

RETURN

Spring/Summer 2001

RECYCLING NEWS FROM TOMRA

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Helping the World Recycle!

TOMRA VIP Award

Recently, Tomra Systems ASA has added a new component to the recognition package which winners of its Values In Practice (VIP) Award receive: shares of TOMRA's stock!

TOMRA VIP Award recipients are now recognized with the following:

- Warrants to buy 600 shares of TOMRA stock according to the same terms included in the TOMRA Share Bonus Plan of the same year.
- Inclusion on the VIP Award winners' plaque displayed prominently at the Tomra Group headquarters in Asker, Norway.
- An article highlighting the employee's achievement on the back cover of RETURN.
- A framed copy of the RETURN article and the VIP Award certificate.

The VIP Award is an excellent opportunity for TOMRA employees to be recognized for their efforts. For more information about the program, contact Svanaug Bergland, Vice President HR Development (svanaug.bergland@tomra.no). See also the back cover to read about TOMRA's latest VIP Award recipient.

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Win a 100% pure wool Nordic sweater!

Here's a chance to show your TOMRA enthusiasm by answering the following questions. All of the answers can be found in this issue of RETURN.

To participate, send your answers on an e-mail to: britt.killingberg@tomra.no. In the subject field of the e-mail, please remember to write "RETURN contest" and be sure to include your name, address and contact number in the e-mail. The closing date is 7th September 2001. A draw will be held among all the correct entries on September 14, 2001, and three winners will be selected and notified directly thereafter.

1. When is the implementation of Israel's new deposit system set to begin?
2. Where and when was the exhibition Environment 2001 held?
3. What is the name of TOMRA's latest high capacity RVM?
4. How many containers can the DUO store in its accumulation cabinet?
5. What was the product that TOMRA's couponing program in Sweden recently featured?
6. Which supermarket chain is running a donation program for The Red Cross using TOMRA RVMs?
7. What is Retour Plus?
8. What was the name of the international student festival Tomra Technology recently sponsored?
9. How many tons of used aluminum cans are recycled by Tomra Latasa's reclamation plant each year?
10. Who were the four guest speakers at TOMRA's management conference in New Orleans this past March?

Good luck!

This 100% pure wool sweater was specially designed for TOMRA and features the company's corporate colors.



The first half of 2001 has brought to life a number of exciting developments for the Tomra Group, with one of the most influential being the upstart of our new South American venture, Tomra Latasa Reciclagem S.A., in March. With expected revenues of about USD 33 million during its first ten months in 2001, Tomra Latasa immediately steps up as one of the largest subsidiaries within the Tomra Group. Tomra Systems' investment of USD 28 million gives TOMRA a 70 percent stake in the company, and represents the start of a concerted growth strategy in South America that will be coordinated by our newly created business unit for the region, Tomra of South America. Headquartered in São Paulo, Brazil, Tomra of South America will support, in addition to Tomra Latasa, TOMRA's pre-existing activities in Argentina, Chile, Paraguay and Uruguay. On behalf of the rest of the Tomra Group, I would like to send out to all of Tomra Latasa's nearly 100 employees a warm welcome to the TOMRA family.



Management Perspectives

More details concerning Tomra Latasa's extensive activities can be found in a separate article later in this issue of RETURN.

Another new member of the Tomra Group, Tomra Systems NV, is actually not a newcomer to TOMRA at all. Tomra Systems NV has served as TOMRA's exclusive distributor in Belgium since 1985, but as of March is now a wholly-owned subsidiary of Tomra Europe AS (with accounting effect from January 1, 2001). I would therefore also like to officially welcome all the employees of Tomra Belgium to the Tomra Group.

TOMRA also had the opportunity recently to takeover the operations of one of our competitors in the Swedish market with the purchase of the reverse vending activities of Eleiko Sanera. Eleiko has installed between

700 and 800 reverse vending machines in Sweden, and we now look forward to assisting the former customers of Eleiko with all their current and future reverse vending needs.

I would also like to take this opportunity to mention a few thoughts concerning the theme of this issue, enthusiasm. I recently returned from a visit to Tomra Latasa's offices in Brazil, and one of the things that impressed me the most was the sheer energy and enthusiasm that I encountered there. Enthusiasm, one of our corporation's five core values, is in my view perhaps the single most important factor in determining the degree to which we can achieve the goals and aspirations of our company. This is a value truly embraced throughout the organization,

and explains in large part the success that TOMRA has achieved to date. And this enthusiasm, I feel, is something which is generated by the fact that we hold a fundamental belief and engagement in the mission of our organization—Helping the World recycle.

TOMRA has come a long way in fulfilling this mission, yet there remains a great deal of work to be done. We stand before an unprecedented period of opportunities in many regions around the world, yet with these opportunities come new challenges for the organization. Challenges set not by any limitations in the value of our business concept, but rather in how quickly we can adapt and respond to the requirements posed by rapid growth. This is an issue that all companies going through such a development have to face, but I am confident however that the energy and enthusiasm that have brought us to where we are today will help us overcome these challenges and continue to lead us toward the fulfillment of our mission and secure our long-term growth objectives.

*Erik Thorsen
President & CEO*

The FMI Show 2001

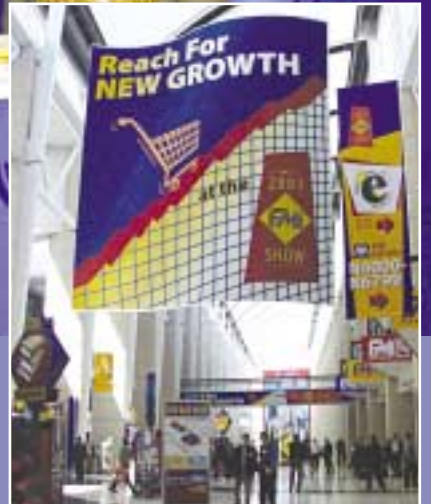
TOMRA once again participated at the annual Food Marketing Institute Show, an event which is considered to be the premier trade exhibition for the supermarket industry. This year's show ran from May 6 through 8 at the McCormick Place convention center in Chicago, Illinois.

With vendors present from all over the world, TOMRA stood out as one of only two recycling companies featuring reverse vending machines. The TOMRA stand was staffed by representatives from all three TOMRA business units (North America, South America and

Europe), who were kept busy answering questions from a steady flow of participants from around the world who were eager to learn more about TOMRA's recycling solutions.

"The FMI show allows us to reach both new and existing customers from many countries in a focused environment. It's a great opportunity for TOMRA to showcase its leading position as a complete provider of recycling solutions for used beverage containers," says Cort Kirkley, Vice President of Marketing, Tomra North America.

Next year's FMI Show takes place May 5-7, 2002.



A record number of international visitors stopped by TOMRA's stand at this year's FMI show. On hand to take care of them were some new members of the Tomra North America team (from left to right): Marc Steele (Tomra Iowa), Gerrit Veeder (Tomra North America) and Jocelyn Dame (Les Systèmes Tomra Inc.).

TOMRA's RVMS

attract Ministry of Environment officials at exhibition in Tel Aviv



The Israeli Minister of Environment, Mr. Tzachi Hanegbi, tries out the Tomra 62 reverse vending machine for cans, glass and plastic containers.

Senior Deputy Director General, Dr. Yossi Inbar, all of whom took the opportunity to learn more about TOMRA's automated solutions for the collection of used beverage containers.

TOMRA's exclusive distributor in Israel, ADAD Collection and Recycling Systems Ltd., recently participated at Israel's foremost environmental exhibition, Environment 2001. The exhibition, which was held May 1-3 in Tel Aviv, was attended by approximately 20,000 people. Among these were officials from Israel's Ministry of

Environment, including the newly elected Minister, Mr. Tzachi Hanegbi, the Director General Mr. Yitzhak Goren, the Vice Director General Advocate Ms. Bina Bar-On and the



The TOMRA team was kept busy informing retailers and other interested parties about TOMRA's full line of RVMS for non-refillable containers.

Left: The TOMRA Environment 2001 team (left to right): Per Haagensen, Administrative Director, Tomra Butikksystemer (Tomra Norway); Yair Inov, Managing Director & CEO, ADAD; Amir Papo, Information Technology Manager, ADAD; Nier Oren, Executive Assistant, ADAD; and Doron Rachlis, Service and Installation Manager, ADAD.

Upstart of new deposit system going forward in Israel

In March of this year Israeli government authorities set the implementation of Israel's new container deposit system to begin on October 1, 2001.

Under the new deposit system, all non-refillable beverage containers made of glass, metal and plastic (with the exception of containers 1.5 liters and above), will have a deposit of NIS 0.25 (about USD 0.05). All retail outlets larger than 28 square meters selling beverages will be required to accept the return of these containers and refund their deposit value to consumers.

A permit allowing the establishment of an organization to administer the deposit system has been issued by the Israeli anti-trust commission, and work is now underway to appoint the organization's managing director. Ownership of this recycling organization will be open to Israeli beverage producers, importers and retailers, each of whom will have equal representation in governing the organization.

Once this organization's management structure is in place, it is expected that the organization will issue a tender for about 500 to 600 reverse vending machines.

For more information about the products and services TOMRA can provide to handle the collection and processing of used beverage containers in Israel, please contact Yair Inov, Managing Director and CEO, ADAD Collection and Recycling Systems Ltd., tel.: +972 9 745 2334, e-mail: adadsystems@barak-online.net.

Environment
2001

TOMRA HCp/TOMRA 83

High capacity RVM now set for release



The HCp's dynamic new streamlined design is as attractive as it is functional.



After going through the most comprehensive process of product development in the company's history, TOMRA is now set to launch its latest reverse vending machine generation designed for high volume returns of non-refillable beverage containers. The release of this new machine, which will go under the name TOMRA HCp in North America and TOMRA 83 elsewhere in the world, will begin toward the end of the year in selected markets.

According to TOMRA R&D project manager Kristian Holmen, "the HCp has been designed in response to several key market demands: the need for a more rugged machine that allows greater accumulation capacity, lower operating and service costs, and reduced maintenance by store personnel. And this is, in a nutshell, exactly what we have developed."

Here are some of the key features offered by the TOMRA HCp/T-83:

- Up to three times greater accumulation capacity compared to previous models.
- Unique collection bin system that provides an easier, more efficient way of handling collected materials.
- Comprehensive container recognition technology, including an improved barcode reader system that increases container recognition speed by up to 33 percent.
- Redesigned container compaction units that increase accumulation capacity and are easy to service.
- Easily accessible in-feed opening, graphic display and receipt button.
- Robust steel doors, locks, latches, and hinges to reduce chances of theft or damage.
- Value-added services such as couponing and remote RVM diagnostics.
- Lockable receipt paper roll that is 80 percent larger than the roll used in previous models.
- Reduced power consumption.
- Immediate return of non-accepted containers through in-feed opening.

For more information about the TOMRA HCp or the TOMRA 83, contact your local TOMRA sales representative or product manager Tom P. Steidel, tel.: +47 66 79 92 74 or e-mail: tom.steidel@tomra.no.

Product Update:

DUO



Since its North American launch late last year, the DUO has sparked a lot of interest among retailers that handle smaller volumes of empty container returns such as convenience stores, package stores and drug stores. Says Bryan Cairns, Tomra Michigan Sales Manager, "the DUO is proving to be an excellent reverse vending solution for our customers. With about 50 DUOs either operational or ready to be installed, TOMRA is quickly becoming the name convenience stores associate with the most efficient way of handling the return of empty beverage containers."

Response from its appearance at several trade exhibitions, including the recent FMI show in Chicago, Illinois (see related article), has also been very positive. According to John Sullivan, Director of Technical Services for Tomra of North America, "the DUO's mechanical simplicity and robust compactor significantly reduce the need for service and maintenance. This makes the DUO a lower cost alternative to the more advanced equipment in our portfolio, while still offering a high degree of performance for our customers."

Interested in more information about the DUO?

*Please contact Amy Esposito,
Marketing Manager, Tomra North America,
tel.: +1 203 455-5000, fax: +1 203-455-5010,
e-mail: Aesposito@tomrana.com*

The DUO:

- Registers and compacts cans and plastic bottles at the rate of one every three seconds.
- Stores up to 830 containers at a time.
- Can be plugged into any standard electrical outlet—no electrical upgrades required.

TOMRA couponing program

increasing sales for retailers in Sweden

In October 2000 TOMRA and Swedish food retailer Robin Hood launched the Extra Retur Bonus coupon program. Now, after the program's first six months, the initial results show that couponing through TOMRA RVMs is a proven sales-driver!

Enthusiastic support for the program from both store managers and brand manufacturers alike indicate that couponing through TOMRA RVMs has struck a chord in Sweden. During the past half-year, various coupon campaigns have been run featuring consumer products from such manufacturers as Best Foods Nordic, Pepsi, and Kraft Foods. The coupons, which are printed with the deposit receipts issued to consumers after they have returned their empty beverage containers in a TOMRA RVM, typically offer a time-limited discount on a particular product.

A recent campaign featuring Gevalia instant coffee shows how couponing through TOMRA RVMs can affect sales. During a two-week campaign period in which coupons were issued offering a 20-

percent discount on these products, sales increased by 30.9 percent compared to the previous 13-week period.

A 30.9% unit sales increase during the two-week coupon period

According to Andreas Holm, program coordinator at Coop, "we are very pleased with the value that this program provides. Compared to other types of coupon programs, we see that couponing through TOMRA RVMs is a highly effective means of encouraging sales because the coupon is issued to the consumer directly before they begin their shopping.

And since it is issued in the store in combination with the deposit receipt, it is a more effective way of issuing coupons. Further, as in the case of instant coffee, it provides an immediate outlet to effectively highlight products that have higher margins for us and which otherwise are often not promoted."

The aim now for TOMRA is to increase the distribution of the Extra Retur Bonus program while ensuring that it continues to deliver satisfactory results to both retailers and brand manufacturers. Further distribution of the program is currently being planned with Coop and ICA in Sweden, while retailers in other European markets are also evaluating the opportunities of the program.



For more information about couponing through TOMRA RVMs, contact: Lasse Nagell, Product Group Manager, Promotions, Tomra Europe AS, tel.: +47 66 79 92 02, e-mail: lasse.nagell@tomra.no



ICA/Red Cross donation program for 2000:

SEK 2.7 million donated through TOMRA RVMs!

Last year saw the start of a large-scale donation program for The Red Cross using specially outfitted TOMRA RVMs in 320 ICA supermarkets in Sweden. The program was successful in collecting 2.7 million Swedish kronor from customers donating their deposit refunds through TOMRA RVMs.

This unique offering from TOMRA allows consumers, after they have returned their empty beverage containers, to choose whether they want to receive their deposit refund or to donate it to The Red Cross. To help customers from accidentally pushing the donation button if they do not intend to, the button is partially enclosed by a plastic cover so that consumers are making a con-

scious decision to use the donation option.

Both The Red Cross and ICA are thrilled with the program, and feel confident that the amount donated this year will be double that achieved in 2000. Sweden's Princess Christina Magnuson, chair of the Swedish Red Cross, says "we're happy for each contribution we get, but what makes this program so positive is that people are making an active choice. I believe that it makes people feel that they are taking part in something important."



Princess Christina donating her deposit refund to The Red Cross.

Sweden opens its 2nd Environmental Room



After an enormously positive response from Swedish consumers to the opening of Sweden's first Environmental Room (Nov. 1999), Tomra Systems AB, in collaboration with the supermarket chain KF, recently launched its second center in the Stockholm area. The latest center, which opened in April in the city of Rotebro, features eight TOMRA RVMs and extensive use of TOMRA's automated sorting and stacking equipment behind the machines.



Retour Plus

offering new benefits for consumers

The Retour Plus program, a consumer loyalty concept formed by NeBus in collaboration with Coop Holland and Tomra in 1999, is set to launch some new benefits that will make the program even more appealing to consumers.



During its first two years Retour Plus has offered consumers the opportunity to save their container deposit refunds on a Retour Plus loyalty card which later could be used to purchase goods from a special mail order catalog. Now, to provide added convenience and open up greater access to the program, a couple of important changes have been initiated.

Beginning in June 2001, the Retour Plus card and the Coop loyalty card will be combined into one card, eliminating the need for Coop's customers to have two separate loyalty card accounts. This will not only make it more convenient for Coop's customers, but will also provide them with greater purchasing power by allowing them to build up the balance in the combined account faster. This change means that the Retour Plus program will now be available to the existing Coop loyalty cardholder base of nearly 140,000 customers.

Another change being made has to do with an improvement in technology. Previously, the Retour Plus card used a magnetic stripe to identify the cardholder. Although commonly used, one drawback to using a magnetic stripe is that it tends to

wear out and not function properly if dirty or damaged in any way. The new Retour Plus card, however, will employ the use of a barcode instead of the magnetic stripe, which will improve the longevity and performance of the card significantly.

With these new changes, TOMRA seeks not only to further expand the program with Coop, but to introduce the value of this concept in other markets throughout Europe. According to Martin Willems, Sales Manager of Tomra Systems B.V. in Holland, "the Retour Plus program really has been a win-win situation for everyone involved. Coop has benefited by gaining increased customer loyalty through a valuable incentive program, consumers have benefited by gaining an additional service that provides them with more

The new barcode reader for the Retour Plus loyalty card.

"Coop Holland has replaced 46 of its older machines with the TOMRA 610 to maximize the benefits of this program, and consequently now offers its customers the best user interface both for the return of empty beverage containers and for using the loyalty card reader."

value for their money, and we have benefited by having the chance to provide our customers the most up-to-date technology available on the market. Coop Holland has replaced 46 of its older machines with the TOMRA 610 to

maximize the benefits of this program, and consequently now offers its customers the best user interface both for the return of empty beverage containers and for using the loyalty card reader."

Tomra Production AS moving to new premises

TOMRA's manufacturing arm, Tomra Production AS, is getting ready to set up shop in a completely renovated 3,165 m² facility located in the community of Lier, about ten minutes away from the TOMRA headquarters in Asker, Norway.

Beginning in August, approximately half of Tomra Production's 100 employees will start making the transition to the new workplace in Lier. Initially, the facility's 1,830 m² production hall will be dedicated to the final assembly of the T-600/610 series and TOMRA's latest addition to its family of RVMs, the TOMRA HCp/T-83. Another 1,335 m² building, which is connected to the production hall, will provide office space for administrative personnel as well as a reception area and various common areas for staff. The buildings are situated on 19,000 m² of property which will provide ample opportunity to expand on the site should the need arise.

Says Torgrim Bøhn, TOMRA's Vice President of Production Logistics, "This move comes as a result of a process where Tomra Technology and Tomra Production were looking at ways in which we could best accommodate both the immediate and more long-term space requirements of our respective activities. When the facility in Lier was identified, it presented a golden opportunity for us in a very short amount of time



both to improve the logistics of our RVM production in Norway and to free up much needed space at the TOMRA headquarters for the company's rapidly expanding R&D activities. "Activities that will continue for the time being at the Tomra Production facility in Asker are the production of the T-22, 32, 42 and 62 RVM series, crate recognition units, and optical scanners, as well as service and repair of parts. Production of TOMRA's Minima family of RVMs (Solo, Duo, Trio), will continue at Tomra Production's facility in Heinola, Finland.



Tomra Production's new facility has been renovated from top to bottom.

TOMRA Denmark

takes to the road again!

For the third year running, Tomra Systems A/S took to the road to show the latest RVM technology to its customers.

After five weeks of shifts, driving around in a specially converted Peugeot Boxer LH maxi van, Michael Milo and his sales team were able to visit their most important supermarket customers to demonstrate the new T-403 machine. This machine has been specially developed for the Danish market, where more than 2,000 stores have plans to upgrade their existing RVM installations to handle on-site automatic sorting of refillable PET bottles. In spite of its compact size, the van had space for a fully operational T-403 machine with a small table and crate conveyor.

The team also used the opportunity to stop at petrol stations and small stores around the

country to talk about the benefits the TRIO has to offer for stores with smaller volumes of container returns. With a full front section of the TRIO mounted in the van, stores could experience first hand the compact size and convenient design of the machine.

Henrik Friis, the instigator of these road shows, commented at the end of the successful project, "Customers and consultants usually take the time to meet with us when we come out to them with the machines, as it

is so convenient for them to have an on-the-spot demonstration. They usually bring along more people from the organization to have a look, since it only takes 10 minutes to see a full demo. For a relatively modest investment, we are able to reap rewarding results and create a lot of goodwill among our customers."

Sales Manager Michael Milo in front of the converted maxi van.



TOMRA sponsors the world's largest international student festival

ISFiT, which is organized by a non-profit foundation based at the Norwegian University of Science and Technology (NTNU), seeks to promote understanding among students from different cultures, raise awareness of important global issues and inspire its participants to strive for a global development that benefits all of the world's citizens. These objectives are pursued through a variety of activities, with the central focus being the festival's thematic workshops. These sessions have enlisted the participation of such renowned figures as His Holiness the Dalai Lama, President Bill Clinton, UNEP Executive Director Dr. Klaus Töpfer, former Soviet President Mikhail Gorbachev and Israeli Minister of Foreign Affairs Shimon Peres.

ISFiT 2001 dealt with a range of topics related to its theme of global responsibility, such as sustainable development, global health challenges, technology and growth, and the cancellation of third world debt. Tomra Technology's sponsorship of this event provided an opportunity for TOMRA to showcase its own efforts with regard to global responsibility and sustainable development, and at the same time raise awareness of how TOMRA develops and applies advanced technology and systems to encourage the return of used packaging for recycling and reuse.

In March Tomra Technology served as one of the main sponsors of the sixth bi-annual International Student Festival in Trondheim, Norway (ISFiT), a combination festival and conference which brought together over 450 university students from more than 100 countries to focus on the theme of global responsibility.



Tomra Technology's Chief Scientist, Andreas Nordbryhn, presenting TOMRA's latest reverse vending technology at the ISFiT conference center.

More to explore:

ISFiT: www.isfit.ntnu.no

The Norwegian University of Science and Technology:

NTNU is one of Norway's leading universities and an important resource for Tomra Technology with regard to recruitment and research collaboration. An example of this collaboration is the Productivity 2005 Program, an initiative that seeks to advance the Norwegian manufacturing industry in a

variety of sectors including electronics and mechatronics, key competence areas of Tomra Technology. For more information about this program, visit www.p2005.ntnu.no/english.htm. General information about NTNU can be found at www.ntnu.no/indexe.html.

TOMRA and sustainable development:

TOMRA is included in the Dow Jones Sustainable Group Index (DJSGI) as one of

the top sustainability companies worldwide. The DJSGI family includes one global index, three regional indexes - covering North America, Europe and the Asia-Pacific - and one country index covering the United States. The DJSGI consists of more than 200 companies that represent the top 10 percent of the leading sustainability companies in 64 industry groups in 33 countries.

More details about the Index can be found at www.sustainability-index.com/index.html.

TOMRA steps up its role in South America

In March 2001 Tomra Systems ASA joined forces with the largest producer of aluminum cans in South America, Latas de Alumínio S/A Latasa, to form a new company called Tomra Latasa Reciclagem S.A. This new venture escalates TOMRA's activities in the region dramatically, and is expected to generate over USD 30 million in revenues during its first ten months this year.



The new company, of which Tomra owns 70 percent, is headquartered in Rio de Janeiro, Brazil. Latasa's history dates back to 1990 beginning first with the production of aluminum cans and branching out in 1991 into can collection and recycling activities. During the past ten years the company has expanded considerably, and its activities now include a reclamation plant, can production facilities in Brazil, Argentina, and Chile, supermarket recycling centers, institutional recycling programs, and sales and service of RVMs.

Latasa's operations have been the driving force behind the success of can recycling in Brazil, a country which has achieved one of the highest aluminum recycling rates in the world at 78 percent. Through its supermarket recycling centers and collection initiatives organized in conjunction with more than 16,000 institutions such as schools, charitable organizations, and government agencies, Latasa collects more than 27,000 tons of aluminum cans annually. This and other collected aluminum is taken to Tomra

Recycling 'round the clock. Tomra Latasa's reclamation facility in Pindamonhangaba, near São Paulo, where the plant's 52 employees work in three shifts to transfer used aluminum cans into recycled aluminum which is used for the production of new cans.

Latasa's reclamation plant where approximately 40,000 tons of used aluminum cans are processed each year. The molten metal yielded from this plant is delivered to a rolling mill facility which in turn produces the can body stock for the manufacture of new cans at Latasa's three production plants.

Tomra Latasa therefore operates one of the most comprehensive and integrated programs for aluminum can recycling in the world, and is now working toward creating the infrastructure for handling the recovery of plastic bottles as well. As a part of this effort, Tomra Latasa will in June be opening up the first rePLANET recycling centers in the country. These first centers will be located in Rio de Janeiro at eight Extra supermarkets, which are part of Brazil's largest supermarket chain with more than 400 stores.

Brazil

- Population: 170 million.
- World's third largest market for soft drinks, with more than 10 billion liters sold annually.
- Fifth largest market in the world for beer.
- No container deposit legislation exists in the country.
- Although the majority of containers used in Brazil are non-refillable, 55% of beer containers are refillable. These refillable bottles however are sold primarily through restaurants.
- Approximately 70% of soft drinks are sold in plastic bottles, of which only 20% are currently being recycled.

Handheld data technology making an impact:

Thumbs up for handhelds!

When TOMRA began rolling out its rePLANET concept in earnest about a year and a half ago in California, the implementation of a new, more efficient way of handling the flow of data associated with the materials being collected was also getting underway. Central to the new system is the use of handheld computing technology provided by the Palm corporation's Palm IIIc.

“ We have found that the Palm IIIc is a versatile, easy-to-use, and highly efficient means of processing the material collection data from rePLANET and other TOMRA recycling centers in the Tomra Pacific region. In addition, its ease of portability makes it very simple to transfer to another location or for one unit to be shared among multiple sites. This, along with its low cost in relation to a conventional PC, makes the Palm IIIc a very cost-effective solution for TOMRA,” says George Bock, IT Manager, Tomra Pacific.

RePLANET uses the Palm IIIc as the interface between a scale (for weighing bulk returns of used beverage containers), a printer (to print out a receipt or redemption voucher for the customer) and a centralized data administration system (to manage pricing and accounting functions). At the end of each business day, the Palm sends a record of the day's transactions to TOMRA's North American headquarters in Stratford, Connecticut, via the Internet using either a wireless or a standard land-line telephone connection. At the same time, the system detects whether any pricing or other updates have occurred since the last data transfer, and if so, the new

information is sent down to the Palm. This functionality improves efficiency tremendously, eliminating the need for this to be done manually at each site.

According to Una Petroske, Director of Information Technology, Tomra North America, "the successful integration of handheld data technology within the rePLANET system has started the ball rolling for its use in other TOMRA activities. One such application has been in the Tomra Michigan market, where it is now being used to track the containers collected by TOMRA DUO reverse vending machines. The Palms have replaced the need for an in-store PC-based accounting system, which translates into huge cost savings."



TOMRA Market Spotlight:

Canada

With an inflation rate of under two percent, relatively low unemployment, and rapidly increasing international trade, Canada maintains one of the most robust economies in the world today.



Population
(July 2000)
30,750,087

Languages (1996)
English 59%
French 23%

Religions (1991)
Catholic 46%
Protestant 36%
No religion 12%
Others 6%

Area
9,984,670 sq. km.

Capital
Ottawa

Largest cities (1999)
Toronto (4,680,250)
Montreal (3,438,532)
Vancouver (2,016,643)
Ottawa-Hull (1,065,021)
Calgary (933,748)

of 116 liters is nearly half of that found in the United States, yet about double the average per capita consumption rate of Greater Europe. Beer consumption is down 21 percent compared to ten years ago, while the per capita for spirits has dropped 40 percent. Canadians have also decreased their wine intake by 32 percent over the last decade. Meanwhile, beverage products such as sports drinks, fruit drinks and bottled waters are growing niche markets. Bottled water consumption is roughly double what it was in 1987.

The second largest country in the world in total area, Canada also possesses a vast expanse of natural resources, which is reflected in the fact that its economy is based heavily on manufacturing and industrial goods. The country's economy is closely intertwined with that of the United States, with over 87 percent of its exports going to and about 64 percent of its imports coming from its neighbor to the south. Canada has also attained its economic status despite having one of the lowest population densities in the world –3.36 persons per square kilometer. Sixty percent of its population is centered in the provinces of Ontario and Quebec, and nearly half of this figure lives in the greater metropolitan areas surrounding the country's two largest cities, Toronto and Montreal. The remaining population is spread out within the provinces of the West region (Manitoba, Saskatchewan, Alberta, and British Columbia, plus the three territories Yukon, Northwest, and Nunavit) and the Atlantic region (Newfoundland, Prince Edward Island, Nova Scotia and New Brunswick).

The Canadian beverage industry

The beverage business is a \$7 billion industry in Canada. During the period from 1990 to 1998, Canada's beverage industry (soft drink, distillery, brewery, and wine industries) had an annual average growth rate of about 3.7 percent. Breaking this composite down by each industry, the soft drink and wine industries grew by nearly seven percent each year, the brewery industry showed a more modest growth of about 2.5 percent, while the distillery industry showed an annual growth decrease of about 1.5 percent.

Soft drinks are the most consumed beverage in Canada, with a per capita consumption level higher than any other packaged beverage sector. According to the Canadian Soft Drink Association, per capita consumption of soft drinks in Canada increased by about 23 percent from 1990 to 1999, with total consumption reaching over 3.5 billion liters in 1999. As a means of comparison, Canada's per capita soft drink consumption

of 116 liters is nearly half of that found in the United States, yet about double the average per capita consumption rate of Greater Europe.

Beer consumption is down 21 percent compared to ten years ago, while the per capita for spirits has dropped 40 percent. Canadians have also decreased their wine intake by 32 percent over the last decade. Meanwhile, beverage products such as sports drinks, fruit drinks and bottled waters are growing niche markets. Bottled water consumption is roughly double what it was in 1987.

Beverage container mix

With the exception of Ontario where the aluminum can is most prevalent, the most used soft drink container in Canada is the PET bottle. For Canada as a whole, bottles represent 47 percent of the container mix while cans make up 36 percent. The use of refillable bottles for soft drinks has dropped dramatically since 1985, going from about 47 percent in 1985 to less than two percent today.

Bottles are still the most popular containers for beer, although the usage rate for bottles in general has declined from 86 percent in 1985 to approximately 69 percent today. About 90 percent of beer sales in Canada are via refillable containers.

Container recovery

While all of Canada's ten provinces and three territories have a recovery system in place to col-

Safeway is one of the large supermarket chains using TOMRA RVMS in Vancouver, B.C. Many stores in Quebec, in particular, offer customers convenient recycling with several machines.



lect back beer containers either as a result of government mandate or industry self-regulation, eight of the ten provinces have enacted deposit laws as a means of encouraging the recovery of used soft drink containers. The two that do not, Ontario and Manitoba, base their recovery systems on curbside collection (see Market Overview). The first province to enact its deposit legislation was British Columbia in 1970, which in fact was the first government entity in North America to do so.

The container recovery system in Canada varies from province to province, but in each it is achieved through one or more of the following ways: deposit, return-to-depot; deposit, return-to-retail; or, non-deposit, curbside collection. The most common method is the return-to-depot system, where the container deposit is refunded to the consumer when the container is returned to special collection depots. Several provinces also utilize a "half-back" system, in which consumers are refunded only half the deposit value if the container is non-refillable. Quebec is the only province which exclusively uses a return-to-retail system to recover its used soft drink and beer containers.

The province having the highest overall container recovery rate in Canada is Prince Edward Island, with 98 percent for soft drinks, 95 percent for beer and 60 percent for liquor containers. The aggregate container recovery rate in Canada is approximately 70 percent.

TOMRA and the Canadian market

TOMRA first entered the Canadian market in Quebec in 1984, and now has some 1,800 reverse vending machines placed in retail outlets throughout Quebec and British Columbia. The sales and service of these machines is carried out by the TOMRA subsidiary Les Systèmes Tomra Inc. CAMCO Recycling Inc., founded in 1988, became a subsidiary within the Tomra Group in April, 2000. CAMCO's materials processing operations serve the provinces of Quebec and Ontario, and handle over 500 million containers annually.

Anne Marie Chronas, President of CAMCO, says, "the Canadian market presents many opportunities as several of the current systems are still manual whether they are return-to-retail or depots. Our challenges lie in providing solutions for systems that currently include expanded deposits on HDPE, Tetra Pak and Gable top containers. TOMRA's experience in diverse markets around the world uniquely positions our organization to provide cost-effective recycling solutions to meet the demands of the different Canadian collection systems. To this end, we are working with Canadian industry partners to adapt and integrate existing TOMRA technologies to improve recycling efficiencies and convenience.

RETURN would like to acknowledge the following sources as references for the preparation of this article:

CIA World Fact Book
 The Canadian Department of Foreign Affairs and International Trade
 Industry Canada
 Canadian Soft Drink Association
 Solid Waste & Recycling
 Statistics Canada

Market Overview

Defining elements

- Beer containers in all ten provinces are collected via a deposit system organized by the brewing industry.
- Soft drink deposit laws in 8 out of 10 provinces (Ontario and Manitoba have deposit on beer only).
- Deposit systems are based primarily on return of containers to depots, although Quebec operates exclusively a return-to-retail system for beer and soft drink containers.

Provincial return systems

Province	Deposit	Return method	Recovery rate
Newfoundland	\$.20* alcoholic beverages \$.06* non-alcoholic	Depot centers	52% for soft drinks 96% for beer
Prince Edward Island	\$.20 < 500 ml \$.40 > 500 ml \$.80 > 1.5 liters	60 % of soft drink containers are returned to retail outlets, 40% to depots	98% soft drinks 95% beer 60% liquor Non-refillable containers are banned.
Nova Scotia	\$.10* on both refillable and non-refillables	Depot centers	76% soft drinks
New Brunswick	\$.10*, \$.20 for alcoholic beverages >500ml	Depot centers	78%
Quebec	non-refillable: \$.05 < 450 ml \$.20 > 450 ml \$.10 refillable beer con.	Retail outlets for soft drinks and beer, curbside for other packaging.	76% for non-refillable 98% for refillable
Ontario	Soft drinks: no deposit, except on 750ml glass bottles (\$.40) which are in rare use. Beer: \$.10	Curbside for all containers except refillable beer containers, which are returned to retail or depot centers.	Estimated to be between 35 to 45 % for soft drinks, 98% for refillable beer containers.
Manitoba	No deposit, except refillable beer bottles and recyclable beer cans, which carry a \$.10 deposit	58% through depot 42% through curbside	26% for cans 34% for PET 95% beer cans and bottles
Saskatchewan	\$.05, .10, .20, or .40 depending on container size and material type	Depot centers	94%
Alberta	\$.05 < 1 liter \$.20 > 1 liter	Depot centers Retail outlets also have the option to redeem refillable containers.	80%
British Columbia	\$.05 for non-alcoholic \$.10 alcoholic < 1 liter \$.20 alcoholic > 1 liter	Both depot and return-to-retail	80% for soft drinks 92% for recyclable beer cans 96% for refillable bottles

TOMRA in Canada

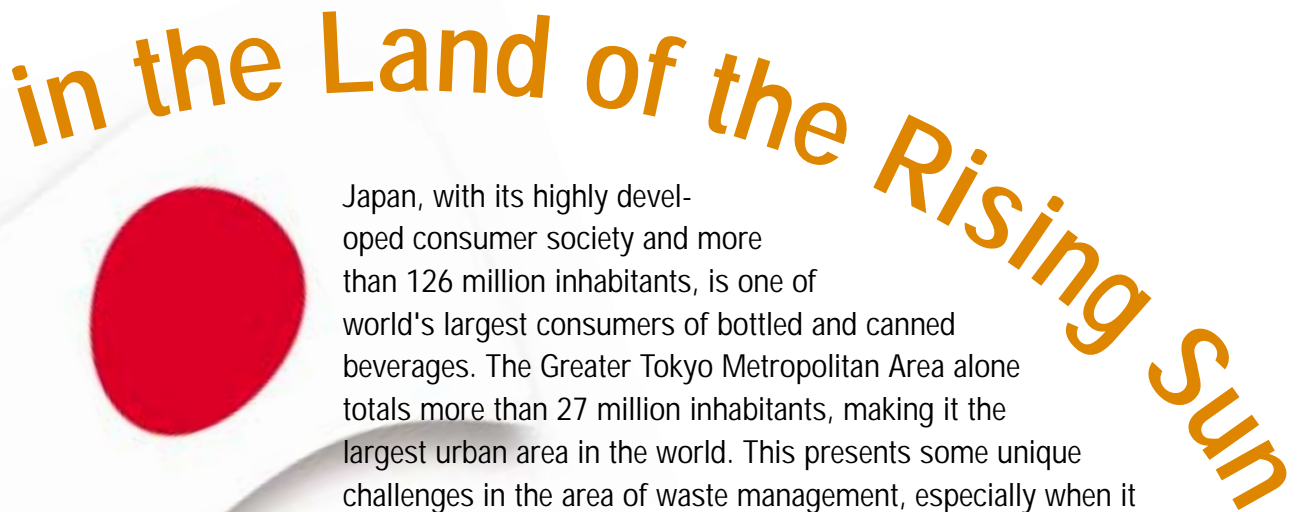
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Promising

in the Land of the Rising Sun



Japan, with its highly developed consumer society and more than 126 million inhabitants, is one of world's largest consumers of bottled and canned beverages. The Greater Tokyo Metropolitan Area alone totals more than 27 million inhabitants, making it the largest urban area in the world. This presents some unique challenges in the area of waste management, especially when it comes to packaging material (including beverage containers), which constitutes more than 60 percent of the annual 50 million tons of household waste.

Japanese authorities have developed an intricate scheme for household waste disposal, based on curbside collection.

Unfortunately, as other countries that use this system are quickly discovering, it is very expensive to run, in spite of its convenience to the consumer, adding more financial burdens to municipalities that are already struggling with huge debts.

The Japanese are eager consumers of a large assortment of beverages. Cans are the most widespread containers in use (50 billion per year), with 55 percent of the volume in steel, mostly for non-carbonated soft drinks such as canned coffee and tea, and 45 percent of the volume in aluminum, mostly for beer, some carbonated soft drinks and canned cocktails.

Glass has the lowest volume, and is mostly used for beer and sake. Only 18 percent of the glass bottles are refillable (mostly beer

and even this number is on the decline.

The volume of PET containers, currently 10 billion per year, is growing rapidly at the expense of cans and glass. The half-liter size is most used, especially in vending machines, which are one of the more popular methods of beverage distribution in Japan. With more than 2.5 million vending machines spread throughout the country it seems that almost every street corner has its own machine, readily available to quench the thirst of busy Japanese consumers.

More than 70 percent of the 3,250 municipalities in Japan have adopted segregated collection of used beverage containers, combustible and non-combustible household waste using a curbside system of collection. Used beverage containers such as glass, PET and cans are separated by the household from the regular combustible waste. The municipalities pick up the PET/cans and deliver the material to a recycling depot where it is sorted and baled. After this, the municipality pays an independent recycling company to clean and



Ready to make a difference in Japan. TOMRA's efforts to bring its efficient recycling solutions to Japan are being coordinated by Tomra Systems Japan Asia Pacific Ltd., which was established in January this year, after TOMRA's global business development department had thoroughly investigated and researched the market opportunities. Pictured here are managing director Jimmy Taniyama and executive assistant Akiko Waki. According to Taniyama, "Japan is a huge and immensely interesting recycling market. We've only just begun, but the opportunities for TOMRA here are very exciting and we look forward to making them happen."

opportunities

process the PET into flakes, using a consignment fee (currently 80 yen per kilo) leveraged by the Japan Container Packaging Recycling Association (JCPRA) from soft drink and container manufacturers. The flaked material is then sold by the independent recycling company to garment, textile, sheet or plastic box manufacturers at approximately 20 to 40 yen per kilo. Cans are sorted into steel and aluminum fractions and sold to recyclers. In spite of its inherent convenience, the system is riddled with uneconomic logistics in transporting huge quantities of non-compacted material. However, it is fair to say that the system has become well established and that Japan enjoys relatively high recycling rates of 85%, 75% and 74% for steel cans, aluminum cans and glass bottles respectively.

In Tokyo, authorities have opted for an alternative scheme, 'the Tokyo rule', whereby some 5,000 retailers in the metropolitan area are requested to act as collection points for returned PET bottles. Some supermarket chain stores also collect polystyrene food trays and paper cartons. In this region, if households throw away used beverage containers in their household waste, they will either end up in landfills or be incinerated.

It is in this area that TOMRA has seen a window of opportunity to apply some of its recycling concepts, especially in light of the rather poor recycling rates for PET. To help stimulate consumers to return used PET containers to the retail locations, TOMRA is running a test in

cooperation with a leading Japanese supermarket chain. By installing a reverse vending machine at one of their stores, it is hoped that consumers will respond to the eco-marketing of the concept and increase the volumes of returned PET. Two modified RVM cabinets for collecting polystyrene food trays and paper cartons will be placed next to the RVM for PET bottles. The advanced consumer communications capabilities of the RVMs give new possibilities for consumer marketing to encourage higher recycling rates.

In addition to this, TOMRA is in discussion with local government authorities to develop a more efficient and cost-effective recycling model.



The newspaper Yomiuri Shimbun, which has a circulation of more than 15,000,000 in Japan, recently published an article about TOMRA. The article talked about TOMRA's integrated recycling model and the company's extensive use of information technology to help achieve recycling rates in excess of 90%. It went on to say that the recycling models developed by TOMRA have achieved impressive results in Norway and in other markets around the world, and are far ahead of Japan in terms of effectiveness and cost-efficiency.



Vending machines are a highly used form of beverage distribution in Japan.

Transitions

Several hundred employees have entered the TOMRA family during the past year, bringing the total number of TOMRA employees worldwide to approximately 2,200. RETURN

sends a warm welcome to all our new colleagues around the world, and takes this opportunity to introduce three of these colleagues who have recently joined TOMRA's senior management



NORTH AMERICA

Steven Buckley,
President,
Tomra Pacific
Convenience
Zone Division

With a multi-faceted background that includes the areas of financial management, real estate, marketing, franchising, and business concept develop-

ment, the unique experience Steven brings to TOMRA will help lead Tomra Pacific's Convenience Zone Division to the next level of performance and profitability.

Steven began his career by starting his own contract food service company, UCC Industries, which included a food and beverage vending division. After UCC was acquired by another company, Steven began as Chief Operating Officer (COO) with Nathan's Famous Inc., an 80-year old fast food company which Steven helped build into a nationally franchised chain. The next stop in Steven's career was with the Chock Full o' Nuts corporation, where he was responsible for developing and operating new food and beverage retail concepts. He then moved on to AMF Worldwide, where he served as COO for their retail food and beverage division. At AMF, a \$750 million sports and recreation company, Steven was responsible for operating over 500 retail food and beverage locations worldwide and turning the division into a major profit center for AMF.

Steven, a graduate of Hofstra University, is married and has two children.

Cort Kirkley,
Vice President
Marketing,
Tomra North
America

Having spent almost 20 years in a variety of consumer marketing positions, Cort joined TOMRA in January of this year to strengthen the marketing function within Tomra North America. Cort's main task initially will be to lead the creation and implementation of a comprehensive brand building marketing plan for the rePLANET concept.

Cort started his career with the DDB Needham advertising agency in New York, where he developed marketing and advertising campaigns for Heinz Foods and Hershey Foods. After five years with DDB, Cort joined First Brands Corporation where he held a variety of responsibilities in marketing, marketing services, and general management over the next 12 years. Ultimately, he became Vice President of Marketing for the Household Products Division of First Brands consisting of several leading brands, including the GLAD plastic wrap and bag line. When First Brands was purchased by The Clorox Company in 1999, he joined Spectra Marketing as Group Vice President for Client Services, managing the East Coast consumer products client base.

Cort (43) and his wife Lenora, who is also a marketing professional, live in Ridgefield, Connecticut, with their two daughters



Kristin, age 11, and Katie, age 14. Cort is a graduate of Trinity University in San Antonio, TX and has earned a Masters of Management degree from Northwestern University in Chicago, Illinois.

EUROPE

Håkan Erngren,
Managing Director, Tomra Systems AB

Håkan has recently been hired to take over the reigns of TOMRA's Swedish subsidiary, Tomra Systems AB, when its current managing director, Fred Norling, retires at the end of the year. Håkan will be joining the TOMRA team beginning September 3, and will have several months to work together with Fred until he steps into retirement.

Håkan, who is 40 years old, is currently the sales director of Sweden's leading brewery, Carlsberg Sweden, with responsibility for sales of SEK 2.5 billion and an organization of 450 employees. Prior to



Håkan Erngren (left) and Fred Norling.

Carlsberg, Håkan has had an extensive sales and marketing career within the fast-moving consumer goods sector, having worked for L'Oreal, SC Johnson Wax and Unilever, all major suppliers to the Swedish retail trade.

End of an era

The T-210 takes a bow

After ten years in production, the T-210 made its last appearance on the Tomra Production assembly line in January, marking the end of an important era in TOMRA's RVM technology.

The T-210 was the last TOMRA RVM in production to use a laser scanner as its method of recognizing bottles. This ground-breaking means of bottle recognition was first described in TOMRA's patent for the Tomra SP-2 submitted in 1975 by Tore Planke (inventor and co-founder of TOMRA). While the components used to realize the system were upgraded over the years, the basic measuring technique and data format of this innovative technology remained unchanged for more than 25 years, forming the basis for a number of very successful RVM series. Tore Planke himself, who contributed so much to the development of



TOMRA during his more than 25-year career with the company, considers his invention of the laser scanner recognition system to be his most important contribution to TOMRA.

The container recognition system employed by TOMRA's current line of RVMs is achieved by both shape recognition (using TOMRA's unique Real-time Image Processing System) and barcode recognition (using a laser barcode reader). TOMRA's RVMs can also be equipped with the TOMRA Bottle Material Sensor to distinguish the material type and color of glass and plastic bottles. In addition, TOMRA machines are equipped with a metal sensor to distinguish the type of metal used in cans.

The T-210 fact list:

- Launched in 1991.
- Number produced: 2,715.
- Designed as a compact, more affordable solution for stores having a low volume of container returns.
- First TOMRA RVM to have a one-piece molded door.
- Last RVM with vertical container in-feed to be produced in Asker.
- Last RVM using TOMRA's ground-breaking laser scanner bottle recognition technology.

"Enthusiasm - energizing our g

This was the theme as TOMRA managers from around the world gathered together in New Orleans at the end of March for the company's bi-annual global conference, TEAMCO. The three-day event focused on strategic thinking and featured a number of prominent guest speakers renowned for their experience and expertise on the subject.



Keynote speaker
Gary Hamel,
Strategos Chairman

Dr. Gary Hamel, dubbed by *The Economist* as "the world's reigning strategy guru," held the audience

captive with his inspiring talk on "Strategy Thinking in a Revolutionary World." Dr. Hamel's role as chairman of Strategos, an international consulting company that helps organizations achieve industry leadership by unleashing the corporate imagination, has given him a unique position to help major corporations develop their innovation process and turn the ideas that emanate from this into commercially viable

At the end of an intensive day focused on strategic thinking, delegates take time off to spread their enthusiasm in the Mardi Gras atmosphere of New Orleans's nightlife.

business propositions.

The next guest speaker, Martin Rutte, best-selling author and visionary who explores the deeper meaning of work and its contribution to society, spoke about

Global success"

"Turning your vision into reality." His management consulting company Livelihood, based in Santa Fe, New Mexico, has worked with organizations such as The World Bank, Sony Pictures Entertainment and Virgin Records, helping them to expand their outlook and position themselves for the future by reconnecting business with its natural source of creativity, innovation and genius. His workshop approach to strategic vision brought home the importance of identifying the underlying structure of the barriers to success. His honest simplicity and penetrating insight succeeded in getting participants thinking in broader terms about their professional and personal goals, and seeing each other as valued partners in achieving business success.

Moving onto the theme of sustainable development, Claude Fussler, former vice president of Environmental, Health and Safety and Public Affairs for Dow Europe, and now a member of the World Business Council for Sustainable Development (WBCSD), led the forum with a thought provoking talk on "Developing Sustainable Growth." Mr. Fussler's extensive experience in improving the quality of the relationship between businesses and the environment was raw inspiration to the delegates assembled at the conference. His stature in the European environmental community, especially among non-governmental organizations, offered TOMRA a

unique insight into the work of the various stakeholders in the environmental business arena. His advice on how to chart a course to a successful and sustainable future not only touched upon how companies are applying eco-efficiency, but also explained the new stan-

dards in corporate environmental reporting. The final guest speaker, Mr. Pierre Ferrari, chairman of the newly established BEAR alliance, updated the listeners on the latest developments on bottle bill legislation in

its recycled content, although it has not yet offered any specifics. Through its business initiatives, BEAR hopes to make a positive impact by encouraging industry to adopt proven and effective recycling models.

With delegates from 17 different countries, covering all three business units, the conference offered TOMRA leaders the opportunity to fine-tune their leadership skills and add a new dimension to their strategic thinking. This will be increasingly

President/CEO Erik Thorsen (in the white shirt) and CEO GBD Greg Garvey (in the brown jacket) enthusiastically lead the TOMRA parade.



the US. BEAR, or Businesses and Environmentalists Allied for Recycling, has been formed to help increase bottle recycling rate and support container deposit legislation in the US. Mr. Ferrari, a former Coca-Cola executive, reported that this company is taking clear steps towards significantly expanding



important in light of the tremendous growth challenges that the company is facing in the years ahead. With New Orleans' pulsating tempo in the background, it was no difficult task for the group to work up their enthusiasm, energizing them for TOMRA's continued global success.

Living our Values



Vemund Ryengen,
Senior Product Expert,
Tomra Technology

As part of its ongoing efforts to recognize the commitment of its employees to the company's Core Values, Tomra Systems ASA has initiated the TOMRA Values In Practice (VIP) Award. The VIP Award is presented twice a year in the spring and fall, and is open to all employees within the Tomra Group. After each business unit conducts its own nomination process, a winner is selected from the group of finalists by Tomra's Executive Committee, EXECOM.

The winner of the Spring 2001 VIP Award is:

Vemund Ryengen,
Senior Product Expert, Tomra Technology

During the seven years he has been with TOMRA, Vemund has shown extraordinary enthusiasm in taking on a variety of new challenges both in his homeland of Norway and abroad. Starting his career in 1994 with Tomra Production in Asker, he spent his first years gaining the foundation for his extensive technical expertise on TOMRA's wide assortment of RVMs. Then in 1997, Vemund started what would become the first of several international missions for TOMRA when, as a "hired gun" for Tomra European Services, he spent the next year on the road working with machine upgrades in Sweden. He then made a transition over to the R&D department of Tomra Technology, where he took on a leading role in helping Tomra Norway get all of its machines online during the hectic year of 1999 when they were preparing for the introduction of deposit on cans in Norway. With this challenge overcome, Vemund once again packed his bags and set out for the sunny shores of California, spending the next year and a half solving



Vemund is now part of the TOMRA team working on the rollout of the rePLANET concept in Brazil, which in South America is going under the name rePLANETA.

technical issues surrounding the implementation of RVMs within the rePLANET concept. Finally, when most other individuals would have perhaps liked to return home, Vemund agreed in February 2001 to head up the technical implementation of the rePLANET centers now being unveiled in Brazil.

We are not sure whether Vemund is trying for all five continents before he returns to Norway, but one thing we are sure of is that no matter where in the world Vemund is working, TOMRA is the better for it. The energy Vemund has shown over the years in going the extra mile toward making our business successful is a prime example of TOMRA enthusiasm and employees who are Living our Values!

Congratulations Vemund!

Personal Initiative

Innovation

ENTHUSIASM

Fighting Spirit

Integrity



TOMRA Core Values

Also deserving special mention are:

VIP Runner-up:
Nominees:

Stew Leitner, Sales Manager, Tomra Metro, BU America
Beth Benoit, Accountant, Tomra Mass., BU America
Niels Bruer, Marketing Manager, Tomra Systems GmbH, BU Europe
Wolfgang Frey, Product Expert, Tomra Leergutsysteme Ges.mBH, BU Europe
Karin Hammerin, Receptionist, Tomra Systems AB, BU Europe
Lise Lindby, Receptionist, Tomra Systems ASA, Asker
Eduard Strasser, Service Engineer, Tomra Leergutsysteme Ges.mBH, BU Europe

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