



Ewaste & Polystyrene Recycling

[www.ecyclesolutions.net.au](http://www.ecyclesolutions.net.au)

# 2020/21 Annual Report

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**Build a long term diversified,  
commercially viable and sustainable  
recycling business by leveraging off  
the key strengths of the QLS Group.**

Ecycle Solutions' Mission

# General Manager Report

The dark cloud of the Coronavirus pandemic which we spoke of in last year's report stayed with us for the entirety of FY2020/21. As an essential service we were able to continue business operations and implemented a strong COVID-19 action plan. We are pleased to report that our collection sites, recyclers and service providers did an amazing job of maintaining COVID-free work environments. As a result, we were able to achieve the main outcomes of the National Television and Computer Recycling Scheme (NTCRS) and continue our ongoing record of 100% compliance to its regulations.

Ecycle Solutions provides the general public with a recycling solution for their end-of-life televisions and computers (ewaste) as part of the NTCRS. Through reverse logistics plus low overhead and operating costs, Ecycle Solutions has a competitive advantage which is passed onto our loyal customers. Our aim is to be the lowest cost operator, without compromising our values.

Through a free drop-off service at participating retailers, including Harvey Norman, The Good Guys, Radio Rentals, RT Edwards, Betta Home Living and Bi-Rite, customers are able to have the peace of mind that their end-of-life televisions and computers are being effectively recycled.

In addition, we have long term partnerships with 13 small to medium specialist ewaste recyclers, some of whom embrace social enterprise. Ecycle Solutions' mandate is expand its network of partners, and to nurture and grow these businesses, from ewaste collections through to downstream reusable material recovery.

At the heart of Ecycle Solutions is the QLS Group, a specialist national transport company servicing metropolitan, regional, and country retail stores throughout Australia, in check with regular services to remote locations. In the 2020/21 financial year, the QLS Group delivered in excess of 3 million electrical appliances through it's modern fleet of over 100+ company owned vehicles including B-Double Line haul vehicles and a team of sub-contractors. As these drivers deliver new appliances to retail stores they collect purpose built ewaste bins (manufactured by inmates of Prisons Victoria) full of old televisions and computers which are then recycled.

Chris Tangey,  
General Manager  
Ecycle Solutions





# Affordable Recycling Solutions

Ecycle Solutions is a wholly owned subsidiary of the QLS Group – a national warehousing, logistics and distribution business who specialise in providing secure and reliable warehousing solutions for bulky white and brown goods.

The transport fleet delivers new electrical products to electrical retailers Australia-wide. This means we have 99% national coverage utilising our own vehicles. Instead of trucks returning to our depots empty, we utilise this opportunity to help Australian businesses to recycle polystyrene and ewaste. In the coming year, we will also support the Battery Stewardship Program with our logistics solution.

As a result, our transport fleet continues to grow and create an environment appropriate for taking on more reverse logistics opportunities. In the near future the range of ewaste products requiring a recycling outcome will grow substantially and we are well positioned to assist Australian businesses with this requirement. We also specialise in logistics solutions for remote locations in Australia.

It is Ecycle Solutions' aim to be the lowest cost operator without compromising our values. We are committed to building a long-term, diversified, commercially viable and sustainable recycling business by leveraging off the strengths of the QLS Group.

## QLS Group

QLS Group was reborn in 2001 after a merge between Queensland Logistics Services and DGR Warehousing and Distribution.

As specialists in oversized, white and brown goods, the QLS Group has over 100 trucks on the road each day. To achieve national coverage the QLS Group have warehousing and logistics distribution centres in Brisbane, Melbourne, Sydney and Perth, with cross docking arrangements in Sydney, Adelaide, Darwin, Townsville and Hobart.

The QLS Group works closely with Ecycle Solutions to not only recycle the ewaste and polystyrene at their distribution centres, but to ensure reasonable access to all Australians as part of the National Television and Computer Recycling Scheme.



# Ecycle Solutions' 2020/21 Success

## 96.5% Recovery Rate

Over  
**16.9 million**  
kilograms of ewaste collected

Over  
**16.9 million**  
kilograms of ewaste recycled

Generated  
**16.3 million**  
kilograms reusable materials for input into finished goods

**100%**

reasonable access  
nationally to an  
Ecycle Solutions'  
collection location

**4.94%**

increase in  
kilograms of ewaste  
recycled compared  
to last financial year

**204**

national ewaste  
collection locations

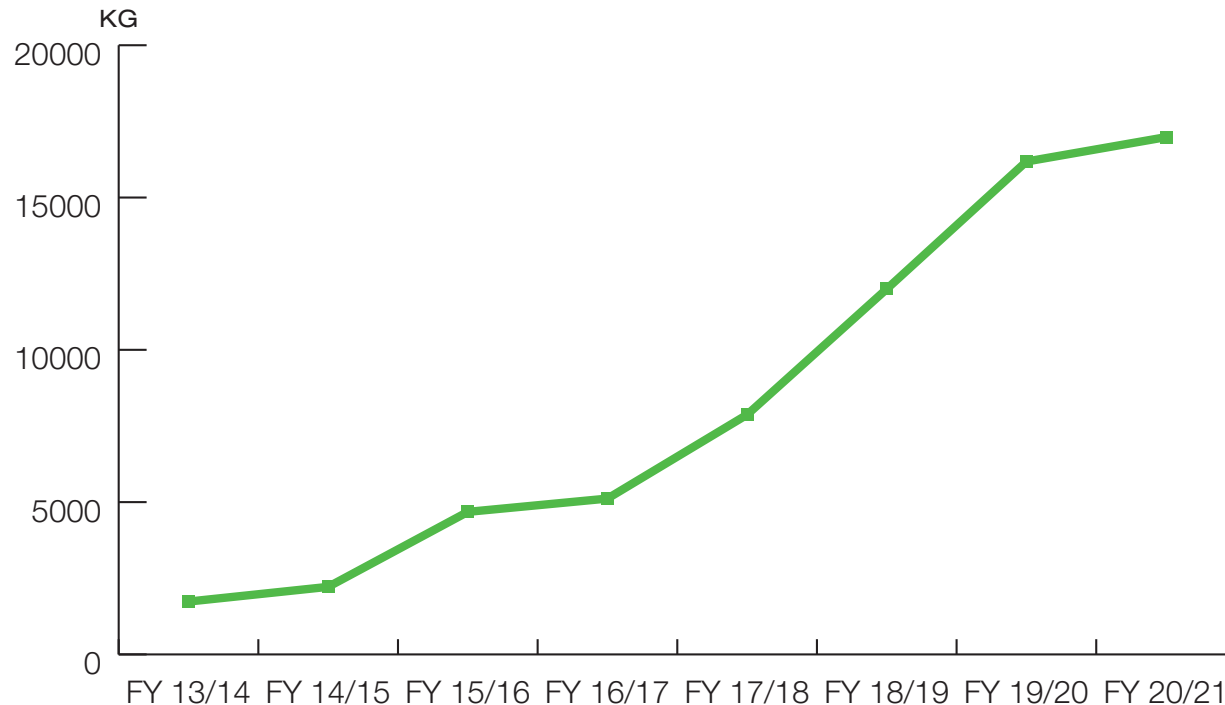
**60%**

of collection  
locations were  
outside metro areas





# Ewaste Recycling Journey



Ecycle Solutions has continued for an **eighth year** their year on year record of increasing in kilograms recycled as compared to the previous financial year. This is due to the constant drive of the Ecycle Solutions' team, recycling network, and members to reduce the environmental footprint of businesses, industries and communities.

## Recycler network

We are proud to be working with 13 small to medium recyclers who specialise in the recycling of ewaste.

Ace Recycling Group  
 Axis Worx  
 CDS Recycling  
 Electronic Recycling Australia  
 E-waste Recycling Australia  
 Ewastec  
 Green Technology Recycling  
 Hoxton Industries  
 Quantum Recycling Solutions  
 Reverse Ewaste  
 SPC Ecycle  
 Total Green Recycling  
 United Star Resources



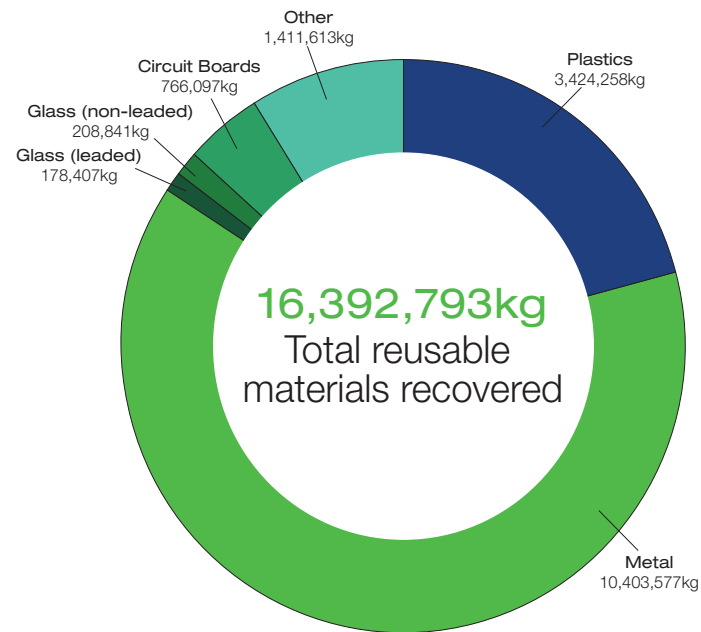
# Ewaste Achievements

In the 2020/21 financial year Ecycle Solutions were dedicated to continuing their success of increasing our recycling volumes. We collected a total of 16,904,104 kilograms of ewaste, which resulted in a recycling outcome of 16,983,896 kilograms. Ecycle Solutions exceeded the recycling target of 15,912,724 kilograms for FY2020/21 by a total of 1,071,172 kilograms.

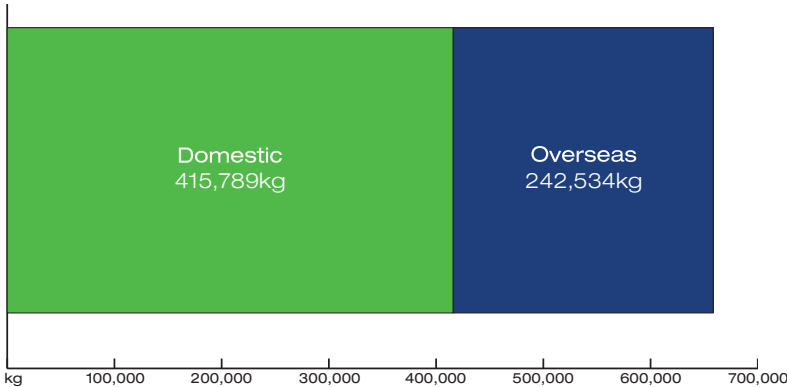
Ecycle Solutions achieved a conversion of 96.52% recycled material into reusable materials, meaning landfill equated to 3.48% (total landfill 658,323 kilograms), inclusive of downstream reporting. The primary domestic recycling activity generated landfill waste of 317,277 kilograms, whilst downstream recycling resulted in a further 341,046 kilograms, comprising of domestic landfill (98,512 kilograms) and overseas landfill (242,534 kilograms).

Volume collected	16,904,104kg
Add: Whole units [at recyclers] carried over from FY2019/20	179,063kg
Add: Work in progress [at recyclers] carried over from FY2019/20	8,119kg
Less: Whole unites [at recyclers] carried forward to FY2021/22	(84,601)kg
Less: Work in progress [at recyclers] carried forward to FY2021/22	(22,789)kg
Less: Diverted whole units for reuse in FY2020/21	0kg
Total Volume Recycled	16,983,896kg

## What happens to collected Ewaste?



Out of the 3.48% of non-reusable materials sent to landfill, 63.16% went to domestic landfill with the remainder being exported to landfill overseas.





# Recycling Accountability

Once ewaste has been recycled, it is important for the recovered reusable materials to be distributed to locations where it can be given a second life.

Our recyclers exported 7,020,462 kilograms of reusable materials overseas to be used in the manufacturing of finished products, this is an increase of 10% on the previous financial year. The materials exported included circuit boards, plastic, HDD, FDD/CD-ROM, adapters, fans and keyboards.

## Exported Reusable Materials



China  
1,192,891kg



South Korea  
128,063kg



Hong Kong  
4,327kg



Malaysia  
1,175,516kg



India  
981,231kg



Myanmar  
221,828kg



Japan  
1,455,762kg



Taiwan  
1,718,524kg

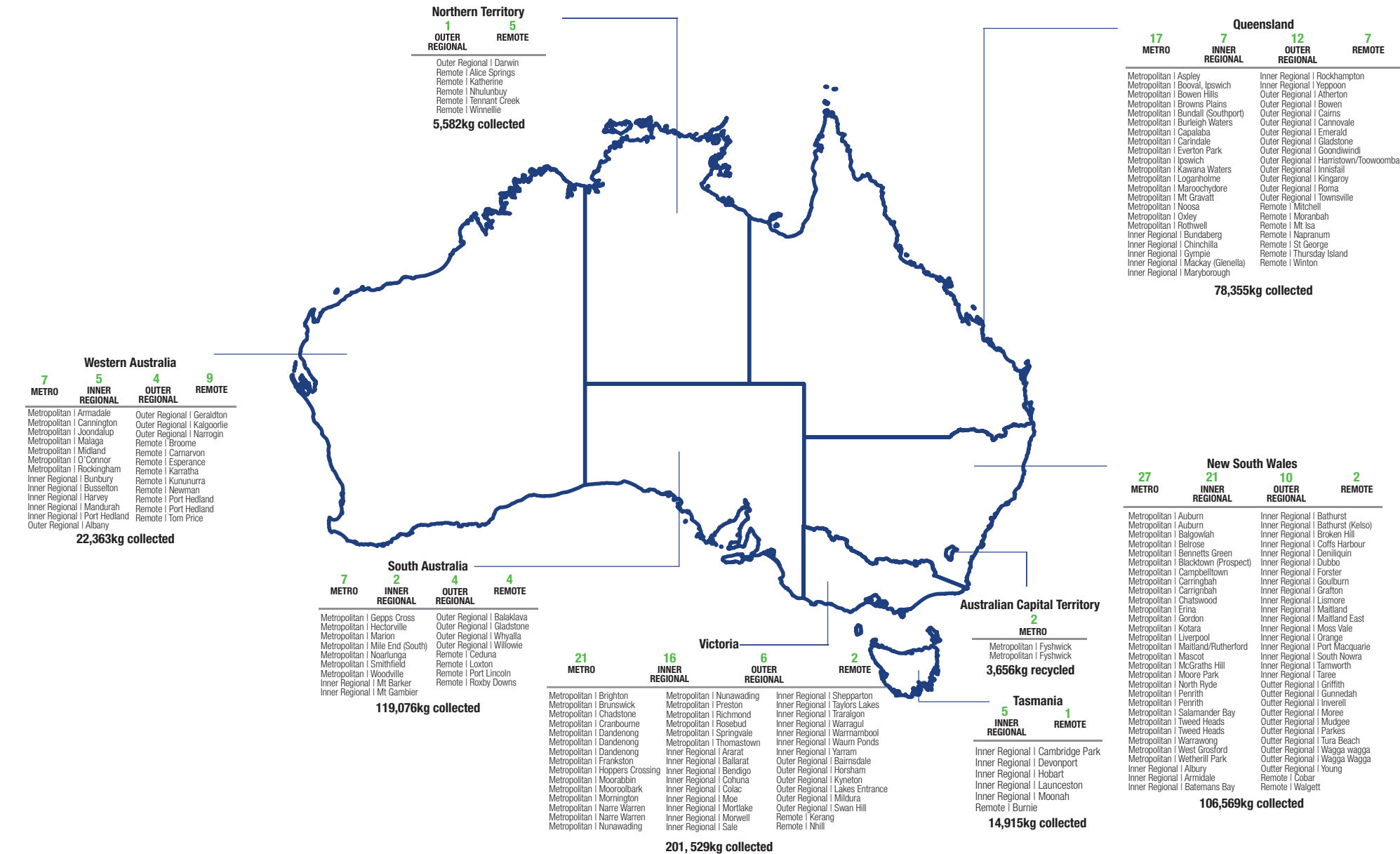


Thailand  
142,320kg



“ During the recycling process, 96.5% of materials were deemed reusable materials and sold to be used in the manufacturing of finished products. ”

# Volume Achievements Across Australia

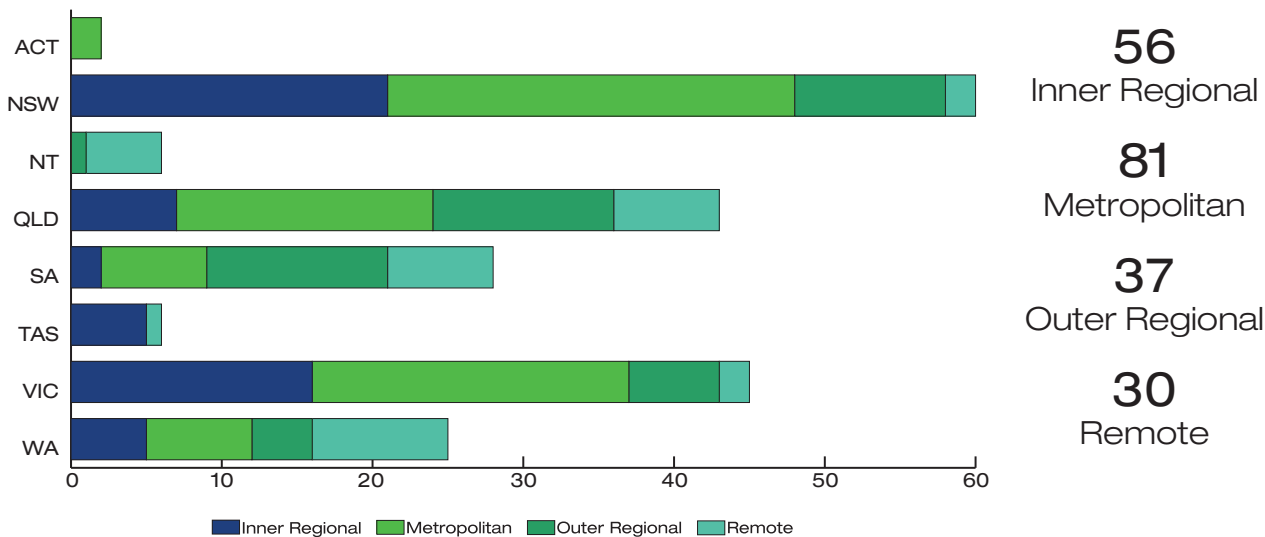


# National Collection Locations

With a total of 204 collection locations across Australia, Ecycle Solutions achieved 100% reasonable access. Our ewaste volume came from Ecycle Solutions' collection network (552,044 kilograms), our member's collections (360,633 kilograms) and collections through other recyclers and businesses (15,991,426 kilograms).

No product was stored at a facility other than an accredited AS5377 facility.

## Distribution Of Collection Locations



# Member Network

We congratulate all members in our network who have continued to reduce their community's environmental footprint by participating in the NTCRS with Ecycle Solutions.

Our ongoing partnerships with these members has helped Ecycle Solutions achieve reasonable access for all Australians year on year.

Liabe Parties	ABN
Ayonz	29602266928
Aristocrat Technologies Australia	22001660715
Changhong Electrics Australia	32095276181
Gecko Gear Australia	94078204737
Hisense Australia	55105022080
Kogan Australia	53152570351
LG Electronics Australia	98064531264
Lenovo (Australia and New Zealand)	70112394411
Medion AG	16539727488
Mittoni	88114705038
New Aim	50115804432
Powermove Distribution	46298791002
Singularity Computers	32608092851
Synnex Australia	40052285882
TCL Electronics Australia	83111032896
Tempo (Aust)	70106100252
Ocean Office Automation	14053761596

Ecycle Solutions had a total of 17 members in the 2020/21 financial year.

We look forward to working with these members and more in FY2021/22.

“Ecycle Solutions are proud to have achieved 100% reasonable access for another year, enabling all Australian residents an easy and responsible method to recycle ewaste.”

# The Health And Safety Of Our Community Is Top Priority

Ecycle Solutions prides themselves on ensuring that all workers return home safely and in good health. All employees at Ecycle Solutions and the QLS Group are responsible for their safety around the workplace, as well as their colleagues safety. Our employees monitor the situation around them to ensure that any potential hazards to themselves, colleagues or the environment is reported immediately and acted on quickly to reduce any threat. Our recyclers understand and adopt the same principles.

This year we had 0 notifiable and 39 non-notifiable OH&S incidents. FY2020/21 saw an 80% increase in the number of training sessions conducted.

We take all incidents very seriously. In FY2020/21 the Ecycle Solutions team took the following actions to assess the adequacy of our OH&S policies and procedures as part of an ongoing adequacy assessment regime:

- Annual declarations from each partnered recycler to confirm safety performance and sighting of incident records to verify declarations
- Review and ascertain OH&S compliance including:
  - Training matrix and toolbox minutes
  - Risk/hazard matrix
  - Policies and procedures
  - Verification of accreditation to AS5377, ISO9001 and ISO140001
  - Insurance certificates of currency for public liability and workers compensation.
- Annual audit completed by dedicated auditors, CBIS, which examines our recyclers work including their current OH&S policies and procedures
- Regular visits to the sites of our partnered recyclers
- Where required, recyclers complete Blood Lead Level, and Audiometric and Noise tests.



Recycler	Notifiable incidents	Non-notifiable incidents	Time lost (hours)	# trainings (including Toolbox)
Ewastec	0	9	0	30
Quantum Recycling	0	0	0	4
United Star Resources	0	1	17	38
Green Technology Recycling	0	1	0	16
Aspitech	0	3	0	198
Ace Recycling	0	0	0	30
Reverse Ewaste	0	0	0	4
CDS Recycling	0	4	12	51
Total Green Recycling	0	13	0	612
Axis Worx	0	0	0	0
Hoxton Industries	0	7	0	76
SPC Ecycle	0	1	76	6
Ewaste Recyc Australia	0	0	0	24
<b>Total</b>	<b>0</b>	<b>39</b>	<b>105</b>	<b>1,089</b>



# Marketing Review

Ecycle Solutions continued their heavy promotion of the NTCRS throughout FY2020/21. Although the COVID-19 pandemic continued to loom and disrupt some marketing intentions, Ecycle Solutions has worked within the limitations of the pandemic to ensure the NTCRS is promoted across a variety of platforms.

With most Australians turning to the internet for answers as to where they can recycle their electronic waste, Ecycle Solutions focused on multiple digital campaigns, including increasing website exposure.

Ecycle Solutions' website acts as a hub of information about the NTCRS for small businesses and the general public. We have a convenient and user friendly drop off location finder for anyone to find where to recycle their ewaste. This is updated regularly, with updates occurring with 1-2 business days of a location signing up to be publicly listed as part of the Scheme. We also have a page dedicated to the Scheme and how it operates.

To increase the exposure of these webpages, an SEO audit is completed on a quarterly basis. By updating primary keywords, Ecycle Solutions are staying in tune with how Australian's search for methods to recycle their ewaste.

In addition to Ecycle Solutions' website, over the course of the first half of FY2021, a secure online ordering system was rolled out to all customers. This system gives customers complete transparency over their order history. There has been overwhelming positive reviews and reactions to this new system. Ecycle Solutions are in the middle of advancing this system to benefit customers on a greater scale in FY2021/22.

Ecycle Solutions also have a 4 star rating on Google Listing. This account improves the SEO rating of the company's website and explains the Scheme.

Year on year, Ecycle Solutions ensures all customers are correctly advertising the Scheme. In the last quarter of FY2020/21, a project was commenced which would see greater promotion at partnered drop off locations to the general public. Signage has been updated to clearly convey what ewaste is recyclable under the Scheme as well as highlighting the location is a drop off point. This is inline with the updated regulations that came into effect May 2021. This project will continue into FY2021/22.

Ecycle Solutions had planned to participate in three trade shows – two in Melbourne and one in Sydney. Unfortunately, due to the COVID-19 pandemic and government restrictions, these were unable to go ahead. However, to ensure we continued promoting to the industry, Ecycle Solutions had multiple advertisements and articles featured in Waste Management Review and Sustainability Matters throughout the course of FY2020/21. We have kept two out of the three trade show bookings which should occur in the second half of FY2021/22.

Looking forward, FY2021/22 has already started positively. We have commenced a two year sponsorship with Planet Ark which will see greater exposure of our drop off locations and participation in the Scheme. We have also published an article covering the NTCRS as part of a recycling feature in The Age. We look forward to continuing our positive marketing work throughout the rest of the financial year.

# Australia's Leading EPS Recycler

Reducing the amount of expanded polystyrene (EPS) heading to landfill is now a priority concern as the Australian packaging covenant mandates to remove packaging waste from landfill by 2025; this includes expanded polystyrene.

Although lightweight, bulky EPS waste takes up significant space in a bin or skip – meaning that true disposal costs are often hidden in a company's general waste removal costs. With the material being so popular for the storage and transportation of fragile and expensive (especially electronic goods), due to its excellent protection and insulation properties like no other material, the use of expanded polystyrene will continue.

Our collection program offers a simple yet sustainable solution for EPS waste removal and recycling. It is important that our service is as easy as possible to allow our customers to focus on other aspects of their business without having to worry about if they are recycling right.

Each Ecycle Solutions site has a 'hot melt' extrusion machine which allows us to produce a reusable commodity on site. This commodity is then used to manufacture products such as picture frames, skirting boards, outdoor furniture, decking and more.

In the 2020/21 financial year, Ecycle Solutions' recycling efforts were recognised with a number of editorial pieces being published in publications such as Sustainability Matters and Waste Management Review.

“We are committed to helping Australian businesses and industries save up to 70% on retail packaging removal by providing a service that responsibly recycles their expanded polystyrene.”



# Looking Forward

“Ecycle Solutions will continue to strive for higher recycling volumes of ewaste and expanded polystyrene in FY2020/21.

We plan to expand our recycling and members network in order to provide more Australians with drop off locations for their ewaste, whilst also helping industries to reduce their environmental footprint.

We will continue with our program to build brand awareness with a focus on the digital space. It is hoped that we can return to exhibiting in trade shows and spreading the word on the ground about our services. However, for now we will focus on improving our digital presence in order to educate Australians on recycling responsibly.

Ecycle Solutions is focused on our co-regulatory requirements and is a supporter of the Battery Stewardship Scheme. Working with the Battery Stewardship Council, specialist battery recyclers and our logistics partner QLS Group, we are excited to commence this scheme in early 2022.

Ecycle Solutions’ services can be accessed by delivering ‘end-of-life’ television or computer equipment to any of the collection sites mentioned on the Ecycle Solutions’ website. It is free of charge and the nominated site is required to accept the compliant ewaste. There is no obligation to purchase a replacement. Should you require any assistance, please contact Ecycle Solutions on 1300 432 925 or visit our website at [www.ecyclesolutions.net.au](http://www.ecyclesolutions.net.au)”

**Chris Tangey, General Manager**  
**Ecycle Solutions**  
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