



## 2017/18 ANNUAL REPORT



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TechCollect is the official recycling program of ANZRP under the  
National Television and Computer Recycling Scheme.

# CONTENTS

**4**  
YEAR AT A GLANCE

**6**  
CHAIR’S MESSAGE

**8**  
CEO’S REPORT

**10**  
ANZRP BOARD

**13**  
ABOUT ANZRP

**13**  
ABOUT TECHCOLLECT

**14**  
THE CIRCULAR  
ECONOMY

**16**  
INDUSTRY ADVOCATE:  
ANZRP’S REVIEW OF THE  
PRODUCT STEWARDSHIP  
ACT AND NATIONAL  
TELEVISION AND COMPUTER  
RECYCLING SCHEME

**18**  
COMMITTED TO OUR  
MEMBERS...

**19**  
LIST OF 2017 / 18  
ANZRP MEMBERS

**20**  
MEMBER &  
COLLECTION PARTNER  
SURVEY

**22**  
YOUNG E-WASTE  
HEROES

**24**  
IN FOCUS:  
BLUBOX RECYCLING –  
LEADING THE WAY IN  
SAFE AND SUSTAINABLE  
LCD RECYCLING

**25**  
IN FOCUS:  
REMANUFACTURING  
RECOVERS THE GOODS

**26**  
IN FOCUS:  
ENDEAVOUR FOUNDATION –  
RECYCLING WITH A SOCIAL  
CONSCIENCE

**27**  
IN FOCUS:  
HP PLANET PARTNERS  
PROGRAM

**28**  
COLLECTION  
RECYCLING &  
LOGISTICS

**34**  
2017 / 18  
REASONABLE ACCESS  
– TECHCOLLECT  
LOCATIONS

**36**  
COMPLIANCE  
ENVIRONMENT &  
SAFETY MANAGEMENT

**40**  
MARKETING AND  
COMMUNICATIONS  
ACTIVITIES

**42**  
AUSTRALIANS STILL  
HOLDING ONTO BROKEN  
DEVICES

**44**  
CRITICAL ELEMENTS  
OF A SUCCESSFUL  
E-WASTE RECYCLING  
PROGRAMME

**46**  
LOOKING FORWARD:  
HOW PRODUCT  
STEWARDSHIP WILL  
DELIVER ENHANCED  
ENVIRONMENTAL, SOCIAL  
AND ECONOMIC OUTCOMES  
FOR AUSTRALIA

# AT A GLANCE

TOTAL E-WASTE COLLECTED NATIONALLY

**27,428 TONNES**

ACHIEVED REGULATORY TARGET!

VOLUME OF  
MATERIAL  
RECYCLED

METAL  
13,712T

PLASTIC  
6,467T

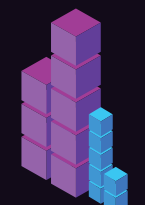
LEAD GLASS  
2,043T

NON-LEAD GLASS  
1,151T

CIRCUIT BOARD  
1,017T

OTHER  
330T

63T



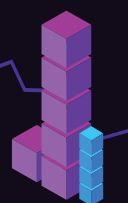
8,721T



2,286T



7,635T



6,402T



126T

135T

OUR ACTIVITIES HELPED SAVE

**39,473T** OF CO<sub>2</sub> EMISSIONS

ENERGY SAVINGS: **564,894GJ**

**EQUALS**

**27,000** HOUSEHOLD'S ENERGY USE



OVER THE LIFE OF THE SCHEME WE HAVE

**RECYCLED ENOUGH STEEL TO BUILD THE  
SYDNEY HARBOUR BRIDGE**





As Chair of the ANZRP Board, I am honoured to present the 2017–18 Annual Report.

In its sixth year of operation, ANZRP has consolidated its position as the leading Co-Regulatory Arrangement under the National Television and Computer Recycling Scheme (NTCRS).

Looking back at the past 12 months, I am extremely proud of our achievements. Most notably, delivering yet another year of solid growth, meeting all Regulatory targets, and achieving all budgeted outcomes.

Accessibility, transparency and trust. These are the critical elements that come together to form a successful e-waste recycling program. It is ANZRP's vision to ensure Australians have access to convenient, secure and responsible recycling through a national collection network.

Operating to the highest standards, ANZRP has continued to be a leader in the e-waste recycling field.

Facilitated with the ongoing development of national branding, increased awareness, and the consolidation and harmonisation of systems, ANZRP continued to provide Members with peace of mind by achieving Regulatory compliance, whilst enabling Australians to easily recycle their e-waste.

In just six short years, we have collected more than 130,000 tonnes of electronic waste from landfill, helping to mitigate the impact of e-waste on our precious ecosystem.

In 2017–18 we recovered 23,522t from the recycling of end-of-life products. The total collected product (including materials sent for disposal) was 26,670t.

Notable highlights for the year include:

- Collected 26,670t through our 156 Collection Partner sites across Australia.
- Achieved > 90% Material Recovery.
- Achieved 100% Reasonable Access, and welcomed collection partners from some remote corners of Australia including Arnhem Land, Far North Queensland and the Kimberley.
- Our strong involvement in the review of the NTCRS and the Product Stewardship Act continued with the submission of a White Paper, where ANZRP put forward a number of recommendations.
- The Scheme continues to create employment opportunities within the recycling sector and helps Local Government to manage e-waste by providing collection and recycling services.

- We continued to drive industry advocacy by participating and presenting at various industry and Government focussed e-waste events.

Today, Australian residents are provided with comprehensive access to a TechCollect Collection Partner, making e-waste recycling even more convenient and effective than ever before.

Over the past 12 months the ANZRP Board has continued to focus on effectively managing this sustainable and responsible end-of-life electronics recycling program. A key element of this has been public advocacy. I am pleased to report that these efforts have reinforced ANZRP's position as the industry leader.

Our White Paper to the Review of the Product Stewardship Act and the NTCRS was without a doubt the biggest achievement in terms of intellectual output.

Reinforcing our market leadership, we were able to demonstrate our understanding of the challenges faced by the NTCRS, and identified a number of opportunities to improve the Scheme.

We also identified a number of barriers concerning the achievement of the Scheme's collection target including:

- The public is largely unaware of the Scheme and often store working and non-working computers and televisions in the home.
- The loss of available e-waste to the export market for reuse; and
- Competition with discounters who offer compromised treatment options including landfill.

We are acutely aware that we operate in a price sensitive industry. This year we continued to meet this challenge, by managing our overheads with a very keen eye on maintaining the strictest and highest environmental standards. We continue to work closely with our Members ensuring our service reflects their requirements on a social, environmental and financial perspective.

This year's significant achievements were supported by the efforts of my fellow Board Members, and our dedicated ANZRP staff. I applaud them for their efforts, enthusiasm and offer my appreciation of their work and the unique skills they have brought to ANZRP.

I also want to welcome our recently appointed CEO Warren Overton who joined us in February. I commend him for the enthusiasm, energy and industry knowledge he brings to the team, and look forward to his contribution in achieving ongoing success.

I would like to acknowledge the significant contribution of Director, Lynn Loh, who stepped down from her role with ANZRP in late 2017.

She first joined us as an Alternate Director in 2013, supporting our founding Director Rob Mesaros. Her role on the Board has been filled by an equally talented colleague from HP — Monina De Vera whom we welcome to the team.

I also want to make a special mention for our dedicated Members. We are blessed to work with some of the great OEMs globally and to have enduring partnerships that are built on respect, compliance, integrity and successful outcomes. I cannot thank them enough for their loyalty; for without their long-term support, we would not be able to plan for the future.

As we close off this year and look towards 2019, I wish to thank my fellow Board Members, ANZRP staff, our stewards and all of our stakeholders for their important contribution towards helping make this year a success.

I would also like to acknowledge the most significant contribution of outgoing CEO Carmel Dollisson. Appointed as ANZRP's founding CEO in 2011, Carmel provided six extraordinary years of service, and was a driving force in our impressive growth. On behalf of the Board, I sincerely thank her for her exemplary contribution to our operations, and wish her all the success in the future.

By working together we are helping to support a cleaner environment for today and for tomorrow. We are delighted of our achievements to date, and as we look forward to 2019, we remain committed to continuing to build a world-leading electronic waste diversion and recycling program.

**MARK MACKAY**  
CHAIR





After a year of impressive performance, I am pleased to report that ANZRP is in its strongest ever position.

FY 2017–18 was a significant year for our e-waste collection program – TechCollect. It marked its six year anniversary, and a time to both reflect on our accomplishments and look forward to what is yet to come.

Over the lifetime of the program, we have collected and recycled over 130,000 tonnes of e-waste. The steel content diverted from landfill alone is enough to build the Sydney Harbour Bridge. This is an incredible achievement and we want to thank everyone involved from our Members and staff, to our Collection Partners.

I am also delighted how ANZRP progressed fulfilling its legislative mandate. The dynamic nature of the electronics industry challenges us to ensure our processes and strategies continue to evolve. At ANZRP we strive for continuous improvements to responsibly recycle end-of-life electronics, manage our Collection Partner channel, and promote good stewardship. Our commitment is reflected in our results. Key accomplishments include:

- For the sixth consecutive year, ANZRP met its Recycling Target: 26,670 tonnes of e-waste recycled. Not only is this an impressive tally, it is also the largest volume of e-waste ever collected by any Co-Regulatory Arrangement operating in Australia.
- Access was provided to all of the Australian population through our 156 Collection Partner sites across the country.
- We enjoyed another successful year collecting NTCRS volume through our partnerships with our Local Government Authority collection network, our dedicated Recycling Partners and our members.
- Further expanding our collection network, we welcomed a number of new regional and rural sites to our collection network.
- Commenced supplying product to our newest partner E-Waste Recycling Australia, located in Cairns, Mackay and Townsville. This relationship provides TechCollect with even greater access to recycling services in Far North Queensland.
- Despite challenges, we achieved a Material Recovery of 90.51%.
- Successfully provided program management services to our loyal Member base including HP, Canon, and Brother for their collection programs.
- Provided an industry-based perspective to the Victorian Government in relation to its impending e-waste to landfill ban. ANZRP supported a number of the Government's proposals, and also made several recommendations, including supporting the Government's allocation of \$1.5 million towards education, recommending the program involve tangible contributions by all stakeholders, endorsing strict AS/NZS 5377:2013 compliance,

seeking a minimum material recovery rate be set, and advocating transparent tracking and reporting measures be implemented.

- Released our White Paper on the Review of the Product Stewardship Act and National Television and Computer Recycling Scheme. This important paper provides a comprehensive overview of ANZRP's insight, culminating in a series of recommendations aimed at ensuring a fairer and more equitable Scheme.

These include: redefining the volume of available e-waste, educating the public on the benefits of product stewardship, expanding the products collected, fostering a greater level of shared responsibility and ensuring greater transparency within the Scheme itself.

- Worked with Standards Australia's e-waste Committee to develop a handbook for implementing e-waste aggregation and collection programs in buildings.
- Reached our highest audience numbers to date through our refreshed approach towards social media and our revamped website.
- Continued to drive industry advocacy and presented at Australia's first circular economy conference in Adelaide. ANZRP continues to lobby for a circular economy for all electrical and electronic products, and has stressed the importance of incorporating legitimate reuse as part of the NTCRS.
- The annual Collection Partner and Member Survey was administered and (as in previous years), the results were very positive.

Good stewardship is vital to mitigate the adverse impact of products and materials. It acknowledges that those involved in producing, selling and using products have a shared responsibility to ensure products are managed in a way that reduces their impact on the environment and on human health and safety.

Our vision neatly encompasses our focus: to be the "preferred product stewardship partner, connected locally and engaged globally".

This means that we will continue to:

- Seek ways to create commercial opportunities through new products and markets, by which we can reduce the cost to Members of our core program;
- Enhance our thought leadership, in a way that increases the profile of our industry and its role in responsible e-waste recycling;

- Continue to drive market awareness and invest in community education around the NTCRS; and
- Continue to advocate for a better NTCRS, one which is fairer to our Members, and provides better outcomes.

As we reflect on the successes of our program, it is also important to look to the future to see what may affect our program of tomorrow. Moving forward, we will continue to build on the milestones we have achieved.

The direction handed from the Board is to continue doing what we do well – that is continuing to meet our Member's liability in the most sustainable and cost-efficient manner. As always, we will strive to reduce costs whilst maintaining the highest industry based standards relating to e-waste collection, recycling and compliance.

On a personal note, I wish to thank the Board, our Members and Program Partners, for the warm welcome they have provided me from the time of my appointment. The open discussions I have had with many of you has given me great insight on how we can continue to work together and help shape ANZRP to better meet the needs of our Members, Collection Partners, Regulatory Authorities and the Australian public.

Finally, I would also like to thank Carmel Dollison outgoing CEO for helping facilitate a smooth transition and handing over such a well run organisation.

**WARREN OVERTON**  
CEO





ANZRP BOARD

ANZRP is governed by a Board of Directors consisting of five Member Directors and three Independent Directors. All ANZRP Members are eligible to nominate a Board representative, and the Membership elects the Board who in turn appoints the Chair. Our Board of Directors is responsible for ANZRP’s overall performance and compliance, providing strategic direction, effective governance and leadership.



**MARK MACKAY**  
**(CHAIR)**

Mark has enjoyed an extensive management and advisory career in business strategy and brand communications, working in the United Kingdom, the USA and Australasia. He has led some of the world’s leading advertising agencies including Saatchi & Saatchi and Young & Rubicam. Of note, Mark served as Chairman and Chief Executive of the Campaign Palace for 16 years.

Mark transitioned as a Board Director in 2008, joining Geyer where he served for eight years before joining ANZRP in 2012 as its foundation Chair. He is also Advisory Chair of PaperCut Software and a Director of Community Care Chemists.

He is a keen environmentalist with a passion for exploring off the grid.



**CLAUDIA BELS**  
**(INDEPENDENT DIRECTOR)**

Claudia is a Non-executive Director with over 25 years’ experience across health, education, recycling, government and international banking and financial services.

An accomplished commercial lawyer, she possesses specialist skills dealing with international cross-border transactions, large scale corporate restructures, and achieving significant cultural change.

Claudia’s demonstrated expertise in leveraging this broad commercial background, combined with her additional skills in finance, risk management and governance help deliver practical solutions with a strategic focus.

Claudia is also a Director of Australian Settlements Limited, CBHS Corporate Health Pty Ltd, and the Australian Physiotherapy Council Limited.



**RHYS HUETT**  
**(FUJI XEROX AUSTRALIA PTY LTD)**

Rhys is a highly skilled manufacturing professional with extensive experience across production, maintenance, quality, engineering and product development within FMCG and the heavy industry sectors.

He has 14 years of technical experience working for major commercial brands to help reduce waste and emissions. Currently serving as General Manager – Supply Chain and Customer Service Organisation at Fuji Xerox Australia, his main focus is supply-chain management assisting with cost control, labour optimisation, customer experience and positive environmental outcomes.

Rhys has also coached teams across all production functions, led successful projects and realised significant improvements in production outputs and waste reduction. He holds a Bachelor of Engineering (Chemical) 1st Class Honours from the University of Sydney.



**JANET LESLIE**  
**(CANON AUSTRALIA PTY LTD)**

Janet currently serves as the Sustainability Manager for Canon Oceania, and has over 30 years of business and governance experience including line management, executive management and corporate roles.

Janet has been active for over a decade in the Cartridges for Planet Ark Program and the Australian Battery Recycling Initiative. She is the Chair of the Australian Information Industry Environmental Special Interest Group (E Sig).

A founding Director of ANZRP, she is currently Chair of the Environmental Special Interest Group of the Australian Information Industry Association, and is a strong advocate for national, multi stakeholder product stewardship schemes.



**JOHN EDGECOMBE**  
**(DELL AUSTRALIA AND NEW ZEALAND)**

John currently serves as the Asia-Pacific Japan (APJ) Regional Pricing Director for Dell EMC’s Infrastructure and Solutions Group.

He is a strong advocate of responsible product stewardship and is currently the executive sponsor for Dell EMC ANZ Plant Group.

Prior to joining Dell in 2008, John spent five years as the Asia Pacific Japan Regional Services Chief Financial Officer for NCR Corporation and three years as the Europe, Middle East and Africa Regional Customer Services Chief Financial Officer for Unisys Corporation.

He holds a Bachelor of Commerce and Administration in accounting from Victoria University of Wellington, New Zealand and is a Certified Chartered Accountant.



## ABOUT ANZRP

Government, industry and community have a shared responsibility to reduce waste, increase recycling and better manage the environmental impact of the products we use.

The Australia and New Zealand Recycling Platform (ANZRP) is a leader in the safe and responsible collection and recycling of e-waste, and represents some of the largest and most reputable global electronics brands.

It is Australia's only not-for-profit, industry-for-industry and Government approved Co-Regulatory Arrangement operating under the National Television and Computer Recycling Scheme.

Dedicated to creating a Circular Economy, it manages e-waste recycling on a broad scale in an ethical and environmentally sustainable manner. Its vision is to create a sustainable community that collects, processes and safely recycles electronic waste.

ANZRP's membership consists of more than 50 leading global technology companies. These members fund the collection and recycling of e-waste, taking responsibility for the products they manufacture and sell. This has led to the collection and recycling of more than 130,000 tonnes of e-waste in less than six years.

As an advocate for product stewardship, ANZRP recognises responsible product stewardship as being instrumental to efficiently managing the environmental and social impact of 'end-of-life' electrical products and materials.

It recognises that those involved in producing, selling and using products have a shared responsibility to ensure those products or materials are managed in a manner that reduces their impact on the environment.

## ABOUT TECHCOLLECT

TechCollect was established in response to the Federal Government's National Television and Computer Recycling Scheme (NTCRS).

Operated by ANZRP, it partners with local councils and waste management organisations across Australia, and provides services to households and small businesses that wish to recycle their end-of-life and unwanted computers, computer accessories and TVs — free of charge.

TechCollect is committed to responsible recycling and only partners with organisations that meet stringent health, safety and environmental standards, ensuring at least 90% of commodities recovered from e-waste are used as raw materials in the manufacture of new products.



**MARK WHITTARD**  
(TOSHIBA AUSTRALIA PTY LTD)

Mark has 34 years IT industry experience including 22 years in consumer electronics, and is currently the Managing Director of Toshiba (Australia), overseeing all operations in Australia and New Zealand. This includes Electronic Imaging, Medical, and Information Systems, Research and Development and Corporate Services divisions.

Prior to joining Toshiba (Australia), he worked with Control Data, Digital Equipment Corporation and Compaq, where he held senior roles including Director of Product Marketing, PC and Workstation Marketing Manager, and several sales and business development roles.

His career began in structural engineering, where he was at the forefront of early computer aided design and manufacturing. He has studied at the Institute of Technology in Sydney, Harvard University and Massachusetts Institute of Technology. He is also a Fellow of the Australian Institute of Company Directors.



**MONINA DE VERA**  
(HP PPS ASIA PACIFIC PTE LTD)

Monina has 18 years with HP. Currently serving as its Asia Pacific Take Back Strategy Manager and South Pacific Sustainability & Compliance Manager, she has held numerous high profile marketing and communication roles for the organisation.

She also serves as the HP's Basel Lead working with various business units and vendors to ensure processes are in conformance to the Basel Convention regulation.

A current resident of Singapore, she has a passion for history and collecting WWI and WWII memorabilia.



**KERRY OSBORNE**  
(INDEPENDENT DIRECTOR)

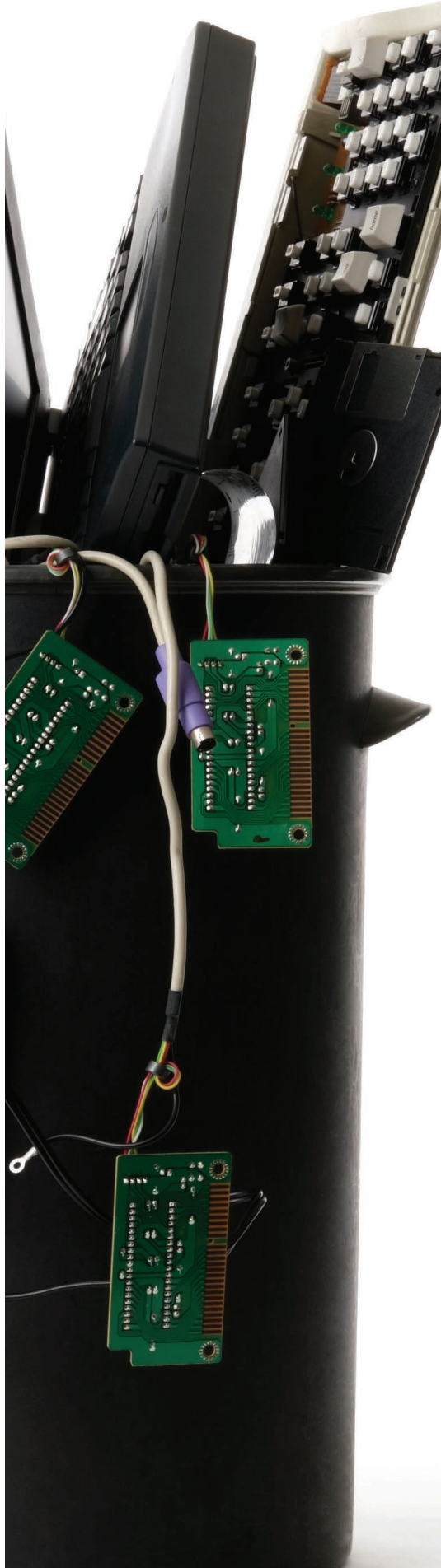
Kerry is currently Managing Partner of a mentoring consultancy, The Leader's Mentor. His strengths lie in his strong background in corporate and operational leadership, financial acumen and organisational change.

Kerry has held a number of senior positions in the construction and services industries in both Australia and New Zealand, including Chief Executive Officer of Court Services Victoria, Managing Director for Citywide Services, Chief Executive of Eastworks (NZ- based roads and municipal services company), Australian General Manager for Manukau Works and Australian General Manager of Excell Corporation.

Kerry holds Business and Engineering qualifications, sits on two other boards, and is a Fellow of the Australian Institute of Company Directors.







## THE CIRCULAR ECONOMY

A circular economy seeks to minimise environmental impact by reducing the use of raw materials and energy, maximising value, and eliminating waste by encouraging manufacturers to improve the environmental impact of their products.

As Australia's population continues to grow, reducing the amount of waste that enters landfill is an ever-growing challenge. A circular economy is instrumental in the war against waste, ensuring the world's best recycling processes, technologies and business processes are aligned and working cohesively together to achieve a desired outcome.

This ensures the inherent value of products and materials is maintained for as long as possible. Helping minimise waste as expended goods are funnelled back into the manufacturing stream through highly advanced recycling methods.

A Circular Economy is one that

- Reduces raw material use;
- Increases the useful life of materials and other resources through resource recovery;
- Reduces waste generated at the end-of-life of products and packaging.





## INDUSTRY ADVOCATE:

### ANZRP'S REVIEW OF THE PRODUCT STEWARDSHIP ACT AND NATIONAL TELEVISION AND COMPUTER RECYCLING SCHEME

In August 2017, ANZRP produced an important White Paper, offering an industry perspective on how the National Television and Computer Recycling Scheme (NTCRS) is working and ways in which it can be updated and improved.



Australia's National Waste Policy is based on the provision of a coherent and environmentally responsible approach towards waste management. A key strategic pillar of the Policy is the *Product Stewardship Act 2011(the Act)* which seeks to reduce the environmental impacts of products across their life-cycles.

The NTCRS was the first producer-responsibility scheme to be established under *the Act* which came into effect on 8 August 2011, and has successfully diverted from landfill and recycled approximately 230,000 tonnes (not including 2017-18) of e-waste since 2012. It has also achieved a 99% compliance rate by manufacturers and importers who have signed up to the co-regulatory arrangements, and has provided in excess of 1,800 free community collection points and events across Australia.

The White Paper provided ANZRP the opportunity to analyse and put forward recommendations from key learnings gained from the first five years of the Scheme, and from best practices employed in overseas product stewardship Schemes.

It also provided an opportunity for ANZRP to explore how the Scheme can be leveraged to achieve a circular economy by treating e-waste as a resource, encouraging innovation in recycling, reducing landfilling and educating consumers to modify recycling behaviours.

This review was key to improving product stewardship in Australia, and was vital for increasing transparency, innovation and economic opportunity in the recycling industry. Presented to the Department of the Environment and Energy, the White Paper was based on the following key criteria:

- Whether the NTCRS has delivered enhanced environmental, social and economic outcomes;
- The operation and scope of the NTCRS model;
- Whether the objectives of the Act have been achieved; and
- The interaction of the Act with other Commonwealth, State and Territory and Local Government legislation, policy and programs.

## WHITE PAPER'S KEY RECOMMENDATIONS

Strong regulation and greater transparency of the Scheme is key to ensuring sound environmental and socio-economic benefits. In doing so, you uphold the reputation of the Scheme and its liable parties and ensure confidence in the management of the e-waste recycling industry.

Auditing and enforcement of all stakeholders is required to safe-keep transparency and reporting, whilst maintaining consistent standards and responsible end markets both in Australia and licensed offshore facilities.

ANZRP made 31 recommendations which outlined how the current legislation could be improved to encourage better recycling practices in Australia. These included:

- An overarching product stewardship program be created for each product type with sub-categories as opposed to separate programs, with each sub-category being accountable for achieving a relevant recycling target.
- The e-waste reuse volume be reported under the Scheme (to be captured by tariff code). The Scheme Target be adjusted by this volume and a reuse target be developed.
- An agreed standard for preparing e-waste for reuse must be adopted.
- Conversion factors be reviewed and released annually and where applicable, tariff codes be converted to weight-based codes.
- A federally led education and awareness campaign be implemented with participation by Co-Regulatory Arrangements and State and Territory and Local Government.
- Local councils who have not partnered with Co-Regulatory Arrangements should be encouraged and supported to offer an e-waste collection to residents.

- Retailers of e-products be required to offer drop-off points for used e-products and provide information about the Scheme at the point of sale.
- Auditing and enforcement by Regulators be conducted to ensure compliant practices by all Scheme stakeholders.
- The Scheme be expanded to incorporate small household items that are compatible with current collection and recycling methods and do not pose a safety hazard.
- Recyclers, collection sites, and transport companies be certified to meet requirements of AS/NZS 5377: 2013
- Co-Regulatory Arrangements to require recyclers to transparently report material recovery levels and perform downstream vendor audits.
- Non-Scheme recyclers and landfill operators be required to report under the Scheme the volume of e-waste that they treat/receive.

ANZRP believes the core principle of good product stewardship is that everyone involved in producing, selling, using and disposing of products has a shared responsibility to ensure those products are responsibly recycled.

That principle was behind the development of the White Paper. We are very hopeful that the Scheme's review will facilitate greater collaboration and ensure confidence in the e-waste recycling industry. To download a copy of the complete White Paper, please visit <http://www.anzrp.com.au/education/resources/>



“COMPLETE PEACE OF MIND WITH ANZRP’S UNCOMPROMISING INTEGRITY AND GOVERNANCE ON DOING THE RIGHT THING. FOUNDED BY INDUSTRY FOR INDUSTRY’S BEST INTERESTS, ANZRP UPHOLDS HIGH RECYCLING SERVICES AND STANDARDS THAT YOU CAN RELY UPON TODAY, TOMORROW AND INTO THE FUTURE.”

— LYNN LOH, HP

ANZRP’s philosophy is simple — don’t focus on generating a profit for shareholders or owners, only focus on the important task of looking after our Members’ needs through the provision of the highest quality e-waste recycling platform that serves to protect and enhance their brands.

Originally established to support its Members meet their obligations under the National Television and Computer Recycling Scheme through the provision of free e-waste recycling services, ANZRP has grown to become the largest Co-Regulatory Arrangement representing over 50 of the world’s largest and most well-known electronics brands.

These Members pay for the collection and recycling of e-waste managed through the TechCollect channel, ensuring they take responsibility for the products they sell.

ANZRP’s industry-for-industry, not for profit business model provides its Members with an unequalled level of industry insight, advocacy and expertise.

A prominent and outspoken thought leader, ANZRP is dedicated to maintaining a transparent and equitable e-waste playing field.

We provide regular commentary and insight to the Federal Regulator, and are leading the charge through integrated marketing and communications campaigns to educate Australians about the importance of responsible e-waste recycling.

ANZRP has built an enviable position as one of Australia’s principal product stewardship organisations.

Our focus is to continue to protect the reputations of our Members through the delivery of best practice program management, strong governance and industry acknowledged thought leadership.

LIST OF 2017/18 ANZRP MEMBERS

MEMBER NAME	ABN	DATE JOINED ANZRP
ALPINE ELECTRONICS OF AUSTRALIA PTY. LIMITED	64 007 444 368	01/07/2016
APPLE PTY LIMITED	46 002 510 054	14/05/2012
AEVI INTERNATIONAL GMBH	26 939 437 677	31/03/2018
BROTHER INTERNATIONAL (AUST) PTY LTD	17 001 393 835	27/04/2012
BYD PRECISION MANUFACTURE CO LTD	37 612 814 509	01/07/2016
CANON AUSTRALIA PTY. LTD.	66 005 002 951	19/04/2012
CISCO SYSTEMS AUSTRALIA PTY LIMITED	52 050 332 940	29/05/2012
COMPAL ELECTRONICS INC.	50 453 748 355	12/05/2017
COMPETITION TEAM IRELAND LIMITED	83 218 750 498	02/07/2012
COSMOSUPPLYLAB LIMITED	62 744 218 254	01/07/2016
DELL AUSTRALIA PTY LIMITED	46 003 855 561	27/04/2012
DELL GLOBAL B.V. (SINGAPORE BRANCH)	89 718 746 791	27/04/2012
ELGIN ESTATES PTY LTD	40 167 252 806	01/07/2015
EMC INFORMATION SYSTEMS INTERNATIONAL	78 502 141 245	17/04/2012
EPSON AUSTRALIA PTY LTD	91 002 625 783	16/04/2012
FOXCONN AUSTRALIA PTY LTD	38 114 305 494	27/04/2012
FOXLINK INTERNATIONAL INC.	30 289 772 870	22/02/2017
FUJI XEROX ASIA PACIFIC PTE LTD	26 103 964 629	10/05/2012
GOODSON IMPORTS PTY. LIMITED	74 001 016 593	12/11/2012
AOPEN AUSTRALIA & NEW ZEALAND PTY LTD	24 166 764 763	30/01/2017
HEWLETT-PACKARD AUSTRALIA PTY LTD	74 004 394 763	20/04/2012
HITACHI VANTARA AUSTRALIA PTY LIMITED	65 005 610 079	20/10/2017
HON HAI PRECISION INDUSTRY CO LTD	13 878 074 746	27/04/2012
HP PPS AUSTRALIA PTY LTD	16 603 480 628	01/07/2016
HUAWEI TECHNOLOGIES (AUSTRALIA) PTY LTD	49 103 793 380	25/09/2015
IBM AUSTRALIA LTD	79 000 024 733	29/05/2012
KING WORLD DEVELOPMENTS PTY LTD	78 139 853 544	22/08/2013
KYOCERA DOCUMENT SOLUTIONS AUSTRALIA PTY LTD	77 003 852 444	31/05/2012
LASER CORPORATION HOLDINGS PTY LTD	54 113 965 825	15/11/2012
LEXMARK INTERNATIONAL TECHNOLOGY SA	28 800 834 040	01/07/2015
LG DISPLAY TAIWAN CO. LTD	81 336 531 440	01/07/2017
MICROSOFT PTY LTD	29 002 589 460	01/07/2017
MICROSOFT REGIONAL SALES CORPORATION	59 547 297 213	15/05/2012
OKI DATA AUSTRALIA PTY LTD	21 006 075 216	01/07/2016
PICA AUSTRALIA PTY. LTD.	70 113 812 721	01/07/2017
PLASTIC INJECTION COMPANY PTY LTD	47 092 364 719	20/06/2017
PRIMAX ELECTRONICS LTD	14 171 054 462	30/04/2012
QISDA CORPORATION	82 456 481 234	30/05/2012
QUANTA COMPUTER INC	66 305 473 245	15/05/2012
RS COMPONENTS PTY LIMITED	73 009 403 356	01/07/2016
SEKTOR LIMITED PARTNERSHIP	74 297 651 095	01/07/2016
SOFTLAYER TECHNOLOGIES AUSTRALIA PTY LTD	85 169 418 197	01/07/2015
STANDARD RADIO DISTRIBUTORS PROPRIETARY LIMITED	57 004 817 949	22/09/2017
THERMOMIX IN AUSTRALIA PTY LTD	88 069 944 930	01/07/2016
THE REJECT SHOP LIMITED	33 006 122 676	01/07/2015
THE TRUSTEE FOR COM 1 UNIT TRUST	24 476 738 279	01/07/2015
THE TRUSTEE FOR HUANG & ZHANG FAMILY TRUST	48 519 435 863	01/07/2015
THE TRUSTEE FOR THE COAST RV UNIT TRUST	49 097 104 492	22/06/2012
TPV INTERNATIONAL (USA) INC	98 948 954 437	01/07/2017
TOP VICTORY INVESTMENTS LIMITED	18 084 618 543	14/06/2012
TOSHIBA (AUSTRALIA) PTY LTD	19 001 320 421	24/04/2012
TOSHIBA CLIENT SOLUTIONS ANZ PTY LIMITED	66 613 916 957	01/07/2017
TOYOTA MOTOR CORPORATION AUSTRALIA LIMITED	64 009 686 097	31/08/2015
WACOM AUSTRALIA PTY. LTD.	55 113 989 389	16/10/2017
WESTAN AUSTRALIA PTY LTD	40 111 699 819	01/07/2016
WISTRON CORPORATION	16 962 466 872	14/06/2012





MEMBER &  
COLLECTION PARTNER  
SURVEY

Open communication, accountability and engagement are the hallmarks of ANZRP’s approach towards managing relationships.

Providing Members and Collection Partners with a ‘voice’ is instrumental to good governance, and highlights ANZRP’s philosophy, which is to listen and act upon the needs of all stakeholders.

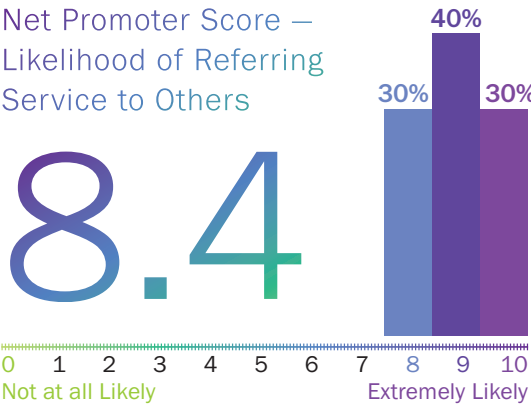
Surveyed on an annual basis, Members are given the opportunity to rate our service and provide valuable feedback on ways we can further improve our service delivery model.

MEMBER RESEARCH

The Member survey works as an instrument ensuring key priorities are reflected in the performance of the program and the outcomes delivered by TechCollect. Critical to our continuous improvement process, this survey encompasses a core set of questions measuring issues involving communication, service excellence, reputation, legislative support, brand protection, advocacy and price.

Over the years, the insight provided by our Members has helped shape key decision making processes we undertake, ensuring ANZRP continues to evolve around the needs of its Members, and continues to provide high-quality and cost-effective e-waste collection services.

As in previous years, results this year remained very high, with TechCollect achieving a Net Promoter Score (NPS) of 8.4. **This score is well above industry standards, and is a clear reflection on the quality of service provided.**

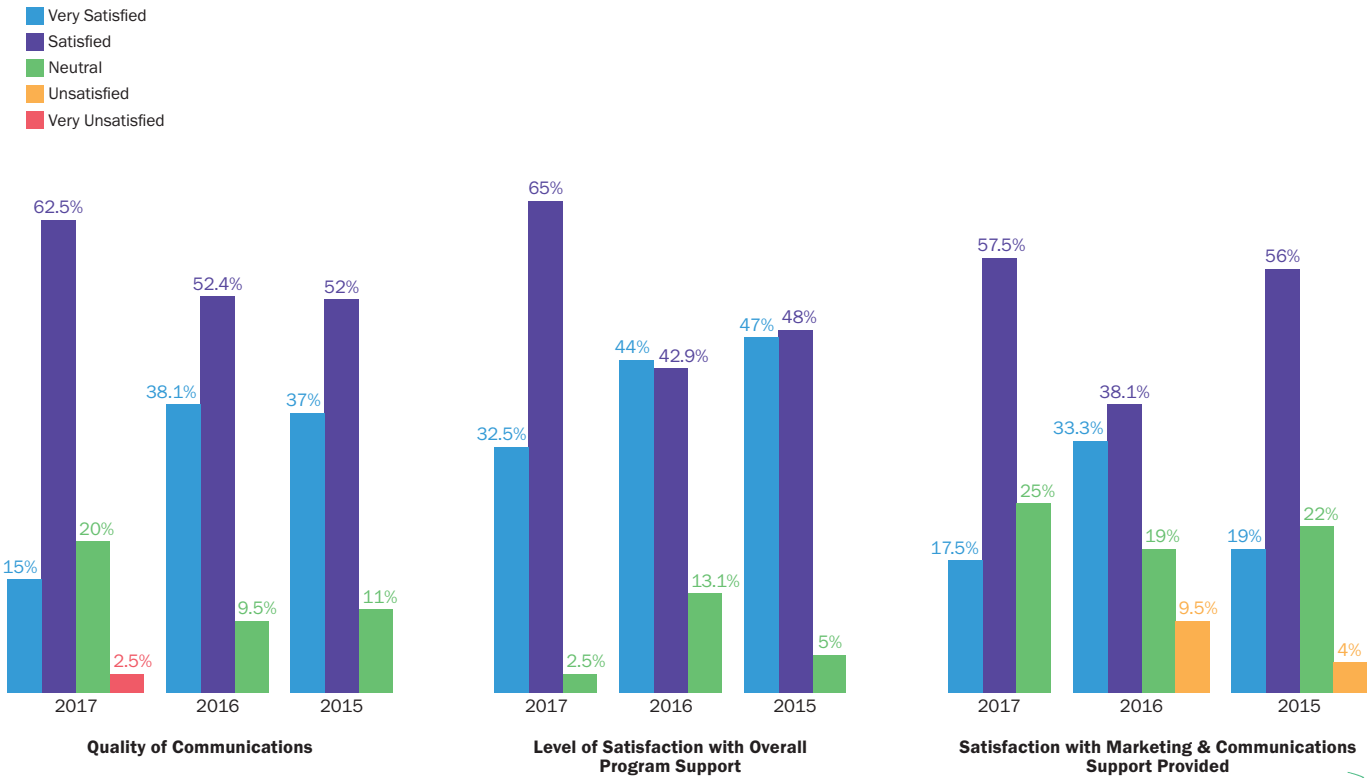
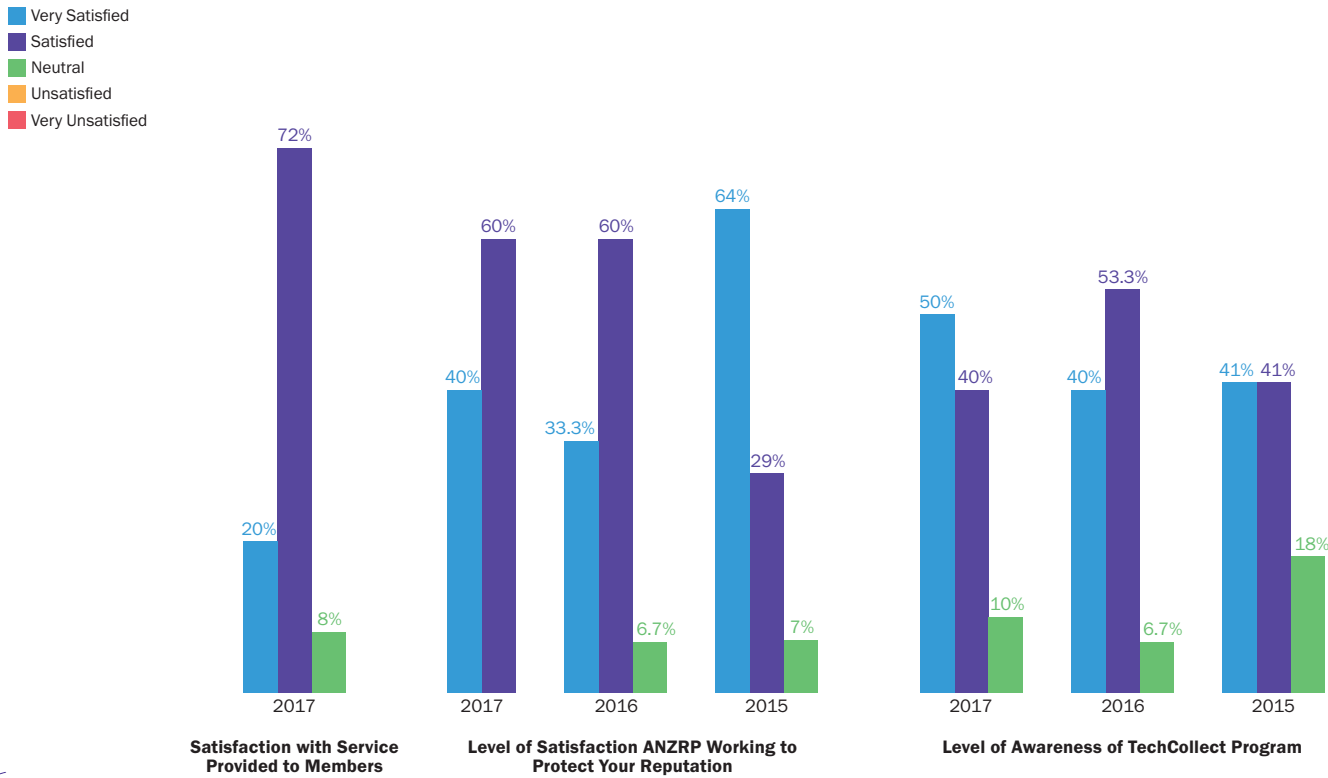


COLLECTION PARTNER RESEARCH

As we continue to grow, an effective approach towards Collection Partner management is vital. Channel growth, Partner retention and establishing a positive end-user experience are critical to our TechCollect program. Each year, our Partners are provided the opportunity to help us continuously improve our practices, delivering a successful Collection Partner network.

Partner feedback helps tailor our approach ensuring their needs and our compliance requirements remain central to our relationship into the future. Consistency, reliability, integrity and support are the key areas we seek their input.

As in previous years, results this year remained very high, with TechCollect’s notable highlights including:



## YOUNG E-WASTE HEROES

The well-known motto reduce, reuse, recycle was taken to a new level by some aspiring e-waste heroes.

Our 2017 Young E-waste Hero Competition called for primary and secondary school students across Australia to tell us how they would spread the e-waste recycling message.

The competition sought to educate students on the importance of recycling and what steps they can take to eliminate e-waste from landfill. With four \$1000 JB Hi-Fi gift vouchers as prizes, selecting the winners was extremely difficult, as our offices were inundated with hundreds of imaginative entries from students across Australia.



**1<sup>st</sup> Prize: Emily** – Year 3, Primary School

### **Suggested idea**

“At school we have working bees. We should have “not working bees” where everyone drops-off ‘not working’ items ready to be collected for recycling.”

**Q:** How did you come up with your idea?

**A:** At school we always have Saturday working bees for parents to come and do gardening at the school. I thought schools should host a “Not working bee day” and all the parents can go to school on a Saturday to drop off their not working electrical items for recycling. I was trying to think of something that is easy so all parents can help.



**2<sup>nd</sup> Prize: Hamish** – Kindergarten

### **Suggested idea**

“A story book with a super hero who collects old stuff. Drives a recycling rocket. Don’t chuck it out... recycle it in.”

**Q:** How did you come up with your idea?

**A:** A space rocket super hero that picks up e-waste to be recycled.



**1<sup>st</sup> Prize: Sophie** – Year 10, Secondary School

### **Suggested idea**

“Spreading awareness of e-waste recycling on social media in the form of memes would get the message across as millions of people view them!”

**Q:** How did you come up with your idea?

**A:** My entry idea was to spread awareness of e-waste recycling on social media in the form of memes. Memes are a picture with text explaining the image and can be funny but can also get important messages across. I came up with this idea from observing my own social media feed which is filled with memes and also seeing how popular they are.



**2<sup>nd</sup> Prize: Crystal** – Year 9, Secondary School

### **Suggested idea**

“To produce a photography series in which showing how much e-waste there is and the affect it has on the earth.”

**Q:** How did you come up with your idea?

**A:** My idea was to create a photography series. I have had that idea for some time being interested in photography myself. This can create a more in depth look at how we should be recycling and caring for nature more than we are at the moment.





# IN FOCUS:

## BLUBOX RECYCLING – LEADING THE WAY IN SAFE AND SUSTAINABLE LCD RECYCLING



In addition to enhancing environmental sustainability, innovation and technology can bring benefits to price, performance and safety.

The launch of the super-efficient e-waste recycling technology BluBox by TechCollect's recycling partner Toxfree (now part of the Cleanaway Group), is a good news story in itself – a local company taking the best overseas technology and applying it to local requirements.

Specifically designed for next generation e-waste recycling, including flat panel displays, smart phones, tablets and laptops, BluBox can also process a much wider variety of domestic e-waste materials such as toasters and even hair dryers.

The Swiss-derived technology now operating in Toxfree's Dandenong recycling plant, automates a once labour intensive process where TVs and other electrical devices are fed into the unit and simply broken up in a sealed environment with the fragments being separated and sorted into material groups.

BluBox was originally designed to process LCD screens, as manual dismantling of these units can be hazardous due to the mercury vapour and mercury solids contained in the backlighting tubes.

BluBox can process up to 2500 tonnes of e-waste each year. It produces sorted saleable shredded commodities which are used by manufacturers to create new products – removing the reliance on virgin materials and helping establish a circular economy.

This innovative piece of technology represents a significant advancement in how we process e-waste in Australia, demonstrating commitment and innovation to keeping e-waste out of landfill.

## REMANUFACTURING RECOVERS THE GOODS

In a climate where consumers and businesses are feeling pressured to meet sustainable energy targets, ANZRP founding member Fuji Xerox Australia is way ahead of the pack. Its Eco Manufacturing Centre stands tall as the 'jewel in its environmental crown'.

The centre, which employs over 75 people, is designed to increase the scope of Fuji Xerox Australia's eco manufacturing operations and support its commitment to end-of-life product stewardship.

The company has always had a commitment to sustainability. In 1969 it established its Pollution Prevention Committee – long before sustainability had entered the public's lexicon.

Since then, the company has led the way demonstrating sustainable practices in the multi-function device space, from printing double-sided paper in the '70s to remanufacturing in the '90s.

In early 2000, Fuji Xerox opened its first eco-manufacturing centre in Sydney. The centre took back parts such as toners cartridges and rollers, remanufactured them and sent them back out into the market to be re-used.

Fuji Xerox Australia GM Supply Chain and Customer Support, Rhys Huett points out that remanufacturing is actually more sustainable than recycling, as the latter requires more energy for an item to be converted back to raw materials and made into something new. Remanufacturing on the other hand, involves disassembling and recovering an assembly, replacing parts, if necessary, then sending the assembly back out to perform the tasks it has always done.

Fuji Xerox has ensured that the remanufacturing process is as eco-friendly as possible.

In the last year in review, the total amount of end-of-life products gathered from customers was 4700 tonnes. Around 250,000 parts and sub-assemblies are now remanufactured annually, with remanufacturing accounting for about 30% of the company's spare parts requirements, by value. Over the past 15 years, the company has invested \$22 million into the eco manufacturing centre – and received a return of \$240 million.

With over 1000 remanufacturing programs developed, Fuji Xerox is leading by example into a sustainable future.



SCORE





# ENDEAVOUR FOUNDATION - RECYCLING WITH A SOCIAL CONSCIENCE

Over the past two years ANZRP has partnered with Endeavour Foundation to recycle e-waste and keep people with disabilities in jobs they truly love.

Endeavour Foundation is an independent organisation supporting people with intellectual disabilities by providing them with equal access to education and life-skills learning.

Importantly, the Foundation offers opportunities for people with a disability to work, develop skills, earn an income, explore their interests and become engaged with their community.

The organisation has three e-waste recycling sites, and its staff dismantle in excess of 150 tonnes

of e-waste per month. In doing so, Endeavour Foundation helps boost the recycling rate of TVs and computers and reduces the amount of electronic waste in landfill.

Certified to the international benchmark for environmental management ISO 14001, in the 17/18 financial year, Endeavour Foundation's Redcliffe site (near Brisbane) recycled 287,191kgs of e-waste that was sourced through the TechCollect channel.

Redcliffe's e-waste services currently supports the employment of thirty people with disabilities.



# IN FOCUS: HP PLANET PARTNERS PROGRAM



ANZRP founding Member HP is committed to fostering responsible recycling, and its global product recycling goal is to recycle 1.2 million tonnes of hardware and supplies by 2025.

HP Planet Partners 'return and recycle' program allows the simple and convenient recycling of original HP Inkjet and LaserJet supplies, any brand of computer hardware and rechargeable batteries.

HP actively collects used products for resale and recycling across 74 countries and territories worldwide.

More than 80% of the company's ink cartridges and 100% of its LaserJet toner cartridges are now manufactured with "closed loop" recycled plastic.

Partnering with TechCollect to manage the collection process, all returned product is properly recycled, ensuring it is processed to recover valuable plastics and metals for new products, whilst diverting millions of tonnes of waste from landfills worldwide.

No HP print cartridges returned and recycled through Planet Partners are sent to landfill. Products collected through the program include computers, printers peripherals and toner cartridges. Managed through TechCollect's recycling partners, these items are sorted and shredded, then separated into plastics and metals. Residual ink, foam or toner are also separated and disposed in an environmentally responsible manner.

Recovered plastic and metal materials are further processed into their raw forms so they can be re-used in new HP computers, printers and print cartridges, automotive parts, clothes hangers, microchip processing trays, serving trays, shoe soles, spools and other everyday products.

This simple, free and environmentally sound take-back program offers consumers and business customers the ability to play an active role in closing the loop on any brand of end-of-life computing hardware, HP inkjet and LaserJet equipment.



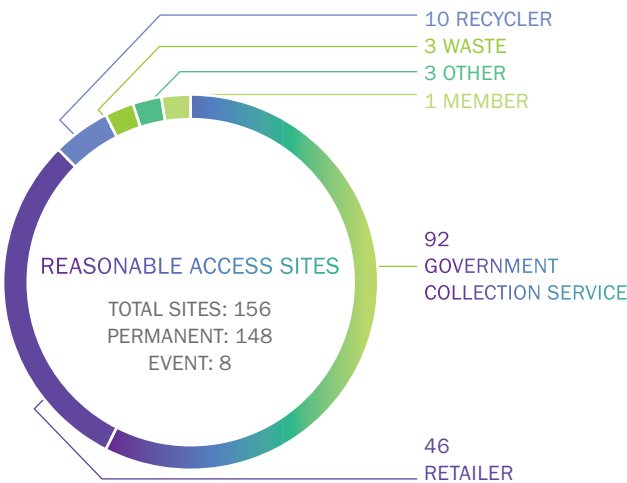


MANAGING OUR COLLECTION PARTNER CHANNEL

A free recycling service available to all Australians and small businesses is central to the provision of the NCTRS Co-Regulatory Arrangement requirements.

To deliver this obligation, in 2017/18 TechCollect provided 156 collection services across Australia. This number comprised of 148 permanent locations, and 8 one-off e-waste collection events.

A large amount of the permanent collection services, 92 were operated in conjunction with various Local Government Authorities (LGA) and waste management organisations. ANZRP advocates that it is critical for LGAs to be part of the Scheme and provide their residents with the option to utilise an accredited and standards based e-waste management and recycling service.



With the remainder of the permanent services, 46 were provided through our retail base, 10 were recycler sites, 1 member site, 3 waste and 3 other sites. This helped place the TechCollect recycling service in close proximity to the point of purchase where new electrical items were acquired.

Following last year's trend, there were 13 fewer events than in the previous year (21 in FY17 VS. 8 in FY18). This is a reflection that collected volumes and Reasonable Access are being achieved through ANZRP's permanent collection sites, reducing the dependence on stand-alone events.

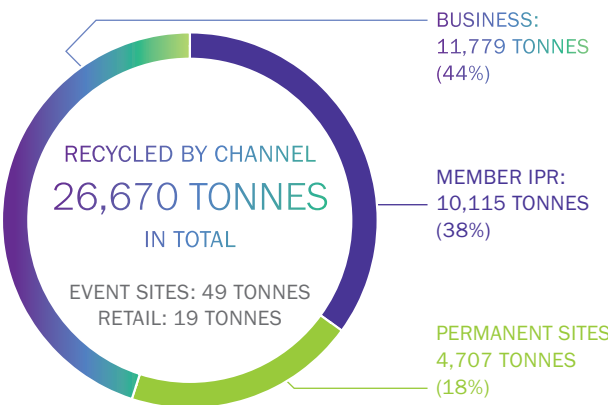
Business-to-business e-waste volumes continued to increase. This was sourced through our Member organisations, business customers, recyclers, helping contribute to an overall positive result.

ACHIEVING REGULATORY TARGETS

Achieving yet another strong result since commencing operation in 2011, in 2017/18 ANZRP recovered 23,522 tonnes from the recycling of end-of-life products. The total recycled product (including materials sent for disposal) was 26,670 tonnes.

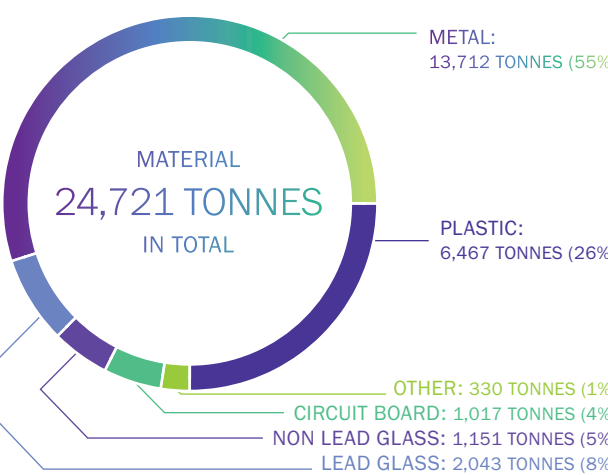
When added to the volume excess of 1,173 tonnes carried forward from the previous year, this created a final recycling volume of 27,843 tonnes. This exceeded ANZRP's liability of 25,906 tonnes by 764.2 tonnes, which will be carried forward into the new financial year (Chart 1).

As illustrated in below, ANZRP's multi-channel approach helped deliver a successful outcome, and continues to ensure surety of supply allowing for forward planning and market growth estimates.



This positive outcome is a reflection of the strength of the TechCollect brand, and the efforts that occur behind the scenes to develop and strengthen the relationships forged with ANZRP's channel partners, and the support provided to guarantee targets are met.

Of the e-waste volume recycled, the following materials were sent for downstream processing:



Downstream processing losses led to a final recovery figure of 23,522 tonnes.

Chart (1)

	TONNES
RECYCLED FY18	26,670
RECOVERED FY18	23,522
FY17 EXCESS	1,173
FY18 TARGET	25,906
CARRY FORWARD FY19	1,938



### STANDARDS BASED APPROACH

To meet the requirements of the NTCRS, the collected e-waste must undergo primary recycling in Australia. When ANZRP delivers a load of e-waste to a recycler we create a Movement ID to ensure we can track the delivery. The recycler is then required to weigh the load and sort all e-waste into its different NTCRS ‘in scope’ categories and ‘out of scope’ materials.

The Movement ID is used by the recycler on the certificate of destruction, allowing transparent tracking of e-waste from pick up to the end of the primary recycling stage.

It is expected that each delivery be recycled within 30 days of receipt and an invoice provided with a breakdown of the different e-waste materials extracted.

A ‘Certificate of Destruction’ is also provided confirming the materials have been recycled in accordance with the standard. This will typically involve either manual dismantling and sorting into component parts (e.g. metals, plastics, glass, wire/cables, printed circuit boards, hard drives, power supplies) and/or shredding, with subsequent sorting into different material streams.

These downstream materials are then sold by the recyclers to dedicated processors who refine the materials ensuring they can be used in the manufacture of new products.

At present, ANZRP is actively lobbying for downstream markets to be developed in Australia, eliminating the need to send materials overseas.

### DOWNSTREAM MATERIAL RECOVERY

Our Material Recovery rate is lower than previous years as we received more detailed downstream processing data which detailed marginal reductions in plastics recycling.

Despite this, we achieved 90.51% which is above the 90% target.

The Material Recovery Target (MRT) of 90% is getting harder to achieve now that China and Thailand have limited the type of waste they accept for processing.

Plastic is the biggest issue for e-waste recyclers who have had to look at other export markets — which have been difficult to identify and then confirm that the plastic will be recycled to appropriate standards.

New markets are opening up for recycling (particularly in Malaysia) and waste to energy (in Australia) and some recyclers have commenced using them.

However, during the end of FY18 and the start of FY19, whilst some recyclers were waiting for these markets to open, they used waste-to-energy facilities, and landfill sites. They were unable to stockpile due to restrictions by insurers (due to the recent fires in the waste industry).

We are continuing to engage with the regulator to allow waste to energy to be counted towards meeting the MRT (in the absence of a recycling solution) and to work with industry to develop onshore plastic recycling markets.

### OUR RECYCLING PARTNERS

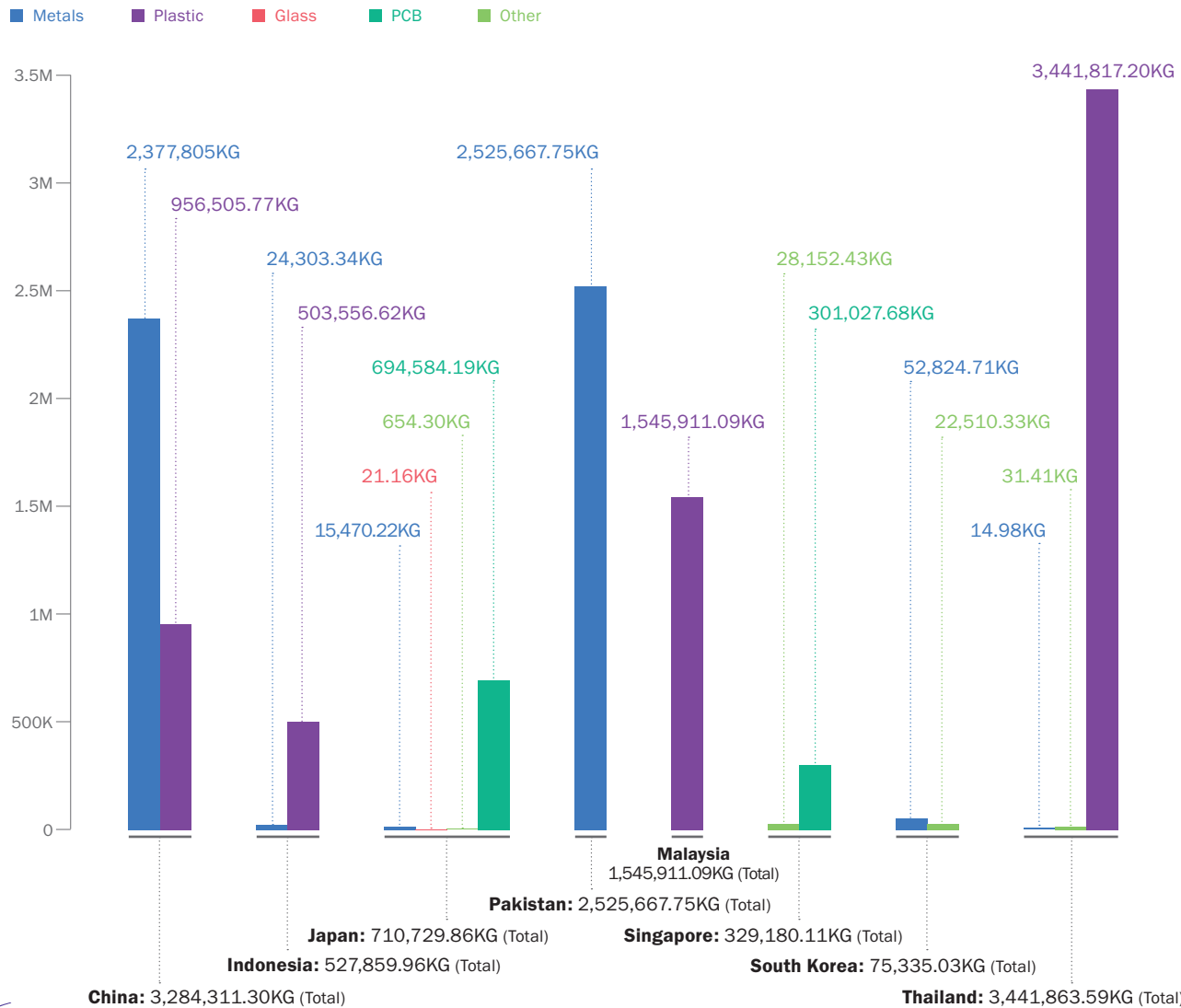
As an industry funded not-for-profit organisation that does not undertake recycling itself, we contract a number of reputable recycling organisations to recycle on our behalf, and require them to meet strict compliance standards.

All recyclers who provide services to TechCollect under the NTCRS must be certified to AS/NZS 5377:2013 ‘Collection, storage, transport and treatment of end-of-life electrical and electronic equipment’ (the Standard).

ANZRP also undertakes a third party independent audit of each recycler every three years to ensure they are continuing to comply with the standard as well as applicable environment protection and work health and safety legislation. This Standard also covers the recycling process as well as documentation of material flows, in particular to downstream vendors.

NSW	–Sims Recycling Solutions	SA	–SA Group Enterprises
	–TES-AMM Australia		–E-Cycle Recovery
QLD	–Tox Free Australia	VIC	–Sims Recycling Solutions
	–MRI (Aust)		–TES-AMM Australia
VIC	–Certified Destruction Services	WA	–Tox Free Australia
	–Endeavour Foundation		–MRI (Aust)
	–E-Waste Recycling Australia	WA	–Total Green Recycling
	–Sims Recycling Solutions		
WA	–TES-AMM Australia		
	–MRI (Aust)		

### RECYCLED FRACTION EXPORTED ————— GRAND TOTAL 12,440,858.7KG —————



### TOTAL WASTE DISPOSAL

# 2,466.24 TONNES

DOMESTIC: 1,621.50 TONNES | OVERSEAS: 844.74 TONNES

### MATERIAL RECOVERY TARGET

## 90.51%

### TOTAL MATERIAL RECOVERED

# 23,522.08 TONNES

DOMESTIC: 11,925.83 TONNES | OVERSEAS: 11,596.25 TONNES



REASONABLE ACCESS

In accordance with the mandatory requirements of the National Television and Computer Recycling Scheme (NTCRS), all Co-Regulatory Arrangements are required to provide the community with reasonable access in relation to accessing free e-waste drop off services.

Over In the past 12 months, ANZRP achieved 100% compliance facilitated through its 156 collection sites across the country.

Services were proportionally divided across metropolitan, inner regional, outer regional and remote regions, ensuring the correct per capita mix was achieved.

ANZRP is committed to making an active contribution to the progression of successful e-waste recycling through robust

product stewardship that provides all Australians with access to a reputable e-waste facility.

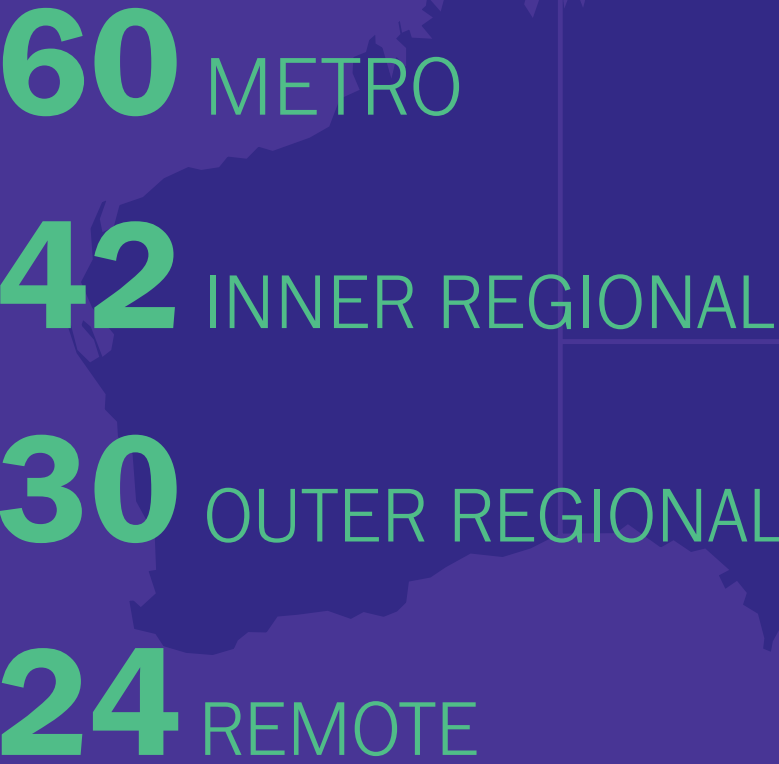
While a large number of drop off sites were provided in metropolitan areas (60), Regional Australia was adequately covered through 71 sites that comprised of 42 Inner regional and 30 Outer Regional. Remote Australia was well represented with 24 TechCollect sites operating in places including Arnhem Land and the Kimberley.

Visibility and reach have become definable hallmarks of TechCollect's service in recent years. We continue to serve the e-waste recycling requirements of remote indigenous communities, particularly in the Northern Territory where 6 indigenous communities had access to a year round service.

TOTAL WEIGHTS(KGS) OF PRODUCTS COLLECTED IN EACH STATE / TERRITORY

	METRO	INNER REGION	OUTER REGION	REMOTE	WEIGHT COLLECTED	% BY STATE
ACT	126,402.21	-	-	-	126,402.21	0.5%
NSW	6,288,365.52	1,254,925.70	90,797.90	1,081.02	7,635,170.14	27.8%
NT	-	-	8,644.28	55,321.66	63,965.94	0.2%
QLD	5,612,820.24	1,600,599.74	1,499,848.98	8,381.97	8,721,610.93	31.8%
SA	1,903,490.63	213,110.02	136,254.03	33,280.00	2,286,134.68	8.3%
TAS	1,646.00	124,257.70	9,414.03	9.02	135,326.75	0.5%
VIC	4,883,686.87	1,097,442.39	421,670.76	-	6,402,800.02	23.3%
WA	1,890,243.86	84,766.51	56,735.00	25,017.75	2,056,763.12	7.5%
TOTAL	20,706,655.36	4,375,062.05	2,223,364.98	123,091.41	27,428,173.79	100.0%
% BY REGION	75.5%	15.9%	8.2%	0.4%	100.0%	

NATIONAL COVERAGE



2017/18 REASONABLE ACCESS -  
TECHCOLLECT LOCATIONS

NORTHERN TERRITORY

1	9
OUTER	REMOTE
REGIONAL	

Humpty Doo — [Outer Regional] — [Permanent]  
Alice Springs — [Remote] — [Permanent]  
Katherine — [Remote] — [Permanent]  
Milingimbi — [Remote] — [Permanent]  
Galiwinku — [Remote] — [Permanent]  
Tennant Creek — [Remote] — [Permanent]

WESTERN AUSTRALIA

6	2	4	6
METRO	INNER	OUTER	REMOTE
	REGIONAL	REGIONAL	

Fremantle — [Metro] — [Permanent]  
Walliston — [Metro] — [Permanent]  
Red Hill — [Metro] — [Permanent]  
Balcatta — [Metro] — [Permanent]  
Henderson — [Metro] — [Permanent]  
Bayswater — [Metro] — [Permanent]  
Bunbury — [Inner Regional] — [Permanent]  
Busselton — [Inner Regional] — [Permanent]  
Albany — [Outer Regional] — [Permanent]  
Geraldton — [Outer Regional] — [Permanent]  
Kalgoorlie — [Outer Regional] — [Permanent]  
Narrogin — [Outer Regional] — [Permanent]  
Broome — [Remote] — [Permanent]  
Carnarvon — [Remote] — [Permanent]  
Derby — [Remote] — [Permanent]  
Esperance — [Remote] — [Permanent]  
Karratha — [Remote] — [Permanent]  
Kununurra — [Remote] — [Permanent]  
Newman — [Remote] — [Event]  
Port Hedland — [Remote] — [Event]  
Tom Price — [Remote] — [Event]

SOUTH AUSTRALIA

6	7	8	3
METRO	INNER	OUTER	REMOTE
	REGIONAL	REGIONAL	

Seaford Heights — [Metro] — [Permanent]  
Adelaide — [Metro] — [Permanent]  
Beverley — [Metro] — [Permanent]  
Tea Tree Gully — [Metro] — [Permanent]  
Campbelltown — [Metro] — [Permanent]  
Goolwa — [Inner Regional] — [Permanent]  
Mount Gambier — [Inner Regional] — [Permanent]  
Tailem Bend — [Inner Regional] — [Permanent]  
Yankalilla — [Inner Regional] — [Permanent]  
Loxton — [Outer Regional] — [Permanent]  
Yorke Peninsula — [Outer Regional] — [Permanent]  
Bordertown — [Outer Regional] — [Permanent]  
Willowie — [Outer Regional] — [Permanent]  
Gladstone — [Outer Regional] — [Permanent]  
Renmark — [Outer Regional] — [Permanent]  
Whyalla — [Outer Regional] — [Permanent]  
Ceduna — [Remote] — [Permanent]  
Port Lincoln — [Remote] — [Permanent]  
Roxby Downs — [Remote] — [Permanent]

TASMANIA

3	1
INNER	OUTER
REGIONAL	REGIONAL

Devonport — [Inner Regional] — [Permanent]  
Kingborough — [Inner Regional] — [Permanent]  
Launceston — [Inner Regional] — [Permanent]  
Burnie — [Outer Regional] — [Permanent]

QUEENSLAND

11	14	7	2
METRO	INNER	OUTER	REMOTE
	REGIONAL	REGIONAL	

Caboolture — [Metro] — [Permanent]  
Redcliffe — [Metro] — [Permanent]  
Nudgee — [Metro] — [Permanent]  
Willawong — [Metro] — [Permanent]  
Eagle Farm — [Metro] — [Permanent]  
Redcliffe — [Metro] — [Permanent]  
Ipswich — [Metro] — [Permanent]  
Stapylton — [Metro] — [Permanent]  
Southport — [Metro] — [Permanent]  
Sunshine Coast — [Metro] — [Permanent]  
Bundaberg — [Inner Regional] — [Permanent]  
Gladstone — [Inner Regional] — [Permanent]  
Gympie — [Inner Regional] — [Permanent]  
Mackay — [Inner Regional] — [Permanent]  
Maryborough — [Inner Regional] — [Permanent]  
Rockhampton — [Inner Regional] — [Permanent]  
Toowoomba — [Inner Regional] — [Permanent]  
Bowen — [Outer Regional] — [Permanent]  
Cairns — [Outer Regional] — [Permanent]  
Emerald — [Outer Regional] — [Permanent]  
Goondiwindi — [Outer Regional] — [Permanent]  
Roma — [Outer Regional] — [Permanent]  
Townsville — [Outer Regional] — [Permanent]  
Moranbah — [Outer Regional] — [Event]  
Mitchell — [Remote] — [Permanent]  
Winton — [Remote] — [Permanent]  
Mount Isa — [Remote] — [Permanent]  
Thursday Island — [Remote] — [Permanent]  
Weipa — [Remote] — [Permanent]

NEW SOUTH WALES

19	11	7	2
METRO	INNER	OUTER	REMOTE
	REGIONAL	REGIONAL	

Kincumber — [Metro] — [Permanent]  
Woy Woy — [Metro] — [Permanent]  
Heatherbrae — [Metro] — [Permanent]  
Bennetts Green — [Metro] — [Permanent]  
Katoomba — [Metro] — [Permanent]  
Matraville — [Metro] — [Permanent]  
Terry Hills — [Metro] — [Permanent]  
Wetherill Park — [Metro] — [Permanent]  
Mortdale — [Metro] — [Permanent]  
Mount Druitt — [Metro] — [Permanent]  
Burwood — [Metro] — [Permanent]  
Belrose — [Metro] — [Permanent]  
St Marys — [Metro] — [Permanent]  
Blaxland — [Metro] — [Permanent]  
Auburn — [Metro] — [Permanent]  
Sydney — [Metro] — [Permanent]  
Wollongong — [Metro] — [Permanent]  
Dell — Frenchs Forest — [Metro] — [Event]  
Waverley Council — [Metro] — [Event]  
Woolahra — [Metro] — [Event]  
Albury — [Inner Regional] — [Permanent]  
Armidale — [Inner Regional] — [Permanent]  
Dalmeny — [Inner Regional] — [Permanent]  
Bathurst — [Inner Regional] — [Permanent]  
Coffs Harbour — [Inner Regional] — [Permanent]  
Dubbo — [Inner Regional] — [Permanent]  
Goulburn — [Inner Regional] — [Permanent]  
Lismore — [Inner Regional] — [Permanent]  
Maitland East — [Inner Regional] — [Permanent]  
Tamworth — [Inner Regional] — [Permanent]  
Taree — [Inner Regional] — [Permanent]  
Wagga — [Inner Regional] — [Permanent]  
Broken Hill — [Outer Regional] — [Permanent]  
Young — [Outer Regional] — [Permanent]  
Griffith — [Outer Regional] — [Permanent]  
Inverell — [Outer Regional] — [Permanent]  
Moree — [Outer Regional] — [Permanent]  
Cobar — [Remote] — [Permanent]  
Walgett — [Remote] — [Permanent]

AUSTRALIAN CAPITAL TERRITORY

2
METRO

Queanbeyan — [Metro] — [Event]  
Fyshwick — [Metro] — [Permanent]

VICTORIA

16	5	2
METRO	INNER	OUTER
	REGIONAL	REGIONAL

Geelong — [Metro] — [Permanent]  
Moonee Ponds — [Metro] — [Permanent]  
Camberwell — [Metro] — [Permanent]  
Malvern — [Metro] — [Permanent]  
Laverton — [Metro] — [Permanent]  
Notting Hill — [Metro] — [Permanent]  
Dandenong — [Metro] — [Permanent]  
City of Whitehorse — [Metro] — [Permanent]  
Greater Dandenong — [Metro] — [Permanent]  
Nunawading — [Metro] — [Permanent]  
Melbourne CBD — [Metro] — [Permanent]  
Noble Park — [Metro] — [Permanent]  
Narre Warren — [Metro] — [Permanent]  
Melbourne CBD — [Metro] — [Event]  
Melbourne CBD — [Metro] — [Event]  
Warrandyte — [Metro] — [Event]  
Wodonga — [Inner Regional] — [Permanent]  
EagleHawke — [Inner Regional] — [Permanent]  
Shepparton — [Inner Regional] — [Permanent]  
Warragul — [Inner Regional] — [Permanent]  
Warrambool — [Inner Regional] — [Permanent]  
Forge Creek — [Outer Regional] — [Permanent]  
Horsham — [Outer Regional] — [Permanent]





COMPLIANCE  
ENVIRONMENT &  
SAFETY MANAGEMENT

ANZRP’s integrated Quality, Safety and Environment management system is certified to ISO 9001:2015, ISO 14991:2015 and AS/NZS 4801:2001.

As a leader in the collection and recycling of e–waste materials, ANZRP’s rigorous compliance and assurance programs assess and manage the Health, Safety and Environmental (HSE) impacts of our service across our entire e–waste management supply chain.

Compliance is the central element of our approach and a vital component of ANZRP’s service delivery as it provides measures to safeguard workers, communities and the environment.

As an organisation that proudly represents the interests of its Members, strong compliance helps facilitate the protection of Member brands and reputations, making it imperative that our partners comply with NTCRS regulations, relevant industry standards and codes of practice.

Delivering services through a national footprint, we are committed to operating in an environment of continuous improvement helping drive ongoing enhancements in HSE standards that ultimately help shape positive NTCRS outcomes.

In accordance with ANZRP’s compliance and assurance Procedures, we regularly assess the level of the HSE compliance of the TechCollect program ensuring partners and downstream providers comply with applicable legal requirements and relevant industry standards. Initiatives undertaken in 2017/18 included the following:

COLLECTION PARTNERS

Prior to commencing operations on behalf of TechCollect, all new e–waste collection sites are required to undergo and pass an HSE assessment. On an ongoing basis, we also conduct audits of all our collection sites’ policies and practices relating to the safe handling and storage of e–waste. This year we conducted site audits of 45 sites and desktop audits of 40 sites. We also reviewed the results of audits of 45 shared retail sites.

RECYCLING PARTNERS

Recycling partners are required to comply with a number of international standards including AS/NZS 5377, ISO 14001 and AS/NZS 4801 in addition to all relevant State and Federal HSE legislation. To ensure compliance, all recycling partners must undergo and pass an independent audit once every three years.

All independent audits undertaken by ANZRP are conducted through leading global environmental, health, safety, risk, social consulting and sustainability services company – Environmental Resources Management.

In 2017/18 4 recycling partners participated in the independent site audits. ANZRP worked closely with all parties involved, ensuring any corrective measures identified were addressed and rectified.

In addition to independent site audits, ANZRP also conducts desktop audits of its recyclers’ material flow and recovery reports, and downstream vendor audits against the requirements of AS/NZS 5377.

We also hold regular meetings with key partners and receive evidence of partner certification to AS/NZS 5377, ISO 14001, and AS/NZ 4801, relevant insurance certificates and environmental licences.

IN 2017/18 THE FOLLOWING  
OUTCOMES WERE ACHIEVED:

69 HEALTH AND SAFETY  
INCIDENTS REPORTED – ZERO  
WERE NOTIFIABLE AND 2 WERE  
RECORDED AS LOST TIME INJURIES.

1 ENVIRONMENTAL INCIDENT  
(NOT NOTIFIABLE) REPORTED BY A  
RECYCLING PARTNER.

23 HEALTH AND SAFETY NEAR–  
MISSES AND 1 ENVIRONMENTAL  
NEAR–MISS REPORTED.

TRANSPORT & LOGISTICS

Throughout the course of the year, quarterly meetings were held with our Lead Logistics Provider (LLP) to ensure critical contractual obligations in relation to incident, risk management and HSE legal compliance were upheld.

Audits were also conducted of all ANZRP logistics providers ensuring their policies and practices relating to the safe transport of e–waste were in strict compliance to AS/ NZS 5377, and relevant State and Federal HSE legislation regarding risk assessment and hazard management.

We also focused on logistics providers’ policies and procedures to comply with the new Heavy Vehicle National Law Chain of Responsibility requirements which came into force on 1 October 2018.

As in previous years, the results of the audits were favourable, demonstrating our LLP’s strict compliance and willingness to work within the confines of relevant legislation and the AS/NZS 5377 relating to the transport of e–waste.

HEALTH, SAFETY &  
ENVIRONMENT INCIDENTS

A strong HSE culture cannot be achieved without an effective reporting regime supported by participants taking individual responsibility for identifying, managing and monitoring HSE risks.

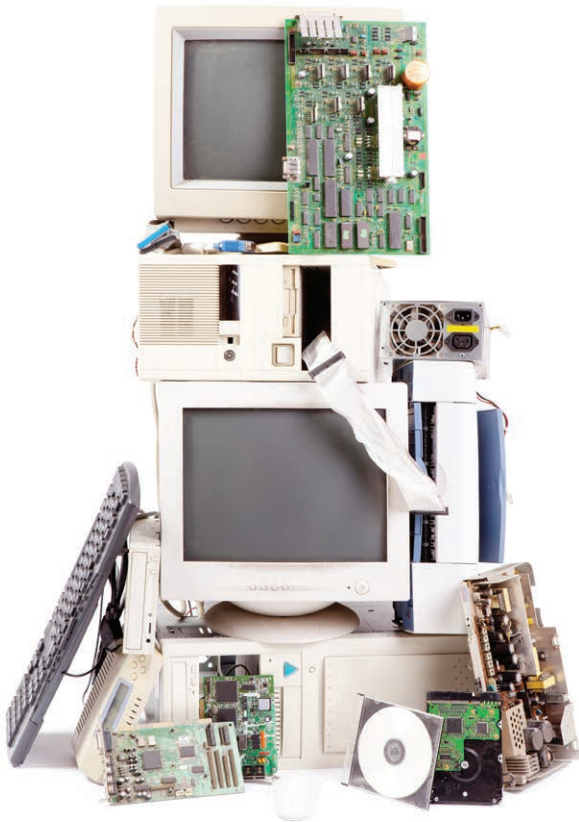
Our policy reinforces our holistic approach to HSE management, ensuring that all employees and collection, logistics and recycling partners know they have a right – and are expected – to work safely and minimise impacts to the environment in everything they do. Our target is to maintain zero notifiable incidents across our supply chain.

OHS INCIDENTS	RECYCLERS	TRANSPORTER	COLLECTION	ANZRP	TOTAL
TOTAL	69	0	0	0	69
REPORTABLE	0	0	0	0	0
LTI	2	0	0	0	2
NEAR MISSES	20	1	2	0	23

ENVT INCIDENTS					
TOTAL	1	0	0	0	1
REPORTABLE	0	0	0	0	0
NEAR MISSES	1	0	0	0	1







LIFE CYCLE ASSESSMENT –  
BENEFITS OF E-WASTE RECYCLING

ANZRP is committed to working with its Members, collection partners and the wider community to safely collect and recycle e-waste to produce environmentally sustainable and socially beneficial outcomes.

Every year, we engage a premier consulting and experienced provider of life cycle assessment research – Lifecycles to investigate the impact our service has made to the environment and the community over the preceding year.

On ANZRP’s behalf, Lifecycles undertake an independent third party assessment of the program, evaluating environmental impacts across our supply chain. This includes a thorough investigation of the collection, transportation, recycling and processing of e-waste across the TechCollect supply chain.

Lifecycles most recent research undertaken in September 2018 of the volume of e-waste recycled by TechCollect in 2017/18, has highlighted a number of environmental benefits relating to carbon emissions, energy consumption, water use and particulate matter emissions.

This data emphasises the benefits of reintroducing recycled materials into the manufacturing stream, compared to relying solely on virgin stock. Recycling e-waste is the logical and responsible approach for the management of end of life products and materials.

ENVIRONMENTAL INDICATOR	IMPACT PER TONNE OF E-WASTE	TOTAL 2017/18 IMPACT*
CARBON EMISSIONS 	<ul style="list-style-type: none"><li>• SAVING 1,357 KGC02e PER T<sup>1</sup></li><li>• EQUIVALENT TO PLANTING 9 TREES<sup>2</sup></li></ul>	<ul style="list-style-type: none"><li>• SAVING 31,473 KGC02e</li><li>• EQUIVALENT TO PLANTING 240,030 TREES<sup>2</sup></li></ul>
ENERGY EMISSIONS 	<ul style="list-style-type: none"><li>• SAVING 20,770 MJ PER T</li><li>• EQUIVALENT TO 362 DAYS OF HOUSEHOLD ELECTRICITY USE<sup>3</sup></li></ul>	<ul style="list-style-type: none"><li>• SAVING 553,935 GJ</li><li>• EQUIVALENT TO 26,670 HOUSEHOLDS’ ANNUAL ELECTRICITY USE<sup>3</sup></li></ul>
WATER CONSUMPTION 	<ul style="list-style-type: none"><li>• SAVING 11.1 M3 EQ. OF WATER PER T<sup>1</sup></li><li>• EQUIVALENT TO 19 DAYS OF HOUSEHOLD WATER USE<sup>4</sup></li></ul>	<ul style="list-style-type: none"><li>• SAVING 296,037 M3 EQ. OF WATER</li><li>• EQUIVALENT TO 1,388 HOUSEHOLDS’ ANNUAL WATER USE<sup>4</sup></li></ul>
PARTICULATE MATTER EMISSIONS 	<ul style="list-style-type: none"><li>• SAVING 1,115 G PARTICULATE MATTER PER T<sup>1</sup></li><li>• EQUIVALENT TO REMOVING 1,400KM OF OLD DIESEL TRUCK TRAVEL<sup>5</sup></li></ul>	<ul style="list-style-type: none"><li>• SAVING 29,737 KG PARTICULATE MATTER</li><li>• EQUIVALENT TO REMOVING 37,338,000 KM OF OLD DIESEL TRUCK TRAVEL<sup>5</sup></li></ul>

\* On the basis of 27,428 tonnes of e-waste being recycled by ANZRP

1. An improvement in the carbon, water and particulate matter benefits was calculated in 2017–18 compared to last year due to the use of better data (and not due to higher yields)

2. Based on 7 trees planted and grown for 30 years in a reforestation project by Carbon Neutral absorbing 1tCO2e – sourced from Carbon Neutral (<https://carbonneutral.com.au/faqs>)

3. Based on the 2014 average household electricity usage in Australia of 5,817 kWh – sourced from Bill Republic (<https://www.billrepublic.com.au/average-electricity-usage/>)

4. Based on Australian household water consumption in 2014–15 of 1,852 GL – sourced from the Australian Bureau of Statistics ABS 4610.0 – Water Account, Australia, 2014–15 (<http://www.abs.gov.au/ausstats/abs@.nsf/mf/4610.0>)

5. Based on the European Emission Standards euro 3 (year 2000) diesel truck emission from the ecoinvent database



MARKETING AND COMMUNICATIONS ACTIVITIES

Of the four Co-Regulatory Arrangements, ANZRP continued to be the unflagging promoter and advocate of the NTCRS through its marketing and communications efforts. We received wide coverage in print, digital and radio, both locally and nationally, through our varied marketing initiatives. We continued to generate awareness of the Scheme, product stewardship and the circular economy among a range of stakeholders.

Messaging around the importance of e-waste recycling was particularly important, after the consumer research we conducted in August revealed that one in five Australians admit to hoarding e-waste.

DIGITAL INITIATIVES

SOCIAL MEDIA

With the growth of the marketing and communications team, this was the first year that social media has been conducted in-house. Our social presence grew from strength to strength in all our channels; Facebook public engagement grew by 86% and Twitter experienced a 94% increase. We have used social media to connect directly with the consumer, build awareness of the TechCollect brand and have maintained our thought leadership status in the industry through publishing educational content.

This year also saw smarter use of our social channels to promote the valuable information housed on each of our websites. We used business-facing platform LinkedIn to leverage our ANZRP website, resulting in a 152% increase in web traffic from this source. Likewise we used Twitter and Facebook's consumer focus to drive traffic to our customer-facing TechCollect website, resulting in a 200% increase in traffic directed from these platforms.

WEBSITE

A focus of our TechCollect website this year was to provide educational resources for public use, after our consumer research findings called for greater public understanding of issues surrounding e-waste. The Education section of our website experienced a 43% increase in traffic as a result of this new material.

The ANZRP website underwent a redesign to reflect the growing nature of the business. The homepage communicates ANZRP's narrative including product stewardship solutions, resource recovery, thought leadership, trustworthiness and being recommended by leading global tech companies.

The intention of the new-look website is to more broadly pitch our product stewardship credentials and focus on our commercial capabilities. Apart from maintaining ANZRP's position as a key thought leader in the e-waste recycling industry, it will better serve our objective of securing commercial arrangements which, ultimately, will be aimed at reducing costs to our Membership of our core program.



INITIATIVES PROMOTING THE SERVICE AND BUILDING THE BRAND

PUBLIC AWARENESS AND ENGAGEMENT

- Business Clean-up Day
  - Ahead of Business Clean-up Day on February 27, we secured three broadcast interviews on ABC and Triple M (live-to-air radio), which received 73 syndications.
  - We used this B2B exercise to shine a spotlight on the role businesses should be playing in recycling e-waste and the importance of businesses sharing responsibility for recycling old technology.
  - Our story's byline was published in Sustainability Matters and Inside Small Business.
- Waste Not Want Not Day
  - TechCollect called on all Australian businesses to increase their recycling efforts and help reduce the amount of electronic waste currently going into landfill ahead of its annual Waste Not Want Not Day on 13 December.
  - We secured 15 pieces of online coverage, three radio pieces, two television segments and four social posts.
- Young E-Waste Hero
  - Our Young E-Waste Hero competition attracted entries from all over the country. It was aimed at educating school students and generating ideas on how to increase recycling rates.
  - The competition attracted four pieces of print coverage, three online and five social media posts, in addition to the extensive reach it achieved through schools across the nation.
- Extensively promoted numerous one-off TechCollect events and permanent collection sites via social media.
- Supported collection services with individual collateral, signage, support and marketing support.

BRAND REFRESH

The ANZRP logo was also refreshed to create a stronger visual link to our brand identity across a wide range of applications.



THOUGHT LEADERSHIP

We have continued to maintain our thought leader positioning through a range of initiatives:

- Launched the White Paper at Parliament House with recommendations to improve the NTCRS and the Product Stewardship Act.
- Submitted a Response to the Regulator's Consultation Paper of the Product Stewardship Act.
- Participated in Facilities Management, Sustainability and Waste Conferences across the country, including presentations and panels.
- Distributed regular Connections e-newsletters to Members and Unplugged e-newsletters to Collection Partners.
- Sponsored Planet Ark's Recycling Near You website.





## AUSTRALIANS STILL HOLDING ONTO BROKEN DEVICES

“ALMOST HALF HOLDING ONTO E-WASTE IN CASE THEY NEED IT AGAIN ONE DAY

“LOSING PERSONAL DATA, LACK OF KNOWLEDGE AND DATA SECURITY ARE KEY BARRIERS TO RECYCLING

Independent research commissioned by TechCollect in 2017, was undertaken to better understand consumer habits concerning attitudes towards end of life e-waste.

Research highlighted a surprising fact that 22% of people admitted to being hoarders of old electronic devices.

Almost half of us (43%) are holding onto unused or broken electronic devices in case we need them.

Personal data was highlighted as a key concern with 64% of respondents stating they don't recycle their e-waste because of concerns their data will fall into the wrong hands. This number has increased by 25%, when the same question received a response of 39% in 2015.

From an e-waste recycling perspective, the challenge is to encourage consumers to relinquish devices they no longer use or are broken beyond repair. Although devices can hold sentimental value, the non-renewable resources in them can be re-used.

ANZRP's research tells us the average Australian household has approximately 15 electronic devices and yet only 23% of us choose to recycle them.

With the consumption of electronic devices increasing all the time, it's crucial consumers look at e-waste recycling as the natural next step in the product lifecycle, especially when it no longer serves its purpose to them.

### THE E-WASTE KNOWLEDGE GAP

When asked what they do with their unused electronic devices, only 33% of respondents admitted to actually recycling them at designated drop-off sites. Other responses included placing their e-waste on the nature strip for council collection (28%) or discarding unused devices in the garbage bin (25%).

Of concern was the statistic that 53% of respondents did not know they could take their e-waste to an e-waste collection site for proper recycling, and a further 63% did not know if their local council provides such a service.

Other findings indicate that 69% of respondents were aware that dumping e-waste in landfill is hazardous to the environment and 60% of respondents knew their electronic devices contain valuable resources that can be recovered.

## BREAKING THE E-WASTE HOARDING HABIT

“Although devices can hold sentimental value, the non-renewable resources in them can be used in manufacturing when recycled correctly. We need consumers to look at e-waste recycling as the natural next step in the product lifecycle.”

—Warren Overton, CEO

### DID YOU KNOW?

The average Australian household has **15** IT devices in their home

Only **33%** admit to actually recycling e-waste at a designated drop-off site

**1 in 5** Australians admit to hoarding their old electronic devices

### WHAT'S STOPPING US?

**83%** don't know where to recycle

**60%** didn't know e-waste could be recycled

**58%** don't want to pay to have e-waste recycled

**52%** worried of losing personal data

MORE INFO AT

TECHCOLLECT.COM.AU



**AS NEW ZEALAND CONSIDERS  
THE BENEFITS OF PRODUCT  
STEWARDSHIP AND ITS IMPACT  
ON E-WASTE RECYCLING,  
ANZRP IS READY TO PROVIDE  
INPUT AS TO HOW ITS  
GOVERNMENT CAN ESTABLISH A  
SUCCESSFUL COLLECTION AND  
RECYCLING PROGRAM THAT  
ACHIEVES BOTH INDUSTRY AND  
CONSUMER BUY-IN.**

Australia's National Waste Policy is founded on the provision of a coherent and environmentally accountable approach towards waste management. A key pillar of this policy is the *Product Stewardship Act 2011*, which seeks to mitigate the environmental impact of electrical products across their life cycle.

Established under the Act, the National Television and Computer Recycling Scheme (NTCRS) was Australia's first producer responsibility arrangement. Under the scheme, more than 1,800 collection services have been made available to the public and 230,000 tonnes of TV and computer e-waste collected and recycled.

Achieving a 99 per cent compliance rate among impoters, it has prevented hazardous or toxic materials from ending up in landfill sites, ensured more than 90 per cent of materials recovered are recycled.

In 2017/2018 the programme achieved its target of a recycling rate of 62 per cent and is on track to achieve 80 per cent by 2026–27.

Diverting valuable e-waste materials from landfill is a significant economic opportunity. In a submission to the Senate Inquiry into the waste and recycling industry, the Waste Management Association of Australia stated that “for every 10,000 tonnes of e-waste recycled, 9.2 jobs are generated.”

**PRODUCT STEWARDSHIP CRITICAL**

Good stewardship is an important approach to managing the impacts of products and materials. It acknowledges that those involved in producing, selling and using products have a shared responsibility to ensure that those products or materials are managed in a way that reduces their impact.

Now entering its seventh year, the NTCRS has been acknowledged as a resounding success. Product stewardship underpinned by accessibility, collaboration, transparency and trust — are the critical elements that form a successful e-waste recycling programme.

The NTCRS's vision is to ensure Australians have access to convenient, secure and responsible recycling through a national collection network. Key to this is ensuring that the co-regulatory arrangements managing the recycling channels operate to the highest standards and comply with all regulatory requirements, with adherence to the collection, storage, transport and treatment of all e-waste.

From inception, some of the world's leading technology brands operating in Australia have supported the programme and funded the collection and recycling of the e-waste produced — taking responsibility for the products they sell.

As e-waste continues to grow, Australia is now well placed to capture end-of-life electronics and commit them to a downstream recycling process that goes a long way to achieving a circular economy.

**NEW ZEALAND CAN LEARN  
FROM AUSTRALIA**

Across the ditch in New Zealand, electronic waste has been a growing problem. Unlike its Australian and overseas counterparts, the country has struggled to manage the increasing volume of e-waste generated annually.

The New Zealand Government has twice investigated e-waste product stewardship and on both occasions was unable to consider the enforcement of mandatory recycling targets as applied in Australia.

Even though the Waste Minimisation Act (2008) was also intended to manage e-waste, much of it still ends up in landfill, wasting precious resources.

Once New Zealand commits to embarking on a product stewardship trajectory the learnings gained from the Australian experience should be sufficient.

**KEY ELEMENTS OF SUCCESS**

Consultation — The implementation of a working group to develop the logistics of the scheme. Facilitated by government, the group should comprise industry representatives whose e-waste will be collected for recycling.

Industry financial support — The preferred model is for companies to cover costs of collection and recycling through a liability-based fee in a competitive environment that encourages cost competition.

Government funding — Sufficient government funding for e-waste product stewardship is required to ensure effective programme management, audit and enforcement of requirements, and promotion of the programme to the whole community.

Competition — Competition is good for logistics and recycling yet is counterproductive for collection as it can create duplication and inefficiencies. Due to the small size of the New Zealand market, the number of organisations engaged to deliver an e-waste product stewardship programme should be limited to reduce administrative costs.

Scope — To gain the benefits of scale, for both logistics and processing, as wide a scope as possible is recommended for an e-waste product stewardship programme. Under Australia's NTCRS, only televisions, computers, printers and computer peripherals are accepted. Even though this created a pool of easily identifiable parties, making it easier to manage, inclusion of all waste electronic and electrical equipment (WEEE) would increase the amount of liable parties and exponentially increase the volume targets, guaranteeing greater economies of scale.

Whole-of-scheme reporting — To ensure the validity of programme reporting, a process to review whole-of-scheme data is required. This needs to cover administrative organisations as well as recyclers and also extend to downstream processing of materials.

Collection network — Vital to its success, a collection network must include a broad spectrum of partners, including local councils, retail providers (such as electrical goods retailers) and private recycling owner-operated sites.

Education — It's important for people to understand the process of recycling e-waste and where they can responsibly dispose of it, knowing that it will be managed to the highest standards in accordance with the regulatory and legislative requirements.

Recycling partners – Competition is good and should not be limited to a few. Strict standards need to be enforced, ensuring downstream vendor due diligence and material traceability is achieved. All recyclers who serve the programme are required to meet certain standards such as compliance to AS/NZS 5377:2013 and HSE legislation, and are regularly audited to ensure reporting volumes are correct.

**ANZRP'S ROLE**

Playing a leading role in e-waste recycling, the Australia and New Zealand Recycling Platform (ANZRP) is Australia's only not-for-profit, industry-for-industry co-regulatory arrangement operating under the NTCRS.

Dedicated to creating a circular economy, ANZRP manages e-waste recycling on a broad scale in an ethical and environmentally sustainable manner. In its sixth year of operation, it has consolidated its position as the leading co regulatory arrangement, achieving the largest recycling volumes under the NTCRS.

ANZRP would welcome the opportunity to provide assistance to New Zealand and help emulate the success enjoyed in Australia.





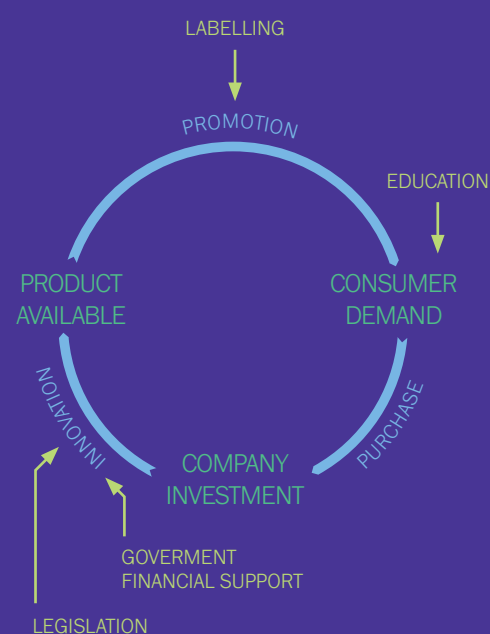
## LOOKING FORWARD:

HOW PRODUCT STEWARDSHIP WILL DELIVER ENHANCED ENVIRONMENTAL, SOCIAL AND ECONOMIC OUTCOMES FOR AUSTRALIA.

Over the last decade, there has been significant growth in Australian product stewardship programs. Currently we have product stewardship schemes catering to the needs of more than 20 products. These programs have achieved some impressive environmental, social and economic outcomes.

When product stewardship was in its infancy, manufacturing groups established their own schemes in isolation of each other, to meet their specific needs. Many different models have been trialled and we have learnt a lot along the way. Now product stewardship is becoming more mainstream, aligned to the circular economy concept, and there is increasing interest from manufacturers, consumers and government.

We are at an important juncture in the development of product stewardship approaches – to take it from an isolated approach managing a few items, to become the way we do business. Imperative to this, it is not just the role of one player to make product stewardship work. We need government to encourage the correct market conditions, consumers to become better educated and understand the impact of their purchasing decisions, and manufacturers to embrace the opportunities this presents.



It is pleasing to see both State and Federal governments developing and implementing policies to encourage product stewardship and a circular economy approach. Significant grant funding is being made available for

recycling infrastructure and policies are under development that require minimum recycled content in government procurement standards. The Victorian ban on e-waste to landfill will also have a significant impact on the market. It is under such 'legislative tailwinds' that companies are now looking to invest as they can see new business opportunities.

To continue the increased level of industry, government and consumer buy-in still more work needs to be done in Australia to calculate, demonstrate and promote the benefits of product stewardship. Benefits such as:

- 9.2 jobs created for every 10,000t of waste recycled.
- Carbon savings from recycling e-waste. In 2017–18 ANZRP's TechCollect program helped save 39,437t in CO2 emissions. (Research conducted by Lifecycles Research Group—2018)
- Energy emissions savings of 553,935 GJ. This is equivalent to the annual energy consumption of more than 26,000 households. (Research conducted by Lifecycles Research Group—2018)
- Carbon savings from recycling e-waste of over 1.3t for each tonne of e-waste recycled. Thus the NTCRS program as a whole generates savings in excess of 70,000t of CO2e each year. (Research conducted by Lifecycles Research Group—2018)

As well as the direct benefits, consumers are also increasingly asking about the potential negative impacts of the products they buy. This has provided ANZRP with an opportunity to actively promote our strong governance and the important role product stewardship can play.

Even if we don't create a compelling case at home – we are getting the message loud and clear from overseas. China's National Sword Policy has had a massive effect on our recycling industry and has provided the impetus needed to drive us to establish our own sustainable domestic recycling industry that has strong local downstream markets. Ultimately, this will influence the whole supply chain in a deep and enduring way.

ANZRP is looking forward to playing our part in a bright future for product stewardship in Australia through supporting business to take advantage of the opportunities it presents, educating consumers on how their purchasing habits can make a difference, and supporting government to implement appropriate policy settings.

“WHEN PRODUCT STEWARDSHIP WAS IN ITS INFANCY, MANUFACTURING GROUPS ESTABLISHED THEIR OWN SCHEMES IN ISOLATION OF EACH OTHER, TO MEET THEIR SPECIFIC NEEDS. MANY DIFFERENT MODELS HAVE BEEN TRIALLED AND WE HAVE LEARNT A LOT ALONG THE WAY.”





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TechCollect is the official recycling program of ANZRP under the National Television and Computer Recycling Scheme.