



## MRI PSO

### PRODUCT STEWARDSHIP ARRANGEMENT 2015-16 ANNUAL REPORT



Television and Computer Product Stewardship Arrangement



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# Foreword

MRI PSO Pty Ltd (MRI PSO) was established in 2015 as the product stewardship arm of MRI E-cycle Solutions, one of Australia's pioneers in recycling electronics and batteries.

On 1 February 2016, MRI PSO was approved as an administrator of a co-regulatory arrangement under the Federal Government's Product Stewardship (Television and Computers) Regulation 2011 to provide services under the National Television and Computer Recycling Scheme (NTCRS) and took over the management of DHL Supply Chain's well established NTCRS product stewardship program.

MRI PSO is committed to continuing the high standard of product stewardship services established by DHL Supply Chain to its member liable parties and the community.

In keeping with this commitment MRI PSO successfully achieved the arrangement's target for 2015-16 of 10,849 tonnes, by collecting and recycling more than 10,947 tonnes of televisions and computers. Providing nearly every Australian nationwide reasonable access to one of our 222 conveniently located, free public Drop Zone collection points.

In partnership with our recyclers, over 95% of the e-waste collected has been diverted from landfill and the various materials recovered as raw materials to make new products.

Without the support of liable parties and our partnerships with local councils, retailers, transporters, recyclers and social enterprises we would have not achieved this excellent result. Therefore, it is with sincere gratitude that I thank all individuals and organisations involved in contributing to the success of the program in 2015-16.

I would also like to thank the team at DHL Supply Chain in ensuring the smooth transition of the administration and management of the arrangement across to MRI PSO.

MRI PSO is proud to have taken over this very successful product stewardship services program from DHL Supply Chain and is committed to continuing excellence in servicing our liable party members. This includes working collaboratively with liable parties, local councils, state governments, retailers, transporters and recyclers in providing the broader community with a program that delivers cost effective, positive environmental and social benefits efficiently through e-waste collection, material recovery and reasonable access.

We are delighted to have appointed Rose Read as the inaugural CEO of MRI PSO. Rose brings a wealth of knowledge and an excellent reputation in managing electronics stewardship programs. I would like to thank Rose for her commitment and contribution.

We are excited to share the following report on our 2015-16 success in implementing this important environmental initiative.



Will LeMessurier  
Managing Director  
MRI (Aust) Pty Ltd & MRI PSO Pty Ltd

# 2015-16 Achievements

Collected	10,947 tonnes
Recycled	10,947 tonnes
Recovered	10,403 tonnes



# 95% material recovery rate

Working with nine recycling partners, including six social enterprises that employ more than 100 people all committed to working to Australia's standard AS/NZS5377:2013 for the collection, transport and recycling of electrical and electronic waste.

...providing assurance to our liable party members and  
sustainable outcomes for our planet

# Governance Systems

## ACHIEVEMENT

Achieving the outcomes and meeting the requirements in the regulations – MRI PSO has continued DHL Supply Chain's performance of achieving year on year all the targets that have been in place under the NTCRS, the only Co Regulatory Arrangement to have done so. This has been achieved through effective planning, efficient operations and a regular management review process to ensure that MRI PSO remains on track to achieve the Scheme outcomes and targets. MRI PSO established operational review meetings, meetings with Liable Parties and the Regulator to ensure that we remain on track to achieve the Scheme targets.

## RISK MANAGEMENT

MRI PSO is mindful of the associated risks of being an approved co-regulatory arrangement under the NTCRS. MRI PSO directors and senior managers are intimately involved with the review of the organisation's performance through regular management reviews where strategies are assessed to ensure that they will meet the Scheme objectives and minimise any risk for the Scheme, liable parties, collectors, transporters, recyclers and MRI PSO. Internal and external auditors are employed on a regular basis to ensure that MRI PSO's operations are in line with all relevant OH&S and environmental regulations and the Scheme outcomes and objectives as specified in the Product Stewardship (Television and Computer) Regulation 2011 and Product Stewardship Act 2011.

## MANAGEMENT AND ADMINISTRATION

MRI PSO as of 1 February 2016 became an approved co-regulatory arrangement and took over the administration of DHL Supply Chain's well established Scheme. With the change in approved arrangements came a change in the arrangement's administrator. MRI PSO and DHL Supply Chain have worked diligently and collaboratively to ensure a seamless transfer of responsibilities to the new arrangement and administrator.

## MRI PSO TEAM



Rose Read  
Chief Executive Officer



Greg Vines  
Operations Manager



Wilton McDonald  
SHEQ Manager



Juliet Armstrong  
Office Supervisor

# Product Stewardship Arrangement Milestones

NOV 2011	DHL Supply Chain first organisation to submit application under new Regulations
APRIL 2012	Signed first Liable Party Member
MAY 2012	DHL Supply Chain received co-regulatory arrangement approval
MAY 2012	First Drop Zone collection point commenced operations
MAY 2012	Achieved coverage in every state & territory
JUNE 2013	Achieved 100% of 2012-13 recycling targets
DEC 2013	Achieved reasonable access requirement
JUNE 2014	Achieved 100% of 2013-14 recycling targets
JUNE 2015	Achieved 50,000 tons cumulative
FEB 2016	Transferred co- regulatory arrangement to MRI PSO
JUNE 2016	Achieved 100% of 2015-16 recycling targets

# Being socially responsible

MRI PSO is committed to:

- providing efficient and cost effective product stewardship services to electronics manufacturers and importers,
- ensuring that their products are collected and recycled to the highest environmental standards, and
- delivering significant environmental and social benefits to the community and business.

We recognise the need for continuity of service to the community and are committed to working closely with councils to find the best possible solution that meets local requirements and community expectations.

We also value the long-term social and economic benefits of working with local communities and social enterprises, MRI PSO is keen to work with councils in realizing these outcomes in each council area where possible.

In becoming an approved co-regulatory arrangement, we have continued DHL's focus on maintaining and nurturing our relationships with existing partners along the product stewardship chain from liable parties, retailers, local councils, transporters, recyclers through to the consumers, SMEs, corporates and governments.

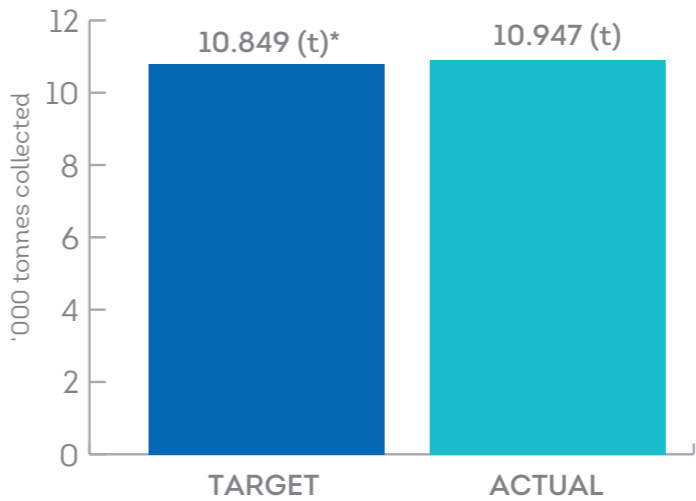
We are focused on ensuring that householders and small businesses are aware of and have access to free collection points, through our well-established Drop Zone collection network across all states and territories.

In doing so MRI PSO has continued DHL's success in achieving its annual targets as required under the Federal Government's product stewardship regulations which ensure that the Australian community has opportunities to dispose of their old and unwanted televisions and computers for recycling and to know that it will be executed in an environmentally sound manner.

## MEMBERSHIP

MRI PSO and DHL have worked very closely to ensure the smooth transition of membership from one to another. Through regular meetings liable parties have been kept informed of the changes and have provided ongoing input into the overall strategic direction of the co-regulatory arrangement. This includes providing input on collection strategies, issues to be raised with the Federal Government's regulator of the NTCRS and preliminary discussions on future submissions responding to the Federal Government's forthcoming statutory review of the Act and Regulation. A full list of members is at Appendix 1.

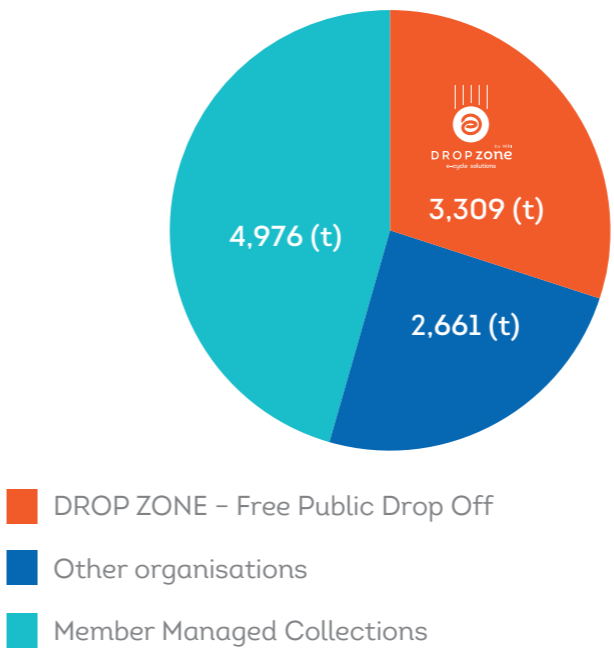
# Collections



(\* as advised by the department on 12 July 2016)



## COLLECTION SOURCES



See Appendix 4 for a summary of the total weight of product collected by state and region.



Free accessible collection network for householders and small and medium size businesses.

MRI PSO’s collection service for householders and small and medium size businesses involves a combination of 222 permanent collection sites including 77 councils’ sites and 145 retailer Drop Zone sites located in metropolitan, inner regional, outer regional and remote areas across Australia.

MRI PSO’s primary focus for collection services is on permanent collection sites which are associated with council waste transfer stations and national retail network in association with Officeworks.

The rationale for this was based on householder and small business familiarity with disposing of waste at both council and Officeworks sites and continuity of service. As well as the ability to expand on existing council and retailer communication channels to encourage the community to take televisions and computers to the same facilities.

Officeworks through its BringITBack and TVBack initiatives provided a collection network for computers, printers and computer related products such as hard drives, keyboard and mice throughout the year and for televisions for the months of November and December 2015

MRI PSO also shared a small number of sites in remote and outer regions with one other co-regulatory arrangement E-Cycle Solutions.

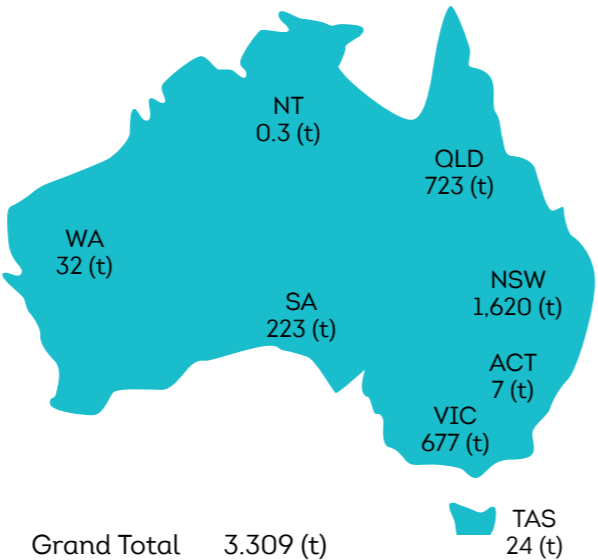
Number and Type of Drop Zone Collection Points

Collection Sites	No. of sites	Volume (t)
Collection Station*	77	2,913
Retailer**	145	396
TOTAL	222	3,309

\* includes 3 shared sites located in remote, outer and inner regions  
\*\*includes 16 shared sites located in remote, outer and inner regions



Drop Zone Collections (t) by State



Communications



www.dropzone.org.au

ONLINE PROMOTIONS

To ensure public awareness of the Drop Zone free collection points, MRI PSO has maintained the customer facing website www.dropzone.org.au to assist the public in finding their nearest drop off point, information on what can be recycled where, details about the Scheme and FAQ’s. It also provides a forum to submit questions to MRI PSO.

**COMPUTER EQUIPMENT & TELEVISIONS**

**Accepted free of charge from householders and small business operators:**

- ✓ Televisions and computer monitors
- ✓ Computer equipment – desktops, laptops, notebooks, printers, scanners, computer peripherals and parts, cords and cables

**Not accepted:**

- ✗ DVD players, video recorders, radios, game consoles, appliances, mobile phones and tablets

NOTE:

- TV and Computer monitors with broken screens may not be accepted if they cannot be safely handled by our staff.
- Under no circumstances will product be returned to you once you have disposed of it.
- It is your responsibility to remove or destroy confidential or private information. Be aware that if you are disposing of equipment with a data storage media file, deletion does not mean private data has been fully removed.

recycle waste forum

MRI PSO has also established twitter accounts @mripso and @mriecycle as well as LinkedIN pages MRI PSO Drop zone and MRI E-Cycle Solutions to further promote and share information about the program to all stakeholders and interested parties.

MRI PSO is currently going through a re-branding process and will be updating the website over the next two months, to feature relevant information to the community and other stakeholders.

COLLECTION SITE PROMOTIONS

Each collection site is provided with signage and promotional material identifying what can be recycled, data management and contact details for further enquiries. As part of MRI PSO’s re-branding process signage and supporting materials at all sites will be updated over the next three months.



ADVERTISING

Officeworks in assisted the co-regulatory arrangement in promotions by advertising both BringITBack and RecycleTV initiatives in-store at point of sale and in catalogues, with a specific RecycleTV promotion throughout November 2015.

# Recycling

## RECYCLERS

MRI PSO and DHL's co-regulatory arrangement engaged nine recyclers in 2015-16 to process product. Six of these recyclers worked in conjunction with social enterprise firms, providing job opportunities for people with disabilities and long term unemployment. All recyclers utilising the disability workforce comply with the relevant state and territory legislation, as well as the federal laws.

The recyclers that processed product in 2015-16.

State	Recycler
Western Australia	Total Green Recycling
South Australia	SA Group Enterprises Incorporated (Aspitech)*, Bakuma**
Victoria	Community Axis Enterprises (Axisworx)**, Outlook Environment**
National	MRI E-Cycle Solutions (ACT, NSW, QLD, SA, VIC)
Queensland	Certified Destruction Services (CDS)
New South Wales	Kurrajong Waratah*
Tasmania	City Mission Launceston*

\* social enterprises  
\*\* social enterprises operating as part of MRI E-Cycle Solutions group.

To ensure compliance with all relevant OH&S, environmental regulations and standards, DHL and MRI PSO conducted separate audits of each recycler. This included developing improvement plans in conjunction with the recycler to enable continuous improvement and AS/NZS 5377:2013 certification by 30 June 2016.

Each recycler and their downstream processors have measurable landfill diversion rates of more than 90%. Overall MRI PSO achieved a material recovery rate of 95% in 2015-16.

MRI PSO has also worked closely with transporters and collectors to ensure that best practice methods for handling, storing and processing e-waste are consistent with AS/NZS 5377:2013, delivering positive social and environmental benefits to the community.

## MATERIAL RECYCLED

DHL and MRI PSO's recyclers processed a total of 10,947 tonnes of televisions, computers and computer related product during 2015-16. No product was stockpiled or stored outside of a recycling facility during the 2015-16 year.

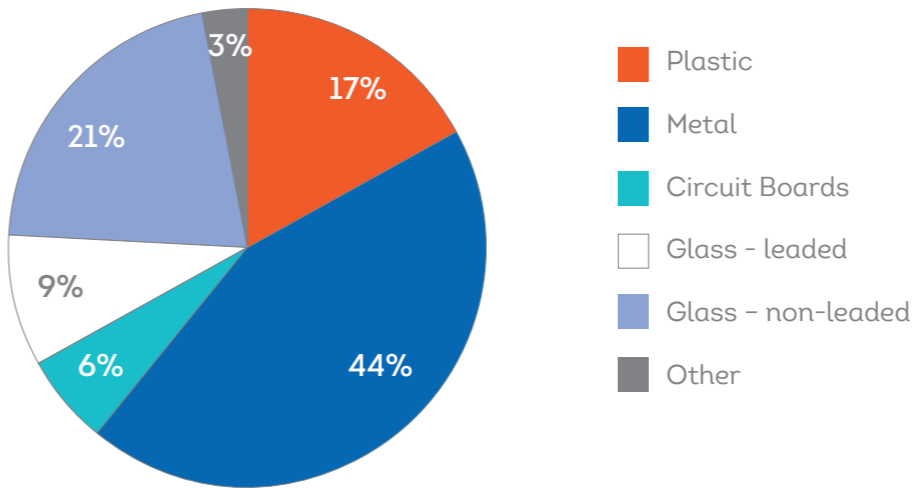
## WHERE MATERIAL WAS RECYCLED

Where recycled	Volume (kg)
Material recovered in Australia	6,421,059.13
Material Disposed to landfill in Australia	290,278.68
Material Exported & recovered overseas	3,982,252.40
Material Exported & disposed to landfill overseas	253,926.20
TOTAL	10,947,516.41

## COUNTRY OF DESTINATION FOR EXPORTED MATERIAL PROCESSING AND DISPOSAL TO LANDFILL

Country of Destination	Total Exported (t)	Landfill (t)
Hong Kong	36	1
Korea	385	18
Japan	2,058	58
China	1,758	176
TOTAL	4,237	253

## MATERIAL RECOVERED AND LANDFILLED



EXPORTED WHOLE UNITS

There were no whole units of televisions, computers or computer product exported overseas for recycling or re-use. MRI PSO and DHL’s selected recyclers all have varying downstream processes which may see components exported overseas for further processing. These recyclers and their downstream processes have been audited in accordance with the NTCRS Regulations.

OH&S AND ENVIRONMENTAL MANAGEMENT

MRI PSO works closely with recyclers to review and identify areas of opportunity in the Employee Health and Safety and Environmental Management areas. Through the annual audit program any issues identified are actioned and rectified in a timely manner. No major issues were identified and there were no Occupational Health and Safety Incidents or Environmental Incidents reported for the period.



Appendix 1

LIABLE PARTY MEMBERS

Member ABN	Member name	Date joined*	Date ceased	Effective date
16000265047	ACCO Australia Pty Ltd	01/04/2012		01/07/2015
78003872768	ACER Computer Australia Pty Ltd	01/07/2015		01/07/2015
72119042527	Audion Innovision Pty Ltd	01/07/2012		01/07/2015
15090111890	Avnet (Australia) Pty. Ltd	01/04/2012		01/07/2015
64095402663	Belkin Limited	01/04/2012		01/07/2015
34000908716	Dick Smith Electronics Pty Ltd	01/07/2012	07/01/2016	01/07/2015
30000087347	Electus Distribution Pty Ltd	01/04/2012		01/07/2015
95003211345	Element14 Pty Ltd	01/07/2012		01/07/2015
42124795919	ICT Century Pty Ltd	01/07/2015		01/07/2015
45074027919	Imation ANZ Pty Ltd	01/04/2012	31/12/2015	01/07/2015
55003365599	Intermec Technologies Australia Pty Ltd	01/07/2012		01/07/2015
53152570351	Kogan Australia Pty Ltd	01/07/2012	31/01/2016	01/07/2015
73004700485	Kmart Australia Limited	01/07/2012		01/07/2015
70112394411	Lenovo (Australia & New Zealand) Pty Limited	01/07/2015		01/07/2015
98064531264	Lg Electronics Australia Pty Limited	01/04/2012		01/07/2015
61000003592	NCR Australia Pty Ltd	23/05/2012		01/07/2015
36004763526	Officeworks Ltd	08/09/2012		01/07/2015
90130310048	Quatius Aus Pty Ltd	01/07/2015		01/07/2015
33156498421	Sanmina-Sci Systems Australia Pty Ltd	01/07/2014		01/07/2015
75004250944	Target Australia Pty Ltd	01/07/2012		01/07/2015
11113998048	TEAC Australia Pty Ltd	01/07/2012		01/07/2015
53709914212	The Trustee for D & H Trust & The Trustee for J & T Family Trust	01/07/2015		01/07/2015
70106100252	Tempo (Aust) Pty Ltd	01/07/2012		01/07/2015
67158001453	Turn Left Distribution Pty Ltd	01/07/2015		01/07/2015
50161320378	Viano Corporation Pty Ltd	01/07/2013		01/07/2015
21141474017	Vtron Pty Ltd	23/06/2016		23/06/2016
88000014675	Woolworths Limited	01/07/2012		01/07/2015

# Appendix 2

## COLLECTION SERVICES

State	Collection Service	Service Name
Australian Capital Territory		
	Collection Station	Australian Capital Territory NOWaste - Mugga Lane Resource Management Centre
	Collection Station	MRI Australian Capital Territory Pty Ltd
	Retailer	Officeworks - Belconnen
	Retailer	Officeworks - Fyshwick
	Retailer	Officeworks - Tuggeranong
New South Wales		
	Collection Station	Belrose SITA Australia
	Collection Station	Bland Shire Council Waste Depot
	Collection Station	BUNGENDORE WASTE TRANSFER STN
	Collection Station	Chullora SITA Australia
	Collection Station	Coolamon Landfill,
	Collection Station	Cootamundra Waste Transfer Station
	Collection Station	Culcairn Transfer Station
	Collection Station	Eastern Creek SITA Australia
	Collection Station	Goulburn Landfill
	Collection Station	Gundagai Waste & Recovery Centre
	Collection Station	Harden Waste Transfer Station
	Collection Station	Junee Shire Council Transfer Station
	Collection Station	Kurrajong Recyclers Collection Point
	Collection Station	Lockhart Shire Council Waste Depot
	Collection Station	Lucas Heights SITA Australia
	Collection Station	MRI (Aust) Pty Ltd - New South Wales
	Collection Station	Port Stephens Council
	Collection Station	SITA Auburn
	Collection Station	SITA Australia - Spring Farm
	Collection Station	SITA Ryde
	Collection Station	SITA Seven Hills
	Collection Station	South Roos AFL CLUB
	Collection Station	Temora Shire Council Landfill
	Collection Station	Tumbarumba Waste Transfer Station
	Collection Station	Tumut Waste & Recycling Centre
	Collection Station	Urana Waste Disposal Facility
	Collection Station	Wetherill Park SITA Recycling centre
	Collection Station	Whytes Gully Waste Transfer Station
	Collection Station	Young Waste Management Facility - Victoria St

State	Collection Service	Service Name
	Retailer	Harvey Norman - Cobar
	Retailer	Harvey Norman - Inverell
	Retailer	Harvey Norman - Moree
	Retailer	Harvey Norman - Tamworth
	Retailer	Harvey Norman - Tura Beach
	Retailer	Officeworks - Albury
	Retailer	Officeworks - Alexandria
	Retailer	Officeworks - Auburn
	Retailer	Officeworks - Blacktown
	Retailer	Officeworks - Bondi
	Retailer	Officeworks - Campbelltown
	Retailer	Officeworks - Carlton
	Retailer	Officeworks - Castle Hill
	Retailer	Officeworks - Coffs Harbour
	Retailer	Officeworks - Croydon
	Retailer	Officeworks - Dee Why
	Retailer	Officeworks - Dubbo
	Retailer	Officeworks - Fairy Meadow
	Retailer	Officeworks - Five Dock
	Retailer	Officeworks - Glebe
	Retailer	Officeworks - Gosford West
	Retailer	Officeworks - Greenacre
	Retailer	Officeworks - Guildford
	Retailer	Officeworks - Hornsby
	Retailer	Officeworks - Hoxton Park
	Retailer	Officeworks - Kotara
	Retailer	Officeworks - Lewisham
	Retailer	Officeworks - Lismore
	Retailer	Officeworks - Liverpool
	Retailer	Officeworks - Mona Vale
	Retailer	Officeworks - Newcastle West
	Retailer	Officeworks - North Ryde
	Retailer	Officeworks - Northmead
	Retailer	Officeworks - Nowra
	Retailer	Officeworks - Old Guildford
	Retailer	Officeworks - Orange
	Retailer	Officeworks - Penrith
	Retailer	Officeworks - Port Macquarie
	Retailer	Officeworks - Punchbowl
	Retailer	Officeworks - Rutherford
	Retailer	Officeworks - Taree
	Retailer	Officeworks - Taren Point
	Retailer	Officeworks - Warners Bay
	Retailer	Officeworks - Wetherill Park

State	Collection Service	Service Name
Northern Territory		
	Collection Station	Maningrida Wharf
	Collection Station	Nhulunbuy – Toll Event
	Retailer	Harvey Norman
Queensland		
	Collection Station	Birkdale Landfill
	Collection Station	Browns Plains Landfill
	Collection Station	Chandler Transfer Station
	Collection Station	Ferny Grove Transfer Station
	Collection Station	Mitchell Waste Facility
	Collection Station	MRI Queensland
	Collection Station	Nudgee Transfer Station (Brisbane City Council/ Remondis)
	Collection Station	Redland Bay Waste Transfer
	Collection Station	REMONDIS Australia Pty Ltd - Swanbank
	Collection Station	Willawong - Brisbane City Council (Remondis)
	Retailer	ABE Maintenance - Moranbah
	Retailer	Bi Rite - Goondiwindi
	Retailer	Harvey Norman - Emerald
	Retailer	Leading Appliances - Bowen
	Retailer	Officeworks - Aspley
	Retailer	Officeworks - Browns Plains
	Retailer	Officeworks - Cairns
	Retailer	Officeworks - Capalaba
	Retailer	Officeworks - Hermit Park
	Retailer	Officeworks - Hervey Bay
	Retailer	Officeworks - Ipswich
	Retailer	Officeworks - Loganholme
	Retailer	Officeworks - Mackay
	Retailer	Officeworks - Maroochydore
	Retailer	Officeworks - Milton
	Retailer	Officeworks - Morayfield
	Retailer	Officeworks - Oxley
	Retailer	Officeworks - Rockhampton
	Retailer	Officeworks - Rothwell
	Retailer	Officeworks - Southport
	Retailer	Officeworks - Strathpine
	Retailer	Officeworks - Toowoomba BC
	Retailer	Officeworks - Underwood
	Retailer	Officeworks - Upper Mount Gravatt
	Retailer	Officeworks - West Burleigh
	Retailer	Officeworks - Windsor
	Retailer	Officeworks - Woolloongabba

State	Collection Service	Service Name
South Australia		
	Collection Station	Balaklava Transfer Station
	Collection Station	City of Salisbury Cross Creek Rd Depot
	Collection Station	Cowell Waste Depot
	Collection Station	Edinburgh North (Edinburgh Transfer Station - NAWMA)
	Collection Station	Everard Waste Depot
	Collection Station	Hamley Bridge Transfer Station - Wakefield Council
	Collection Station	Naracoorte Waste Transfer Station
	Collection Station	Northern Adelaide Waste Management Authority
	Collection Station	Owen Transfer Station - Wakefield Council
	Collection Station	Peterborough Transfer Station
	Collection Station	Pooraka Waste Transfer Station
	Collection Station	Port Pirie Waste Transfer Station
	Collection Station	Port Wakefield Transfer Station
	Collection Station	Wingfield Resource Recovery Park
	Retailer	Harvey Norman - Mt Gambier
	Retailer	Officeworks - Elizabeth
	Retailer	Officeworks - Gilles Plains
	Retailer	Officeworks - Mount Gravatt
	Retailer	Officeworks - Noarlunga Centre
	Retailer	Officeworks - Parafield
	Retailer	Officeworks - Prospect
	Retailer	Officeworks - Trinity Gardens
	Retailer	Radio Rentals - Port Augusta
Tasmania		
	Collection Station	Jackson Street Waste Management Centre
	Collection Station	Launceston Waste Centre
	Collection Station	Southbridge Waste Transfer Station
	Collection Station	Spreyton Waste Transfer Station
	Retailer	Officeworks - Hobart
	Retailer	Officeworks - Invermay
	Retailer	Officeworks - Launceston

State	Collection Service	Service Name
Victoria		
	Collection Station	Banyule Resource Recovery Centre
	Collection Station	Bayside Waste and Recycling Centre
	Collection Station	Coldstream Recovery and Waste Transfer Centre
	Collection Station	Dimboola Waste Transfer Station
	Collection Station	Geelong Resource Recovery Centre (SUEZ)
	Collection Station	Horsham Transfer Station
	Collection Station	Kilmany Landfill (Wellington Council)
	Collection Station	MRI (Aust) Pty Ltd - Victoria
	Collection Station	Nillumbik Recycling and Recovery Centre
	Collection Station	Port Phillip Resource Recovery Centre
	Collection Station	SITA Australia - Epsom (Bendigo)
	Collection Station	SITA Wendouree
	Collection Station	SITA Ballarat
	Collection Station	Suez Environment (SITA Australia) - Hampton Park
	Collection Station	Yarra Recycling Drop Off Depot
	Retailer	Betta Home Living - Cohuna
	Retailer	Officeworks - Airport West
	Retailer	Officeworks - Altona North
	Retailer	Officeworks - Ascot Vale
	Retailer	Officeworks - Ballarat
	Retailer	Officeworks - Bayswater
	Retailer	Officeworks - Bendigo
	Retailer	Officeworks - Box Hill South
	Retailer	Officeworks - Bundoora
	Retailer	Officeworks - Campbellfield
	Retailer	Officeworks - Carnegie
	Retailer	Officeworks - Caroline Springs
	Retailer	Officeworks - Chadstone
	Retailer	Officeworks - Coburg
	Retailer	Officeworks - Cranbourne
	Retailer	Officeworks - Dandenong South
	Retailer	Officeworks - Doncaster
	Retailer	Officeworks - East Bentleigh
	Retailer	Officeworks - East Kew
	Retailer	Officeworks - Epping
	Retailer	Officeworks - Ferntree Gully
	Retailer	Officeworks - Fitzroy
	Retailer	Officeworks - Frankston
	Retailer	Officeworks - Geelong
	Retailer	Officeworks - Glen Waverley
	Retailer	Officeworks - Highett

State	Collection Service	Service Name
	Retailer	Officeworks - Keysborough
	Retailer	Officeworks - Maribyrnong
	Retailer	Officeworks - Mildura
	Retailer	Officeworks - Mornington
	Retailer	Officeworks - Narre Warren
	Retailer	Officeworks - Nunawading
	Retailer	Officeworks - Pakenham
	Retailer	Officeworks - Preston
	Retailer	Officeworks - Richmond
	Retailer	Officeworks - Ringwood
	Retailer	Officeworks - Russell Street Melbourne
	Retailer	Officeworks - Shepparton
	Retailer	Officeworks - South Melbourne
	Retailer	Officeworks - Taylors Lakes
	Retailer	Officeworks - Traralgon
	Retailer	Officeworks - Vermont South
	Retailer	Officeworks - Werribee
	Retailer	Officeworks - Yarraville
Western Australia		
	Collection Station	Richardson Road Landfill
	Retailer	Esperance Communications
	Retailer	Harvey Norman - Geraldton
	Retailer	Harvey Norman - Kalgoorlie
	Retailer	Officeworks - Albany
	Retailer	Officeworks - Bunbury
	Retailer	Officeworks - East Perth
	Retailer	Officeworks - East Victoria Park
	Retailer	Officeworks - Fremantle
	Retailer	Officeworks - Mandurah
	Retailer	Officeworks - Midland
	Retailer	Officeworks - Morley
	Retailer	Officeworks - O'Connor
	Retailer	Officeworks - Osborne Park

# Appendix 3

## SERVICE PROVIDERS CONTRACTED

### COLLECTION SERVICE PROVIDERS

Banyule City Council  
City of Port Phillip  
City of Salisbury  
City of Yarra  
Copper Rock Investments  
District Council of Franklin Harbour  
Geelong Resource Recovery Facility  
Harden Shire Council  
Hindmarsh Shire Council  
Horsham Rural City Council  
Joblink  
Kurrajong Warratah  
Logan City Council  
Murrundindi Shire Council  
Nillumbik City Council  
Officeworks Superstores  
Palerang Shire Council  
Redland Bay City Council  
Remondis  
REROC  
SA Group Enterprises Incorporated  
Shire of Harvey  
SUEZ (SITA Australia)  
The J R Unit Trust Trading as COPPER ROCK (Bayside City Council)  
Wakefield Regional Council  
Wellington Shire Council  
WM Waste Management  
Wollongong City Council  
Yarra Ranges City Council  
Young Shire Council

### RECYCLERS

Certified Destruction Services Pty Ltd  
Joblink Plus Limited (did not process any product in 2015-16)  
Kurrajong Waratah  
Launceston City Mission Inc  
MRI (Aust) Pty Ltd (includes Outlook Environment, Axis Worx, Barkuma)  
SA Group Enterprises Incorporated (Aspitech)  
Total Green Recycling Pty Ltd

### TRANSPORTERS

DHL Supply Chain (Australia) Pty Ltd  
Remondis Transport  
SUEZ (SITA Australia)  
TIC group

# Appendix 4

## COLLECTIONS AND RECYCLING

### Summary of product weight collected by channel, state and region

COLLECTION CHANNEL	Volume (kg)
Drop Zone - free public drop off	3,309,789.23
Other Organisations / Businesses	2,661,705.08
Member managed collections	4,976,022.37
Total	10,947,516.68

States/ Regions	Metropolitan (kg)	Inner Region (kg)	Outer Region (kg)	Remote (kg)	TOTAL (kg)
ACT	1,435,930.50	-	-	-	1,435,930.50
QLD	1,444,876.00	9,546.01	6,819.75	452.00	1,461,693.76
NSW	6,137,550.94	192,982.80	21,971.11	-	6,352,504.85
NT	-	-	366.22	-	366.22
SA	178,592.00	11,159.06	27,728.00	6,380.00	223,859.06
TAS	-	24,693.00	-	-	24,693.00
VIC	1,224,439.00	128,592.16	62,826.00	-	1,415,857.16
WA	26,106.00	6,032.00	320.16	153.97	32,612.13
Total	10,447,494.44	373,005.03	120,031.24	6,985.97	10,947,516.68

### Number and Type of Drop Zone Collection Points

Collection Sites	No. of sites	Volume (kg)
Collection Station*	77	2,913,516.99
Retailer**	145	396,272.24
Total	222	3,309,789.23

\* includes 3 shared sites located in remote, outer and inner regions

\*\*includes 16 shared sites located in remote, outer and inner regions

Drop Zone Collections (kg) by State

State	Volume (kg)
New South Wales	1,620,051.9
Northern Territory	366.22
Queensland	723,093.76
South Australia	223,859.06
Victoria	677,257.16
Western Australia	32,612.13
Australian Capital Territory	7,856
Tasmania	24,693
Grand Total	3,309,789.23

Notes

Where material was recycled

Where recycled	Volume (kg)
Material recovered in Australia	6,421,059.13
Material Disposed to landfill in Australia	290,278.68
Material Exported & recovered overseas	3,982,252.40
Material Exported & disposed to landfill overseas	253,926.20
TOTAL	10,947,516.41

Country of destination for exported material processing and disposal to landfill

Country of Destination	Total Exported (kg)	Landfill (kg)
Hong Kong	36,131.0	1,266.0
Korea	384,817.9	18,465.9
Japan	2,058,386.4	58,422.3
China	1,756,843.3	175,771.9
Total	4,237,556.5	253,926.2

Material recovered and landfilled

Materials Recovered	Domestic Material Breakdown (kg)	Landfill Material Breakdown (kg)	Exported Material Breakdown (kg)	Total (kg)
Plastic	117,084.91	-	1,779,275.83	1,896,360.74
Metal	3,061,970.61	-	1,785,431.06	4,847,401.67
Glass - leaded	926,341.25	-	-	926,341.25
Glass - non leaded	2,267,355.29	-	-	2,267,355.29
Circuit Boards	20,261.32	-	668,191.26	688,452.58
Other	28,045.76	290,278.68	3,280.46	321,604.90
Total	6,421,059.13	290,278.68	4,236,178.60	10,947,516.42

# Notes



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