



Product Stewardship Television and Computers

Annual Report 2018/19

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“Ecycle Solutions’ mission is to build a long term diversified, commercially viable and sustainable recycling business by leveraging off the key strengths of the QLS Group.”

Ecycle Solutions provides the general public with a recycling solution for their end-of-life televisions and computers (ewaste) as part of the National Television and Computer Recycling Scheme (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 to these stores, we have long term partnerships with eight small to medium specialist ewaste recyclers, some of whom embrace social enterprise. Ecycle Solutions’ mandate is to nurture and grow these businesses, including 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 2018/19 financial year, the QLS Group delivered **1.8 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.

As a wholly owned subsidiary of the QLS Group, a national warehousing, logistics and distribution business specialising in providing secure and reliable warehousing solutions for bulky white and brown goods. Ecycle Solutions is building a long term diversified commercially viable and sustainable recycling business by leveraging off the QLS Group.

The 2018/19 financial year saw Ecycle Solutions continued volume growth and are confident it will continue into the 2019/20 financial year.

Chris Tangey, General Manager
Ecycle Solutions

OUR VALUES



Share information with each other.



Show respect.



Listen to what other people have to say.



Take responsibility for our actions.



Speak as we would like to be spoken to.



Use good manners.



Be approachable and helpful.



Make an effort to know others.



Work together to overcome challenges.



Encourage and support each other.



Act with honesty and integrity.



Be the best we can be.



Do it right the first time.



Work safely and be responsible for safety.

2018/19 in review

Ecycle Solutions gathered significant NTCRS volume momentum in 2017/18. The growth of our recycler network has enabled us to gain new customers in the 2018/19 financial year and continue our volume growth journey.

Our relevance as a Co-Regulator is gaining acknowledgment since our volumes collected and recycled have **increased approximately 600%** from 2,019 tonnes in 2012/13 to 11,988 tonnes in 2018/19.

We also saw a significant **increase of over 60%** in the amount of ewaste collected in the 2018/19 financial year compared to the previous year, through our network of national recyclers.

64.87%

increase in kilograms of ewaste collected
compared to last financial year.

95.43%

materials collected were
reusable materials.

600%

increase in volumes recycled in
the past six years.

ZERO

reportable OHS&E incidents
over the past seven years.

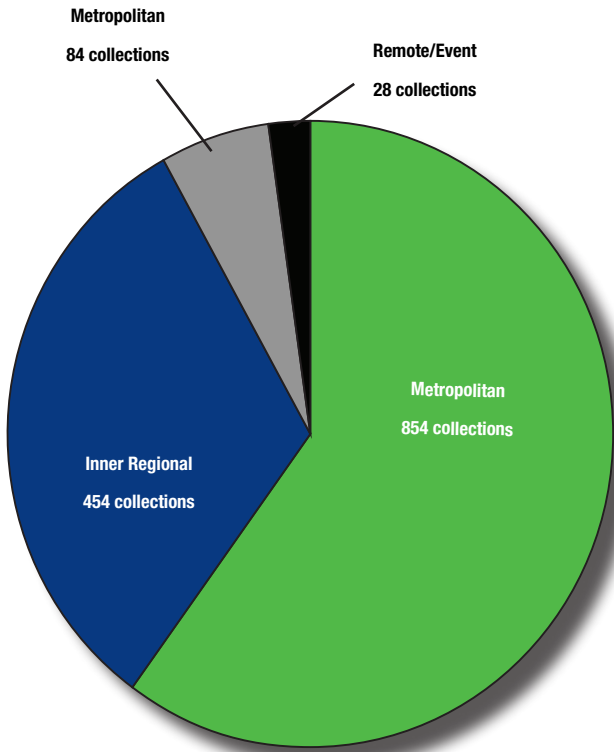
100%

reasonable access to a
Ecycle Solutions' collection
service location.

2018/19 in review

Ecycle Solutions is committed to providing a comprehensive number of permanent collection sites. In 2018/19, we achieved **100% reasonable access** Australia wide with **256 permanent sites** and **4 events in remote locations**. No product was stored at a facility other than a recycling facility.

Member name	Member ABN
Advantech Australia PTY LTD	65 002 593 227
Ayonz PTY LTD	29 602 266 928
Benq Australia PTY LTD	44 093 179 134
Bluechip Infotech PTY LTD	32 076 483 808
Changhong Electrics Australia PTY LTD	32 095 276 181
Gecko Gear Australia PTY LTD	94 078 204 737
Hisense Australia PTY LTD	55 105 022 080
Leader Computers PTY LTD	24 093 139 354
LG Electronics Australia PTY LTD	98 064 531 264
Medion AG	16 539 727 488
Mittioni PTY LTD	88 114 705 038
Multimedia Technology PTY LTD	91 058 914 784
The Trustee for Powermove Unit Trust	46 298 791 002
Star Micronics PTY LTD	62 003 053 263
Synnex Australia PTY LTD	40 052 285 882
TCL Electronics Australia PTY LTD	83 111 032 896
TCT Mobile (Australasia) PTY LTD	73 616 168 346
TCT Mobile International PTY LTD	26 603 361 155
Tempo (AUST) PTY LTD	70 106 100 252
The Trustee for Mittoni Family Trust	45 306 721 253
Yatsal Distributors PTY LTD	86 000 620 557

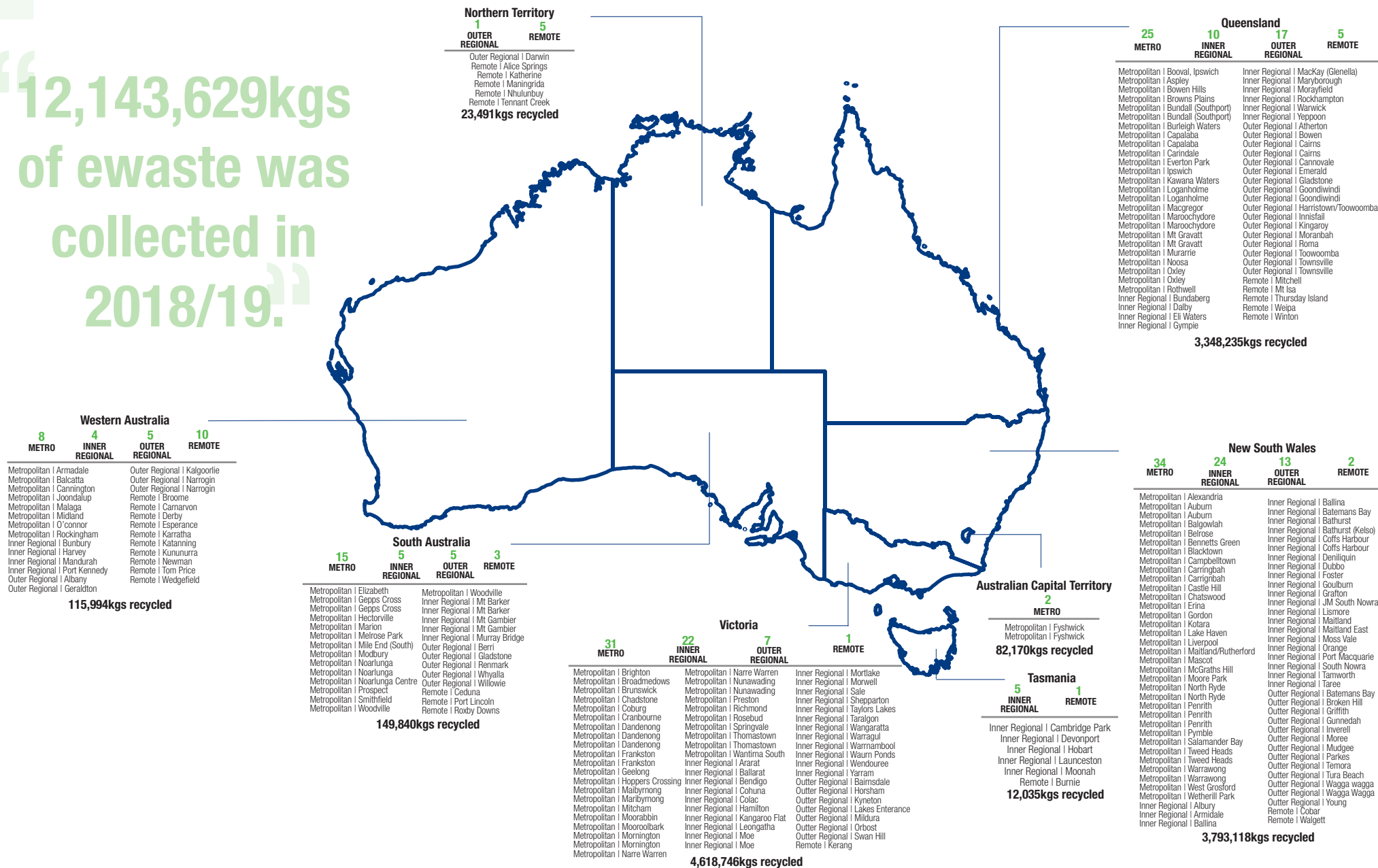


Source of Collections	Kilograms
Collection Network – Ecycle Solutions	581,518kgs
Collections – Members	199,806kgs
Collections – Other recyclers and businesses	11,362,305kgs
Total	12,143,629kgs

NOTE: Ecycle has three locations where an Event is held bi-annually: Tom Price, Newman and Port Hedland (all in WA). An event was conducted at each of these locations in 2018/19.

2018/19 in review

**“12,143,629kgs
of ewaste was
collected in
2018/19.”**



3 Recycling

The target for the 2018/19 financial year was to recycle 11,009,179kgs of ewaste. This target was achieved with an excess of 889,105kgs being added to the 2017/2018 carry over excess of 1,809,443kgs. This gave Ecycle Solutions a carry over excess into the 2018/19 financial year of 2,698,548 kilograms.

95.43% of the materials collected by Ecycle Solutions were reusable materials. The total weight of non-usable materials sent for disposal to domestic Australian landfill from the recycling of ewaste products was 323,704kgs, whilst landfill exported materials amounted to 214,158kgs.

Our recyclers exported materials for use in manufacturing. The materials exported included; Circuit Boards, Plastic, HDD, FDD/CD ROM, adapters, fans and keyboards. No whole units were exported.

Volume of Exported Materials

China	1,377,854kgs	Hong Kong	710,245kgs
India	44,295kgs	Japan	599,144kgs
Korea	69,762kgs	Malaysia	929,971kgs
Philippines	553,563kgs	Taiwan	1,033,987kgs
Thailand	378,340kgs	Vietnam	19,051kgs
Total	5,716,212kgs		

Usable Materials Recovered

Plastics	2,123,251kgs
Metal	7,755,460kgs
Glass (Leaded)	138,900kgs
Glass (Non-Leaded)	421,025kgs
Circuit Boards	351,797kgs
Other	448,623kgs
Total Re-usable materials recovered	11,239,056kgs
Landfill	
Domestic	323,704
Overseas	214,158
Net stock on hand re-usable material	211,367
Total volume recycled in FY18/19	11,988,284

Collected Vs. Recycled

Volume Collected during FY 18/19	12,143,629kgs
Add: Whole units [at recyclers] carried over from FY 17/19	111,392kgs
Add: Work in Progress [at recyclers] carried over from FY 17/18	3,472kgs
Less: Whole units [at recyclers] carried forward to FY 19/20	263,676kgs
Less: Work in Progress [at recyclers] carried forward to FY 19/20	6,533kgs
Less: Diverted whole units for re-use	0kgs
Total Volume Recycled during FY 18/19	11,988,284kgs



“95.43% of the materials collected by Ecycle Solutions were reusable materials.”

4 Marketing

The 2018/19 financial year saw Ecycle Solutions produce a variety of campaigns to promote our brand and the concept of ewaste recycling.

One of our largest campaigns throughout the year was to refresh and relaunch the Ecycle Solutions website. The new website saw Ecycle Solutions take on a sleeker appearance with an improved user experience around contacting our customer service team and discovering our free ewaste drop-off zones. As a result, we saw a positive increase in inquiries through our website.

In addition to our website's drop-off zone location finder, we continued partnering with Planet Ark to promote our collection sites on their "Recycling Near You" website. This has allowed a wider section of the general public to discover our drop off sites.

We include our branding on all external documentation and property. This saw our logo become part of product labels for new products delivered Australia-wide by the QLS Group. In addition the livery of the QLS Groups modern fleet of over 100+ company vehicles were updated to include the Ecycle Solutions branding. We also have quarterly advertisements in Appliance magazine as well as editorials and adverts in the Local Government Yearbook.

Ecycle Solutions is a community and environmentally conscious and proud sponsor of a number of community events and sporting organisations, particularly in Regional Australia.

In addition to expanding the visibility of Ecycle Solutions, we are increasing our educational role to the general public. With the hashtag, #recycleATecycle and product labels including the important message: 'responsibility recycle your old TVs & computer equipment'. We aim to promote the importance of recycling ewaste as well as polystyrene packaging (see page 11). We have also attended exhibitions with the purpose of raising awareness of the NTCRS and Ecycle Solutions' capabilities.

An educational focus is vital to Ecycle Solutions and will continue to be the focus of our marketing in the 2019/20 financial year.



#recycleATecycle

5 Enable Australia

Ecycle Solutions' are proud supporters of Enable Australia, a not-for-profit organisation who are combating disadvantage and unemployment cycles. Whilst not reporting NTCRS volume with Ecycle Solutions in 2018/19 we expect to report their volume in 2019/20.

Starting the relationship in 2018, Ecycle Solutions reached out to Founder, Julie McKay to offer support. We began by offering encouragement as well as industry experience and have since contributed financially to help Enable Australia meet the market demand for their IT Recycling services.

With Ecycle Solutions' support, Enable Australia were able to access industry consulting services which in turn assisted Enable Australia to implement a new Quality System. As a result, Enable Australia gained Australian/New Zealand Standard of Collection, storage, transportation and treatment of end-of-life electrical and electronic equipment accreditation (AS/NZS 5377:2013) in January 2019.

Ecycle Solutions' financial contributions have also helped Enable Australia develop a state-of-the-art Service Management System to manage customer requirements for asset collection, decommissioning, data destruction and related ewaste reporting under the AS/NZS 5377:2013.

Julie's passion for her program is infectious, good for the community and good for the environment.

We are excited to continue supporting Enable Australia's fantastic efforts.

“We look forward to continuing our excellent relationship with Ecycle Solutions and acknowledge the unwavering support from Chris Tangey and his team that has been integral to our current success and recent acknowledgment as Winner of the 2019 Premier's Sustainability Awards.”



Julie McKay
Founder & Managing Director

6 OHS and Environment

All employees at Ecycle Solutions and the QLS Group are responsible for workplace safety and the environment. Our recyclers understand and adopt the same principles.

We maintain our record of **zero reportable OHS&E incidents**, including the collection, transportation, storage or recycling of television and computer products, as a Co-Regulator over the past seven years has been achieved through:

- Verification of accreditation to AS5377, ISO9001 and ISO140001
- insurance certificates of currency for public liability and workers compensation
- an annual compliance audit by an independent third party auditor
- regular site visits of each recycler
- annual declarations from recyclers to confirm safety and environment performance, including review of incident and workcover reports to verify injury status
- a risk/hazard matrix
- review of procedures and policies
- ongoing risk and hazard identification and management plan updates
- an in depth review of all incidents including any near misses
- regular toolbox meetings, with minutes taken for employees to review
- Blood Lead Level, Audiometric and Noise Tests for recyclers where required
- evaluation of training matrix
- continuous improvement program including rolling training/toolbox matrix.

“We’re committed to ensuring that no one goes home injured and that we care for our environment.”

Recycler	Total incidents	Lost time injury (in hours)	Training sessions
Ewastec	8	136	22
Quantum	6	-	6
United Star Resources	-	-	36
Green Technology Recycling	-	-	5
Electronic Recycling Australia	4	-	100
Ace Recycling	-	-	5
Reverse E-Waste	-	-	2
CDS Recycling	2	-	23
Total Green Recycling	1	1	944
E-Waste Recycling Australia	-	-	-
Total	21	137	1,143

Twenty-one incidents were incurred by our recycling partners. All incidents were minor in nature. However, each incident was individually investigated, and preventative measures have been taken since to ensure that they do not reoccur. The incidents at each location include the following:

- **Ewaste** – trip and fall incidents, slips on debris in the walkway and laceration by a drill.
- **Quantum** – a power screw driver nearly punctured a workers left hand while disassembled, hit with a hammer, minor battery explosion, damage of a storage bin by a forklift, finger jammed between the door lock of a bin and a minor cut.
- **Electronic Recycling Australia** – as reported all were minor cuts and knocks requiring no medical attention.
- **CDS Recycling** – window crack caused while pushing an ewaste pile and damage to a truck windscreen caused by a falling TV while emptying an ewaste bin.
- **Total Green Recycling** – skip bin driver came in contact with a concrete panel above the door by driving without lowering the lifting boom. Concrete panel was replaced and a steel bar was installed to prevent re-occurrence.

7 Polystyrene Recycling

Ecycle Solutions is the largest recycler of polystyrene in Australia. In 2018/19 we recycled enough Expanded Polystyrene (EPS) to fill the Sydney Cricket Ground.

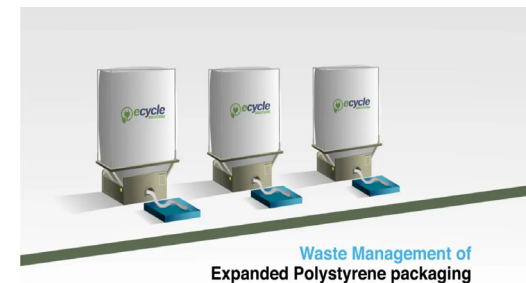
Our 'hot melt' extrusion produces a reusable commodity used to manufacture products such as picture frames, skirting boards, outdoor furniture, decking and more. It is a sustainable solution that is good for the environment.

EPS is a growing concern for many businesses, as the volume of EPS waste increases each year. Reducing EPS to landfill is now a priority concern for local councils with organisations like the Australian Packaging Covenant who mandates to remove packaging waste from landfill by 2025.

Our collection program offers a simple 'turn key' solution for EPS waste removal and recycling. We help businesses to recycle right at a lower cost.

Our Melbourne, Sydney and Brisbane operations each have a 'hot melt' extrusion and we have ample capacity to process more volume.

In addition, we have a solution for 'cold compress' allowing businesses to recycle Polystyrene responsibly through affordable measures.



8 Looking forward

“**Ecycle Solutions** is excited for the 2019/20 financial year where we expect our growth story to continue both in ewaste and polystyrene.

We will continue with our program to build brand awareness as we move away from agency assisted marketing with the employment of a full-time Marketing Communications specialist. We aim to significantly improve and increase our marketing efforts with the purpose of education and promotion of ewaste and Polystyrene recycling, as well as increasing awareness about Ecycle Solutions.

We are currently working on a project with one of our recycling partners on a solution for plastic generated through recycling ewaste. By this time next year we hope to have this up and running.

Ecycle Solutions is also keen to participate in the Battery Stewardship Program, utilising our resources in logistics capabilities.

Our waste volume growth target for 2019/20 is 16,500,000 tonnes.”



Chris Tangey, General Manager

Ecycle Solutions.

chris@ecyclesolutions.net.au

Ecycle Solutions' services can be accessed by delivering 'end-of-life' television or computer equipment to any of the stores mentioned on the Ecycle Solutions' website. It is free of charge, the nominated site is required to accept the ewaste. There is no obligation to purchase a replacement. Should you require any assistance please direct your inquiry to Ecycle Solutions on 1300 432 925 or our Head Office at Dandenong (03) 9706 566 or visit our website at www.ecyclesolutions.net.au

Appendix

Recycling service providers

Ecycle has 10 ewaste recyclers and one collections/transport company as part of our recycling network.

Company	Location	Service type
NEW SOUTH WALES AND QUEENSLAND		
Ace Recycling Group PTY LTD	NSW	Recycler
CDS Recycling	NSW and QLD	Recycler
Beverich Holdings	NSW	Recycler
Green Technology Recycling	NSW	Recycler
SOUTH AUSTRALIA		
Electronic Recycling Australia	SA	Recycler
VICTORIA		
Ewaste Recycling Australia	One off event	Recycler
Ewastec PTY LTD	VIC	Recycler
Quantum Recycling Solution	VIC	Recycler
United Star Resource	VIC	Recycler
WESTERN AUSTRALIA		
Total Green Recycling	WA	Recycler
AUSTRALIA		
QLS Group	AUS wide.	Collections and transport

