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Agenda

- 1. HS&E Strategy and Improvement Program
- 2. Reimagining Cleanaway's Culture
- 3. Solid Waste Services Victoria Overview
- 4. Workshop Digitisation
- 5. Visual Management Boards / Value Drivers
- 6. Data and Analytics
- 7. Energy from Waste
- 8. Container Deposit Schemes
- 9. Building Blocks to FY26 Ambition and Wrap up

Presenters:

Mark Schubert, Managing Director & CEO
Paul Binfield, Chief Financial Officer
Tracey Boyes, EGM Solid Waste Services
Deborah Peach, EGM HS&E, Fleet & Asset Integrity
Michele Mauger, Chief People Officer
Preet Brar, GM Solid Waste Services Victoria
Alex Smith, GM Commercial







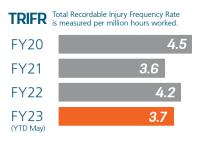


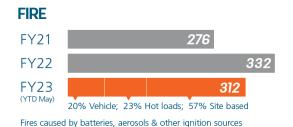




Our Performance & Insights

OUR PERFORMANCE





Injury Hotspots



Environmental Compliance Toolkits Deployed



ISO Standard Accreditations





OUR OPPORTUNITIES

Feedback was sought from the business to understand what is working well and areas of opportunity to improve our HSE performance, capability and culture. Here's what our people told us...



Simplify ways of working at branches



Improved focus on workforce health and wellbeing



Consistent approach across Business Units



Develop Fleet Strategy to optimise assets and servicing to customers



Improved clarity of critical risks and health of controls



Targeted approach to process safety and fire risk reduction



Grow leadership HSE capability



Apply learners mindset to learn from incidents



Stronger focus on embedding behaviours to support cultural change





Case for change – Key drivers

Keep each other safe

- Protect the safety & wellbeing of our workforce and communities
- Embed a culture of care to attract and retain top talent

Improved shareholder returns

- Reduced costs e.g., insurance premiums, workers compensation payments, asset capital expenditure
- Increased productivity because employees feel safe and valued

Maintain our licence to operate

- Protect the environment in which we operate
- · Compliance with all laws and regulations, increased regulator confidence, protect against liabilities

Enable our licence to grow

- Enhanced reputation and social licence with key stakeholders
- Enable future growth and competitive advantage aligned to Blueprint 2030



Case for change – Evolution

	Future State	Enablers
Approach	 Safety and environment set as foundations Fully resourced strategy and 5-year improvement roadmap Simple and consistent company-wide HSE programs Revised HSE support model reinforcing line-led approach to HSE 	Detailed Strategy and Plan
Performance	 Critical risks and controls well defined, implemented & verified Robust compliance process "we comply, we know it, we can show it" Simplified management system making it easy to conform Learners' mindset applied to prevent repeat incidents 	 Be Brilliant at the basics Embed an incredible learning culture
People	 Strong line ownership of HSE enabled by authentic leadership Safety culture framework in place reinforcing a culture of care Competent workforce leveraging innovative training solutions 	 Grow HSE Leadership, Capability & Culture
Assets	 Consistent approach to fleet and fixed asset preventative maintenance Fire reduction strategy to minimise likelihood and severity of fires Framework embedded to identify & manage process safety risks 	 Deliver Safe, Reliable & Sustainable Fleet and Assets Drive business resilience and protection



Cleanaway HS&E, Fleet & Asset Strategy

OUR VISION

Industry-leading safety and environment performance enabled by our people, safe reliable assets, and an incredible learning culture





WHAT is in scope of this plan?



 Protecting the health & safety of our workforce and preventing harm to the environment

Fleet & Fixed Asset Integrity

 Ensuring safe & reliable design, operation & maintenance of fleet and assets

Business Resilience

• Crisis and incident prevention, preparedness, response & recovery



If we get this right...

- Keep our people & communities safe, protect the environment, and maintain our license to operate
- Enable our future growth and competitive advantage through efficient delivery of Blueprint 2030
- Give our customers and communities confidence in our capability and sustainable approach
- Build shareholder value and enhance our company reputation



HOW? Our Strategic

Be Brilliant at the Basics

Excellence in managing HSE risks and compliance obligations, enabled by fit-for-purpose system & processes

Grow HSE Leadership, Capability & Culture

Strong line ownership enabled by visible & authentic leaders and a competent and empowered workforce

Deliver Safe, Reliable & Sustainable Fleet & Assets

Design, operate, maintain & upgrade fleet and fixed assets using innovative, sustainable solutions

Drive Business Resilience and Protection

Structured approach to prevent & respond to incidents to protect our people, environment & assets

Embed an Incredible Learning Culture

Curiosity and a learners mindset applied everyday, to learn from our successes & failures, and embed industry best practice

5 Year HSE Improvement Roadmap

We are implementing a detailed 5-year HSE improvement plan and programs that will be embedded across Cleanaway branches to simplify ways of working and further embed strong line ownership of HSE



Be brilliant at the basics

- HSE critical risk review
- HSE management system simplification
- Refreshed chain of responsibility program
- Mental Health and wellbeing



Grow HSE leadership, capability & culture

- HSE leadership development program
- HSE cultural transformation
- Innovative approach to workforce HSE capability & training



Deliver safe, reliable & sustainable fleet and assets

- · Fire risk prevention
- Process safety framework
- Fixed plant preventative maintenance program
- Fleet digitisation, replacement & decarbonisation strategy



Drive business resilience & protection

- Embed branch business continuity plans
- Crisis and emergency response standardisation
- Branch security management plan



Embed an incredible learning culture

- Incidents and learnings core process
- Strategic environmental partnerships to enable competitive advantage
- Industry collaboration to embed best practice







Presenter: Michele Mauger, Chief People Officer



About Us

Key Metrics

>7,500 employees



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Overall	77%	23%
Operations	90%	10%
Management	72%	28%
Drivers	93%	7%



Female retention a key opportunity in reducing voluntary turnover (high turnover in first 12 months)



7% of our workforce are < 25 years and 3% of the workforce > 65 years



80% Branch Managers born in Australia. 54% of our driver workforce > 45 years



Our 40:40 target seeks to achieve 40% females in CEO+1 leadership roles by 2027 and we have already achieved 40% in CEO+2 leadership roles, originally set for 2030. Reducing our voluntary turnover rate will be the most effective means of lowering our vacancy rate.



Our Cultural Journey – key shifts

To deliver on Blueprint2030 we have reimagined our values with launch planned for FY24



Keep each other safe



Embed a sense of genuine care



Embed a deeper sense of connection and collaboration



Enable a branch led mindset and way of working



Create space for future thinking



Behavioural Change Management

A high performing engaged team will deliver a great experience for our customers and the community...

Employee Engagement Hierarchy

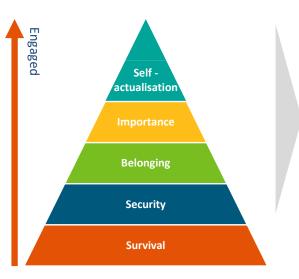
Inspire others, self-growth, highly engaged

Sense of achievement, respected voice. listened to, trusted, have fun

Sense of connection, team, belonging, clear role, valued & recognised

Safe environment, job security

Behaviours, facilities suitable for all genders, guidelines and policies, market aligned employment T&C's



Behavioural Change Mechanics

- Prioritised to ensure employees build trust
- Mapped to the employee engagement hierarchy
- Focus areas included building respect, relevant training, appropriate reward and recognition and open book performance
- Building pride and collaboration and being branch led will lead to an owner's mindset

... enhancing brand value and will lead to growth in customer numbers



Family days create pride as a precursor to ownership











Presenter: Tracey Boyes, EGM, Solid Waste Services



Overview – Solid Waste Services Victoria

Our 1,200+ team currently services ~31k customers through our network of >50 metro and regional sites...

Collections / Depot

Transfer Station

Resource Recovery

Energy-from-Wast

Landfill



- ~950 vehicles
- ~ 2.7m C&I/C&D lifts p.a.
- ~1m resi homes serviced
- 4 transfer stations
- ~625 ktpa

- ~200 ktpa through MRFs
- Plastics value chain extension

- Market evolving
- · Site secured
- Developing option
- 1 x metro; 1 x regional
- 2.3 mtpa
- LFG Flow:~73 Mm³ p.a.



Southeast Melbourne Transfer Station (SEMTS)

- · Largest transfer station in Australia
- Processes ~550k tpa
- ~120 trailer movements per week
- 100% throughput internalised through MRL

Victorian Commingled Resource Recovery (VCRR)

- · Network of RR facilities across Melbourne
- Processes ~200k tpa (~32% total Melbourne kerbside)
- Contaminated materials sent to MRL
- 62% resources recovered

... with a growing vertically integrated infrastructure footprint

CLEANAWĄY,

Operational Excellence Blueprint in action

Thousands of great decisions every single day, driving and delivering improvement

Strong performance management cadence

Complementary rhythms to drive performance

• Daily: branch focus on value drivers

Driving

performance

improvement

- Weekly: focus on value drivers, improvement plan and P&L
- Monthly: P&L & branch-level deep dive

Cross-SWS business teams to leverage facility-type best practice

- Get best of state-based network model and drive performance through comparable assets
- Landfill team scorecard & benchmarking
- Collections depots leaders standard work developed and piloted

Value drivers are linked to activities and roles

Collections – SIFOT, labour utilisation, labour and route efficiency, fleet uptime

MRFs – throughput, availability, quality, labour

Landfills – density, cover soils, waiting times, LFG capture efficiency

Transfer stations – throughput, turnaround, payloads

Operational Excellence Examples

MRL daily cover

- Replace 315ktpa cover soils with tarps (\$0.6m)
- Reduce cover soil (\$0.6m p.a. saved)
- Preserve ~36k m3 p.a. for waste

SEMTS capacity

- 25% throughput increase
- \$1.57/t logistics improvement via payloads, trailer uptime, landfill wait time

Delivering returns

HSE Leadership training underway

– all frontline leaders

Refreshed leadership, commercial acumen and value driver training in development

Leadership capability and culture

Peer support and coaching through business teams



Strategic Infrastructure Growth in Victoria

Targeted expansion of our footprint to deliver growth

Current Footprint

Strategic Infrastructure Growth

Organics:

SEOD capacity to double

C&D:

- · Vins Bins acquisition embedded
- C&D vertical SBU established to drive national improvement and expansion

Landfills:

- New cells at MRL and Stawell
- New waste streams through expanded licenses
- Landfill gas capture increase 20%
- Electricity generation to increase 20%



Energy from Waste:

- Site acquired in strategic location
- Planning Approval and Development Licence application submitted
- Further details on slide 31

Organics:

- 11kt composting facility constructed in Mildura
- Metro Melbourne composting feasibility study

Innovation - Circular Plastics Australia JV:

- Laverton HDPE/PP facility nearing completion
- Altona PET facility under construction
- · Soft plastics collections trial completed

Core infrastructure:

 CDS win – 170 collection points, 600k containers (TOMRACleanaway JV)

Organics and C&D:

Assessing partnership opportunities

Cleanaway

Partnerships











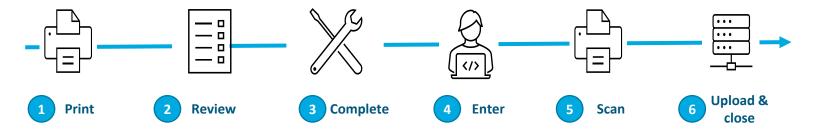
Presenter: Preet Brar, GM Solid Waste Services Victoria



Workshop Digitisation – Current State

Labour intensive, less productive and error prone processes

Work Order Process





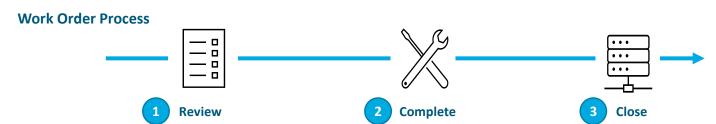
Current State

- 220,000 manual work orders (+4,000,000 pieces of paper) produced each year
- Significant administration and double handling leading to data entry errors and missing information
- Mechanic resource is scare currently spending 2/3 hours per week per mechanic on paperwork
- Excess work outsourced at approximately 3 times internal rate



Workshop Digitisation – Future State

Commenced April 2023 with 86 tablets deployed across 21 workshops currently....





Digitisation Key Benefits

- Compliance Better vehicle audit trail with photo and text evidence of repairs and real-time uploading and insights. System auto generating corrective work orders.
- **Productivity** Targeting 5% increase in productivity over the medium term.
- Administration Fewer manual tasks. Significant time saving.
- **Environment** <\$0.3m tablet capital cost more than offset by savings from machine maintenance, paper, toner & paper archive services.

Further Opportunities

- Current focus is limited to corrective maintenance work orders
- Scope to include additional functionality such as
 - Preventative maintenance
 - Parts inventory automation
 - Timesheet automation

...and 7% of in-scope work orders actioned digitally since then





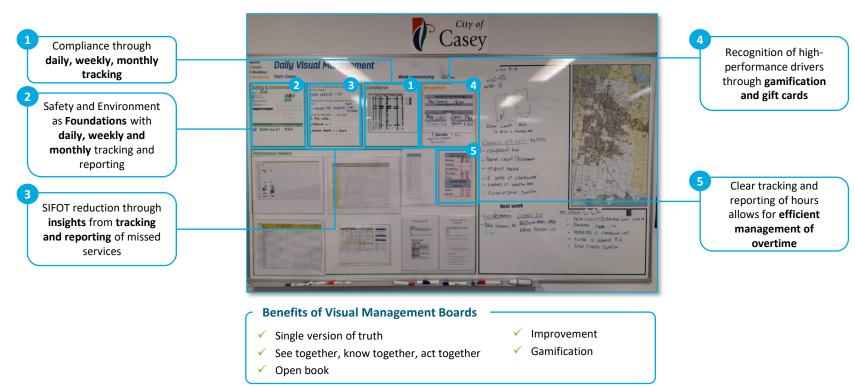


Presenter: Preet Brar, GM Solid Waste Services Victoria



Visual Management Boards

To deliver for today and improve for tomorrow we all need to know the starting point, see how we are tracking and know how to compete to win





Visual Management Boards: Key Metrics Tracked

SEGMENT - STATE - REGION - BRANCH

1

SAFETY & ENVIRONMENT

- Safe truck, safe driver pre-start (%)
- Leadership site visit/ activity (#)
- Environmental compliance (Y/N)

Delivers

Our entitlement to earn margins

2

LANDFILL OPTIMISATION

- Tonnes (per day)
- Compaction
- Cover soil (%)
- Turnaround time (min)

Delivers

Revenue and margin improvement

3

ROUTE PRODUCTIVITY

- Shift length > 10 hours (#)
- Lifts (per hour)
- Overtime (% to normal hours)
- Fleet offline (hrs)

Delivers

Margin improvement

4

ENGAGEMENT

- Absenteeism (#)
- Turnover (%)
- Female participation (%)
- Open roles (#)

Delivers

· Lower operating costs

5

PROCESSING / PRODUCTION

- Volume processed (t/day)
- Yield, recovery rate (%)
- Labour cost (per hour)

Delivers

Revenue and margin improvement

6

CUSTOMER EXPERIENCE

- SIFOT (%)
- · Grade of service
- Disputes (#)
- Missed services (#)

Delivers

· Customer retention/growth

ACTIONS

• What, who and by when – captured daily for more immediate action, fast escalation and help - rather than wait for monthly review







Presenter: Alex Smith, GM Commercial





Data & Analytics – *Progress Update*

Core programs are progressing well...

FY2	FY24-25+				
Reporting & Business Intelligence	Insights Delivery	Advanced Analytics Program			
Efficiency gains through automation and consistency in metrics	Utilise insights and value drivers to improve financial performance	Using AI & Machine Learning to predict the future and drive change			
 ✓ Completed key labour reporting to support supply challenges experienced in labour market Comprehensive reporting suite being rolled out (~80% of Phase 1 complete) 	 ✓ Branch Performance Team implemented to assist underperforming branches using value drivers and BI tools. NSW pilots complete, moving to Victoria in FY24 	 ✓ Investment in Data Science • Initial testing of our Propensity to churn models • Scoping of further AI and Machine learning opportunities 			
Data Infrastructure & Governance					
Establishing data infrastructure & governance, ingesting source systems, cleansing, curating and cleaning data					
✓ Ingestion and cleansing of key systems complete					
✓ Ir	nproved data integrity and consistency in metri	ics			
	eduction in manual reporting aster access to commercial insights				
✓ A ✓ Ta	ddresses revenue leakage argeted sales/business development programs	with benefits being realis			



Analytics supporting our Value Drivers & VMBs

Near rear-time actionable insights to improve labour management...

Overview

Focus in FY23 has been supporting our branch managers to manage labour value drivers, specifically;

- Shift lengths (safety)
- Number of shifts
- Overtime levels
- Use of subcontractors

Example - Victorian Branch

Situation

- Focused on Monday runs for Q4 FY23
- As at 22 May,
 - average shift length was 11.60 hours and
 - # shifts >10 hours was 44

Action

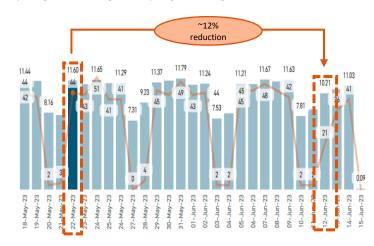
 Value driver improvements achieved through driver education and training, scheduling changes, operating cadence and transparency of metrics

Outcome

- Bv 12 June.
 - average shift length was 10.21 hours (~12% reduction)
 - # shifts > 10 hours was 21 (~52% reduction)

Victorian Branch – Shift Length

Daily Longest Shift Length (h) by Avg Shift Length (h)



...reducing overtime and improving efficiency





Branch Performance Program

Data & Analytics driven playbook & tools to improve underperforming branches...

Route Optimisation Overview

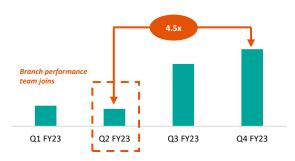
- Centralised branch performance team (procurement, pricing, routing, finance and sales SMEs) running targeted branch improvement programs.
- Playbook & branch diagnostic tool developed with data & analytics driven performance improvement initiatives;
 - ✓ Customer profitability & revenue leakage
 - ✓ Route optimisation
 - ✓ Subcontractor management
 - Renegotiation of Disposal pathways
 - Labour mix and management
 - ✓ Improving returns on our bins
- First tranche of sites completed in NSW, with plan to move to Victoria in FY24

Example – NSW Branches

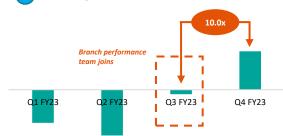
- Branch Performance Team begins working with NSW branch (1) manager and operations team in Q2 FY23, initiatives implemented were renegotiation of disposal agreements, targeted business development and infill, route optimisation to free up 2 x assets; EBIT% improves 4.5x
- 2 Branch Performance Team begins working with NSW branch (2) manager and operations team in Q3 FY23, initiatives implemented were customer profitability improvement (+10%), national account contract scrubbing, re-routing hooklift work, labour management and internalisation of subcontractors. EBIT% improves 10x

NSW Branches – Case Studies

1 EBIT margins – NSW Branch 1



2 EBIT margins – NSW Branch 2



...with benefits being realised





Route Optimisation – updates

Optimising our routes to improve branch performance...

Route Optimisation Overview

- Developed to aid operational teams to improve efficiency, manage labour costs and increase density of runs
- Key tool used as part of the business performance program network rerouting, bin resequencing and asset management
- Run density managed through key value drivers; lifts per hour and km per service point
- ✓ Improved run density reduces cost/lift & drives operational leverage

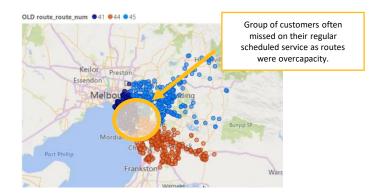
Example – Metro Victoria rear-lift recycling

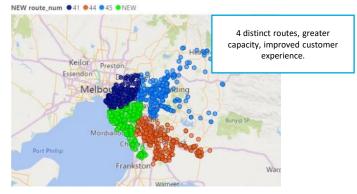
Situation

- 3 runs were overcapacity resulting in regular missed services
- To address missed services, we added 2 additional ad-hoc runs (manually rerouting drivers on existing routes or sending drivers out for a second run) resulting in additional labour costs (overtime) and a poor customer experience
- Drivers were also inefficient, as they were unfamiliar with the site

Solution

- Utilised route infill tool (targeted business development) to increase density and improve operating leverage on the new regular run
- Re-route of the VIC metro area resulted in 4 distinct routes (reduction of 1 vehicle), higher SIFOT, a better customer experience and reduced overtime





...with benefits being realised







Presenter: Paul Binfield, Chief Financial Officer



Energy-from-Waste Overview

Potential to create attractive shareholder returns through a platform business...

Overview

- EfW critical to achieving landfill diversion
- Well established technology with hundreds of facilities in operation globally
- · Timing of transition is difficult to predict
- Melbourne's current <u>merchant</u> waste market dynamics is a challenge to project economics
- Demand from customers seeking landfill diversion together with increasing landfill levies, state diversion policies and diminishing airspace to drive transition to EfW
- Positioning to capture opportunity by undertaking capital-lite pre-requisite long lead development approvals, thereby creating option value
- During the planning phase we will develop projects on a 100% equity basis to maximise optionality
- Final equity position will seek to maximise shareholder value and maintain strong group credit profile



...and value led, returns led final investment decisions timed to market conditions





Energy-from-Waste Market Dynamics

Customer-led transition, policy and diminishing airspace will shift demand over time...

Energy-from-Waste Transition Drivers

Energy-from-Waste

- Supportive policy
- Known upfront costs
- Predictable operating costs
- Increasing customer demand
- Proven technology and emissions management
- Better resource recovery
- Delivers landfill diversion

Putrescible Landfill

- · Diminishing social licence
- Increasing environmental compliance obligations
- Ongoing remediation costs
- Landfill gas management
- Limited resource recovery
- Increasing levies
- Customers seeking sustainable solutions



Waste to energy

"We will encourage investment in appropriate waste to energy facilities that reduce the need for landfills"

Current Market Dynamics

- Competition for volume in Melbourne maintaining downward pressure on landfill gate rates – a challenge to EfW economics
- Inflation and evolving environmental protection requirements driving up landfill remediation costs
- Expecting either gate rates to trend up over the medium term or a step change in pricing to secure long-term residual waste solutions as the market transitions to EfW
- First wave of EfW investment expected to be driven by customers seeking landfill diversion and sustainable outcomes, with customer mix expected to vary by region and change over time
- Progressing planning approvals now will position Cleanaway to be at the forefront of the transition and meet customer demand

...that supports Energy from Waste economics





Energy-from-Waste Project Development

Creating options by undertaking capital-lite long lead development approvals ...

Capital-lite Option Development

Critical Path workstreams (2+ year lead time)

- Secure suitable site.
- Secure planning approval (submitted), development licence (submitted) and cap allocation
- Continue community engagement

Non-critical path workstreams in progress

- Seeking to secure waste supply contracts with alternative disposal options to manage timing risk
- Developing suite of electricity offtake options
- Negotiating in principle EPC & O&M agreements
- Developing clarity around target financial metrics required to maintain strong group credit profile
- Discussing in principle debt terms
- Actively managing capital allocation decisions with an eye to potential future requirements

Project Assumptions

Capex

Recent capex estimates are ~ 15-20% higher than prior disclosed estimates with detailed design work required to firm up costs

Debt and Equity Funding

- Commercial due diligence continuing to understand project economics
- Targeting post-tax equity IRR in high single digit to low double digit
- Committed to maintaining strong group credit profile
- Equity ownership may change over time as we seek to maximise shareholder value

Gate rate and electricity pricing

 Electricity price assumption consistent with prevailing long-term prices

... with several potential pathways to value creation as the market transitions





Presenter: Tracey Boyes, EGM Solid Waste Services



Victorian Container Deposit Scheme

TOMRA Cleanaway appointed Network Operator for Zones 1 and 4



Scheme Delivery

- Scheme commencement: 1 Nov 2023
- ~\$40 million capital investment
- Key delivery milestones include:
 - ✓ Successful tender
 - ✓ Procure fleet Orders placed and staggered delivery by Oct 2023
 - Establishing -
 - Bulk up and sorting facilities (critical path item)
 - 170 collection points 80% by Nov 1, 100% by April 2024
 - Team including through women's driver academy
 - Develop digital platform for network logistics optimisation
- Focus will be on building redemption rates
- Looking at opportunities to improve returns as we ramp up volumes including using Laverton MRF for initial sorting and processing of light containers



National CDS perspective

We are seeking to expand into new regions and grow redemption rates in existing regions...

NSW



- · Split Responsibility Model
- 50/50 Joint Venture with Tomra
- Network Operator for whole of NSW, contract recently extended to 2026.
- Commodity owned by Network Operator

QLD



- Government appointed scheme coordinator (COEX) manages CDS network
- Logistics and processing
- Regions serviced: SE QLD
- Contract extended to May 2024
- Successful Tender to retain Metro Queensland from May 2024
- RFT for Infrastructure and Logistics expected CY23

WA



- Government appointed scheme coordinator manages CDS network
- Logistics and processing
- Regions serviced: Regional and Remote

TAS



- New Scheme to be established
- Tender process on foot
- Split Responsibility model
- Joint bid with Tomra Cleanaway
 JV for Network Operations

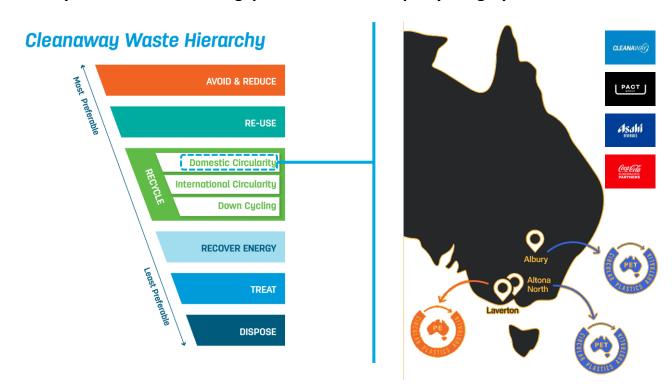
...and national extension and harmonisation of eligible containers will further increase volumes





Value Chain Extension

CDS' are very effective in delivering 'product stewardship' style highly circular solutions...



....and we build our aspiration of CDS partner of choice through performance



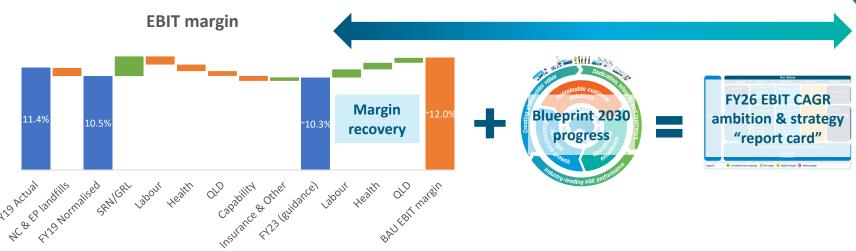


Presenter: Mark Schubert, CEO and Managing Director



Margin Evolution Recap

Strong EBIT growth expected over next 24 months driven by margin recovery and Blueprint 2030 progress



Commentary

- Over the coming 24 months we will continue to execute initiatives to resolve labour productivity, restore Health Services margin and improve performance of Queensland business unit.
- Margin recovery to drive solid EBIT growth and together with Blueprint 2030 initiatives will establish our overall financial ambition.
- Ambition will be centered around continuously improving ROIC¹ and growing EBIT (CAGR range)

Reaffirming Guidance

- FY23 EBITDA and EBIT expected to be ~\$670m and ~\$300m respectively
- FY23 interest expense expected to be ~\$95m including ~\$28m non-cash (FY23 average cost of debt funding ~3.9% v Month of June 23 at ~5.2%.)
- Non-cash interest expense largely relates to unwinding of discount on provisions (larger provisions and/or higher interest rates result in an increase in non-cash interest)



Mid-term Financial Ambition Drivers

We are developing and implementing a growing suite of initiatives ...

Operational Excellence

'+ improved profitability'

Margin expansion and higher ROIC

Strategic Infrastructure Growth

'+ accretive investments'

Value adding EBIT growth

Revenue growth and higher ROIC

Sustainable Customer

Solutions

'+ greater market share'

FY24 Blueprint Priorities - Examples

- · Margin expansion through value driver focus
- Workshop digitisation
- · Progress first release of CustomerConnect
- Data & Analytics
- Continue to develop and roll out tools to support value drivers
- Fleet routing
- Centralised branch performance team activity
- · Expand infrastructure footprint to meet customer and market demand
- Increase waste code and gas capture efficiency at landfills

Key Enablers

- HS&E strategy roll out and progressive reduction in HS&E incidences and related costs
- Culture reimagination to drive higher productivity & lower voluntary turnover and costs



In BluePrint 2030 we will create superior shareholder value by integrating and extending our leading network of infrastructure assets to provide high circularity, low-carbon solutions, seamless customer service and value for money for our customers.

...that will drive EBIT growth and shareholder value



