

Frequently Asked Questions

For transferring Suez employees

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Prepared by: [Name/s]
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About this document

The purpose of this document is to assist in the smooth transition of employees transferring from Suez to Cleanaway, by answering some of the commonly asked questions.

Additional questions can be submitted to be included in updated versions of this document by emailing welcome@cleanaway.com.au or by submitting an anonymous query through the feedback form at <https://www.cleanaway.com.au/welcome/>.

The date that the transaction is completed when the ownership transitions from Suez to Cleanaway is referred to as 'Completion Date' and 'Day 1' within this document.

1. Latest Update

1.1 THE TRANSACTION

Has the ACCC approved the transaction for Cleanaway to acquire the Sydney two landfills and five transfer stations from Suez?

The ACCC granted approval on 9 December for Cleanaway to proceed with this transaction.

When will the transaction become effective?

Cleanaway announced on 16 December that both Suez and Cleanaway have agreed a completion date of 17 December 2021. This means that at 12:01am Saturday 18 December Cleanaway will be operating the following sites.

1. Artarmon – 12 Lanceley Place, Artarmon NSW 2064
2. Auburn – Old Hill Link, Homebush Bay NSW 2144
3. Belrose – Crozier Rd, Belrose NSW 2085
4. Rockdale – 5 Lindsay St, Rockdale NSW 2216
5. Lucas Heights – New Illawarra Road, Lucas Heights, NSW 2234
6. Kemps Creek –1725 Elizabeth Drive, Kemps Creek, NSW 2178
7. Ryde - 145 Wicks Road, North Ryde NSW 2113

1.2 KEY CONTACTS

Who is leading the integration project for Cleanaway?

Stuart Baird is Head of Operations for the integration of the Suez team. Stuart leads a large team of people who are all working very hard to welcome you to the Cleanaway family.

Stuart can be contacted on:

Email: stuart.baird@cleanaway.com.au

Mobile: 0499 300 546

Who is the Human Resource contact on the integration team?

Fiona Warnock is your Human Resource Business Partner.

Fiona can be contacted on:

Email: Fiona.warnock@cleanaway.com.au

Mobile: 0499 337 012

1.3 CUTOVER SUPPORT MODEL

I hear we have site champions what do they do?

- Help you to navigate the Cleanaway processes and support
- Help direct queries to the right place
- Resolve simple issues
- Encourage site to utilise standard support processes (eg portal) for non-urgent issues
- Escalate queries to the Level 1 support person where required

Who are the site champions?		
Site	Site Manager	Site Champion
Artarmon TS	David Muir	Orhan Cambaz
Belrose TS	David Muir	Vinh Nguyen
Ryde TS	David Muir	Matt French
Auburn TS	Dan Nichols	Oliver Walther
Rockdale TS	Dan Nichols	Anthony Pellegrino
Kemps Creek AWT	Louise Saunders	Maria Karidakis
Kemps Creek Landfill	Mamdoh Ibrahim	Ray Zedah
Lucas Heights Landfill	LC Chiang	Barry Griffin
Who will support the site champions with business processes?		
Business Support	Level 1 Support	Level 2 Support
Weighbridge System - Mandalay	Maria Karidakis	Ashley Hensley
JDE Invoicing and Finance	Vinh Nguyen	Vinh & NSW Finance Team
Timesheets/Kronos	Maria Karidakis	Christine Saify – Operations Supervisor (EP) Karen Pate – Operations Supervisor (EP) Jane Gill – Payroll Milton
Purchasing/Coupa	Maria Karidakis	Tracie Hinchcliffe – Purchasing Officer (EP)
Myosh / HSE	Richard Albert	Anthony Pellegrino
Fieldglass	templabour@cleanaway.com.au	Natasha Cameron M: 0410 904 174 natasha.cameron@cleanaway.com.au Jessica McCormack M: 0400 656 570 jessica.mccormack@cleanaway.com.au
Credit Card Purchases	Stuart Baird Maria Karidakis Vinh Nguyen	purchasingcards@cleanaway.com.au
HR	Diane Priestley	Fiona Warnock
Payroll	Jane Gill	Weekly paid employees time.collectorw@cleanaway.com.au Monthly paid employees Time.collectorm@cleanaway.com.au Kronos queries kronos@cleanaway.com.au
Workers Compensation	Karen Baker	Andrew Mosca
Fleet	Oliver Waltham	Julie Galea/Nicholas Dhar

IT	Sean Meyer	David Hayter itservicedesk@Cleanaway.com.au
Landfill Engineering	Ray Zedah	Barry Griffin

2. Weekly paid employees

2.1 ABOUT YOUR PAY & BENEFITS

Will I get paid on the same day of the week as I currently do?

Not everyone – For Cleanaway’s weekly paid employees the pay is processed and uploaded to the bank on Wednesday, and you should see it in your account on Thursday.

What happens to the leave I have accrued? Will I lose that?

Your accrued leave will transfer to Cleanaway with your employment. We suggest that you verify all your leave balances with Suez prior to the transfer to ensure they are correct.

Do I need to move to Cleanaway’s superannuation fund?

No, you can nominate any complying superannuation fund for contributions.

Your employment pack includes a form to nominate your fund.

Cleanaway's default superannuation fund and provider is **Colonial First State**.

How do I access my pay slips? Where can I update my contact details? Where can I apply for leave?

Preceda is Cleanaway's people management platform and single source of truth for employee master data. Employees can access Preceda using a computer or smart phone to:

- Update personal and emergency contact details
- Apply for and approve leave using a paper form and processed in Kronos
- Payslips are emailed to your personal email address

Will I be able to claim expenses such as travel that are incurred as part of my job?

Cleanaway has an Expense Policy and approved business expenditure can be claimed. The process to do this will be included in your training.

2.2 ABOUT YOUR JOB

Will my daily tasks remain the same?

Yes, your position with Cleanaway will generally be the same, or substantially similar to your position with Suez and Cleanaway intends to operate the sites and facilities under the same arrangements as present, and for the foreseeable future

How do I get a Cleanaway uniform?

Your welcome pack and offer of employment included a paper form for your first Cleanaway uniform order.

Once you have joined Cleanaway, uniforms are ordered via your site or administration support team using our procurement system, Coupa.

What do I do if my uniform is the wrong size?

Email maria.karidakis@cleanaway.com.au and premi.rajendran@cleanaway.com.au with a short description of the size you are after and what you have received. We will then organise to have further instructions with regards to where to send but most likely back to kemps creek.

Who do I need more uniforms?

Advise your site manager and the site manager will email premi.rajendran@cleanaway.com.au

Will I get a Cleanaway email address?

Depending on your role with Cleanaway, you may have a Cleanaway email address. We will work through this in the early stages of the transfer from Suez to Cleanaway.

Do I clock in and out the same way each day?

Cleanaway will be installing new Kronos clocks at the sites. These are operated by fingerprint scanning, and you will be required to scan in and out for each shift.

Will I have the same manager?

Cleanaway intends to operate the sites under the same arrangements as present and for the foreseeable future. While Cleanaway will be making offers of employment to the leadership team members identified by Suez, we can't guarantee that all will choose to join the Cleanaway team so there may be some adjustments required.

Will I have the same hours?

Cleanaway intends to operate the sites under the same operating hours and rosters as present, and for the foreseeable future.

Will I be trained in Cleanaway business systems?

You will be trained in all Cleanaway business systems you are required to use to fulfill your job tasks. During the first few days of your employment with Cleanaway you will receive invitations to training sessions.

2.3 HR RELATED QUERIES

Have my performance appraisals been transferred from Suez?

Suez will be providing some business records under the terms of the purchase agreement. Cleanaway will better understand the details once this has occurred.

Do you use Microsoft Office?

Yes, we use Microsoft Office

Where can I find any user guides on the applications that Cleanaway uses?

Most user guides can be located via the IT Service Portal under the Knowledge Base section in Cleanaway's intranet:

https://cleanaway.service-now.com/sp?id=kb_view2

2.4 HEALTH & SAFETY RELATED QUERIES

How do we value safety?

At Cleanaway our values define what we believe in as a company and guide how we behave. Home Safe is our value for safety.

What do we believe in?

We believe in Home Safe. The safety of ourselves, our team and of the community we operate comes first, last and everything in between. We believe that no task or job is so important that we cannot take the time necessary to do it safely, without injury, harm, or incident. GOAL ZERO is at the heart of every decision we make. Everyone has the right to go Home Safe.

What is GOAL ZERO?

Home Safe is our value, GOAL ZERO is the outcome. No physical or psychological injury or harm to any person, or anything, by the conduct of our operation.

What are our Life Saving Rules?

- Safe driving and approaching equipment
 - Ensure you are licensed and authorised.
Drive to the conditions and avoid distraction.
Approach vehicles/plant only after advising the operator
- Fitness for work
 - Come to work unimpaired by drugs, alcohol or fatigue
- Hazardous Chemicals
 - Manage all hazardous chemicals in accordance with risk assessment and procedures
- Fire and explosion
 - Know and control the fire and explosion risks within your operation
- High hazard work
 - Ensure you have authorisation, correct permits and controls in place before undertaking High Pressure Water Jetting, Confined Space Tasks or Working at Heights
- Energy isolation and safety devices
 - Energy isolations are in place and verified. Ensure safety devices are operational, with any change requiring authorisation

How do I raise a safety, or health, concern?

At Cleanaway we are all responsible for health and safety and have processes in place for matters to be raised, consulted, considered and resolved. Your first step should be to discuss with your direct supervisor or manager, however you may also choose to raise with your Health and Safety Business Partner.

What health and safety training will I have to undertake? Will I have to redo any training I have already completed?

Cleanaway are currently undertaking a training study and will ensure all personnel are appropriately trained and competent to continue safe operations.

2.5 TRANSFER OF WORKERS COMPENSATION**Transfer of Workers Compensation coverage to Cleanaway Operations Pty Ltd Self Insurance Program****Background:**

Cleanaway currently holds a self-insurance license for workers compensation under the *Safety Rehabilitation and Compensation Act 1988* (the 'SRC Act'). Cleanaway has been self-insured since

2008. Several other large Australian companies, similarly, self-insure under the SRC Act, including Linfox, Australia Post, Optus, Telstra, John Holland, Virgin Australia and Border Express.

What's changing?

As at completion date employees of Suez will be coming under Cleanaway's self-insurance license and will be covered for workers compensation under the *Safety Rehabilitation and Compensation Act 1998* (the 'SRC Act') via the Comcare Scheme. Safety will be covered under the *Work Health and Safety Act 2011* (WHS Act) with Comcare as the Regulator under the WHS Act. QBE Insurance (Australia) Limited (QBE) manage the claims on behalf of Cleanaway and has been doing so since 30 September 2019.

What is the Comcare Scheme?

The Comcare scheme is a national scheme and provides a nationally consistent approach to the management of workers' compensation and occupational health, safety and welfare of all employees. The Comcare scheme (the scheme) provides scheme participants with a consistent safety, rehabilitation and compensation system, no matter what Australian state or territory an employer operates in or where its employees are located.

The scheme includes a regulatory component that seeks enhanced prevention, return to work and compliance outcomes.

The rehabilitation and compensation components of the Comcare scheme are characterized by:

- a) a 'no fault' scheme, with limited access to common law.
- b) an integrated and cost-effective approach to injury prevention, occupational rehabilitation, and workers' compensation.
- c) employer responsibility for the occupational rehabilitation and return to work of injured employees.
- d) Comcare approval of rehabilitation program providers.
- e) a comprehensive benefit structure with an entitlement to compensation payments for 45 weeks at 100 per cent of normal weekly earnings, and between 75 per cent and 100 per cent thereafter, until age 67 (or for up to 104 weeks if the injury occurs after age 65);
- f) coverage of allowable medical, rehabilitation and related costs associated with the treatment of work-related injury and diseases; and
- g) lump sum payments for permanent impairment or death due to work related injury or disease.

The philosophy underpinning the Comcare scheme regime of benefits is one of providing ongoing income support to injured employees, if required.

The range of benefits under the Comcare scheme is comparable with the range of benefits available under any other scheme.

What does this change mean for the employees of Suez?

All employees of Suez will be covered under the Comcare Scheme from completion date (that's the date your employment with Cleanaway starts). Any new claims lodged after that date (with a date of injury on or after the Completion date) will be managed under the Comcare scheme. Rehabilitation and RTW support will continue, as it is currently, with rehabilitation support and the provision of meaningful suitable duties through the period of recovery to a return to pre-injury duties.

There is a specific claims form that relates to the Comcare scheme with copies available through the Cleanaway portal, we'll provide more information on this on the sites and directly to you as we implement the transfer from Suez to Cleanaway.

Any contractors, agency labor staff will continue under their own insurance arrangements within the State schemes and not Comcare.

What does this mean for the employees of Suez who sustain an injury before the completion date?

Your claim will be lodged under the NSW State scheme and current policies will apply (i.e. no change to current process) and your claim will be managed by the NSW State claims provider (iCare) with business support, as cases are currently.

What does this mean for the employees of Suez with a current claim?

There will be no impact on current claims in terms of any claims related activities. Your claim will continue to be managed by your current claims provider (iCare) with business support as it is currently.

What does this mean for the employees of Suez with a previous claim?

There will be no impact.

What does this change mean for employees of Cleanaway?

There will be no change to current claims or rehabilitation processes.

Where can I get more information on the Comcare Scheme?

There are several sources of information in relation to Comcare as follows:

Comcare website- <https://www.comcare.gov.au/>

We will provide access to the Cleanaway Portal- Employee Handbook - relating to Workers Compensation after the completion date.

What if I have any further questions or want to provide feedback?

Should you have any questions or feedback in relation to the application being made to the Safety, Rehabilitation and Compensation Commission, please provide feedback via the e-mail address welcome@cleanaway.com.au.

2. Monthly Paid Employees

Note: the links provided in this document will be available once your employment has transferred to Cleanaway and you have access to Cleanaway business systems.

3.1 ABOUT YOUR PAY & BENEFITS

Will I get paid on the same day of the month as I currently do?

Yes - For monthly paid employees the pay day is on the 15th of each month and process payment for two weeks in arrears (1-15th) and two weeks in advance (16-31st).

What happens to the leave, and LSL I have accrued?

Your accrued leave will transfer to Cleanaway with your employment. We suggest that you verify all your leave balances with Suez prior to the transfer to ensure they are correct.

How do I view leave accruals and apply for leave

Preceda is Cleanaway's people management platform and single source of truth for employee master data. Employees can access Preceda using a computer or smart phone to:

- Update personal and emergency contact details
- Apply for and approve leave (*Salaried employees only. Waged employees apply for leave via Kronos*)
- View payslips and leave accruals (*Waged employees receive weekly payslips via email*)

Once your employment commences with Cleanaway you can find details about how to use Preceda here:

<https://cleanaway.sharepoint.com/sites/portal/functions/hr/EmployeeHub/Pages/Employee-User-Guides.aspx>

Do I need to move to Cleanaway's superannuation fund?

No, you can nominate any complying superannuation fund for contributions.

Your employment pack includes a form to nominate your fund.

Cleanaway's default superannuation fund and provider is **Colonial First State**.

If you would like to, Colonial First State can help you consolidate your superannuation plans over the phone. Call CFS on 1300 654 666 - it's a quick and easy turnaround.

For any superannuation related queries, please call **Cleanaway's Relationship Manager**, Erin James on 0457 528 303 or email erin.james@cba.com.au

Forms - refer to the links in Quick Links or the forms section in the following webpage:

<https://cleanaway.sharepoint.com/sites/portal/functions/hr/RewardsBenefits/Pages/Superannuation.aspx>

Colonial have published a variety of videos to assist you, regardless of what superannuation fund you are a member of, and they can be found in the link above as well.

How do I access my pay slips? Where can I update my contact details? Where can I apply for leave?

Preceda is Cleanaway's people management platform and single source of truth for employee master data. Employees can access Preceda using a computer or smart phone to:

- Update personal and emergency contact details
- Apply for and approve leave (*Salaried employees only. Waged employees apply for leave via Kronos*)
- View payslips (*Weekly paid employees receive their payslips via their personal email address*)

Once your employment commences with Cleanaway, you can find details about how to use Preceda here:

<https://cleanaway.sharepoint.com/sites/portal/functions/hr/EmployeeHub/Pages/Employee-User-Guides.aspx>

How can I claim any eligible expenses?

ProMaster is the Expense Management tool we use at Cleanaway. It is used to verify (submit) Corporate Card, Purchasing Card and Out of Pocket Expenses for monthly paid employees.

You will receive training on how to use ProMaster as needed and once your employment with Cleanaway commences.

If you have any questions regarding ProMaster, please email the helpdesk purchasingcards@cleanaway.com.au

When do Cleanaway do pay reviews?

For monthly salaried employees, the annual salary review is effective from 1st October each year.

3.2 ABOUT YOUR JOB

Will my daily tasks remain the same

Yes, your position with Cleanaway will generally be the same, or substantially similar to your position with Suez and Cleanaway intends to operate the sites and facilities under the same arrangements as present, and for the foreseeable future.

How do I get a Cleanaway uniform

Your welcome pack and offer of employment included a paper form for your first Cleanaway uniform order.

Once you have joined Cleanaway, uniforms are ordered via your site or administration support team using our procurement system, Coupa.

Have my performance appraisals been transferred from Suez

Suez will be providing some business records under the terms of the purchase agreement. Cleanaway will better understand the details once this has occurred.

How can I view the Cleanaway Org Chart?

The Cleanaway Org Chart can be accessed through the Portal.

Who will be my manager?

While Cleanaway will be making offers of employment to the leadership team members identified by Suez, we can't guarantee that all will choose to join the Cleanaway team so there may be some adjustments required.

Will I be on the same job level that I was at Suez?

The terms and conditions of your employment with Cleanaway will be the same or substantially similar to your terms and conditions with Suez. The exact terms and conditions will be contained within your personalised offer of employment from Cleanaway.

3.3 ABOUT YOUR TRAINING & OTHER HR RELATED QUERIES**How do I access and enroll in training courses?**

Cleanaway uses PageUp for our learning management system – this can be accessed via the Portal and will be preloaded with the mandatory training (eLearning) modules you need to complete for your position and responsibilities. The modules are completed online.

Will I be trained in Cleanaway business systems?

You will be trained in all Cleanaway Business Systems you are required to use to fulfill your job tasks. During the first few days of your employment with Cleanaway you will receive invitations to training sessions.

Will I be trained in Cleanaway recruitment processes?

Cleanaway uses PageUp for recruitment and candidate management – it is specific for team members joining on the Cleanaway payroll. If your role requires you to hire employees, you will receive training and guidance on how to use the system and ongoing support as needed.

For labour hire (agency) employees, Cleanaway uses Fieldglass to initiate and gain approvals. Cleanaway has an embedded team from Hays who work closely with our panel of labour hire providers to ensure our operational and business needs are met. If your role requires you to engage labour hire employees, you will receive training and guidance on how to use the system and will meet (virtually) our temp labour team who will provide ongoing support.

3.4 FINANCE RELATED QUERIES**What billing system(s) does Cleanaway use?**

Wasteman – Cleanaway uses wasteman for landfill and transfer stations. For the sites that Cleanaway is acquiring from Suez, Cleanaway will be implementing a current version of Mandalay.

JDE E1 - Manual invoices and sales orders can be generated through this system

What purchasing system does Cleanaway use?

Coupa - All purchase order requests and approvals are done through this system

What accounting and reporting system(s) does Cleanaway use?

JDE E1 – All journals, assets, maintenance schedule and purchase order receipting are done through this system

TM1 – Draws data from JDE E1 and presents figures in a reporting/P&L format

What other systems does Cleanaway use

Salesforce – sales and customer management system

Kronos – For time and attendance records

ProMaster – For expense Management

Will I be able to claim expenses such as travel that are incurred as part of my job?

Cleanaway has an Expense Policy and approved business expenditure can be claimed. The process to do this will be included in your training.

3.5 IT RELATED QUERIES

What will happen to my laptop/desktop computer?

All existing computers (either laptops or desktops) are to be replaced with Cleanaway equipment on the day of transition. Cleanaway's standard computer equipment is a laptop, with a docking station where required. Your existing monitor, keyboard and mouse should be retained.

We recommend that you back up any important personal information (subject to confidentiality requirements) prior to transition, just in case.

It is likely that the equipment will be stored on site, and then installed by the project team as close to the transition as possible. Suez have confirmed that they will be removing the old equipment following transition.

What will happen to my iPhone/iPad?

We expect all existing phones and iPad to be retained by the current user, which includes the current phone number. The ownership of the device and phone number will be transferred from Suez to Cleanaway at transition.

Any Suez-specific access apps that are used on these devices will no longer work after transition, so we recommend that you back up any important personal information (subject to confidentiality requirements) prior to transition.

Will my email address change?

Depending on your role, you may be allocated a new Cleanaway email address. Your existing Suez email address will be deactivated at transition.

How do I log in to my computer?

Before Day 1 you will be provided with a login and a password that you can use to log into your computer.

Does Cleanaway have an intranet

Yes, Cleanaway's intranet is called the Portal and can be accessed by anyone with an Active Directory account using your single sign on email address and password. Our Portal hosts the latest news from Cleanaway as well as information about HR systems, IT and other useful apps and resources. This will be your default homepage:

<https://cleanaway.sharepoint.com/sites/portal/pages/LandingPage.aspx>

How do I contact the IT Helpdesk

You can dial 1300 726 242 or extension 95111 from a Cleanaway Cisco phone for urgent requests. You can also email your request to IT Service Desk itservicedesk@cleanaway.com.au or you can access IT Service Desk from the IT Service Portal to log a ticket, request applications, request application access, search the knowledge base etc.

<https://cleanaway.service-now.com/sp>

Will I have access to the applications I need to do my job?

The intention for Day 1 is to ensure that you have access to all the applications you need to operate as usual. If you need any additional access or find something is not available, please contact the IT helpdesk at 1300 726 242 or extension 95111 from a Cleanaway Cisco phone

Do you use Microsoft Office?

Yes, we use the Microsoft Office

How do I request new business-related applications?

You will be able to locate and order various things via the IT Service Catalogue:

https://cleanaway.service-now.com/sp?id=sc_category&catalog_id=-1

In here you will be able to do things such as requesting new applications (both standard and non-standard if required). You will be able to request for new laptops, application configuration, shared mailbox and distribution list access etc.

The IT Service Portal is IT's one stop shop

Where can I find any user guides on the applications that Cleanaway uses?

Most user guides can be located via the IT Service Portal under the Knowledge Base section:

https://cleanaway.service-now.com/sp?id=kb_view2

4. Customer Service Related Queries

4.1 SITE INFORMATION

What are the site operating hours

Artarmon	Monday to Friday 12:00am-5:00pm and 10:00pm to 12:00am Saturday – 12:00am-5:00pm Sunday – 7:00am-3:00pm and 10:00pm-12:00am
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Auburn	Monday to Friday – 24 hours Saturday – 12:00am-4:00pm Sunday – 7:00am-4:00pm and 9:00pm-12:00am
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Belrose	Monday to Sunday – 6:00am-6:00pm
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Rockdale	Monday to Friday – 6:00am-5:00pm Saturday – 8:00am-5:00pm Sunday – 8:00am-1:00pm
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Ryde	Monday to Friday – 7:00am-3:00pm Saturday and Sunday – Closed
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Lucas Heights Landfill	Monday to Friday – 6:00am-4:00pm Saturday and Sunday – 8:00am-4:00pm
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4.2 ANSWERING CUSTOMER QUESTIONS

Who do I contact if I have an invoice dispute

sydneypostcollections@cleanaway.com.au

Where can I get pricing information

sydneypostcollections@cleanaway.com.au

What is the email address to ask further questions to the sites

sydneypostcollections@cleanaway.com.au

I sent an email to my Suez contact, but my email was forwarded to Cleanaway Sydney Post Collections, when will I hear back.

You can expect a response within 24 hours

What is the contact phone number

13 13 39

Where can I go for more information about Cleanaway

www.cleanaway.com.au

Why is this a Cleanaway site now

Cleanaway reached agreement with SUEZ in April 2021 to acquire two landfills and five transfer stations in Sydney. The transaction was approved by the ACCC on the 9th of December 2021 and the transaction completed on the 18th of December 2021. These sites will complement and enhance Cleanaway's Sydney footprint and will provide Cleanaway with an immediate post-collection's solution for the Sydney region.

End of Document
