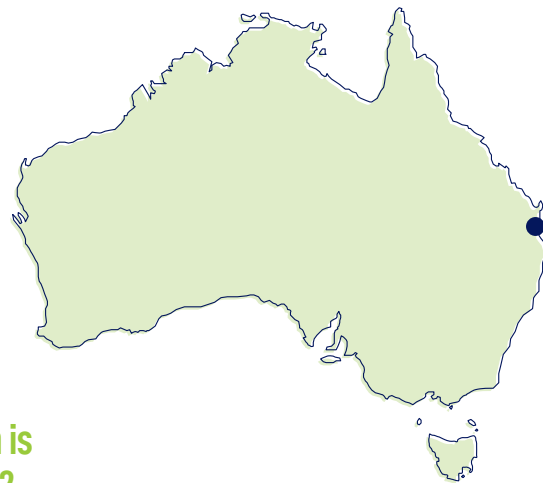


## CUSTOMER



# reliable collections in the river city



**Brisbane City Council's waste and resource recovery operation is the largest in the southern hemisphere, servicing more than 1.2 million local residents each week.**

**Managing such a large-scale operation successfully requires close teamwork from the vehicle operators through to the council's waste team.**

Brisbane is Australia's third largest city and has the fastest growing population of any Australian capital city. The city's population is increasing at an annual rate of two per cent, roughly equating to 8,000 new homes each year.

With this growth comes the need to manage increasing amounts of waste produced by residents in the municipality. In 2002, Brisbane City Council (BCC) sought SUEZ's expertise as a leader in recycling and waste recovery management to help meet this challenge.

Now twelve years on and into its second contract term, SUEZ and BCC have developed a long standing relationship to meet and exceed the city's rate payer expectations with an efficient service.

SUEZ prides itself on delivering a reliable service and early on, set a simple goal to ensure its fleet collects every single bin.

"If there is a service difficulty, BCC's call centre reports this immediately to us so that our team can quickly resolve it," said SUEZ's Queensland State General Manager, Peter Hudson.

the team at SUEZ performs over 120,000 services a day across numerous suburbs and housing types, from extremely high density urban dwellings to rural communities. The team currently boasts a remarkably low missed bin rate of 0.06 per cent for residential and 0.01 per cent for multi-unit dwellings.

Peter said the success is due to the close working relationship with Council.

"We have a big job to do and we're accountable for every part of the job. Council's waste services officers work with our team on a daily basis to deal with issues and manage new service growth," explained Peter.

"We set clear key performance indicators with new targets agreed upon annually. This process effectively sets increasingly higher delivery benchmarks each year, to ensure standards are not only maintained, but also improved on."

To maintain an efficient and reliable service, Peter said it is important to invest in quality equipment.



SUEZ now has 120 dedicated vehicles to collect different waste streams across the region.

**WE PROVIDE  
120,000  
SERVICES  
PER DAY**

"Early on we used single pass trucks which collected waste and recycling bins into the same vehicle. What we found was that the waste compartment would fill up much faster than the recycling compartment.

"We now have more than 120 dedicated vehicles to collect the different separated waste streams across the region which has resulted in a much more efficient operation," Peter said.

Safety is one of the major priorities for both SUEZ and BCC.

"We have been working closely with BCC to develop a safety first culture for our drivers. Since 2009, we have held an annual Safety Week to promote safety awareness and revisit important safety training.

"Whether we're on the road or providing an in-home service for those residents who are unable to take their bins out, we are squarely focused on keeping our team and our communities safe," Peter added.

\*SUEZ Recycling & Recovery (referred to as SUEZ) [ABN 70 002 902 650] is the new business name of SITA Australia Pty Ltd. SITA Australia Pty Ltd is part of the SUEZ global group of companies.

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