



Australian Government



Lighting Council  
AUSTRALIA



FluoroCycle



## CASE STUDY NATIONAL AUSTRALIA BANK

In 2006, National Australia Bank (NAB) committed to reducing its impact on climate change. Over the next four years, the group achieved significant reductions in emissions, increasing utilisation of renewable energy and purchased offsets to become the first Australian bank to be Carbon Neutral and certified Carbon Neutral under the National Carbon Offset Standard in 2010.

Following this, NAB committed to go “Beyond Carbon Neutral” by setting resource efficiency targets for carbon emissions, water, paper and waste. Now NAB has incorporated Natural Value into its strategy, recently signing the Natural Capital Declaration. This publicly commits NAB to consideration of biodiversity/ecosystem services into its business decisions.

Mercury sent to landfill converts to toxic methyl mercury that can spread into the wider environment through the air, water and soil. The need to take action and formalise fluorescent lamp recycling was a clear decision for NAB.

### Why NAB joined FluoroCycle

NAB already had formal mechanisms in place for the recycling of many waste streams in approximately 1,000 buildings nationally. This included cardboard, paper, container, cartridge, organic, mobile phone and other e-waste recycling. However while the vast majority of fluorescent lamps were being recycled, there was no formal arrangement with service providers. Joining the FluoroCycle program has provided a great opportunity to formalise the commitment to reduce the environmental impact of this waste stream and collaborate with United Group Limited (UGL) and UGL’s electrical contractors, to demonstrate environmentally responsible business practices.





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### **Formalising NAB's commitment**

After working with UGL to review current recycling practices and necessary steps to ensure compliance with the FluoroCycle Scheme, NAB established an agreement with UGL and a process through which UGL provide a quarterly declaration that all fluorescent lamps have been recycled in compliance with the Scheme requirements. UGL engaged with their electrical contractors to ensure that the contractors understood and adhered to the Scheme requirements.

### **What have been the challenges?**

The cost of contractors reporting actual volumes of lamps recycled was prohibitive. Consequently, NAB arranged for UGL to provide a quarterly declaration to confirm that all lamps have been recycled in accordance with the Scheme's requirements. UGL found that the major challenges lay in the number of sites subject to the program, provide evidence to UGL of their continued commitment

### **Ensuring expectations are met**

Earlier in the Scheme, UGL conducted random site audits of the contractors in performing the fluorescent lamp replacements nationally. During these audits, contractors are asked to provide evidence that they have disposed of fluorescent lamps in accordance with the requirements of the Scheme.

More recently, UGL has moved to a new electrical contractor, Hirotec, which has the national contract for electrical works on the commercial property portfolio and data centres, as well as NAB's retail properties (smaller sites) in New South Wales, the A.C.T and Queensland. Hirotec is a signatory to the FluoroCycle program and comply with FluoroCycle requirements.

Around 78% of NAB's property portfolio (by area) is covered by FluoroCycle compliant agreements. Due to the difficulties in transporting lamps to appropriate recycling facilities, NAB has not yet committed to recycling fluorescent lamps from remote sites. However, UGL's current approach with all new contractors ensures that all sites will be included at some point in the future.

### **What's next?**

Being a signatory to FluoroCycle will be a requirement of all future electrical contractors engaged by UGL on the NAB account. In line with this, UGL will continue to engage electrical contractors and sub-contractors to perform fluorescent lamp replacements at NAB sites, with a view to rolling this out across their other accounts.

