product categories which were previously not recyclable to recyclable, leaving 1 product category to transition. A solution for the final product category was sourced and passed all Bulla trialing and testing and was fully implemented in 2022, resulting in zero polystyrene within our packaging range. Packaging Assessment Spreadsheet.

#### Packaging Metrics

Please provide an indication of the accuracy level of your packaging metrics

Medium

What packaging materials do you use?

Aluminium, Timber, High Density Polyethylene (HPDE), Low-Density Polyethylene (LDPE), Polyethylene Terephthalate (PET), Polypropylene (PP), Composites, Cardboard, High Wet Strength Paper, Polymer Coated Paper Board (PCPB).

#### Aluminium

Total tonnes used	31	Average recycled content (%) (pre consumer)	0
Tonnes reusable packaging		Average recycled content (%) (post consumer)	0
Total single use packaging		Average recycled content (%) (unknown)	0

#### Timber

Total tonnes used	528	Average recycled content (%) (pre consumer)	0
Tonnes reusable packaging		Average recycled content (%) (post consumer)	0
Total single use packaging		Average recycled content (%) (unknown)	0

## High Density Polyethylene (HPDE)

Total tonnes used	1430	Average recycled content (%) (pre consumer)	0
Tonnes reusable packaging		Average recycled content (%) (post consumer)	0
Total single use packaging		Average recycled content (%) (unknown)	0

## Low-Density Polyethylene (LDPE)

Total tonnes used	68	Average recycled content (%) (pre consumer)	0
Tonnes reusable packaging		Average recycled content (%) (post consumer)	0
Total single use packaging		Average recycled content (%) (unknown)	0

## Polyethylene Terephthalate (PET)

Total tonnes used	136	Average recycled content (%) (pre consumer)	0
Tonnes reusable packaging		Average recycled content (%) (post consumer)	0
Total single use packaging		Average recycled content (%) (unknown)	0

## Polypropylene (PP)

Total tonnes used	1886	Average recycled content (%) (pre consumer)	0
Tonnes reusable packaging		Average recycled content (%) (post consumer)	0
Total single use packaging		Average recycled content (%) (unknown)	0

## Composites

Total tonnes used	434	Average recycled content (%) (pre consumer)	0
Tonnes reusable packaging		Average recycled content (%) (post consumer)	0
Total single use packaging		Average recycled content (%) (unknown)	0

## Cardboard

Total tonnes used	2333	Average recycled content (%) (pre consumer)	0
Tonnes reusable packaging		Average recycled content (%) (post consumer)	0
Total single use packaging		Average recycled content (%) (unknown)	50

## High Wet Strength Paper

Total tonnes used	21	Average recycled content (%) (pre consumer)	0
Tonnes reusable packaging		Average recycled content (%) (post consumer)	0
Total single use packaging		Average recycled content (%) (unknown)	0

## Polymer Coated Paper Board (PCPB)

Total tonnes used	99	Average recycled content (%) (pre consumer)	0
Tonnes reusable packaging		Average recycled content (%) (post consumer)	0
Total single use packaging		Average recycled content (%) (unknown)	0

## Additional Information

- No additional information

Describe initiatives, processes or practices that you have implemented during your chosen reporting period that have improved packaging sustainability

Describe any opportunities or constraints that affected performance within your chosen reporting period

Please use the space below to provide examples or case studies of exemplary packaging sustainability conducted by your organisation. The information provided in the boxes may be used directly in your public facing Annual Report and Action Plan. Submitted case studies might be used by APCO in the future to support other Members in achieving packaging sustainability.

## Full Open Responses

### Criteria 1 - Supporting Evidence

The Bulla Environmental Management Plan (EMP) includes packaging targets and actions relating to the Sustainable Packaging Guidelines (SPGs) and Dairy Australia Packaging Roadmap. The EMP and the DA Packaging Roadmap are endorsed by the Senior Leadership Team and include targets aligned with the National 2025 Packaging targets. Building on further to this, in 2022 Bulla engaged Edge Environment to carry out a thorough four phased approach to review, prioritise, redesign and activate a comprehensive new

Sustainability Strategy. The process involved identifying Bulla's impact through an organisational carbon footprint assessment, internal and external interviews and surveys, materiality assessment, visions and target setting and action planning to deliver Bulla's new and refreshed Sustainability Strategy. The Strategy refresh allows Bulla to work on the key material issues defined, by our key stakeholders through the materiality assessment. The top three environmental material topics within the Bulla Sustainability Strategy are Sustainable Packaging, Food Waste and Climate Action. The Sustainable Packaging Target remains in line with the National Target of 100% recyclable, compostable or reusable by 2025.

Bulla is an active participant of the Dairy Australia Sustainable Packaging Working Group, a subcommittee of the Dairy Manufacturers Sustainability Council. This group is actively collaborating to improve packaging sustainability outcomes across the dairy sector, through the development of the Dairy Australia Packaging RoadMap, to ensure the 2025 national packaging targets are met.

Bulla also participated in the development of the Dairy Sector Food Waste Action Plan. This is the Australian dairy industry's response to the Australian Federal Government's goal of halving food waste by 2030. Food waste from the dairy supply chain has previously been identified as one of the six highest Australian food waste sources. The Action Plan reflects the Australian dairy industry's commitment to sustainable practices, including reducing waste, which is highlighted in the Australian Dairy Sustainability Framework. The result of this collective action is the Dairy Food Waste Action Plan, which has been developed by Dairy Australia in partnership with the Australian Dairy Products Federation, Stop Food Waste Australia, input from Dairy Manufacturers Sustainability Council members and other dairy companies, and with support from Sustainability Victoria. Its development has increased transparency of dairy food waste across the supply chain, and it provides a pathway for the industry to collaboratively tackle this waste challenge.

Criteria 2 - Please tell us about any positive outcomes from your packaging reviews.

Bulla has completely eliminated polystyrene as a packaging material. Initiated pallet stretch film downgauge - moving away from 23um stretch film to 15um will reduce the use of plastic from 70 tonnes to 46 tonnes per annum. A reduction of 24 tonnes of plastic (34%). The existing ice cream stick used in the Bulla every day single serve range of ice cream products is currently 113mm in length. Working with our supplier an opportunity was identified to change this to a 93mm stick, reducing the length by 20mm and the amount of wood being used by 17.6%. In the second half of 2022 initial trials and development work was undertaken which determined that the shorter ice cream stick would be suitable for these products. Bulla plans to continue this development work through to implementation in mid 2023 dependant on successful large scale commercial production trials.

Criteria 2 - If yes, please tell us about any material savings you have made.

Initiated pallet stretch film downgauge - moving away from 23um stretch film to 15um will reduce the use of plastic from 70 tonnes to 46 tonnes per annum. A reduction of 24 tonnes of plastic (34%). The existing ice cream stick used in the Bulla every day single serve range of ice cream products is currently 113mm in length. Working with our supplier an opportunity was identified to change this to a 93mm stick, reducing the length by 20mm and the amount of wood being used by 17.6%. In the second half of 2022 initial trials and development work was undertaken which determined that the shorter ice cream stick would be suitable for these products. Bulla plans to continue this development work through to implementation in mid 2023 dependant on successful large scale commercial production trials.

## Criteria 3 - Please specify

Recycled content is available for secondary and tertiary packaging but not readily available for food grade/primary packaging. Towards the end of 2022 we tested pallet stretch film with 30% recycled content. Slight adjustments to the machine settings were required and it was found that there was no difference in performance as per current 15um stretch film. The next step is to conduct a large-scale trial which includes a transportation trial. Using a stretch film at 15um with 30% PCR will reduce the use of virgin plastic by 13.8 Tonnes per annum. We aim to transition into this material by end of 2023. In 2022 we conducted a packaging LCA of our 300ml and 600ml Thickened cream bottles to compare packaging design options. The study focussed on polymer type and recycled content, by comparing PET and HDPE and recycled content between 30% and 60%. This identified that due to PET being heavier in weight leading to greater impacts during transport in addition to having a higher impact during production/processing that using HDPE with at least 30% recycled content in the bottle would be the most preferred option and we are working with stakeholders across the packaging value chain to understand availability of rHDPE and will continue to carry out further studies across our packaging families.

## Criteria 5 - Supporting Evidence

The Bulla Website includes an 'Impact', within this tab there is a section which informs consumers of our commitment to ensuring we meet the 2025 target of 100% Recyclable, Reusable or Compostable. The information in the 'Packaging' section on the Bulla Dairy Foods website explains that Bulla has been a voluntary signatory to the Australian Packaging Covenant since 2010 and includes links to the APCO website and the Bulla Annual Reports and Action Plan. To help increase consumer awareness on how to use kerbside recycling bins for optimal recycling, the 'Packaging' section has a comprehensive description of the Australasian Recycling Labels including a visual explanation of how the ARLs work. Further to this, when consumers visit the Bulla 'Products' section of the Bulla Dairy Foods website, every product type has instructions on how to recycle the packaging components, including the relevant ARL.

## Criteria 6 - Please specify

Waste figures include the volume of waste sent landfill, composted, donated or recycled. It does not include the absolute total volume of cardboard and plastic waste collected for recycling from all sites, as this volume is not recorded by the service provider at two of the regional sites. 87% of Bulla's waste was diverted from landfill through composting and recycling and donations to Foodbank, Secondbite, community events and Bulla staff. In 2021 in collaboration with one of our waste service providers, waste composition audits were conducted on landfill skips from every Bulla facility. The skips were emptied and sorted into material category, to gain a better understanding on how best to achieve landfill diversion. In 2022 Bulla commenced working on the recommendations provided in the reports, to implement more segregation options within office areas and across manufacturing sites. In addition to this, the introduction of a world class pilot project at one facility has now been fully implemented. This involved online measuring and monitoring of waste, gas, electricity and water in real time by area, utilising purpose-built software.