



**Christine Turner**  
ENVIRONMENTAL MANAGER

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To whomever it may concern

Telecom asked Waste Not Consulting to conduct audits of our Auckland offices in 2003 to identify the opportunities for waste minimization. Sunshine Yates conducted the audit and we worked with her to design an appropriate pilot programme for these offices, with a view to introducing it to our Wellington, Hamilton and Christchurch offices if successful.

Waste Not took a flexible approach that suited our requirements and budget. This involved:

- waste audits to provide a baseline against which progress could be measured.
- advising on the programme design
- helping us source and design appropriate recycling equipment and signage
- assisting in discussions with cleaners and recyclers
- setting up a monitoring system to measure progress towards our targets
- providing tailored training for Waste Watchers and information for staff
- putting the system in place on the day
- auditing the system five months after implementation and recommending improvements.

As a result our 2000 Auckland staff exceeded the target of reducing waste per person by 30%. We also managed to reduce our waste management costs which had previously been set at a flat rate.

This year we worked with Sunshine again to introduce the waste minimisation programme to our Wellington, Christchurch and Hamilton offices using the same approach. We now have around 6000 staff recycling at work and a growing team of volunteer waste watchers keen to help out. We have had great feedback from staff throughout the business.

Sunshine has been excellent to work with throughout, always knowledgeable, flexible and enthusiastic. I wouldn't hesitate to recommend Waste Not Consulting to another business considering implementing a waste minimisation programme.

Regards

Christine Turner  
Environmental Manager