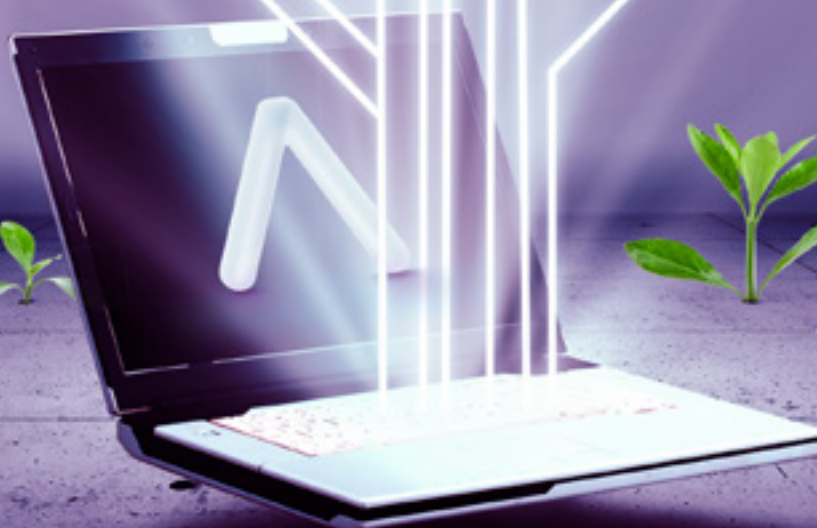




**ANZRP**  
AUSTRALIA NEW ZEALAND  
RECYCLING PLATFORM

**2018/19 ANNUAL REPORT**





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WILL DELIVER



# YEAR AT A GLANCE

THIS IS HOW MUCH WE  
HAVE COLLECTED

COLLECTED  
**21,710**  
**TONNES** OF  
E-WASTE

THIS IS HOW MUCH WE  
HAVE RECYCLED

RECYCLED  
**22,014**  
**TONNES** OF  
MATERIALS FROM THE  
RECYCLING OF E-WASTE

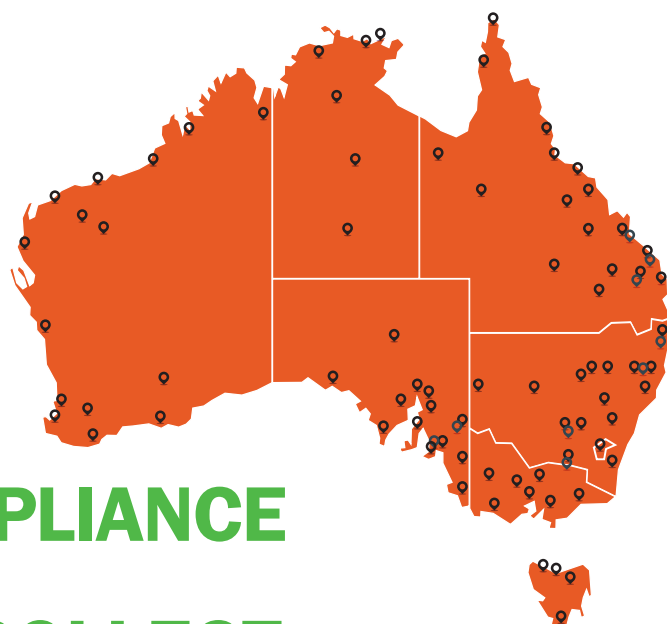
TOTAL MATERIAL **RECOVERY RATE** OF **93%**

REASONABLE ACCESS —

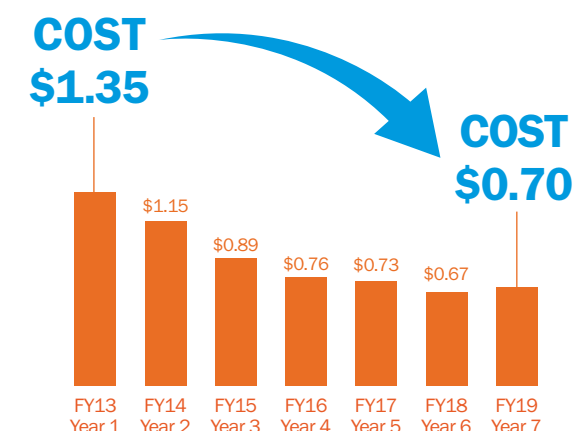
**ACHIEVED**  
**100% COMPLIANCE**

THROUGH

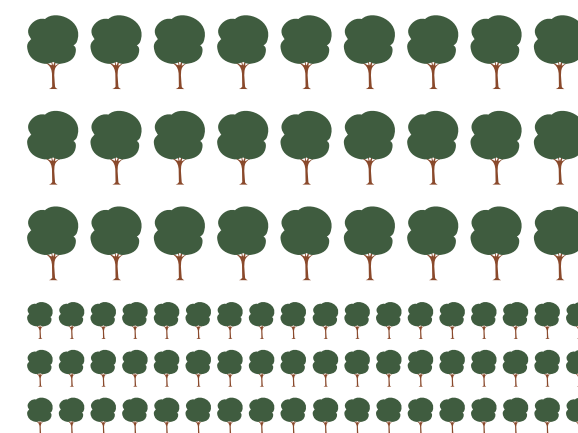
**276 TECHCOLLECT**  
**DROP-OFF SITES**



COMMITTED TO MEMBER COST  
REDUCTIONS. **\$1.35** IN  
**2013, TO \$0.70** CENTS  
**THIS YEAR.**



ACCUMULATED E-WASTE COLLECTIONS  
SURPASSED 160,000 TONNES!  
— THIS PRODUCES CO<sub>2</sub> SAVINGS  
EQUIVALENT TO PLANTING MORE THAN  
**2.8 MILLION TREES.**



UNFORTUNATELY, THESE TREES WON'T ALL FIT INTO THIS PAGE

**ESTABLISHED**

A PILOT PROGRAM IN

**NEW ZEALAND**  
WITH **13 TECHCOLLECT**  
**FREE DROP-OFF**  
**SITES.**



MEMBER ANNUAL SURVEY  
— ANZRP ACHIEVED A NET  
PROMOTER SCORE OF

**8.4/10**







# CHAIR'S MESSAGE

As Chair of the ANZRP Board, I am pleased to present the 2018-19 Annual Report and advise that ANZRP has once again carried out its duties to achieve its targets and responsibilities under the National Television and Computer Recycling Scheme (NTCRS).

ANZRP has delivered a successful year, providing members with a world class service to achieve their regulatory requirements.

ANZRP also led the charge for the responsible management of e-waste into New Zealand, launching a pilot e-waste collection program supported through 13 TechCollect sites.

Looking back at our commitment towards responsible recycling, in just seven short years ANZRP has diverted more than 160,000 tonnes of electronic waste from landfill. I am proud to acknowledge this milestone, as this result has reduced CO<sub>2</sub> emissions equivalent to the planting of 2.4 million trees, saving enough electricity to power 19,725 homes for a year, or reducing diesel particulate emissions equivalent to removing 270 million kilometres of old truck travel from Australian roads.

From a public perspective, the year just passed can be described as 'recycling in the spotlight.' Influential television programs like the ABC's War on Waste have galvanised the public's interest in waste management, ensuring recycling is now front and centre. As ever-changing international forces continue to drive change within the resource recovery landscape, pressure is mounting for developed nations to be held accountable for their waste by investing in infrastructure.

ANZRP stands as a shining light, through its ability to offer members a dependable and standards based channel to manage regulatory requirements. Looking across our operations, it is with a great sense of pride that ANZRP's sound

foundations of good governance and solid environmental principles are key to our successes.

In 2018-19, we collected 21,710 tonnes of e-waste making end-of-life electronics recycling convenient not only for Australians but for New Zealanders as well. This year, our collection partner channel grew to 276 free drop-off sites in Australia alone.

Now spanning the Tasman - our services are offered from Auckland to Albany, Rotorua to Rockhampton, and Invercargill to Arnhem Land.

Our pilot New Zealand program certainly heralds a new era for ANZRP. Understandably, this move is not without risk. Our incursion into New Zealand is made possible with the financial support of our loyal members without whom, this could not occur.

Under the new leadership of Warren Overton, I am very pleased to see that he has built a strong culture and effective management team of environmentally engaged people whom a job with ANZRP is a source of confidence and pride. Under his stewardship ANZRP has developed new and exciting strategies to deliver better outcomes to members and drive program costs down.



*Delivering an outstanding experience*

In the current environment cost management is critical. We are acutely aware that we operate in a price sensitive market – competition has never been tougher. In 2019 we met the challenge, by reducing program costs through improved workflow and logistics efficiencies. When we commenced operations in 2012, we set the bar at \$1.35 per kilo, in the last year it was \$0.70¢/kg.

Not only have we maintained standards and halved costs, we met all regulatory obligations and continue to drive costs down seeking greater efficiencies.

From the very beginning, ANZRP set out to build a sustainable and viable long-term solution to e-waste management. As we complete our seventh year of successful operations we will continue to strive for further efficiencies which create value without compromise on quality. We will also continue the conversation in Canberra, pushing for a level playing field where every approved arrangement adheres to the same standards.

Amid the Australian recycling sector's challenging environment, ANZRP has continued to work with Canberra to celebrate the success of the co-regulatory scheme and lobby for an expanded e-waste collection program.

ANZRP continues to be at the forefront of e-waste recycling through its commitment to increasing awareness of our

collections channel – TechCollect. In the past 12 months, ANZRP encouraged more communities to recycle end-of-life electronics and educated them on the importance of reintroducing recovered resources back into the manufacturing stream.

Collaboration with members including Toshiba, Canon, Fuji Xerox, Dell and HP continues to be central to our operations. This has been greatly enhanced as a result of strong support around the Board table and we acknowledge our Member Directors for their tremendous support and commitment.

The majority of our Board have been with ANZRP since inception and continue to drive winning outcomes based on their industry knowledge and intimate understanding of ANZRP's operational and regulatory requirements.

Today, the Australian population is provided with reasonable access to a TechCollect drop-off site. We will continue to forge ahead strengthening our bonds with Australia's communities, ensuring e-waste is managed responsibly.

As mentioned earlier, this year heralded our entry into New Zealand. For the first time, our name (ANZRP) matches our offer. We understand our members are global players. Our commitment is to make it easier for them to achieve regulatory targets on both sides of the Tasman.

I am encouraged by the level of commitment and support of long standing members such as Canon, Dell, Toshiba, HP and Microsoft (amongst others) who have helped fund this pilot program. Their financial support and lobbying efforts have been instrumental to the pilot's success.

Providing a sense of value and return to our loyal members has never been more important. Our reputation has served us well, placing us in a strong position to voice member concerns to Government.

As a strong advocate for an expanded NTCRS, this past year ANZRP met with The Regulator on a number of occasions putting forward a list of enhancements aimed at improving the Scheme's regulation, governance and transparency. I would like to acknowledge the tremendous work undertaken by Warren Overton and Carla Vasconi who led these discussions.

Finally, I want to make special mention of our dedicated and loyal members. ANZRP is fortunate to work with the leading global OEMs and to enjoy enduring partnerships that are built on respect, compliance, integrity and success.

As we close off 2019 and look towards the following year, I wish to thank my fellow Board Members, ANZRP staff, our stewards and stakeholders for their important contribution.

I am delighted that we have achieved seven years of e-recycling excellence and look forward to an exciting and positive future.

**MARK MACKAY**  
— CHAIR



# CEO'S MESSAGE

*This year's annual report tells the story of an organisation that is united by a shared vision to achieve a positive regulatory and environmental outcome on behalf of its loyal members.*

This has been achieved in many ways. From the delivery of leading e-waste collection services (via TechCollect), to the investigation of emerging e-waste management technologies, enhancements to logistics operations and providing steadfast support to the needs of members – without whom, ANZRP would not exist.

Having completed my first full year as CEO, I am pleased to report that ANZRP has continued to provide the nation with an environmentally responsible e-waste recycling program, successfully diverting 19,797 tonnes of end of life electronics from Australian and overseas landfill.

This has been a noteworthy year for ANZRP. Across the collection network, we now administer over 250 TechCollect drop-off sites, and for the first time in our history, ANZRP is providing e-waste collection and recycling services on both sides of the Tasman Sea.

This is testament to the Board's vision and the combined efforts of our members and staff.

The year was marked by a number of significant market changes. International markets for our recycled materials have contracted whilst community interest in better recycling and enhanced product stewardship has increased. These factors are driving an exciting response in Australia to improve collection services and also invest in new recycling technology.

Whilst this has occurred, ANZRP has broadened our vision to beyond the NTCRS, and commenced a pilot e-waste collection service in New Zealand with the generous support of some key members. We have also secured funding from Sustainability Victoria to construct a portable e-waste recycling factory that will move from region to region providing cost effective processing and recycling to regional communities. Additionally, we are close to launching a number of exciting innovative

collection services, and product stewardship arrangements outside of e-waste. These opportunities leverage the skills we have acquired, and will help us meet the emerging needs of industry.

Increasingly ANZRP is being sought out as a key partner in developing and delivering product stewardship solutions. The year just past raised a number of exciting new opportunities and we have spent time and resources establishing systems, developing agreements and putting processes in place to guarantee the success of these initiatives in 2019/20.

Looking to the future and positioning ANZRP to take advantage of emerging opportunities is critical to our success and our ability to provide members with world-class cost effective services.

We continue to position ourselves as the industry's 'voice of reason' and advocate for the importance of responsible recycling. Whether it be in response to government consultation on new policy, advocating on our members' behalf, or working with industry to push innovation and sustainable solutions taking Australia and New Zealand towards a circular economy.

On behalf of ANZRP's members, we spent the year providing detailed advice to the Federal Government on ways to further improve the NTCRS. Our most recent submission detailed various improvements to the Scheme incorporating stronger governance and assurance, whilst emphasising the need to expand the scope of the program. On behalf of members, we continue to advocate for a level playing field.

I am delighted that ANZRP fulfilled its legislative requirements in 2018/19 and continued to provide members with complete peace of mind.

Our Reasonable Access requirements have never been safer with the addition of several more permanent collection sites

and the inclusion of Officeworks and its 'Bring IT Back' program in our collection network. This now makes us the largest free e-waste drop off service in the country.

Adding to this was the launch of our New Zealand pilot program. It is with great excitement we have given the 'NZ' in ANZRP meaning. At the request of our members, we have been actively lobbying the New Zealand Government for a regulated product stewardship scheme. Our efforts have not gone unnoticed as we now find ourselves in the ideal position to deliver such a scheme when the Government launches its program, as our pilot program has been in operation for nearly ten months and covers both north and south islands through 13 dedicated drop-off sites.



*Navigating the circular economy supply chain*

Providing our members with a single point of contact to achieve regulatory compliance in Australia and New Zealand makes perfect sense. This fits with our mission to serve the needs of members, not only in Australia, but ultimately the Asia-Pac region.

New Zealand is the latest example of ANZRP's commitment to developing an innovative service model to better serve the needs of its members. Other notable achievements for 2018/19 include:

- Once more, ANZRP met its Recycling Target: of 22,029 tonnes from the recycling of end-of-life products. The total collected product that was processed (including materials sent for disposal) was 22,014 tonnes, and we used 15 tonnes from our 2017/18 overcollect.
- Reasonable Access was achieved and provided to all of the Australian population. ANZRP achieved 100% compliance facilitated through our 276 collection sites. This was comprised of 262 permanent locations, and 14 one-off e-waste collection events.

- Achieved a total material recovery rate of 93%.
- Welcomed a number of new regional and rural TechCollect sites. It is particularly pleasing to further expand our services into Tasmania and nurture strong relationships with Indigenous communities in northern Australia.
- Continued to administer the needs of key members through the seamless delivery of tailored collection programs.
- Reached our highest audience numbers to date through our refreshed social media strategy.
- Continued to drive member advocacy. Provided the Department a detailed report encompassing various enhancements we would like to see incorporated under the Scheme.
- Achieved yet another positive endorsement from our members through the annual survey. This year we achieved a Net Promoter Score of 8.4.

Setting our achievements aside, I never lose sight of the fact that we are here for our members. Our commitment is to continue delivering an effective and innovative program that keeps pace with member needs, and is strengthened by the global momentum towards product stewardship. I am eternally grateful to our long-term and loyal members who have chosen to stand alongside us.

I wish to acknowledge the support of the Board whose members have provided me with wise counsel and invaluable strategic support. ANZRP is indebted to the support provided as it is integral to our ongoing success.

Most of all I would like to thank my team who every working day of the year work with professionalism, dignity and passion to deliver above and beyond the expectations of our members and customers.

There is no greater honour serving member needs surrounded by a wonderful team of professionals.

**WARREN OVERTON**  
— CEO





# ANZRP BOARD

*ANZRP is governed by a Board of Directors comprised of five Member Directors and three Independent Directors. Directors are all elected by ANZRP member organisations.*

The Board is responsible for the overall governance, management and strategic direction of the organisation and for delivering accountable corporate performance in accordance to ANZRP's goals and objectives.

ANZRP members are eligible to nominate a representative to sit on the Board. Once the membership has elected its representative(s), the board then appoints the Chair. The Board's primary responsibilities include:

- Providing strategic direction and deciding upon ANZRP's strategies and objectives in conjunction with the CEO;
- Monitoring the strategic direction of ANZRP, and the attainment of its strategies and objectives;
- Monitoring ANZRP's operational and financial position and performance;
- Driving organisational performance to deliver better member return;
- Ensuring that ANZRP's affairs are conducted with transparency and accountability;
- Assuring principal risks are identified and properly managed;
- Reviewing and approving ANZRP's internal compliance and control systems, and codes of conduct;
- Assuring that the organisation's financial and other reporting mechanisms are designed to provide adequate, accurate and timely reporting; and
- Ensure regulatory compliance.

## Mark Mackay

— Chair



A keen environmentalist with a passion for exploring off the grid solutions, Mark has enjoyed an extensive management and advisory career in business strategy and brand communications, working in the United Kingdom, the United States and the Australasian region. He has led some of the world's leading advertising agencies including Saatchi & Saatchi and Young & Rubicam, and has also served as Chairman and Chief Executive of The Campaign Palace for 16 years.

Mark transitioned from Executive roles to the Boardroom in 2008 before joining ANZRP in 2012 as its foundation Chair. He joined PaperCut Software in 2013 as a Strategic Business Adviser and established an Advisory Board in 2015 where he also currently serves as Chair. Mark is also a Director of Community Care Chemists and guest Chair at the Leadership Collective.

## Claudia Bels

— Independent Director



Claudia is a Non-Executive Director and Committee Chair with over 25 years' commercial and governance experience across a range of industries.

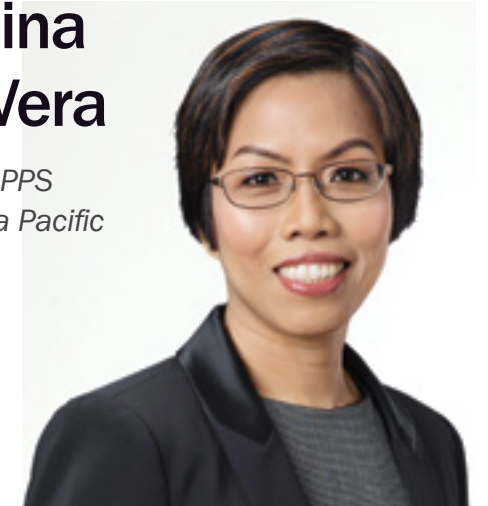
With professional skills in law, finance and risk management she has particular expertise in international cross-border transactions, liaison with government and regulators and managing IP.

Her governance career has been marked by a focus on sustainability – both financial and environmental – for organisations that want to leave a positive mark on the world.

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

## Monina De Vera

— HP PPS Asia Pacific



Monina has spent the past 19 years working for HP. Currently serving as its Asia Pacific Take Back Strategy Manager and South Pacific Sustainability & Compliance Manager, she has held various senior marketing and communication roles for the organisation.

Also serving as HP's Strategy Manager - Basel Lead, Monina works across business units and vendors in different regions on the design and implementation of technology, operations and compliance solutions ensuring conformance to Basel Convention regulation.

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

## 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.

A strong advocate of responsible and sustainable product stewardship, John also serves as the executive sponsor to Dell EMC's 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.





## Rhys Huett

— *Fuji Xerox Australia Pty Ltd*

Rhys is an experienced management professional with extensive experience across logistics, customer support, manufacturing, maintenance, quality, engineering and product development within the IT, FMCG and the heavy industry sectors.

He has 14 years of technical experience working for major commercial brands reducing waste and emissions. Currently serving as General Manager - Supply Chain and Customer Service Organisation for Fuji Xerox Australia, where his focus is on supply-chain management and customer service improving cost control, labour optimisation, customer experience and positive environmental outcomes.

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



## Mark Whittard

— *Toshiba Australia Pty Ltd*

Mark has 34 years IT industry experience including 22 years in consumer electronics. Currently he is the Managing Director of Toshiba (Australia) and Dynabook ANZ, overseeing operations in Australia and New Zealand. This includes Electronic Imaging, 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 high profile sales and business development roles.

A background in structural engineering, Mark 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 member of the Australian Institute of Company Directors.



## Janet Leslie

— *Canon Australia Pty Ltd*

Currently serving as the Sustainability Manager for Canon Oceania. An accomplished executive manager, Janet has over 30 years of business and governance experience in the corporate sector.

For more than a decade, she has been an active supporter of and participant in the Cartridges for Planet Ark Program and the Australian Battery Recycling Initiative.

A founding Director of ANZRP, Janet is also 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.



## Kerry Osborne

— *Independent Director*

Kerry is the Managing Partner of Melbourne based senior executive mentoring consultancy, The Leader's Mentor. His knowledge and strengths lie in his solid background in corporate and operational leadership, financial acumen and organisational change.

Kerry has held a number of senior roles 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 for Excell Corporation.

Kerry holds Business and Engineering qualifications, sits on four other boards (including Sustainability Victoria), and is a Fellow of the Australian Institute of Company Directors.

# ANZRP Committees

As the role of the Board is to monitor and oversee the regulatory and governance aspects of ANZRP's operation, to help cope with the scope of work and the technical complexities of this task, the Board has established three committees to review issues and make recommendations. These are:

Audit, Governance & Risk Committee is responsible for assisting the Board in matters related to the ongoing financial condition, budgeting practices, risk management and statutory compliance of our organisation.

**Members:** Kerry Osborne (Chair), Claudia Bels, John Edgecombe, Monina De Vera

The Nominations and Remuneration Committee was appointed to assist the Board and review and adopt policy which guides the

terms of employment and the remuneration strategies, in addition to seeking out, assessing, and recommending appropriately qualified candidates for service on the Board and its Committees.

**Members:** Claudia Bels (Chair), John Edgecombe, Janet Leslie, Mark Mackay

The Sustainable Business Growth Committee is responsible for the development and implementation of strategies relating to business growth, brand awareness, and member engagement helping to maintain retention and grow membership.

**Members:** Mark Whittard (Chair), Kerry Osborne, Rhys Huett, Mark Mackay, Janet Leslie



# ABOUT ANZRP

*E-waste is the fastest growing waste stream in the world. Globally we will produce more than 50 million tonnes this year alone, 700,000 tonnes of which will be generated right here in Australia.*

Working alongside government, industry and community, ANZRP recognises a shared responsibility to reduce waste, improve recycling, and better manage environmental impact.

Dedicated to a circular economy, ANZRP is the only not-for-profit, industry-for-industry Government-approved co-regulatory arrangement operating under the National Television and Computer Recycling Scheme.

A leader in the responsible collection and recycling of e-waste, ANZRP's loyal members account for some of the largest and most reputable global electronics brands servicing Australia and New Zealand.

Members fund the collection and recycling of e-waste, taking responsibility for products they manufacture and sell into the market. Over time, this has led to the collection and recycling of more than 160,000 tonnes of e-waste.

A staunch advocate for responsible product stewardship, ANZRP recognises it as an important regulatory instrument to best manage the environmental and social impact of 'end-of-life' electrical products and materials.

 [anzrp.com.au](http://anzrp.com.au)

# ABOUT TECHCOLLECT

Partnering with local government, retail channels and waste management organisations, TechCollect provides free e-waste drop-off services to households and small businesses that wish to recycle their end-of-life printers and unwanted computers, computer accessories and television sets.

Committed to responsible recycling, TechCollect only utilises organisations that meet stringent health, safety and environmental standards. This approach has ensured at least 90% of all materials recovered from e-waste are used in the manufacture of new products.

 [techcollect.com.au](http://techcollect.com.au)



About ANZRP



ANZRP formally met with the Department of the Environment and Energy's senior personnel several times to provide insight based on how the National Television and Computer Recycling Scheme (NTCRS) can be 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 which seeks to reduce the environmental impacts of products across their life-cycles.

The NTCRS as the only co-regulatory arrangement established under the Act, is a flagship program that has delivered great results.

Strong regulation and greater transparency of the Scheme is key to ensuring sound environmental and socio-economic benefits. ANZRP is of the opinion that an uneven playing field exists between co-regulatory arrangements with some repeatedly not meeting the outcomes of the regulations without fear of facing financial penalties or revoking their arrangement status.

ANZRP has made a number of detailed submissions to Government. A detailed report was provided that included a number of enhancements ANZRP would like implemented.

ANZRP's key recommendations have included:

- Developing an audit and assurance program for the Scheme managed by suitably qualified and experienced professionals with competence in traceability of accounts and material flows and specific experience in e-waste recycling and downstream processing practices.
- Implementing a downstream vendor certification program.
- Preparing guidance on a penalty regime including under what circumstances co-regulatory arrangements will receive civil penalties, receive improvement notices and have their co-regulatory arrangement approval cancelled.
- The Regulations should be updated to provide minimum service requirements for reasonable access collection sites and services.
- Implementing an allocation tender process for outer regional and remote sites where the successful bid(s) would collect on behalf of all co-regulatory arrangements and share the costs of achieving this service equitably.
- Investigating reported issues of Scheme participants not complying with the hazardous waste export legislation and take enforcement action as necessary.

ANZRP put forward recommendations from key learnings gained from operating the Scheme, and from best practices employed in overseas product stewardship schemes.

ANZRP has also explored with Departmental heads ways the Scheme can be better 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.

ANZRP is of the strong opinion that improving product stewardship is vital. This can only occur through increased transparency, governance and rigour, as these are critical in establishing a foundation for future growth.

➤ *ANZRP has made a number of submissions to Government. To view its corner-stone positioning paper (White Paper submission) made to the Federal Government, please [click here](#).*



Seeking solutions for members

## OUR ENVIRONMENTAL IMPACT



### Energy

ANZRP is committed to monitoring and managing the environmental impacts of its activities, and reporting to members the net benefits the TechCollect service has delivered. Since commencement in 2012, over 160,000 tonnes of e-waste has been recycled.

From an energy usage perspective, on behalf of our members we have saved more than 2.7 million Gigajoules of energy usage.

This is equivalent to the annual energy consumption of 19,725 Australian homes.

# ANZRP'S PLAN TO IMPROVE THE PRODUCT STEWARDSHIP ACT AND NATIONAL TELEVISION AND COMPUTER RECYCLING SCHEME



# OUR MEMBERS ARE ANZRP

We're dedicated to you.



Collaboration is Key

*ANZRP was established to best serve your needs, your goals and your regulatory requirements. You are the reason we exist, and we are here to give you the best advice, and deliver the best customer experience.*

Our model is based on clear and definable outcomes – simply put, ones that achieves your regulatory, compliance and values based needs.

Indeed you are our focus and our motivation. At ANZRP your needs are second to none.

As the largest co-regulatory arrangement representing the world's biggest and most trusted electronics brands, we are committed to:

- Listening, understanding and responding to your specific regulatory requirements – you can talk to us online, over the phone or face-to-face.
- Helping you be in control to achieve your regulatory target(s). We offer dedicated personnel with intimate understanding and industry knowledge to point you in the right direction.
- Advocating on your behalf to the Federal Government for a better NTCRS– we understand the importance placed upon us, and always seek to enhance the agenda with key regulatory stakeholders.

“ANZRP is a reliable partner. HP is confident that ANZRP is not only meeting the compliance requirement but goes beyond requirements. ANZRP also adheres to highest standards of performance operationally and ethically.”

Monina De Vera  
– HP PPS (Asia Pacific)

- Committed to the best and most cost effective outcome possible – that's why we provide Australia's largest e-waste collection network, meeting the highest standards.
- Brand security. Allowing you peace of mind - no matter what happens. Backed by one of the most stringent risk assurance protocols in the industry, your brand's integrity and corporate values are in safe hands.
- Offering transparency - we keep you informed about everything that is occurring – whether it be good news or not.

Governed by a Board that is primarily comprised of member representatives, ANZRP has built an enviable reputation as one of Australia's leading product stewardship organisations, and leads by example in terms of transparency, service, commitment and integrity.

We will proudly continue delivering services that are central to member needs, provided through best practice and good governance.

## LIST OF 2018/19 ANZRP MEMBERS

MEMBER NAME	MEMBER ABN	DATE JOINED
Alpine Electronics of Australia Pty Ltd	64 007 444 368	1/07/2016
Aopen Australia & New Zealand Pty Ltd	24 166 764 763	30/01/2017
Apple Pty Ltd	46 002 510 054	14/05/2012
Brother International (Aust) Pty Ltd	17 001 393 835	27/04/2012
BYD Precision Manufacture Co Ltd	37 612 814 509	1/07/2016
Canon Australia Pty Ltd	66 005 002 951	19/04/2012
Cisco Systems Australia Pty Ltd	52 050 332 940	29/05/2012
Compal Electronics Inc.	50 453 748 355	12/05/2017
Competition Team Ireland Ltd	83 218 750 498	2/07/2012
Cosmosupplylab Ltd	62 744 218 254	1/07/2016
Deliveroo Australia Pty Ltd	73 607 915 640	1/07/2018
Dell Australia Pty Ltd	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	1/07/2015
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 Ltd	74 001 016 593	12/11/2012
Hewlett-Packard Australia Pty Ltd	74 004 394 763	20/04/2012
Hon Hai Precision Industry Co Ltd	13 878 074 746	27/04/2012
HP PPS Australia Pty Ltd	16 603 480 628	1/07/2016
Kmart Australia Ltd	73 004 700 485	1/07/2018
King World Developments Pty Ltd	78 139 853 544	22/08/2013
Laser Corporation Holdings Pty Ltd	54 113 965 825	15/11/2012
Lexmark International Technology Sa	28 800 834 040	1/07/2015
LG Display Taiwan Co. Ltd	81 336 531 440	1/07/2017
Microsoft Pty Ltd	29 002 589 460	1/07/2017
Microsoft Regional Sales Pte Ltd	59 547 297 213	15/05/2012
Nokia Services Ltd	97 000 005 363	30/11/2018
OKi Data (Australia Pty Ltd)	21 006 075 216	1/07/2016
Officeworks Ltd	36 004 763 526	1/07/2018
Pica Australia Pty Ltd	70 113 812 721	1/07/2017
Plastic Injection Company Pty Ltd	47 092 364 719	20/06/2017
Primax Electronics Ltd	14 171 054 462	30/04/2012
Protempo Australia Pty Ltd	59 617 751 407	1/07/2018
Qisda Corporation	82 456 481 234	30/05/2012
Quanta Computer Inc	66 305 473 245	15/05/2012
RS Components Pty Ltd	73 009 403 356	1/07/2016
Sektor Pty Ltd	74 297 651 095	1/07/2016
Suzhou Lehui Display Co. Ltd	97 175 717 832	1/07/2018
Super-Mem Pty Ltd	91 140 459 892	1/07/2018
Target Australia Pty Ltd	75 004 250 944	1/07/2018
The Reject Shop Ltd	33 006 122 676	1/07/2015
The Trustee For Huang & Zhang Family Trust	48 519 435 863	1/07/2015
The Trustee For The Coast Rv Unit Trust	49 097 104 492	22/06/2012
TPV International (USA) Inc	98 948 954 437	1/07/2017
Top Victory Investments Ltd	18 084 618 543	14/06/2012
Toshiba (Australia) Pty Ltd	19 001 320 421	24/04/2012
Dynabook ANZ Pty Ltd	66 613 916 957	1/07/2017
Wacom Australia Pty Ltd	55 113 989 389	16/10/2017
Westan Australia Pty Ltd	40 111 699 819	1/07/2016
Wistron Corporation	16 962 466 872	14/06/2012





# KYŌYŪ

## CANON'S NEW CAMERA SHARING COMMUNITY

*Canon Australia recently announced the launch of Kyōyū, its new camera-sharing community created as an affordable and simple way for everyone to access better photography gear, and to help owners get more value from their Canon products.*

Japanese for 'share', Kyōyū is the latest sharing economy initiative to arrive, and like car sharing and coworking spaces, can have both great environmental and economic benefits. Equipment spends less time on the shelf and more time helping tell the stories it was designed to tell.

Kyōyū lets you rent out your gear with confidence and make money when you're not using it. Those looking to hire gear can access quality equipment for a one-off creative project or try something out before diving in to make a purchase. For providers, pricing ballpark suggestions provided on the website make setting the right price easy.

Kyōyū has a built-in ID verification process and Canon has arranged insurance protection for owners who are renting out their Canon gear on the platform.

"With Kyōyū we're creating a community that is driven by the overwhelming need to share. Be it knowledge, experiences or cherished kit, sharing in a community allows everyone to do so much more together," says Jason McLean, Director – Consumer Imaging, Canon Australia.

How to join the community:

1. Create your listing: Sign up at [kyoyu.canon.com.au](https://kyoyu.canon.com.au) and follow the listing process to get your gear online in minutes. You can set your own price and let us know where to send the money.
2. Approve bookings: Other Kyōyū members can then send you a booking request to accept. All our users are ID-verified, so you can list with confidence.
3. Share your gear: Once you accept a booking, you'll be able to message the renter to arrange pick up, everything is handled through Kyōyū. Once the rental is over, you'll be paid straight to your bank account.

ANZRP is proud to have Canon as a member and congratulates them for this innovative and value-adding community initiative.

2018/19

## MEMBER & COLLECTION PARTNER SURVEY

*Positive stakeholder sentiment is vital to the ongoing success of our services.*

Open communication, accountability and engagement have been the hallmarks of ANZRP's approach towards managing strategic relationships with members and collection partners.

Providing them with a 'voice' is fundamental to good governance, and highlights ANZRP's philosophy, which is to listen and act upon the needs of stakeholders.

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

ANZRP's satisfaction surveys are valuable for a number of reasons. They allow us to collect important feedback, make

improvements to our operations helping facilitate stronger engagement and retention, and provide an open platform for honest communication and appraisal.

Now in its fifth year, the survey works as an analytics instrument helping ensure key priorities are reflected in the performance of the program and the outcomes delivered by our team.

Insight provided by respondents helps shape decisions ensuring ANZRP's delivery model evolves around a specific set of needs, and continues to provide high-quality cost-effective member management and e-waste collection services.

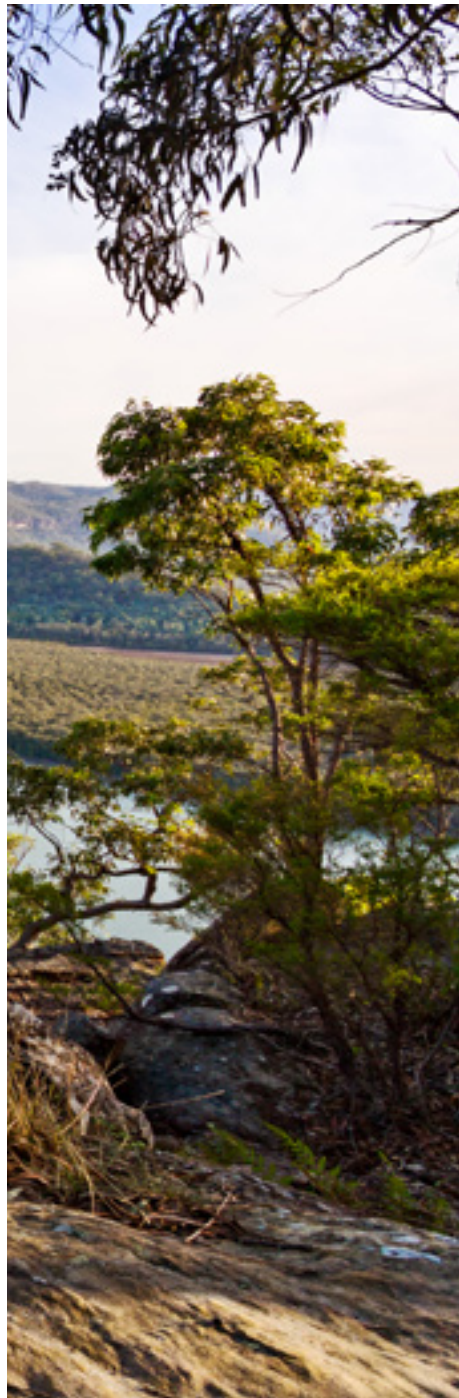
### Collection Partner survey highlights:



### Member survey highlights:







# WHERE DOES OUR E-WASTE GO

Everyone wants to know where their e-waste will end up and how it will be managed.

[To Find Out More, Click Here](#)

Prior to partnering with a collection site, ANZRP undertakes a comprehensive review and puts into place a written site licence agreement. Safety and security are major aspects of this agreement, requiring TechCollect sites to put in place procedures to avoid environmental and personal harm, and safeguard the prevention of theft.

ANZRP approved recyclers are certified to AS/NZS 5377:2013 'collection, storage, transport and treatment of end-of-life electrical and electronic equipment'. On a regular basis, ANZRP undertakes independent auditing of each recycler ensuring compliance to all health, safety and environmental legislation.

To meet NTCRS requirements, all collected e-waste undergoes primary recycling in Australia.

This involves materials processing, which includes manual dismantling, sorting and/or shredding followed by mechanical sorting into component parts and material streams such as ferrous and non-ferrous metals, plastics, leaded and non-leaded glass, wire/cables and printed circuit boards.

Separated materials and components are then sent to downstream providers that process and refine the materials and components allowing them to be recycled and used in the manufacture of new products.

ANZRP is actively lobbying the Federal Government for downstream markets to be developed at home in Australia, eliminating the need to send materials and parts overseas for secondary processing.

*A summary of the path separated e-waste materials take is illustrated over the page.*

**Metals — ferrous and non-ferrous**  
Majority is shredded and separated in Australia and then sent to smelters in Australia and overseas.

**Glass**  
**leaded** Majority is sold to the Nyrstar lead smelter in Port Pirie, SA, where it is used in the lead smelting process. The output lead billet is then sold as a commodity on the world market (typically used to manufacture batteries).  
**non leaded** Crushed and used as a building material aggregate within Australia, typically road base.  
**mixed** Some mixed leaded and non-leaded glass is recycled into encapsulated aggregate in precast polymer concrete barrier walls that are used in construction materials in Australia.

**Plastic — mixed**  
Majority is sold overseas as baled mixed plastic for further processing where it is extruded into recycled plastic pallets.

**Printed circuit boards**  
Sorted and graded then sold overseas where they are thermally/chemically treated to remove valuable metals. Printed circuit boards are predominantly recycled in Japan and Singapore.

**Lithium-ion batteries**  
Mechanically separated and sorted in Australia into the following streams: graphene mixed with cobalt, manganese, nickel and lithium oxide, steel shred, aluminium and copper shred and plastic shred. The graphene mix is exported to South Korea where the carbon and individual metals are extracted and then used to manufacture new batteries. The steel, aluminium and copper is exported to smelters (typically in China) and the plastic is used as an energy source in cement kilns in Australia.

**Ink and toner cartridges**  
Majority is mechanically separated and sorted in Australia into the following streams: toner powder, ink, aluminium, ferrous metal and mixed plastic. The toner powder is used as an additive in asphalt. Ink is used to make artist paint and pens. Aluminium and ferrous metal shred are sent to local smelters. The mixed plastic is used to manufacture new products such as e-wood.

## OUR ENVIRONMENTAL IMPACT



Carbon Emissions

ANZRP is committed to monitoring and managing the environmental impacts of its activities, and reporting to members the net benefits the TechCollect service has delivered. Since the commencement of services over 160,000 tonnes of e-waste has been recycled.

From a carbon emissions perspective, on behalf of our members we have prevented over 190,000 tonnes of CO<sub>2</sub> emissions from entering the atmosphere. This is equivalent to planting more than 2.8 million trees.





## IN FOCUS

# SOCIAL RESPONSIBILITY & SUSTAINABILITY

*ANZRP takes social, economic, and environmental responsibility very seriously. We know that our long-term success is directly linked to the communities we serve, and believe we have a significant role to play in leading the delivery of socially obliged solutions.*

**W**e are committed to fostering a strong culture around socially responsible behaviour. *This includes:*

### Diversity and social inclusion

The increasingly diverse demographics of ANZRP's customers, workforce, suppliers, and communities provide some of our greatest opportunities. We want to create a world in which diversity and inclusion are valued and everyone — our customers, team members, suppliers, and communities — feel respected and have equal access to resources, products, services, and opportunities.

### Environmental sustainability

Climate change, natural resource constraints, and other environmental challenges significantly affect the health and quality of life, and more broadly, the economic resilience of communities. We want to do our part and accelerate the transition to a lower-carbon economy and help reduce the impact of climate change.

ANZRP recently embarked on an initiative to foster rewarding relationships with social enterprise groups. Having a social license to operate is integral to our shared value approach with the community and stakeholders.

This is demonstrated through our commitment to promoting diversity, equality and inclusiveness across our e-waste collection operations without discrimination, as we actively seek to create opportunities.

*This is demonstrated in the following:*

- i. ANZRP is a Certified B Corporation. To attain certification, organisations are required to verify social and environmental performance, public transparency, and accountability that they are seeking to balance profit and purpose. ANZRP is the only e-waste recycling organisation in Australia to be certified.
- ii. ANZRP is a member of Social Traders. Its purpose is to help accelerate a culture-shift to redefine success in business and build a more inclusive and sustainable economy.
- iii. ANZRP engages social enterprises for the provision of various e-waste recycling services such as disassembly and processing. Endeavour Foundation and Electronic Recycling Australia are such groups.



## IN FOCUS

# E-WASTE: THE CHALLENGE IS PILING UP

*According to a recent World Economic Forum Report, 50 million tonnes of electronic and electrical waste (e-waste) is produced each year. To make matters worse, if nothing is done this figure will double to more than 120 million tonnes by 2050.*



**T**his astonishing volume of waste comprised of non-renewable resources is literally sitting above ground - calling for action.

**FACT:** There is 100 times more gold in a tonne of mobile phones than in a tonne of gold ore.

**FACT:** Harvesting the resources found in used electronics produces substantially less carbon-dioxide than mining.

**FACT:** Functioning electronic goods are worth more than the materials they contain. Choosing to extend their useful life brings an enormous economic and environmental benefit.

Transitioning towards a circular economy is the best way to tackle this challenge and mitigate the environmental harm it poses. To achieve this, we need:

- **Vision:** We need to collectively rethink the manner we perceive and manage end of life electronics, and convey an emotive vision that government, consumers and industry can rally around.
- **Awareness & Education:** More needs to be done to better educate the public about this global challenge and the opportunity it presents.
- **Collaboration:** This is key. We need to work with all stakeholders in a deliberative process to bring about change.
- **Action:** Coordinated action is needed within and across national borders by all parties including governments, manufacturers and consumers.

Government and industry have responded through waste control mechanisms, import restrictions, mandatory and voluntary product stewardship schemes.

The next few years are likely to be challenging for recyclers as downstream supply chains rapidly reorganise and regulatory risks remain uncertain. According to the European Electronics Recycling Association, in a recently published report, this is an ideal opportunity for the instigation of a circular economy.

It is undeniable that electronic waste will continue to grow as we demonstrate a remarkable hunger for new technology.

By 2020, it is estimated there will be between 25- 50 billion devices connected to the internet.

**FACT:** E-waste is now the fastest-growing waste stream in the world with some forms of it growing exponentially.

**FACT:** The UN in a recent paper referred to it as a 'tsunami of e-waste'.

**FACT:** Globally, we only deal with 20% of e-waste, and there is little data on what happens to the rest, which for the most part ends up in landfill.

Valued at around \$62.5 billion annually, we need to look beyond the mountain and see the opportunity.

A new vision for the production and consumption of electronic and electrical goods is needed. It is easy for e-waste to be framed as a post-consumer problem, but the issue encompasses the lifecycle of the devices everyone uses and how we choose to manage them.

Designers, manufacturers, investors, consumers, and policy-makers have an instrumental role to play. The future is literally in our hands.



# COLLECTION, RECYCLING & LOGISTICS

## Collection Partners and Services

In 2018/19 ANZRP's TechCollect service provided the community with 276 drop-off sites across Australia. This was comprised of 262 permanent locations, and 14 one-off e-waste collection events.

A large number of TechCollect permanent sites (85) were operated in conjunction with various Local Government Authorities (LGA) and waste management organisations. It is critical for LGAs to be part of the NTCRS and provide residents with access to an accredited e-waste management and recycling service.

Of the remainder 170 were through our retail channel (i.e. Officeworks), which places the TechCollect recycling service in close proximity to the point of purchase where new electrical items are acquired.

21 were collection points and events. 7 of these were recyclers, 1 was a dedicated member event (Dell), 2 were waste processors, and the remaining 11 were schools and community based collections and events.



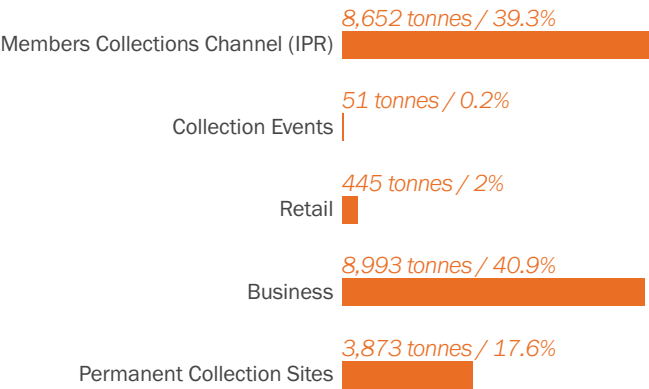
## Achieving Regulatory Targets

In 2018/19 ANZRP recycled 22,014 tonnes of end-of-life products.

When added to the volume excess of 1,938 tonnes carried forward from the previous year, this created a final recycled volume of 23,952 tonnes. This exceeded ANZRP's liability of 22,029 tonnes by 1,923 tonnes, which will be carried forward into the new financial year.

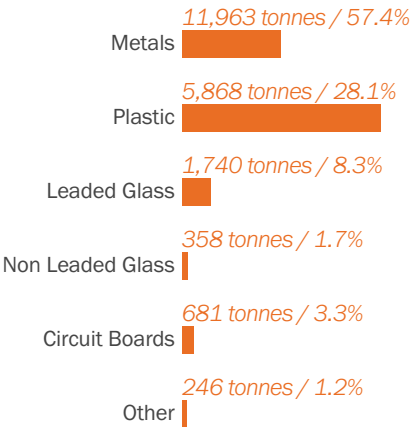
As illustrated in the chart below, ANZRP's multi-channel approach helped deliver a successful outcome, and continues to ensure surety of supply allowing for forward planning and market growth.

## Recycling Volume Channels (tonnes)



This 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.

Of the e-waste recycled, 19,797 tonnes was processed into a range of materials. Its breakdown is illustrated in the chart below:



## Standards Based Approach

To meet the requirements of the NTCRS, all e-waste collected by TechCollect undergoes primary recycling in Australia. When ANZRP delivers a load of e-waste to a recycler our shipping and tracking system generates a movement ID to ensure the delivery can be easily traced and verified. 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.

Each delivery must 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 provided confirming materials have been processed in accordance to the standard. This typically involves either manual dismantling and sorting into component parts (e.g. metals, plastics, glass, wire/cables, printed circuit boards, or shredding and separation into material streams.

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.

## FRACTION EXPORTED AFTER FIRST-STAGE RECYCLING (TONNES) —GRAND TOTAL: 5,677 TONNES

CHINA	1563	PAKISTAN	22
Ferrous Metals	262	Non-Ferrous Metals	22
Non-Ferrous Metals	636	S.KOREA	40
Plastics	642	Other	40
Other	23	SINGAPORE	305
INDIA	2	Non-Ferrous Metals	13
Non-Ferrous Metals	2	PCBs	288
JAPAN	399	Plastics	2
Ferrous Metals	19	Other	3
Non-Ferrous Metals	12	TAIWAN	616
PCBs	368	Ferrous Metals	490
MALAYSIA	2507	Non-Ferrous Metals	126
Non-Ferrous Metals	25	THAILAND	222
Plastics	2476	Ferrous Metals	0.4
Other	6	Plastics	22

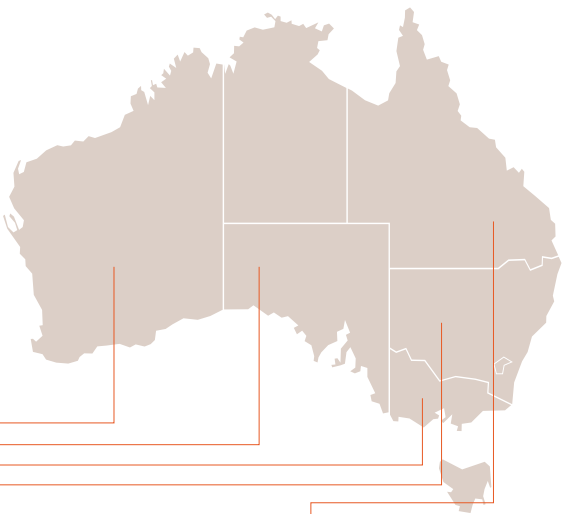


Our Recycling Partners

ANZRP contracts a number of reputable recycling organisations to undertake recycling on its behalf.

Recyclers are required to meet strict compliance standards. This includes certification to AS/NZS 5377:2013 relating to the 'collection, storage, transport and treatment of end-of-life electrical and electronic equipment'.

ANZRP undertakes independent audits of its recycling partners. This ensures compliance to all regulatory requirements, documentation and reporting standards involving recycling processes are maintained.



WA

- Total Green Recycling

SA

- E-Cycle Recovery
- SA Group Enterprise

VIC

- Advanced Resource Recovery
- Cleanaway
- TES-AMM Australia
- Sims Recycling Solutions

NSW

- Cleanaway
- Reverse E-waste
- Sims Recycling Solutions
- TES-AMM Australia

QLD

- Certified Destruction Services
- Endeavour Foundation
- E-Waste Recycling Australia
- Sims Recycling Solutions
- TES-AMM Australia

Reasonable Access

In accordance to the requirements of the National Television and Computer Recycling Scheme (NTRCS), all co-regulatory arrangements are required to provide the community with reasonable access guaranteeing convenient and free locally based e-waste drop off services.

ANZRP has achieved 100% compliance facilitated through its 276 collection sites across the country. Services were proportionally divided across metropolitan, regional, rural 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 that provides Australians with access to a reputable e-waste drop-off site.

Whilst a large number of our sites (163) were provided in metropolitan areas, inner regional Australia was adequately covered with 61 sites, outer regional with 39 sites, and remote with 13 sites including Arnhem Land and the Kimberley.

	Metropolitan	Inner Regional	Outer Regional	Remote
Number of TechCollect Sites	163	61	39	13
Tonnages Collected	18,412	1,581	1,558	159



COLLECTION, RECYCLING & LOGISTICS

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

NORTHERN TERRITORY

METRO	0
INNER REGIONAL	0
OUTER REGIONAL	17,829 KGS
REMOTE	32,595 KGS

QUEENSLAND

METRO	3,957,308 KGS
INNER REGIONAL	554,125 KGS
OUTER REGIONAL	1,189,681 KGS
REMOTE	10,548 KGS

WESTERN AUSTRALIA

METRO	1,513,887 KGS
INNER REGIONAL	66,066 KGS
OUTER REGIONAL	51,219 KGS
REMOTE	94,772 KGS

AUSTRALIAN CAPITAL TERRITORY

METRO	56,158 KGS
INNER REGIONAL	944 KGS
OUTER REGIONAL	0
REMOTE	0

SOUTH AUSTRALIA

METRO	1,690,730 KGS
INNER REGIONAL	133,773 KGS
OUTER REGIONAL	86,977 KGS
REMOTE	21,324 KGS

VICTORIA

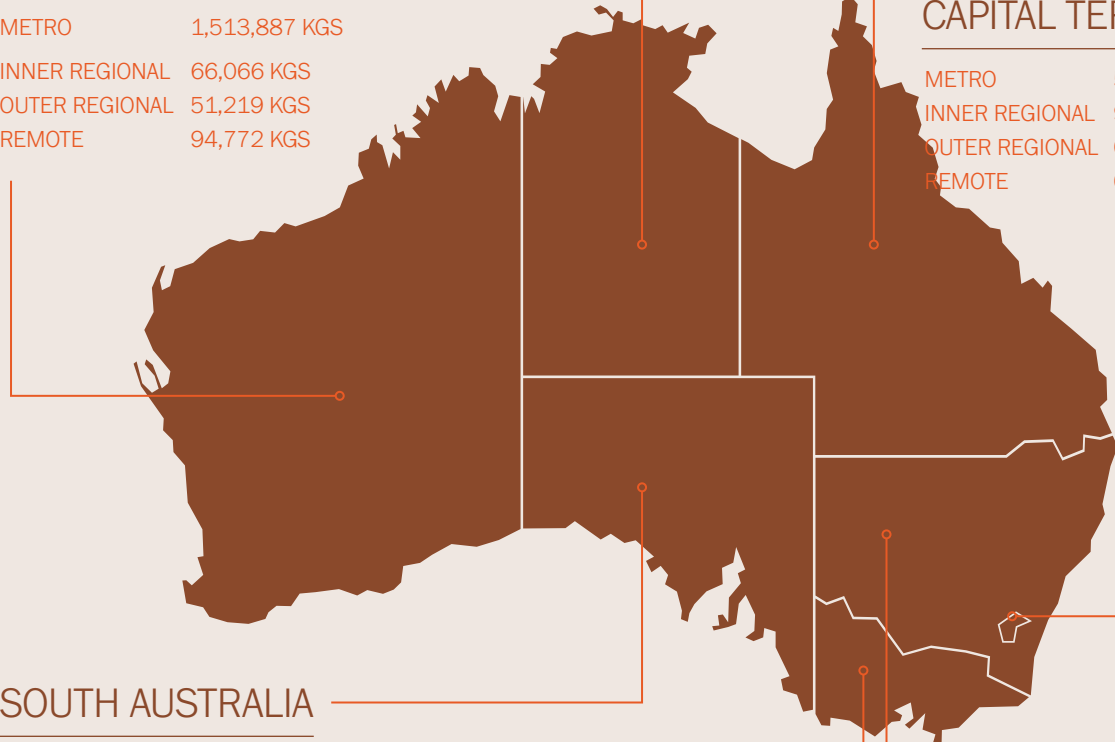
METRO	4,928,567 KGS
INNER REGIONAL	311,022 KGS
OUTER REGIONAL	88,237 KGS
REMOTE	0

NEW SOUTH WALES

METRO	6,265,285 KGS
INNER REGIONAL	273,211 KGS
OUTER REGIONAL	50,243 KGS
REMOTE	0

TASMANIA

METRO	0
INNER REGIONAL	241,645 KGS
OUTER REGIONAL	73,849 KGS
REMOTE	0



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



2018/19 REASONABLE ACCESS –  
TECHCOLLECT LOCATIONS

Click Here to Find Your Nearest Drop-off Location

NEW SOUTH WALES

METRO	INNER REGIONAL	OUTER REGIONAL
47	20	7

Albury	Collection Point
Alexandria	Collection Point
Alexandria	Event
Armidale	Collection Point
Auburn	Collection Point
Barham	Collection Point
Bathurst	Collection Point
Blacktown	Collection Point
Blaxland	Collection Point
Bondi	Collection Point
Broken Hill	Collection Point
Campbelltown	Collection Point
Carlton	Collection Point
Castle Hill	Collection Point
Coffs Harbour	Collection Point
Croydon Park	Collection Point
Dalmeny	Collection Point
Dee Why	Collection Point
Dubbo	Collection Point
Fairy Meadow	Collection Point
Five Dock	Collection Point
Frenchs Forest	Event
Glebe	Collection Point
Goulburn	Collection Point
Greenacre	Collection Point
Griffith	Collection Point
Guildford	Collection Point
Hornsby	Collection Point
Hoxton Park	Collection Point
Ingleside	Collection Point
Inverell	Collection Point
Katoomba	Collection Point
Kelso	Collection Point
Kotara	Collection Point
Lewisham	Collection Point
Lismore	Collection Point
Liverpool	Collection Point
Maitland East	Collection Point
Matraville	Collection Point
Minchinbury	Collection Point
Mona Vale	Collection Point
Moree	Collection Point
Mortdale	Collection Point
Moruya	Collection Point
Mosman	Collection Point
Newcastle	Collection Point
West	Collection Point
North Ryde	Collection Point
Northmead	Collection Point
Nowra	Collection Point
Orange	Collection Point
Port	Collection Point
Macquarie	Collection Point
Punchbowl	Event
Rose Bay	Collection Point
Rutherford	Collection Point
South Penrith	Collection Point
St Marys	Collection Point
Stotts Creek	Collection Point
Tamworth	Event
Taree	Collection Point
Taren Point	Collection Point
Wagga Wagga	Collection Point
Warners Bay	Collection Point
Wentworthville	Collection Point
West Gosford	Collection Point
West Ryde	Collection Point
Wetherill Park	Collection Point
Wodonga	Collection Point

NORTHERN TERRITORY

OUTER REGIONAL	REMOTE
2	4

Humpty Doo	Collection Point
Ilparpa	Collection Point
Katherine	Collection Point
Nhulunbuy	Collection Point
Stuart Park	Collection Point
Tennant Creek	Collection Point

WESTERN AUSTRALIA

METRO	INNER REGIONAL
16	3

OUTER REGIONAL	REMOTE
5	6

Albany	Collection Point
Balcatta	Collection Point
Bandy Creek	Collection Point
Bayswater	Collection Point
Broome	Collection Point
Bunbury	Collection Point
East Perth	Collection Point
East Victoria Park	Collection Point
Fremantle	Collection Point
Gap Ridge	Collection Point
Henderson	Collection Point
Jandakot	Collection Point
Joondalup	Collection Point
Kalgoorlie	Collection Point
Katanning	Collection Point
Mandurah	Collection Point
Midland	Collection Point
Narngulu	Collection Point
Narrogin	Collection Point
Newman	Event
O'Connor	Collection Point
Osborne Park	Collection Point
Perth	Collection Point
Red Hill	Collection Point
South Hedland	Collection Point
Tom Price	Event
Vasse	Collection Point
Walliston	Collection Point

SOUTH AUSTRALIA

METRO	INNER REGIONAL
14	7

OUTER REGIONAL	REMOTE
8	2

Beverley	Collection Point
Bordertown	Collection Point
Cambrai	Collection Point
Croydon	Collection Point
Elizabeth	Collection Point
Gilles Plains	Collection Point
Gladstone	Collection Point
Glen Osmond	Collection Point
Goolwa	Collection Point
Hahndorf	Collection Point
Keswick	Collection Point
Loxton	Collection Point

Mitchell Park	Collection Point
Mount Gambier	Collection Point
Noarlunga	Collection Point
Parafield	Collection Point
Port Lincoln	Collection Point
Prospect	Collection Point
Renmark	Collection Point
Rostrevor	Collection Point
Seaford Heights	Collection Point
St Agnes	Collection Point
Strathalbyn	Collection Point
Tailem Bend	Collection Point
Trinity Gardens	Collection Point
Tumby Bay	Collection Point
Two Wells	Collection Point
Walleroo	Collection Point
Whyalla	Collection Point
Willowie	Collection Point
Yankalilla	Collection Point

TASMANIA

INNER REGIONAL	OUTER REGIONAL
6	6

Barretta	Collection Point
Deloraine	Collection Point
Exeter	Collection Point
Hobart	Collection Point
Invermay	Collection Point
Jetsonville	Collection Point
Launceston	Collection Point
Longford	Collection Point
Mooreville	Collection Point
Mowbray	Collection Point
Spreyton	Collection Point
St Helens	Collection Point

AUSTRALIAN CAPITAL TERRITORY

METRO
4

Belconnen	Collection Point
Braddon	Collection Point
Fyshwick	Collection Point
Greenway	Collection Point

QUEENSLAND

METRO	INNER REGIONAL
27	13

OUTER REGIONAL	REMOTE
8	1

Aspley	Collection Point
Bowen	Event
Browns Plains	Collection Point
Bundaberg	Collection Point
Bundall	Collection Point
(Southport)	Collection Point
Cairns	Collection Point
Capalaba	Collection Point
Clontarf	Collection Point
Eagle Farm	Collection Point
Emerald	Collection Point
Gladstone	Collection Point
Glenella	Collection Point
Goondiwindi	Collection Point
Gracemere	Collection Point
Gympie	Collection Point
Hermit Park	Collection Point
Hervey Bay	Collection Point
Ipswich	Collection Point
Kippa Ring	Collection Point
Loganholme	Collection Point
Mackay	Collection Point
Maroochydore	Collection Point
Maryborough	Collection Point
Milton	Collection Point
Moranbah	Event
Morayfield	Collection Point
Moreton Bay	Collection Point
Mount Isa	Collection Point
Nerang	Collection Point
Newtown	Collection Point
Noosaville	Collection Point
North Lakes	Collection Point
Oxley	Collection Point
Portsmith	Collection Point
Rockhampton	Collection Point
Roma	Collection Point
Rothwell	Collection Point
Shaw	Collection Point
Southport	Collection Point
Strathpine	Collection Point
The Common	Collection Point
Toowoomba	Collection Point
Underwood	Collection Point
Upper Mount Gravatt	Collection Point
Virginia	Collection Point
West Burleigh	Collection Point
Wilton	Collection Point
Woolloongabba	Collection Point

VICTORIA

METRO	INNER REGIONAL	OUTER REGIONAL
55	12	3

Airport West	Collection Point
Altona North	Collection Point
Ballarat	Collection Point
Bayswater	Collection Point
Bendigo	Collection Point
Box Hill South	Collection Point
Breakwater	Collection Point
Bundoora	Collection Point
Camberwell	Collection Point
Campbellfield	Collection Point
Carnegie	Collection Point
Caroline Springs	Collection Point
Chadstone	Collection Point
Chirnside Park	Collection Point
Coburg	Collection Point
Cranbourne	Collection Point
Dandenong	Collection Point
Dandenong South	Collection Point
Daylesford	Collection Point
Doncaster	Collection Point
Eaglehawk	Collection Point
Epping	Collection Point
Ferntree Gully	Collection Point
Fitzroy	Collection Point
Forge Creek	Collection Point
Frankston	Collection Point
Geelong	Collection Point
Glen Waverley	Collection Point
Highett	Collection Point
Horsham	Event
Kew East	Collection Point
Keysborough	Collection Point
Laverton North	Collection Point
Malvern	Collection Point
Maribyrnong	Collection Point
Melbourne	Collection Point
Mentone	Collection Point
Mildura	Collection Point
Moonee Ponds	Collection Point
Mornington	Collection Point
Narre Warren	Collection Point
Noble Park	Collection Point
Notting Hill	Collection Point
Nunawading	Collection Point
Pakenham	Collection Point
Preston	Collection Point
Richmond	Collection Point
Ringwood	Collection Point
Shepparton	Collection Point
South Melbourne	Collection Point
South Yarra	Collection Point
Southbank	Event
Taylors Lakes	Collection Point
Traralgon	Collection Point
Vermont South	Collection Point
Wangaratta	Collection Point
Warragul	Collection Point
Warrandyte	Event
Warrnambool	Collection Point
Warrnambool	Event
Waurm Ponds	Collection Point
Werribee	Collection Point
Wodonga	Collection Point
Yarraville	Collection Point

# COMPLIANCE, ENVIRONMENT & SAFETY MANAGEMENT



*ANZRP's certified Quality, Safety and Environment management system is certified to ISO 9001:2015, ISO 14001:2015 and AS/NZS 4801:2001.*



**A**NZRP's Compliance and Assurance program assesses and manages the organisation's Health, Safety and Environmental (HSE) impacts of its service across the entire e-waste management supply chain.

Compliance is instrumental to our approach, and vital as it provides measures to safeguard workers, communities and the environment. ANZRP is committed to the principles of Workplace Health and Safety, Environmental Management and Quality Management, and has embedded a safe working environment into every aspect of its operations.

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

ANZRP's certified Quality, Safety and Environment Management System:

- eliminates or reduces workplace illness, injury and damage to the environment
- is based on an analysis of HSE risk in ANZRP's activities, processes, products or services, including systems failures (risk profile);
- is updated in line with changes to the risk profile and incident data;
- considers strengths and opportunities for improvement in HSE systems and processes; and
- considers the energy impact and any applicable energy saving related services.

ANZRP expects suppliers to comply with HSE requirements that are consistent with ANZRP's policies, standards and the legislative obligations and licences that apply.

In accordance with ANZRP's Compliance & Assurance Program, we regularly assess the HSE impacts of the TechCollect program ensuring partners and downstream service providers comply with applicable regulations and industry best standards.

Risk assessment and management is applied to ANZRP's business operations including third parties that supply services or products to, or on behalf of ANZRP or TechCollect.

Persons working for, or on behalf of ANZRP share a responsibility for the proactive identification, reporting and control of hazards within their workplace, inclusive of identifying hazards associated with activities, plant, equipment, buildings and the workplace in general.

Typical mechanisms utilised by ANZRP for hazard identification include:

- Observations made by our workforce;
- Workplace HSE inspections;
- Incident / near miss reporting processes;
- Product signs, labels and safety data sheets;
- Supplier information; and
- Internal and external audits.

## Collection Partners

TechCollect e-waste collection sites and/or collection partners are required to undergo and pass HSE assessment. ANZRP personnel conduct desktop or site audits of collection sites relating to the safe practices and procedures of handling and storage of e-waste.

## Recycling Partners

ANZRP's recycling partners are required to comply with a number of international standards including AS/NZS 5377, ISO 14001 and AS/NZS 4801. This is in addition to State and Federal HSE legislation. To ensure compliance, recycling partners undergo independent auditing on a regular basis.

These are conducted by Environmental Resources Management, a leading global environmental, health, safety, risk, social consulting and sustainability services company.

In 2018/19 four recycling partners were asked to participate in the independent site audits. ANZRP worked closely with all parties involved, ensuring corrective measures identified through the extensive auditing process, were addressed and rectified.

Supporting this process, ANZRP also conducts desktop audits of its recyclers' material flow and recovery reports, and downstream vendor audits against the requirements of AS/NZS 5377, and hold regular quarterly meetings with partners seeking evidence of certification to AS/NZS 5377 and ISO 14001.

Supporting these initiatives ANZRP undertakes third party independent audits of each recycler every three years.





## Transport & Logistics

Periodic meetings are held with our Lead Logistics Providers (LLPs) to ensure obligations relating to reportable incidents, risk management and HSE legal compliance are undertaken.

Desktop audits are conducted of all LLPs ensuring policies and practices relating to the safe transport of e-waste are in compliance to AS/NZS 5377, and ensuring State and Federal HSE legislation regarding risk assessment and hazard management are adhered.

## HSE Incidents

A strong HSE culture cannot be achieved without robust reporting where participants take responsibility for identifying, managing and monitoring HSE risks.

In 2018/19 the following outcomes were achieved:

**72** health and safety incidents reported — **ZERO** were notifiable and 1 was recorded as Lost Time Injuries (LTIs).  
**4** environmental incidents were reported  
**19** health and safety near-misses and **3** environmental near-misses reported.



Protecting Member brands

## OUR ENVIRONMENTAL IMPACT



Water

ANZRP is committed to monitoring and managing the environmental impacts of its activities, and reporting to members the net benefits the TechCollect service has delivered. Since commencement in 2012, over 160,000 tonnes of e-waste has been recycled.

From a water use perspective, on behalf of our members we have saved more than 990,000 cubic metres of water. This is equivalent to the annual average Australian household water consumption of more than 4,800 homes.

## IN FOCUS

# EDUCATION PROGRAM PILOT RAMPS UP

*For most of us, school is an integral part of early life — teachers are our mentors, and our books the tools for exploring the world.*



Teaching children to care for the environment is a learning experience that is an important part of growing up. It gives them skills in respect, empathy, patience, responsibility, and teaches them about consequences.

It also teaches them valuable lessons about sustainability and how we want to leave the world for future generations. Showing children how to recycle properly is like passing the baton to them for a cleaner and brighter future.

Students who participate in recycling will have more of an incentive to carry on this “habit” as adults. The recycling “habit” developed in school can serve to transform our communities, our jobs, and our nation as we recycle more and more of the products we consume and the resources used to manufacture them.

It is for these reasons that ANZRP took its e-waste education and recycling program through school gates for the first time earlier this year.

Kicking off the pilot program, ANZRP Marketing Coordinator Katie Braid visited St Peters Girls' School and Kildare College in Adelaide, speaking to students of all ages about the benefits of recycling old electronics.

The visit acted as a testing ground to gauge the appetite of schools to accommodate both an educational and a practical aspect in an e-waste recycling program, and was very well received among both staff and students.

Working alongside teachers and sustainability coordinators undertaking various research and workshop initiatives, it has become apparent to ANZRP that the desire for an education based e-waste recycling scheme is compelling.

Both Adelaide schools were the first to participate in the pilot program and commenced by holding e-waste collection events, and used these collection events to promote awareness around the e-waste problem - encouraging students, teachers and parents to recycle electronics.

Schools are vital forums for educating young people and the community about the problems and solutions of waste management.

“Hands-on activities, such as recycling and picking up after ourselves, help to make us conscientious and accountable adults.

“There is a growing awareness among our youngest demographic regarding the environment and the consequences of our actions as consumers. The overall attitude I have experienced is one of unquestioning determination to solve the issue and have a positive impact,” said Katie.

Just over the border in Victoria, ANZRP is poised to test the program with interested schools in partnership with secure document and data destruction services provider Shred-X.

With Shred-X's extensive footprint across the country and established logistical and data destruction capabilities, we hope to provide a smooth and simple pickup service at an affordable cost to schools.

Feedback from school representatives has been extremely positive. In addition to gaining an understanding of the educational curriculum system in Australia, these collections will be a chance for us to test our logistics processes in this new space and understand the volumes that are available.

Once the pilot is completed a national rollout is scheduled for 2020.



# IN FOCUS — OUR COMMITMENT TO COMMUNITY

*ANZRP’s enviable reputation as a leader in e-waste collections and recycling, is built on our commitment to community. An instrumental aspect of our role is helping educate and encourage positive behaviour involving the safe and responsible handling of e-waste.*



Utilising our deep seated social conscience, we are able to learn about the habits and needs of the communities we serve.

Getting involved with sustainable, community-based projects and initiatives through the provision of our TechCollect service is integral to who we are.

Our approach is exemplified in the manner we align with communities across Australia’s remote north-west corner.

ANZRP staff have worked tirelessly forging strong bonds with a multitude of Indigenous and non-Indigenous communities in Western Australia, Arnhem Land, central Northern Territory and Far North Queensland.

Aside from achieving ANZRP’s Reasonable Access, our interaction with communities reinforces positive behaviour involving responsible environmental management, an increase in social consciousness, a reduction in landfill, and a sense of ‘big-picture’ outcomes.

The support ANZRP has received has been overwhelming. When it first set out to partner with remote and rural community groups, it was logistically challenging, but through our collaborative and participative approach, we have overcome even the largest of hurdles.

Through the support of our loyal members, we have developed a sophisticated logistics model that not only achieves regulatory requirements, but invests in the relationships required to achieve great outcomes for members, regulators, community and (of course) the environment.

# LIFE CYCLE ASSESSMENT

## BENEFITS OF E-WASTE RECYCLING

Working with members, collection partners and community collecting and recycling e-waste, ANZRP is committed to delivering outcomes that are environmentally and socially beneficial.

We recognise the environmental impact our operations have, and measure these on an annual basis. We know we can be leaders trialling innovations and technologies to improve the environmental footprint of our operations.

Every year, we engage Australian life-cycle assessment research firm – LifeCycles, to investigate the impact of our services.

Lifecycles undertake independent assessment of our program, evaluating Health, Safety and Environmental impacts across the supply chain.

Lifecycles’ most recent research undertaken in September 2019 is based on the volume of e-waste recycled by TechCollect in 2018/19. Data provided highlights environmental benefits relating to carbon emission savings, energy consumption savings, water use reduction and particulate matter emissions from diesel vehicles.

Environmental benefits of this year’s program include:

ANZRP is committed to monitoring and managing the environmental impacts of its activities, and reporting to members the net benefits the TechCollect service has delivered. In 2018/19 a total of 22,014 tonnes of e-waste was recycled, and 19,797 tonnes was recovered for use in new products.



### Carbon Emissions

From a carbon emissions perspective we have prevented 26,165,644 kilograms of CO<sub>2</sub> emissions from entering the atmosphere. This is equivalent to planting 392,485 trees.



### Water Consumption

From a water use perspective, we saved 135,794 cubic metres of water. This is equivalent to the annual average Australian household water consumption of 665 homes.



### Electricity Usage

From an energy usage perspective we saved 371,756 Gigajoules of energy usage. This is equivalent to the annual energy consumption of 2,741 Australian homes.



### Particulate Emissions

From a particulate matter emissions from diesel vehicles perspective, on behalf of our members we have prevented 37,005 kilograms of particulate matter from entering the atmosphere. This is equivalent to removing 37,340,924 kilometres of old diesel truck travel on Australian roads.





## IN FOCUS

# ELECTRONIC RECYCLING AUSTRALIA (ERA)

*Electronic Recycling Australia (ERA) is a leader in the responsible recycling of electrical and electronic goods. A not-for-profit, its goal is to deliver improved environmental outcomes, and foster positive community and social outcomes. ERA achieves this by maintaining sustainable best practice operations, considering safety, innovation and collaboration as vital parts of its business.*

ERA recycles around 250 tonnes of e-waste per month at their Underdale facility in Adelaide. All e-waste is manually dismantled and sorted. Some materials are then further processed using a sophisticated shredding system, separating ferrous metals, non-ferrous metals and non-metals. Through this process 95-98% of materials are recovered, diverting thousands of kilograms of precious resources from landfill.

A TechCollect recycling partner since 2015, ERA is integral to our recycling operations, servicing TechCollect volume coming from South Australia and the Northern Territory.

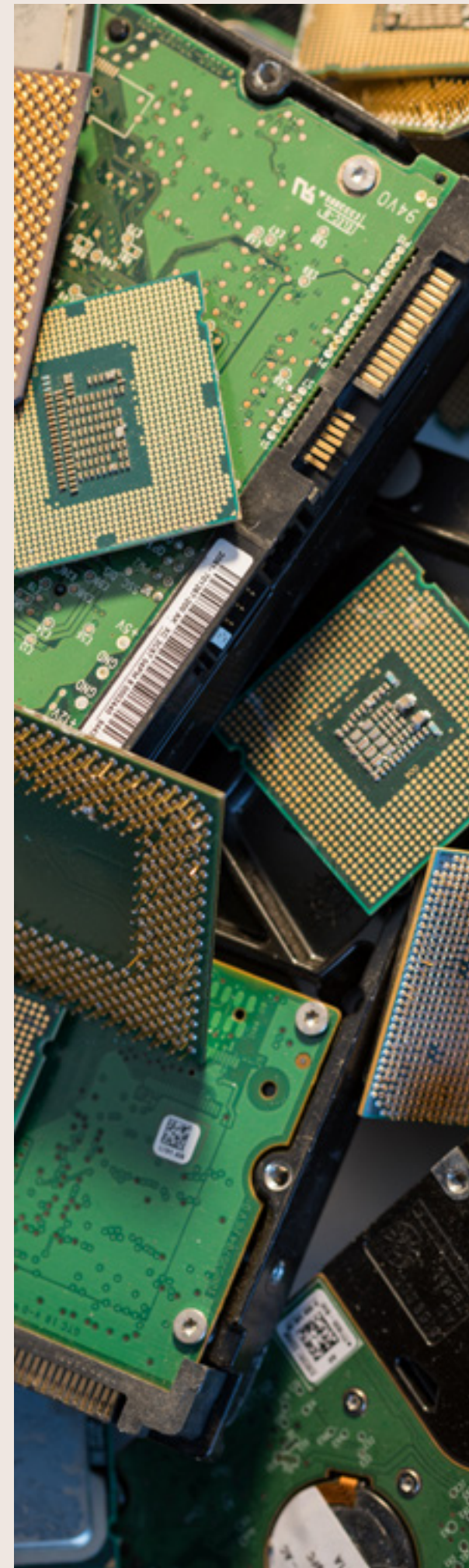
ERA's operations support the employment of 50 people with a disability through a supported employee partnership scheme with Minda, the largest disability services provider in South Australia. By working with ERA, TechCollect is helping to enrich the lives of these people by providing valued employment.

This year, ANZRP provided approximately 10,880 hours of work to ERA's supported employees. As ERA's supported employees work an average of 22 hours a week, this provided its 50 staff with nearly 10 weeks of work.

## EMPLOYEE SPOTLIGHT

### Meet Reggie

Reggie works dismantling e-waste at ERA. He is 29 years young and loves coming to work and making friends. His favourite job is pulling apart modems and phones. He takes pride in his work and works to the best of his ability. Reggie lives in supported accommodation and other than being at work and making friends, he loves playing his Xbox and in particular Call of Duty. In the warmer months he likes going down to the local jetty with his support worker and crabbing.



## OUR ENVIRONMENTAL IMPACT



### Particulate Emissions

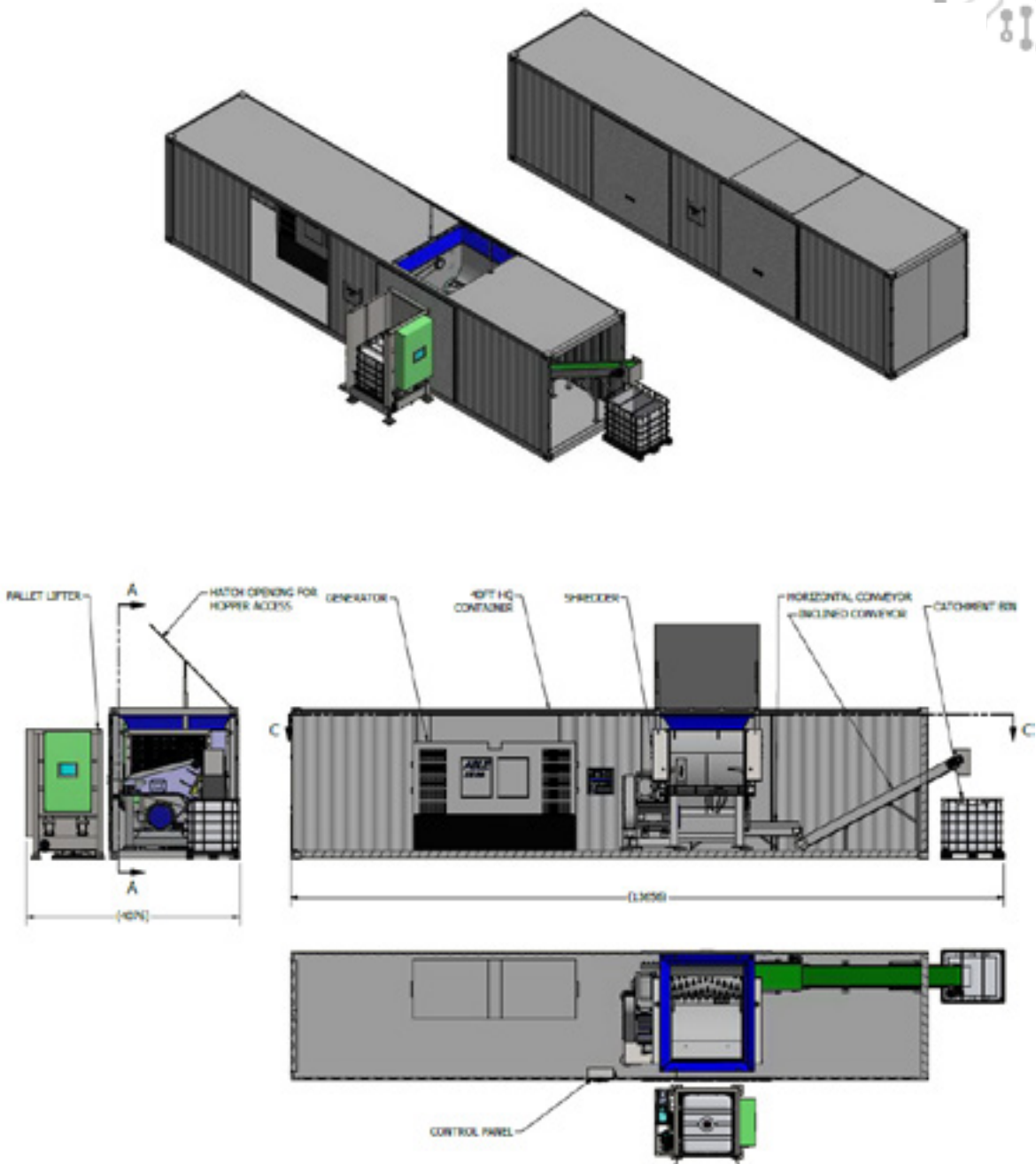
ANZRP is committed to monitoring and managing the environmental impacts of its activities, and reporting to members the net benefits the TechCollect service has delivered. Since commencement in 2012, over 160,000 tonnes of e-waste has been recycled.

On behalf of our members we have prevented at least 268,000 kilograms of particulate matter emissions from entering the atmosphere. This is equivalent to removing over 270 million kilometres of old diesel truck travel from Australian roads.



# E-WASTE MOBILE FACTORY TAKES SHAPE

On 1 July, 2019, the Victorian Government introduced an e-waste to landfill ban. This left many councils with a need to find a recycling solution for their e-waste.



Councils are now asking NTCRS co-regulatory arrangements to collect and process non-NTCRS e-waste.

As ‘out of scope’ volume is not funded by the Scheme, co-regulatory arrangements may choose not to accept this waste or may charge a fee to collect it.

Councils require a cost-effective, environmentally sound recycling solution for all e-waste generated by their residents. In response, ANZRP is building a mobile e-waste factory – the first of its kind in Australia.

The factory will be housed inside a 40ft shipping container which will consist of manual disassembly stations as well as plastic shredding and granulation equipment.

The mobile factory will be deployed to ANZRP affiliated council sites to perform on-site processing of e-waste. This will save time, save money and provide a much needed service to remote regions.

Aside from environmental benefits, ANZRP also generate a new revenue stream by performing e-waste recycling on a small scale through this innovative ‘door to door’ service.

The benefit of owning the mobile e-waste factory and expanding its services to e-waste recycling include:

- Positive environmental impact
- Revenue
- Strengthening relationships with councils
- Brand exposure for ANZRP and its members

ANZRP is uniquely positioned to succeed as it has all the necessary relationships with regional collection sites and e-waste recyclers and local downstream processors to sell the output to.

TechCollect will directly service councils, focussing on those that:

- Generate in scope NTCRS volume (in addition to out of scope volume) that TechCollect can count to its NTCRS recycling target and reduce its NTCRS recycling costs.
- Are located in regional areas as they will have the space to host the mobile e-waste factory, allowing TechCollect to reduce its transport costs, as processed materials will be transported to Melbourne.

Benefits to this approach include:

- Environment protection: The project will encourage recycling of e-waste and plastic to help Victoria to achieve its circular economy goals.
- Job creation: The project will create up to four full time employees.
- Education: Dedicated educational materials will be developed so that the mobile factory can host school groups.





# LOOKING FORWARD: OUR E-WASTE CHALLENGE

*Our growing relationships with electronic devices has increased as product affordability has led to greater sales and take up rates. Today, electronics manufacturers are dependent on selling the latest products at the most affordable price.*

Eventually, all electronic gadgets become e-waste.

A total of 67 countries have legislation in place to deal with the e-waste they generate. This legislation takes the form of Extended Producer Responsibility. This occurs when a levy is added to new electronic devices, to subsidise end-of-life collection and recycling. Approximately two-thirds of the global population is covered by this form of legislation.

Sadly many countries do not have national legislation on e-waste. In many regions of Africa, Latin America and South-East Asia, electronic waste is not high on the political agenda.

## Where Do We Go From Here?

The approach towards managing e-waste needs to be careful and considered, staged and well executed.

A circular economy can be achieved through different business models including product as a service, sharing of assets, life extension and recycling. To build a circular economy for electronics consider the following:

- Product Stewardship is Key

Australia's approach to managing the growing issue of e-waste is founded on the notion of product stewardship.

This approach acknowledges that those involved in producing, selling and using products have a shared responsibility. This way we work to ensure that products or materials are managed in a way that reduces their impact, throughout their life cycle, on the environment and on human health and safety.

A key pillar of Australia's National Waste Policy is the Product Stewardship Act 2011. The National Television and Computer Recycling Scheme (NTCRS) was Australia's first producer responsibility arrangement. Under the scheme, more than 160,000 tonnes of e-waste has been managed by ANZRP's flagship program TechCollect.

- Design

Products need to be better designed allowing easier reuse, durability and safe recycling.

Many companies have made global commitments to designing waste out of the electronics value chain, whilst others have worked hard to design hazardous materials out of their products.

- Buy-back or Return Systems

Increasingly, producers of electronics could offer buy-back or return systems for old equipment.

Some companies take the further step and refurbish/remanufacture returned goods for re-sale.

- Closed Loop Production

Companies and governments can work towards creating a system for closed-loop production in which all old products are collected and reintegrated into new ones.

In China for example, there is a target for 20% recycled content in all new products by 2025.

- Urban Mining

No need to go below ground with such an abundance of resources surrounding us. As an emerging industry, companies now are investing in a range of new technologies to extract metals and minerals from e-waste.

- Reverse Logistics

When a product can no longer be used, the materials are collected and sent back to be reintegrated into production. Unlike a forward supply chain, the movement and processing of materials are not subsidised by the value of a finished product. Instead manufacturers rely on the value of the raw materials only and therefore require a highly efficient reverse supply chain to get this model to work.

Innovation is unstoppable. Technology is ever evolving, and consumer demand is insatiable. Pressure on resources and landfill will continue to mount.

## THE TIME TO ACT IS NOW.



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