healthcare solutions
At SUEZ, we have the expertise, technology and infrastructure to manage the full range of waste streams generated by the healthcare industry in accordance with all state and federal regulations.

We help to ensure that healthcare providers continue to deliver a high standard of care whilst maximising environmental, economic and operational efficiencies.

Whether you’re looking for recovery options for your everyday recyclables, or require a tailored package for a variety of specialised medical wastes – from clinical and cytotoxic through to sharps and surgical tools – SUEZ is a total waste management partner that can deliver the results you need.

Although Australia has one of the most affordable, comprehensive and accessible healthcare systems in the world, it is also facing significant challenges.

One of these is the safe disposal of hazardous medical waste which can present technical and environmental challenges.

With contaminated objects easily becoming hosts for the spread of infection, healthcare providers need to know their waste is being managed and treated safely and in compliance with strict federal and state-based regulation and legislation requirements.

Maintaining and enhancing Australia’s standard of care requires safe, compliant and efficient waste management solutions that can service the complex range of waste generated by the industry.
With the management of medical waste closely regulated by state and federal governments, healthcare providers must adopt sustainable, compliant, safe and reliable practices.

Effective waste management not only helps you meet your regulatory compliance requirements, it protects your public image, meets your Corporate Social Responsibility requirements, improves your operational efficiency, and will keep your costs down.

we offer tailored solutions for healthcare providers across Australia:

- Public and private hospitals
- Day surgeries
- Dental surgeries
- Pathology laboratories
- Diagnostic imaging centres
- Nursing homes and aged care facilities
- Pharmacies
- Medical centres and general practitioners
- Blood banks
- Veterinary clinics
- Allied health and alternative medicine practices

our specialised services for the healthcare sector include:

- Australian Standard approved colour coded sharps and specialised medical waste stream containers and bins
- Licensed medical waste treatment and processing facilities
- EPA/DWER compliant and licensed collection vehicles
- Alternative resource recovery solutions for non-hazardous medical items that contain valuable materials
- National / state-wide procurement and account management options for multi-site operations
- Recovery of organic and recyclable waste streams
- Unique staff education programs

Comply with federal and state regulatory requirements

Reduce risks and likelihood of infection

Recover valuable resources

Improve operational efficiencies

Reduce waste sent to landfill
discover how SUEZ strategies are taking the healthcare industry to the next level

We help you put all your waste to good use, with total waste management services for:

everyday materials
- General waste
- Paper and cardboard
- Garden and food waste
- Secure document destruction
- Co-mingled containers
- Glass
- E-waste
- Fluorescent tubes and globes
- Batteries
- Mats/mats and bedding
- Furniture

specialised waste
- Clinical waste
- Cytotoxic waste
- Pharmaceutical waste
- Anatomical waste
- Glass plastics
- Single use medical device recycling
- Anatomical waste
- Colour coded waste segregation systems
- Total waste management solutions
- Training and staff education

All medical waste collected by SUEZ is treated in line with legislation, codes of practice and licence requirements.

from family medical practices through to full service hospitals, healthcare providers generate a unique and diverse range of waste
Every healthcare provider has a different design and layout, with different waste streams generated based on the healthcare services you provide. We design bin room solutions that safely store your waste and maximise your recycling options without impacting the space available.
SUEZ works with you to define the unique challenges facing your facility and create a customised waste management plan that addresses your individual needs.

**Benefits**
- Save time and money
- Ensure you are fully compliant

**Ensure compliance and control costs**
- Collect and treat waste
  - Standard and specialised recycling and waste collection
  - Selected bins and containers adapted to your business’ needs
  - Specialised waste treatment at dedicated and licensed facilities including autoclaving, incinerating and matrix processing*
- Control your budget
  - Optimise your supply chain and logistics
  - Scheduled billing reports including key statistics
- Comply with regulation
  - Regular legislation update – to ensure you are up-to-date with the latest requirements
  - Recycling and waste services compliant with all relevant legislation

**Increase your financial and environmental performance**

**Build a customised waste management plan**
- Full waste audit with recommendations (equipment, waste categories and volumes, frequency of collection, recovery rates...)
- Implementation of a waste management plan (containers for each waste streams, optimised collections...)
- Educational material, customised signs and stickers to promote safe waste disposal and recycling practices to reduce chance of infection and improve recycling rates

**Engage in continuous improvement**
- Access to online monitoring and data analysis tools of your waste streams
- Real-time information on services and traceability of waste streams
- Bespoke training for your staff

**Close the loop by turning your waste into resources**
- Put recycling and recovery at the heart of your waste management plan
- Implement innovative solutions to benefit from your own resource recovery solutions

**Improve engagement with internal and external clients**
- Engage your customers in better recycling and waste prevention practices
- Strengthen your public image by enriching your client’s resource recovery experience

**Boost your corporate social responsibility**
- Reduce your carbon emissions
- Reduce waste generation

**Save time and money**
- Ensure you are fully compliant

**Reduce costs**
- Improve operational efficiencies

**Be recognized as a leader in sustainable waste management practices**
- Turn your waste into resources, benefits and extended brand value

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*Facilities not available in all States*
Globally, SUEZ invests $100 million every year in more than 65 research and development programs so that our customers benefit from tried and tested, continuously improving technologies.

In the healthcare sector, our pioneering alternative resource recovery solutions are enabling our customers to recover valuable re-usable materials and reduce their environmental footprint.

**sterile wrap**

The extensive use of sterile wrap in hospitals contributes to a large volume of waste. SUEZ collects clean, uncontaminated sterile wrap for consolidation, processing and recycling in advanced facilities. The material is then granulated and extruded back to pellets to be used in the manufacturing of new polypropylene products.

**PVC plastics**

Plastics account for about one third of hospital general waste in Australia, and a quarter of that is estimated to be PVC. The PVC Recycling in Hospitals Program collects used PVC medical products (oxygen tubing, drained IV bags, oxygen masks) for recycling into useful new products.

**operating room plastics**

SUEZ collects and treats used plastic dishes and bowls from hospital operating theatres, removing any remaining clinical wastes through a high-temperature sanitising process. The material is then granulated and extruded back to pellets to be used in the manufacturing of new polypropylene products.

**surgical devices**

A first of its kind resource recovery initiative in Australia, SUEZ collects and treats single-use medical-grade steel devices, treating them to recover components such as steel, titanium and aluminium for re-use.

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**breakthrough innovation, real-world solutions**

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the safe collection, handling and processing of medical waste can present technical and environmental challenges from experienced personnel to our advanced treatment options and vehicle fleet, we have the expertise and solutions you need.
specialised SUEZ medical waste processing facilities

Medical waste must be treated in line with legislation, codes of practice and license requirements. Our specialised medical waste facilities treat your waste reliably and responsibly.

**autoclave**

An autoclave is a pressure chamber in which high pressure saturated steam kills pathogens and micro-organisms in order to sterilise medical and other waste. The sterilised medical waste is shredded so it becomes unrecognisable before safe disposal.

**incinerator**

In Australia, the law requires all cytotoxic, pharmaceutical, anatomical waste, as well as some clinical and related waste must be destroyed by incineration. All waste is rendered unrecognisable, reduced to about 20% of its original volume before safe disposal.

**matrix**

The Matrix process treats clinical waste with quicklime oxidisation and shreds it, so that it becomes biologically inert, unrecognisable and safely disposed of. The waste is reduced to about 80% of its original volume and offers an additional or alternative treatment option to incineration (where permitted by law).
The proper handling and disposal of sharps and their containers is critical for the welfare of patients, visitors and staff. The healthcare industry needs to know that their sharp containers are safe and hygienic to prevent contamination and spread of infection.

SUEZ supply disposable, single-use containers, which provide healthcare workers with the peace of mind that their exposure to sharps containers does not pose any risk to themselves, patients or guests, and that every container entering your medical facility is clean, unused and infection free.

Our medical waste team can perform an onsite assessment and work with you to determine the best sharp container options for your medical facility.

Our Australian Standard compliant sharp collectors come in a full range of sizes, as well as trolleys, trolley hanging baskets and wall-mounting brackets for large collectors.
smart and reliable collection solutions

Our fleet of vehicles is instrumental in the safe, secure and responsible collection of waste.

Medical waste collection vehicles comply with all EPA/DWER health, safety and environmental regulations.

Our real-time technology systems* help ensure reliable and efficient collection where our drivers can access maps of locations waiting to be serviced.

Minimising the transportation of waste supports the secure and discrete handling of your waste and reduces the likelihood of infection. We transport and treat all waste in its state of origin.
safety

The continued health and safety of our customers and workers is a core value that is reflected in the services we provide to our customers.

With a specialised Environment, Quality and Safety team working at all levels of the business alongside an integrated management system, we provide strong and accountable leadership.

- SUEZ operates its business in a safe and environmentally responsible manner to protect workers, customers, the community and the environment.
- We ensure that workers are trained and competent to undertake all tasks safely and to proactively identify hazards, risk and harm to both people and the environment.
- We aim to continuously improve our policies, procedures and processes to meet and exceed Australian and international standards.

Our integrated management system is externally accredited to AS 4801, ISO 9001 and ISO 14001. We also hold certification in applicable areas of the business to the NHVAS – Maintenance Management.

environmental and financial monitoring

We manage all facets of the waste and resource recovery process. We actively work with our customers, conducting regular site visits and providing guidance at every stage. From environmental and strategic site planning and audits to financial and performance-based reporting, we offer the highest level of support.

service guarantee

We are committed to service excellence, which is why the standard of support we provide is the same throughout the lifetime of your contract.

If problems do arise, we provide assistance when and where you need it.
compliance
No matter where your business is based, our national presence means we understand and implement policies and procedures in compliance with all regulatory requirements.

customer focus
Every day our customers trust us to meet their specific challenges.
At SUEZ, we build long-term, mutually beneficial relationships with our customers.
We understand that there is no ready made, one-size-fits-all waste management package. Our local teams are passionate and dedicated to understanding your needs and work with you to create a flexible, tailor made solution.

manage your services 24/7
Our online customer portal, SUEZ Connect™, allows you to monitor your waste, manage account information, order new services and pay invoices in a secure environment, at any time and on any device.
suez.com.au/suezconnect

continuous improvement
Today, waste management technologies, data and consultancy can help you to improve your financial and environmental performance.
As the industry expert in waste management solutions, we find ways to increase your diversion, reduce your costs and improve the overall effectiveness of your waste management services.

education and employee engagement
We are committed to increasing awareness of sustainable waste management practices through training and education.
Our experienced and qualified personnel provide training at your site to help your employees understand the importance of safe handling and treatment of waste streams.
Education programs raise awareness, develop knowledge and improve skills in resource recovery, recycling and waste management.
Context
Bupa Aged Care is one of Australia’s largest residential aged care providers, committed to providing person-centred care to its more than 6,500 residents. Effective, safe and cost-efficient waste removal is important, and with a portfolio of 17 waste service partners across its homes Bupa sought to simplify its waste management and streamline it under one supplier.

Having worked with SUEZ for more than ten years, in 2015 Bupa chose SUEZ as its partner in this transition.

Solution
Through visiting each aged care home and engaging with Bupa employees at all levels, SUEZ was able to paint a clear picture of the company’s needs and develop bespoke solutions to deliver more effective recycling and waste management.

SUEZ implemented a full range of solid and liquid waste services across Bupa’s care homes, including co-mingled and paper and cardboard recycling, general waste, and management of specialised medical and clinical waste.

Ensuring a safe working environment for Bupa’s employees under the new system, and educating them in the new systems and processes, was important in managing the transition successfully. SUEZ conducted extensive site visits to check equipment, assess risks and recommend best practice approaches for staff, tailored to individual homes.

Streamlining all its waste services under SUEZ gave Bupa clear visibility of its waste consumption across all sites and a path to more efficient and cost-effective waste management. With all possible recycling services now in place, SUEZ continues to work with Bupa to develop innovative solutions to meet its unique needs.
SUEZ makes the best use of water and waste by providing smart and reliable solutions for towns, cities, businesses and industry.

**Operating through Australia**

2,600+ employees and contractors

100+ water and waste processing facilities

We divert up to 55% of general waste

95% of recyclables

99% of garden organics

We provide 7 Million Australians with drinking water

56,000 businesses with resource recovery solutions

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**Resourceful partnerships**

From Australia’s largest councils to remote communities, government authorities through to large companies and small business, millions of Australians rely on SUEZ to make the best use of their water and waste.

**Global knowledge Local expertise**

With 80,000 employees across five continents, we combine our international experience, research, technology and know-how with our local expertise to deliver reliable and effective solutions to our customers.

**Innovative solutions to protect resources**

With $100 million invested every year in research and development, SUEZ is committed to creating new and innovative products and services. In Australia we have a wide range of technologies in place to protect and recover resources, including desalination, alternative fuels and depackaging facilities.

**Community engagement**

We believe we can play an important role in shaping the communities of tomorrow. That’s why SUEZ is actively engaged in the communities in which we live, work and deliver our services and operate our facilities.

The increasing scarcity of natural resources is a global challenge with rising population and increasing density in our cities.

Today, only 2.5 per cent of the Earth’s water is fresh. We must ensure the world has access to high quality drinking water.

Today, 10 million tonnes of waste is produced every 24 hours. We must give waste a second life.