



QANTAS AIRWAYS LIMITED
ABN 16 009 661 901

Australian Packaging Covenant Action Plan

July 2010 – June 2015

REGISTERED ADDRESS

Qantas Airways Limited
Building A
203 Coward Street
Mascot NSW 2020
AUSTRALIA
Phone +61 2 9691 3636
Fax +61 2 9691 3339
Telex 20113
qantas.com



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1 Executive summary

The Qantas Group (Qantas) is a signatory to the Australian Packaging Covenant ('Covenant') and is committed to its objectives. Qantas was previously a signatory to the National Packaging Covenant (NPC) from 2007 and continues its association with the Australian Packaging Covenant which came into effect in July 2010.

As of 1st July, 2010 signatories to the Covenant are required to submit an Action Plan for a five year period.

This Action Plan has been prepared in accordance with the Covenant's guidelines. Under the Covenant, Qantas is a 'brand owner' of packaged goods. For the purposes of this Action Plan, these goods comprise two main types:

- Qantas, Jetstar and Frequent Flyer licensed products that are sold online, onboard and in Australian airports.
- Packaged ready-to-eat meals, prepared by the Snap Fresh business.

Qantas is committed to actively managing its operations and growth in an environmentally sustainable manner and to reducing its environmental footprint. Waste minimisation and resource efficiency are important elements of the Qantas' overall environmental strategy. Although packaging is just a small part of Qantas' total environmental impact, the philosophy underpinning the Covenant is in line with this strategy.

The Qantas Head of Environment is responsible for delivering environmental performance improvement and resources have been committed to waste minimisation, including packaging waste.

This Action Plan is just one part of Qantas' overall waste reduction strategy. It presents a summary of achievements to date and outlines planned initiatives to achieve an overall waste reduction over the next five years. To integrate commitments to the Covenant in day-to-day practices, the initiatives will be aligned with the environmental module of the Group-wide Qantas Management System (QMS).

Qantas will actively seek to educate and influence the supply chain to minimise the environmental impacts of packaging, and to implement "buy recycled" procurement policies where practicable.

Qantas is committed to specific actions to minimise the impact of its branded product packaging. In accordance with the Qantas Sustainability Strategy, the company is committed to demonstrating its performance over the life of the Action Plan.

Signed:	
Name:	
Position:	
Date:	



2 Period of the Action Plan

In accordance with the Covenant's requirements, Qantas submits this five year Action Plan which covers the period from July 2010 to June 2015. As a specific initiative within the Action Plan, a review of the Action Plan will be conducted after two years to ensure initiatives remain relevant to the nature of Qantas' operations.

3 Australian Packaging Covenant contact

All Covenant enquiries should be directed to:

Mr Glenn Toogood
Manager Environment Compliance
Qantas Airways Ltd
Building QCE/6
197-201 Coward Street
Mascot, NSW, Australia, 2020

Telephone: +612 9691 6637
Email: glenntoogood@qantas.com.au

4 Company profile

4.1 Company history

Qantas is the world's second oldest airline. It was founded in the Queensland outback in 1920 and is Australia's largest domestic and international airline. Qantas is recognised as one of the world's leading long distance airlines, having pioneered services from Australia to North America and Europe.

4.2 Business and investments

Qantas employs approximately 35,000 staff across a network that serves 182 destinations in 44 countries (including those covered by codeshare partners) in Australia, Asia and the Pacific, the Americas, Europe, the Middle East and Africa.

The company's main business is the transportation of passengers. The flying operations encompass the Qantas, Jetstar and QantasLink airlines.

In addition to its flying operations, Qantas operates a diverse portfolio of airline-related businesses. These include Qantas Engineering, Airports, Catering, Qantas Freight, Loyalty and Qantas Holidays. Qantas is also the owner of Snap Fresh. Snap Fresh prepares ready-to-eat meals that are predominantly purchased by Qantas and other airlines.

Qantas is headquartered in Mascot, NSW with more than 100 sites around the country.



5 Place in the supply chain, and packaging materials used

Under the Covenant's guidelines, Qantas is a 'brand owner' of packaged goods, so this Action Plan covers products sold by Qantas' businesses and channels. These goods comprise two main types: Qantas licensed products, and Snap Fresh ready-to-eat meals.

5.1 Qantas licensed products

Qantas has a total of ten Licensees currently supplying its range of packaged products across the Qantas, Jetstar and Frequent Flyer business divisions. These branded products include luggage, model aircraft, key chains, toys, stuffed animals, bags, mugs, pens and other similar products.

Qantas licensed products are available through the following channels:

- Qantas branded products through qantasshop.com.au, onboard aircraft and at Australian airports.
- Jetstar branded products through online JetShop (operated by Flarose promotional merchandising company), onboard aircraft and at Australian airports.
- Frequent Flyer branded products through qantas.com.au.

Based on packaging data developed under the previous Covenant, total packaging consumption for Qantas licensed products is approximately 40 tonnes per annum. The primary materials used are:

- Cardboard (including paper).
- Waxed and HWS boards.
- Plastics 1,3 and 7 (PET, PVC, Other).

Cardboard and paper account for over 60% of all packaging used. The products associated with the highest volume of packaging are Qantas luggage sets, which predominantly use cardboard.

Distribution (secondary) packaging for these products is also predominantly cardboard. For licensed products distributed onsite, including crew luggage and uniforms, distribution packaging is recycled via onsite collection facilities.

5.2 Snap Fresh ready-to-eat meals

Snap Fresh Pty Ltd is a wholly-owned subsidiary of Qantas that manufactures ready-to-eat meals. Snap Fresh operates one production site in Queensland, preparing around 70,000 meals per day. Most of these meals are directed to Qantas' in-flight catering services (~90%), with the remainder sold to customers in the health services and related sectors. These customers include hospitals, 'meals on wheels' services, and gaols. Snap Fresh also produces a small amount of bulk, pre-cooked food and ingredients for these other customers.

Passenger meals made by Snap Fresh are packaged in:

- Aluminium foil trays with aluminium lids (this format accounts for the majority of product packaging).
- Plastic APET trays with polyfilm lids.
- Plastic CPET trays with polyfilm lids.

These meals are then packed into cardboard shipper boxes, and palletised for distribution.



6 Qantas Group Sustainability Strategy

Qantas is committed to actively managing its operations and growth in a sustainable manner and to reducing its environmental footprint. Although the environmental impact associated with Qantas packaging is relatively small, the Covenant aligns with the overarching environmental strategy. The strategy seeks – among other things - to minimise resource use and waste.

As an airline, Qantas seeks to mitigate its climate change impact, directing significant effort towards improving fuel efficiency and reducing carbon emissions. Other key areas of focus include reductions in energy usage, waste generation and water consumption.

Qantas has committed significant resources to environmental management. A dedicated Group Environment Team assists with the proactive management of environmental impacts. This team is responsible for managing the implementation of the Covenant's Action Plan and Annual Reports.

6.1 The Qantas Management System

Qantas aims to achieve world-class environmental performance. This commitment is outlined in the Group Environment Policy (available at <http://www.qantas.com.au/infodetail/about/Policy.pdf>). Qantas applies a coordinated approach to risk management through the integrated Qantas Management System (QMS). This assists Qantas to balance the concerns and interests of all stakeholders.

Environmental issues within Qantas are managed systematically through the environmental framework of the QMS (aligned with ISO14001). The QMS provides a Group-wide framework for dealing with the environmental aspects of Qantas' operations. It contains a set of interrelated elements which detail the structure and process for managing these issues. Packaging is incorporated into the QMS primarily through the 'Contractor and Supplier Management' and 'Communications' elements.

In addition to this, the Snap Fresh business has its own externally certified ISO14001 Environmental Management System (EMS). This has been in place since 2008, and audits occur every three years to ensure ongoing compliance.

6.2 Sustainability reporting

Qantas publicly acknowledges that the primary environmental impacts of the Group include carbon emissions, water use and waste production. The yearly performance in each of these areas is presented in the sustainability section of the Annual Report. The sustainability section of the Annual Report is independently audited by KMPG.

In 2009/10, Qantas' Australian operations (including aircraft, maintenance, terminals and offices) sent 28,243 tonnes of waste to landfill (including liquid and quarantine waste), representing a 10.9 per cent decrease on 2007 levels. An average of 13 per cent of waste is recycled from Australian operations.

Significant work has been done in the area of waste minimisation and Section 8 of this Action Plan provides a summary of recent initiatives completed or in progress. In many cases, waste minimisation efforts have multiple benefits including reducing environmental impact, increasing resource efficiency, improving company profitability and providing funds to community organisations.



6.3 The Qantas begreen program

The Qantas **begreen** Group-wide cultural change program was launched in early 2008, and is a key tenet of Qantas' environmental management strategy. The program aims to ensure that environmental awareness and fuel efficiency are embedded into business decision-making and operational management at both the corporate and business unit levels.

The **begreen** program provides staff with the training and tools required to achieve the Group's environmental targets. A key part of the program has been the appointment of 1,038 volunteer 'Green Team' members (as at January 2011) to help champion improved environmental management practices across all Qantas locations and operations.

Team members are encouraged to review resource use and waste management in their area, and help identify opportunities for improvement. Successes are shared with other Green Team members and Qantas' Group Environment team. The Green Team has its own shared email address. Green Team members also receive regular updates and newsletters and are invited to regular forums to discuss environmental issues.



7 Implementation of the Sustainable Packaging Guidelines

As noted above, the packaging used by Qantas businesses falls into two distinct streams – licensed products, and ready-to-eat meals. In terms of implementing the Sustainable Packaging Guidelines (SPG), Qantas has adopted a slightly different approach for each.

7.1 Licensed products

Licensed products are developed by a licensee. This licensee will then either manufacture the products themselves, or will source them from a vendor. These vendors are generally based overseas.

The approach to be taken in implementing the SPG for these licensed products is to engage with the licensees. Through this engagement Qantas will encourage licensees to integrate the core elements of the SPG into the procurement and product development processes. Specifically, Qantas will be committed to developing an SPG summary document which will be used to educate licensees on sustainable packaging design. Qantas will seek, where applicable, to incorporate appropriate sustainable design criteria into licensee supply contracts.

Over time, as licensees become more familiar with Qantas' sustainable design requirements, targets for packaging performance will be considered and where appropriate, implemented.

7.2 Ready-to-eat meals

Qantas' approach to integrating sustainable design into the ready-to-eat meals prepared by Snap Fresh is to consider the SPG throughout the product development process. Historically, Snap Fresh has conducted improvement actions in line with the APC targets. Examples of these improvements include:

- In 2008-2009 pallet utilisation was optimised for existing products and continues to be considered in the development stages for all new products
- Research was conducted on the possible use of biodegradable/compostable products.

Snap Fresh recognises the need to implement the SPG in a holistic and systematic way. Snap Fresh will review and modify the research and development process to include the SPG for all new and refurbished products.

Snap Fresh will also review existing packaging systems against the SPG as detailed in Section 9 of this plan.

A packaging review checklist that is aligned with the SPG has been developed and is attached in Appendix A.

Certain design strategies are not relevant for Snap Fresh's ready-to-eat meals. For example, as meals are generally consumed in-flight, package littering is regarded as extremely unlikely. Therefore, this element has not been considered as part of the plan.

Through the integrated Management System (ISO14001 aligned) Snap Fresh captures data about key environmental impacts including energy use, water consumption and waste generation. The management system will support continued environmental improvement by further assisting Snap Fresh to integrate sustainable design principles into the meal packaging process.



8 Existing initiatives

This section highlights a number of waste minimisation, resource efficiency and packaging initiatives in progress across the Group. These initiatives are organised by business area for clarity.

8.1 Airport terminal initiatives

- **Bottle recycling** –“Bottle-cycler” glass crushing machines have been installed in the Qantas Club in Melbourne. These machines assist in increasing recycling rates, and reducing the transport space requirements of waste glass. Since their installation in January 2010, these machines have collected an estimated 70.6 tonnes of glass.
- **Qantas Terminals Public Place Recycling** – In partnership with the Packaging Stewardship Forum of the Australian Food and Grocery Council, Qantas has installed waste and recycling infrastructure in Qantas Domestic Terminal buildings. The waste receptacle infrastructure promotes the collection of three separate waste streams:
 1. Co-mingled waste (aluminium cans, plastic bottles and glass containers).
 2. Newspapers, magazines and paper.
 3. General waste.
- **Green Building Council of Australia** – as a member, Qantas is exploring opportunities to incorporate environmentally sustainable design features into new developments including the Perth Terminal Expansion Works and Sydney Terminal Expansion works. Minimisation of waste during the construction and fit-out phase is a key element of environmentally sustainable design.

8.2 Operations, engineering and office initiatives

- **Commingled waste** - where operationally achievable, commingled waste is collected for recycling across ground operations.
- **Recycling at Qantas Engineering** – oily rags, scrap metal, oil filters, used aircraft oil and ground equipment oil are all recycled. Used oil cans are collected and crushed by cleaning staff and collected by a local recycling company. Qantas Engineering also collects a large amount of fluorescent tubes (which contain mercury and other heavy metals) during the servicing of aircraft and has recently begun recycling these tubes. Unique purpose-built collection units for fluorescent tubes of differing lengths have been designed by the local Occupational Health and Safety (OHS) Committee, and are placed in strategic locations to enable effective recycling.
- **Plastic recycling at Freight facilities** – Brisbane, Melbourne and Sydney Freight facilities have all installed bulk recycling infrastructure (balers, compactors, etc.) to efficiently manage the high volume of this type of waste. This infrastructure enables Qantas to efficiently aggregate this waste stream so it can be on-sold to recyclers. Additionally, SITA (Qantas' primary waste management service provider) has conducted waste management infrastructure audits to determine infrastructure needs associated with waste disposal across Qantas' facilities.
- **Recycling in the Hobart Call Centre** – Each month the Centre focuses on collecting various items that would normally be disposed of to enable recycling or reuse. Collected items have included Christmas cards, eyewear and aluminium cans. Recycling awareness is now included in the staff induction program.
- **Toner cartridge recycling** – Printer and multi-function device (MFD) toner cartridges are recycled through Qantas' stationery supplier, Office-max.



- **Mobile phone recycling** - Qantas is a member of the MobileMuster mobile phone recycling campaign. Members of the Qantas 'Green Team' assist with the coordination of the program internally, and drop-off points are located at various sites.
- **Waste audits** – Business units have been provided with a template to undertake a basic waste audit of facilities as part of the company **green** program.
- **Plastic shrink wrap recycling** - the shrink wrap recycling initiative in Qantas Freight Terminals has been expanded, with balers now installed in Melbourne, Brisbane, Perth and Adelaide. About 8,000kgs of shrink wrap is recycled per month in Melbourne alone.
- **Recycling of uniforms** – Qantas has established a waste minimisation program for all Qantas staff uniforms in Melbourne. The uniforms are shredded for security reasons and then given to charity for use as stuffing for pillows and doonas. Ninety cubic metres of uniforms have been diverted from landfill. There are plans to extend this program to other ports.
- **Pallet optimisation of in-flight meals** – Snap Fresh in-flight meal shipper cartons have now been re-designed to fit 36 cartons per pallet, rather than 24 previously.
- **Accessibility of in-flight and ready-to-eat meals** – Snap Fresh undertook a review of the accessibility of its meal trays in early 2011. The actions resulting from this have included improving the 'peelability' of polyfilm lids, and improving the legibility of tray labels, particularly for meals that are sold to the health sector.
- **Composting of organic waste** – Snap Fresh has introduced off-site composting of all food waste. This operation is managed by SITA, Qantas' waste management contractor.

8.3 In-flight initiatives

- **In-flight catering packaging design** – Qantas has been collaborating with Closed Loop to review and audit waste generation onboard aircraft. As a result of this audit, we have replaced polystyrene cups with 35% recycled content and recyclable packaging formats.
- **Domestic Onboard Recycling Program** – the "Recycling – get onboard" initiative was launched in December 2009. It applies to most flights, and involves requesting that customers place landfill material into a specially designed bag and hand recyclables directly to cabin crew.
- **Onboard recycling announcements** – Qantas cabin crew are now directed to make an announcement at the end of each flight encouraging all passengers to take their newspapers with them to recycle at the facilities provided outside Cityflyer gates across Australia.
- **In-flight product initiatives** – Qantas In-flight Services have launched an initiative to improve the recovery and reuse of passenger amenity items. The initiative includes the design and implementation of new product specifications for onboard amenity items.
- **In-flight meal service** – Qantas cabin crews now no longer use plastic under-trays for foil meal trays. This allows Qantas cabin crews to provide a faster, more efficient meal service and also reduces the amount of resources consumed, as well as waste generated.

8.4 Environmental management systems

- **The QMS** – The Environment section of the QMS was launched in February 2011. This system provides the framework for identifying and addressing key environmental impacts across Qantas.
 - **Snap Fresh ISO14001 certification** – Since 2008, Snap Fresh has had an externally certified ISO14001 EMS.
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9 Action Plan 2010-2015

Covenant Performance Goal	Covenant KPI	Action	Department Responsible	Target or Performance Goal	Timeline
1. Design	1.% supply chain signatories implementing the SPG	Develop an SPG summary document for licensees, explaining Qantas' interpretation of the SPGs and how they should be implemented.	Licensed Products	Licensed product SPG summary document ready	June 2011
		Develop checklist guides for licensees to guide the adoption of the SPGs.	Licensed Products	Licensed product SPG checklist ready	June 2011
		Where appropriate, develop clauses for insertion into contracts that require licensees to implement the SPGs.	Licensed Products	Licensee SPG contract clauses ready	December 2011
		Build clauses into licensee contracts.	Licensed Products	Licensee SPG contract clauses implemented where appropriate	December 2014
		Consider and implement (where appropriate) packaging targets for licensees around recyclability, recycled content, resource efficiency and labelling.	Licensed Products	Licensee SPG targets considered and implemented (where appropriate)	June 2013
		Provide information to licensees around general issues, including environmental issues and the Covenant.	Licensed Products	Information (where available) provided to licensees	December 2011
		Influence suppliers of branded products to increase levels of recyclable and recycled packaging content.	Group Environment	Greater than 65% of licensed products with recyclable packaging.	December 2012
		Conduct a LCA of different ready-to-eat meal packaging options (foil/PET/liquid paperboard)	Snap Fresh	Snap Fresh packaging LCA conducted	December 2011
		Conduct SPG review of all existing packaging types, using customised checklist (Appendix A) to guide the process.	Snap Fresh	Snap Fresh SPG reviews of existing products completed	December 2012
		Insert sustainable packaging design criteria into New Product Development stage-gate process.	Snap Fresh	SPG inserted into stage-gate as required.	December 2012



Covenant Performance Goal	Covenant KPI	Action	Department Responsible	Target or Performance Goal	Timeline
2. Recycling	2. National recycling rate for packaging	Measure and report waste data for Qantas via annual sustainability reporting.	Group Environment	Waste data included in annual sustainability report	August each year
	3.% signatories with on-site recovery systems for used packaging	Use SITA waste audit results to conduct a rationalisation of waste and recycling infrastructure across freight facilities.	Group Environment	Rationalisation report of waste and recycling infrastructure for freight facilities completed	December 2011
		Roll out 'Bottle-Cycler' in other Qantas Club lounges as follows: - Sydney and Brisbane in 2011 - Perth and Canberra in 2012 (pending availability).	Group Environment	'Bottle-Cycler' infrastructure installed	Dec 2011 Dec 2012
		Implement expanded polystyrene recycling at Q Catering Riverside Facility and track results to inform wider rollout plans.	Q Catering	EPS recycling facilities installed	July 2012
		Improve in-flight recycling program through changing material of collections bags and improving instructions.	Q Catering	In-flight recycling program bags and instructions changed	December 2011
		Consider introducing 'green leases' into Qantas-owned tenancies in concession areas at owned airports (e.g. requiring café tenants to use recycled content in coffee cups).	Group Environment	Assist in developing environmental considerations for insertion into concession tenancy leases	December 2013
		Introduce organic waste composting at Qantas-owned concession tenancies.	Group Environment	Review the viability of installing organic composting facilities	July 2013
		4. % signatories with a 'Buy Recycled' policy	Insert general sustainability clauses into Procurement Policy.	Group Procurement	General sustainability clauses inserted
	Insert 'Buy Recycled' clause (where appropriate) into Group Procurement Policy.		Group Procurement	Specific 'Buy Recycled' clause developed	December 2011
	Assess practicality of inserting 'Buy Recycled' clause into Snap Fresh Procurement Policy.		Snap Fresh	Assessment of practicality undertaken	December 2011



Covenant Performance Goal	Covenant KPI	Action	Department Responsible	Target or Performance Goal	Timeline
3. Product Stewardship	7. % signatories demonstrating other product stewardship outcomes	Continue annual eXcel Environment Awards.	Group Environment	eXcel Awards carried out	December each year
		Re-certify Snap Fresh ISO14001 certification for EMS.	Snap Fresh	Recertification achieved	Annually
		Celebrate World Environment Day annually, with 'begreen' employee engagement day.	Group Environment	begreen day carried out	June 5 each year
	8. Reduction in packaging litter	Continue support of Clean Up Australia Day.	Group Environment	Continue awareness and participation program	March each year
		Maintain existing recycling receptacles across Qantas Airports	Airports	All Qantas Airport facilities to have recycling bins installed	April 2015
Management		Re-evaluate APC Action Plan and resubmit if required.	Group Environment	Review of Action Plan conducted	December 2013



10 Appendix A: Snap Fresh SPG Checklist

SNAP FRESH packaging evaluation

Company:	Review reference:	Date:	
Contact:		Contact Details:	
Product / packaging description		Photo	
Existing or new packaging?			
Why was this packaging selected for evaluation?			
Date / time of workshop			
Attendees at the workshop [or people involved in the evaluation]			
<i>Name</i>	<i>Position</i>	<i>Company</i>	<i>Rationale for involvement</i>



Summary Considerations

Activities to undertake to improve sustainability of packaging format/category

Environmental benefits to come out of review

Environmental impacts, risks and barriers



Demonstrated implementation of the guidelines

	Consumer packaging	Secondary packaging (used to bundle final product, eg shippers, shrink film)	Tertiary (used to bundle secondary packaging, eg pallet wrap, strapping)	Opportunities for improvement	Evidence for auditors
Minimise materials (source reduction)					
1. Is the packaging necessary?					
2. Has the package been designed to use the minimum amount of material necessary to suit the required level of functionality: <ul style="list-style-type: none"> - Minimum number of separate layers? - Minimum packaging weight? 					
3. Are there any options to further reduce materials?					
4. Does the design of the package allow the product to be completely dispensed, i.e. to avoid product wastage?					
Maximise water and energy efficiency					
5. Have you and your suppliers taken steps to optimise the energy efficiency of production processes and distribution?	Addressed under Environmental Management System				EMS



	Consumer packaging	Secondary packaging (used to bundle final product, eg shippers, shrink film)	Tertiary (used to bundle secondary packaging, eg pallet wrap, strapping)	Opportunities for improvement	Evidence for auditors
6. Have you and your suppliers taken steps to optimise the water efficiency of production processes?	Addressed under Environmental Management System				EMS
Use recycled materials					
7. What is the amount and percentage of recycled material?					
8. Is it possible to use more <i>post-consumer</i> recycled material? If no, please explain the rationale.					
Use renewable and/or recyclable materials					
9. What is the potential for and availability of materials derived from a renewable source?					
10. Are the renewable raw materials grown and harvested using sustainable farming or forestry practices?					
11. What is the potential for incorporating recyclable materials?					
Use materials from responsible suppliers					



	Consumer packaging	Secondary packaging (used to bundle final product, eg shippers, shrink film)	Tertiary (used to bundle secondary packaging, eg pallet wrap, strapping)	Opportunities for improvement	Evidence for auditors
12. Are your raw materials sourced from suppliers who have documented environmental management systems?					
13. Do you give preference to suppliers that are signatories (if applicable) to the Covenant?					
14. Are you or your suppliers engaged in a sustainability program?					
Design for transport					
15. Can the distribution packaging be reduced or eliminated through redesign of the primary or secondary package, or vice versa?					
16. Have you designed your consumer packaging to maximise the efficiency of secondary or tertiary packaging, e.g.in pallet configuration?					
17. Are you fully utilising transport options such as pallet efficiency and truck height?					



	Consumer packaging	Secondary packaging (used to bundle final product, eg shippers, shrink film)	Tertiary (used to bundle secondary packaging, eg pallet wrap, strapping)	Opportunities for improvement	Evidence for auditors
18. Is there an opportunity to switch to more efficient vehicles, hybrid vehicles or renewable energy sources for your distribution fleet?					
Design for reuse					
19. Have you considered and compared the environmental benefits of reusable packaging with single-use packaging?					
20. Has the product been designed to maximise the number of return trips / reuse?					
21. Is the packaging format applicable for reconditioning once the packaging has fulfilled its designated purpose? If the product cannot be reconditioned, can the reusable packaging be recycled?					
Design for recovery					
22. How much of the packaging is recyclable?					



	Consumer packaging	Secondary packaging (used to bundle final product, eg shippers, shrink film)	Tertiary (used to bundle secondary packaging, eg pallet wrap, strapping)	Opportunities for improvement	Evidence for auditors
23. How many materials are being used in this package? If more than one material is used, are the different materials compatible in the recycling process?					
24. Are any materials bonded together and therefore difficult to recycle? If yes, has an alternative format/system been considered?					
25. Have you included appropriate labelling on packaging to encourage consumers to recycle?					
26. Is plastic packaging labelled with PACIA's plastics identification code?					
Design for consumer accessibility					
27. Has the consumer's ability to access the product within the packaging been considered in the design process?					



	Consumer packaging	Secondary packaging (used to bundle final product, eg shippers, shrink film)	Tertiary (used to bundle secondary packaging, eg pallet wrap, strapping)	Opportunities for improvement	Evidence for auditors
28. Have you considered whether the level of information on the packaging ensures the consumer is aware of its contents and how to open the package?				-	
29. Have you considered the demographic of the consumer who will use the product?					
30. Can changes be made to improve the ability of the consumer to use the product without compromising safety, security or quality?					
31. To what extent has your company ever received any complaints in relation to accessibility of packaging?					
Provide consumer information on sustainability					
32. Will any environmental claims be made about the packaging item?					