



3 Converga's commitment to the environment is definitely a consideration in The Compass Group's on-going relationship with Converga. At Compass Group we have a ISO14001 certified Environmental Management System and we are constantly looking for best in class partners who can bring innovative solutions. Converga's Paperless Accounts Payable solution has helped us reduce our CO₂ emissions, and their involvement with organisations such as the Department of Environment and Climate Change and Rainforest Rescue demonstrates how our Values are aligned.

George Mifsud
Human Resources Director
Compass Group (Australia) Pty Ltd

Converga - revolutionary & sustainable

Our environmental commitment

We at Converga recognise our responsibility as a corporate global citizen and we take our role seriously to conserve and protect the earth's precious natural resources. We believe we can make a positive contribution to environmental and social concerns by enacting policies to business operations that do not degrade the environment or cause social harm.

Our Vision is to deliver revolutionary solutions for our clients and to integrate a social awareness culture in our staff and partners.

We believe that we can positively benefit our clients' impact on the environment and assist them in reducing their carbon emissions by introducing paperless office process solutions. We are committed to reducing paper consumption through our solutions and by establishing staff awareness initiatives.

Our environmental achievements

- Accredited Environmental Management System consistent with AS/NZS 14000:2004
- Silver Partner in the NSW Government Sustainability Advantage Program – we were the first business in Australia to achieve this status
- Corporate sponsor of Rainforest Rescue, developing employee and customer reward programs to regenerate precious rainforest
- Measuring, monitoring and reporting our greenhouse gas emissions and constantly assessing opportunities to reduce our carbon footprint
- Managing a national recycling and waste minimisation program at all Converga Technology Centres (72% of our waste is recycled)
- Implemented initiatives to successfully reduce our paper consumption by more than 40%. We use carbon neutral paper at all Converga Technology Centres
- Conducting energy audits and business process re-engineering projects to reduce our energy consumption

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Our Paperless Solutions:

- Paperless Accounts Payable
- Procure 2 Pay
- Automated Claims/Form Processing
- Digital Mail
- Digital Document & Record Management



Revolutionary solutions

Intelligent Imaging

The focus of our core business is supporting the movement of paper and digital information flows within a business, with a focus on paper to digital document conversion and intelligent imaging solutions.

We engaged expert external consultants from Hatch Pty Ltd to complete a comparative Life Cycle Assessment study of paper vs digital images to ascertain the environmental cost of a physical document. This work enables the tangible environmental benefits of moving to a paperless environment to be documented and realised by our clients. The study supports that our digital solutions are an environmentally friendly option as they avoid paper consumption and the physical delivery and long term storage of paper documents. For example, the study has revealed that for every 1 million invoices processed by one of our clients, up to 800 tonnes of CO₂e and 3,200 trees can be saved through our Paperless Accounts Payable solution.

Off-Site Mailroom and Logistics Re-engineering

Converga provides off-site mailroom services from our technology centres in Sydney, Canberra and Melbourne. This initiative has resulted in several environmental benefits for our clients, including:

- Combined greenhouse gas emissions resulting from singular mailroom operations (electricity, waste, transport, equipment etc) have been reduced, and are measured as part of Converga's carbon footprint rather than our clients'
- Reduced transport (i.e. one courier collecting mail from the GPO and transporting it to our CTC, rather than five couriers transporting mail to five on-site mailrooms)

In addition, Converga manages third party courier contracts for the majority of its mailroom clients. Part of this service includes logistics re-engineering to remove multiple carriers, design efficient route models and manage consumption. These services have achieved cost savings for some clients in the order of 22%, whilst at the same time reducing our clients' impact on the environment.

To Converga, being sustainable means thinking about tomorrow. We are confident that our ongoing commitment to environmental sustainability will ensure that we continue to make significant inroads and progress on this critical issue.

Who we are

Converga is a 100% owned subsidiary of New Zealand Post and joins their extensive list of strategic investments in Australia within the Information Technology, Business Process Outsourcing, and logistics markets. When Converga began operations in 1994, the company was best known as a provider of mailroom services. As the demand for Information Management services increased we emerged as a specialist in Business Process Outsourcing with a particular focus on automation. Learn more at www.converga.com.au/environment

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