

Thankyou Group Pty Ltd

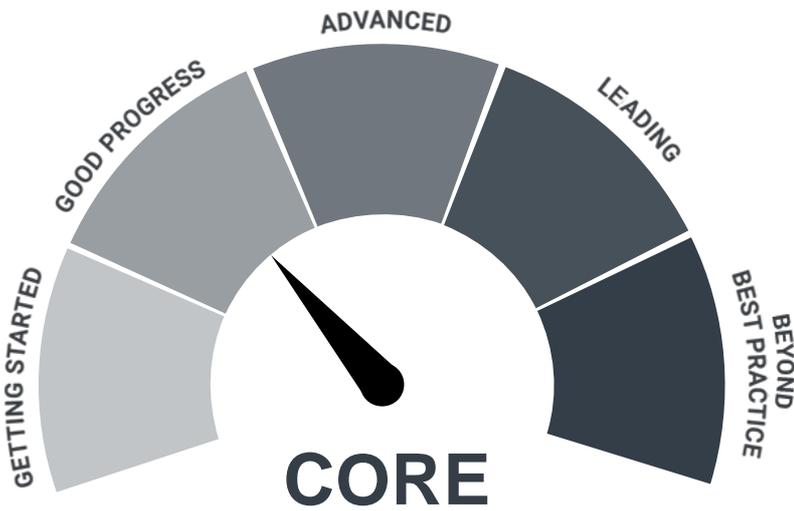
Website
thankyou.co

Primary Industry Sector
Healthcare and scientific

Packaging Supply Chain Position
Warehousing / Distribution

ABN
40132861879

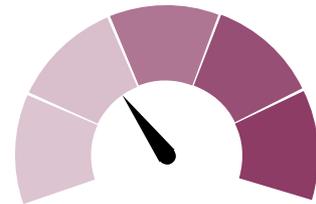
DASHBOARD



LEADERSHIP



OUTCOMES



OPERATIONS

SUMMARY

For the 2021 APCO Annual Report, *Thankyou Group Pty Ltd* has achieved Level 2 (Good Progress) for the core criteria. All seven core criteria were answered and six out of six recommended criteria were answered.

INDICATORS

This Annual Report shows the organisation's performance against the APCO Packaging Sustainability Framework.

CORE: All core criteria.

RECOMMENDED: All answered recommended criteria.

TOTAL: Sum of all core and answered recommended criteria.

LEADERSHIP: All criteria that defines leadership on packaging sustainability.

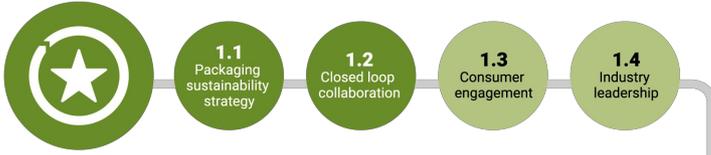
OUTCOMES: All criteria that lead to direct improvement in packaging sustainability.

OPERATIONS: All criteria related to business operations for improving packaging sustainability.

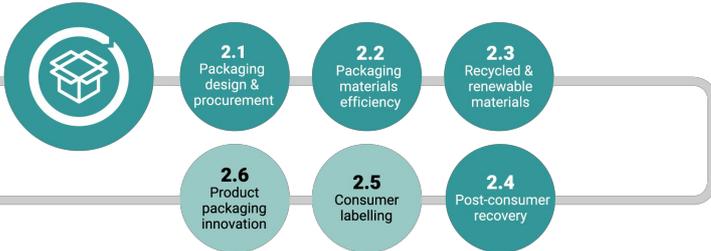
REPORTING FRAMEWORK

OVERVIEW

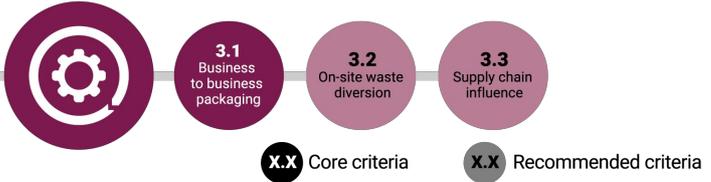
1. LEADERSHIP



2. OUTCOMES



3. OPERATIONS



X.X Core criteria **X.X** Recommended criteria

LEVEL DESCRIPTION

LEVEL 0 — NOT YET STARTED

The organisation does not have a plan and has not started investigating options for action under the relevant criteria.

LEVEL 1 — GETTING STARTED

The organisation is developing a plan or is investigating options for action under that criteria (e.g. agreeing on goals and targets).

LEVEL 2 — GOOD PROGRESS

There are documented procedures in place (e.g. to implement the Sustainable Packaging Guidelines) or some progress has been achieved, data tracking shows up to 20% of products have achieved the desired outcome.

LEVEL 3 — ADVANCED

The organisation has specific, measurable targets in place, or data tracking shows that >20% of products have achieved the desired outcome.

LEVEL 4 — LEADING

The organisation has more rigorous procedures in place, or an ambitious target has been met e.g. >50% of products have achieved the desired outcome.

LEVEL 5 — BEYOND BEST PRACTICE

The organisation has more rigorous procedures in place, or an ambitious target has been met e.g. 100% of products have achieved the desired outcome.

ABOUT THE APCO FRAMEWORK

The APCO Packaging Sustainability Framework (the Framework) aims to provide a consistent and transparent framework for assessing and tracking packaging sustainability across organisations. The Framework consists of thirteen independent criteria that belong to three separate categories. These categories are (i) Leadership, (ii) Packaging Outcomes and (iii) Operations. The diagram above shows the different criteria included within each of these three categories.

There are two types of criteria within the Framework:

- **Core criteria** are mandatory and must be answered by all Members when completing the Annual Reporting Tool.
- **Recommended criteria** are not mandatory, but Members are encouraged to complete as many recommended criteria as possible.

Each criteria is divided into five levels of performance ranging from 'getting started' to 'beyond best practice'. The diagram above illustrates the key differences between performance levels. Please see www.packagingcovenant.org.au for more information.

ABOUT APCO

APCO is a co-regulatory, not for profit organisation that partners with government and industry to reduce the harmful impact of packaging on the Australian environment. APCO promotes sustainable design and recycling initiatives, waste to landfill reduction activities and circular economy projects. APCO Annual Reports are a key Membership obligation, providing Member organisations with a transparent method to track their packaging sustainability performance. Annual reporting also supplies APCO with valuable data and information to identify industry trends and advancements.

FREE FORM QUESTIONS

Describe initiatives, processes or practices that you have implemented during your chosen reporting period that have improved packaging sustainability.

Throughout 2020 we implemented three key projects that were designed to develop and improve our packaging sustainability across the business, ready for launch in FY21. These involved: replacing all of our soap bar packaging introducing 'Plastic Free Collection' - now made with recycled paper, recyclable cardboard and no product wastage from manufacturing

phasing out problematic single-use plastics packaging in our genesis products - Thankyou Water. You can find out more about that here: <https://thankyou.co/blog/2020/08/were-announcing-the-end-of-thankyou-water>

Developing our Responsible Sourcing Policy for all of suppliers and partners to adhere to the Code of Conduct and improved packaging sustainability initiatives through responsibly sourced inputs. (e.g. All paper and board packaging purchased must be from certified sustainability managed forests.)

In addition, Thankyou made a strategic decision in 2020 to pivot its entire business model to a license partnership model. The partnership will fully support the sourcing, manufacturing and distribution of Thankyou Personal Care products. Thankyou has strict requirements on packaging sustainability and reporting as part of the licence agreement, ensuring that our partner(s) will adhere to sustainable practices in the development and production of Thankyou products. The partnership will also support the achievement of our sustainable targets more effectively and efficiently, as many of these partners already have programs and systems established that track and report sustainable goals, and influence consumers to purchase sustainably.

Describe any opportunities or constraints that affected performance within your chosen reporting period.

Like many other leading brands in the market, we were faced with many opportunities and also many constraints that impacted our performance in strategy execution and in the market.

We took the opportunity to engage with organisations who specialise in post-consumer material recovery solutions to direct waste to sustainable recycling/recovery options for packaging that was deemed not fit for use. For example, packaging waste generated from unsaleable cardboard packaging stock was directed towards a known certified circular recycler/recovery centre called Cleanaway. Cleanaway recycle and recover this type of packaging to then use as nutrients for either animal production or industrial composting. We also partnered with Suez, to collect old or expired stock of our nappy products for material recovery.

The constraints that impacted the pace of Thankyou executing our strategy have been limited time and resource. For example, the increased specifications and costs associated with our Plastic Free Collection resulted in longer procurement leads times as well. We continued to pursue ranging the collection in market because improving the sustainability of our products remains a crucial commitment for Thankyou.

The most significant constraint for us, with little surprise, was the impact that COVID had in our ability to make in-roads to achieving our sustainability goals in 2020. As with many businesses, we focused on navigating the continual change and challenge of 2020 to ensure we were around for the long-term achievement of our mission and the opportunity to continue improving our sustainability in 2021.

COMMITMENTS

The Action Plan detailed below, is a public commitment to advancing packaging sustainability outcomes as a Member of APCO. Members are encouraged to have a comprehensive internal plan with the steps they will take to fulfill their commitments.

Criteria 1.1 PACKAGING SUSTAINABILITY STRATEGY (core)

3. Advanced

Your organisation is committed to: Ensuring that your organisation has a documented process in place for continuous improvement to your packaging sustainability strategy.

Criteria 1.2 CLOSED-LOOP COLLABORATION (core)

2. Good progress

Your organisation is committed to: Joining a collaborative initiative to address a shared packaging sustainability problem, or working with others to set one up.

Criteria 1.3 CONSUMER ENGAGEMENT (recommended)

4. Leading

Your organisation is committed to engaging consumers about packaging sustainability by: (1) Including packaging information on your website or other publications. (2) Applying on-pack claims or labels. (3) Designing packaging to reduce the impacts of consumption. (4) Running a marketing campaign.

Criteria 1.4 INDUSTRY LEADERSHIP (recommended)

2. Good progress

Your organisation is committed to: (1) Investigating collaborative or industry leadership actions to improve packaging sustainability. (2) Being involved in a program or initiative to improve packaging sustainability through collaboration and leadership.

Criteria 2.1 PACKAGING DESIGN & PROCUREMENT (core)

1. Getting started

Your organisation is committed to: Preparing a procedure that requires the use of the Sustainable Packaging Guidelines (SPG) or equivalent to evaluate packaging during design or procurement.

COMMITMENTS

Criteria 2.2 PACKAGING MATERIALS EFFICIENCY (core)

2. Good progress

Your organisation is committed to: Reducing packaging weight or optimising packaging material efficiency in up to 20% of products.

Criteria 2.3 RECYCLED & RENEWABLE MATERIALS (core)

4. Leading

Your organisation is committed to: Incorporating or optimising recycled and/or renewable content in more than 50% of products.

Criteria 2.4 POST-CONSUMER RECOVERY (core)

4. Leading

Your organisation is committed to: Having more than 50% of primary packaging be recoverable through existing post-consumer recovery systems and achieving the highest potential environmental value.

Criteria 2.5 CONSUMER LABELLING (recommended)

4. Leading

Your organisation is committed to: Labelling more than 50% of products with disposal or recovery information.

Criteria 2.6 PRODUCT-PACKAGING INNOVATION (recommended)

1. Getting started

Your organisation is committed to: Investigating opportunities to change the design or delivery of at least one product to improve packaging sustainability.

Criteria 3.1 BUSINESS-TO-BUSINESS PACKAGING (core)

1. Getting started

Your organisation is committed to: Developing a plan or investigating opportunities to reduce the amount of single-use business-to-business (B2B) packaging used internally or sent to customers.

COMMITMENTS

Criteria 3.2 ON-SITE WASTE DIVERSION (recommended)

2. Good progress

Your organisation is committed to: Investigating opportunities to divert up to 20% of solid waste generated at facilities (factories, warehouses, offices, retail stores etc.) from landfill.

Criteria 3.3 SUPPLY CHAIN INFLUENCE (recommended)

3. Advanced

Your organisation is committed to engaging its supply chain about packaging sustainability by: (1) Communicating goals and guidelines. (2) Providing support to suppliers to improve their understanding of goals and strategies. (3) Collaborating with key suppliers to share knowledge.

SIGN OFF

Peter Yao

Chief Impact Officer

Monday, 31 May 2021

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