

**ANZRP
ANNUAL
REPORT**

2015/2016

REGULATOR VERSION

LOCAL COLLECTION.

NATIONAL PLATFORM.

GLOBAL STANDARDS.

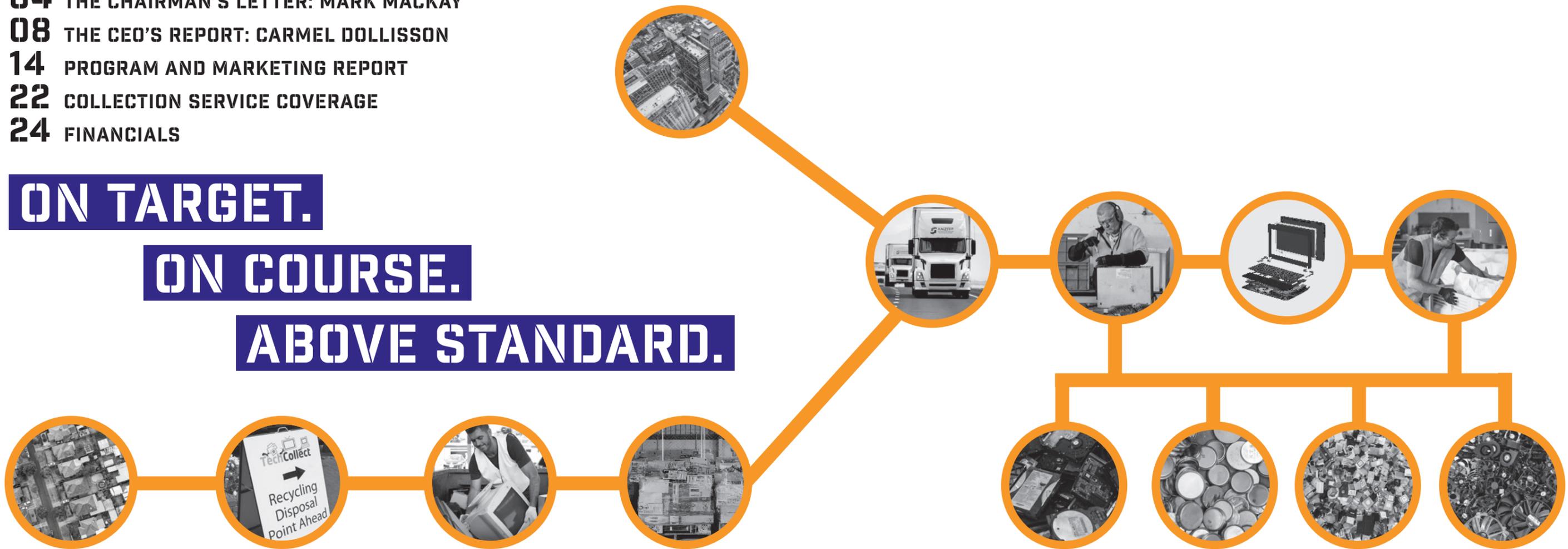


**THE PRODUCT STEWARD TRUSTED
BY THE WORLD'S BIGGEST BRANDS.**



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ON TARGET.
ON COURSE.
ABOVE STANDARD.



THE ONLY NOT-FOR-PROFIT INDUSTRY-FOR-INDUSTRY NTCRS ARRANGEMENT

THE LARGEST CO-REGULATORY ARRANGEMENT

PROVIDING A CONVENIENT FREE SERVICE TO THE AUSTRALIAN PUBLIC

MORE THAN 85,000 TONNES OF E-WASTE RECYCLED BY ANZRP TO DATE

REDUCED PRICING TO MEMBERS YEAR ON YEAR

COMMITTED TO THE HIGHEST STANDARDS OF RECYCLING

FULLY FUNDED BY OUR MEMBERS



THE MOST VISIBLE CO-REGULATORY ARRANGEMENT

ACHIEVED 100% VOLUME

RECYCLED OVER 23,000 TONNES OF E-WASTE

173 RAN COLLECTION SERVICES ACROSS AUSTRALIA

SECURED OVER 270 PIECES OF MEDIA COVERAGE

96.68% MATERIAL RECOVERY RATE

THE CHAIRMAN'S LETTER: MARK MACKAY

ANZRP's fourth year of operations has been a great one. Quite apart from making tremendous strides in key strategic areas, we have again met our recycling targets, retained our excellent financial position and provided a service which met the obligations of our Members to the highest standards. Our 2015/16 story can best be captured through two core areas of our operations, consolidation and growth.



A platform built on strong foundations

It goes without saying that the vital imperative of any business is to build firm foundations on which to establish future expansion. But to do so in the context of the ever-changing landscape of the first four years of the National Television and Computer Recycling Scheme (NTCRS) has been a significant achievement.

Over that period we have built a sustainable business platform where others have fallen away or remained largely static. In the last year alone, one Co-regulatory Arrangement (CA) exited the Scheme, while another transferred its licence and obligations to a different administrator. Instability and uncertainty have sometimes seemed the order of the day. Yet in spite of these external influences, we have prevailed, and indeed accelerated our growth and leadership position.

From the outset, ANZRP has demonstrated industry-leading standards, caution and prudence, and a level of transparency that has made us the benchmark of the industry. We have invested considerable effort in our analysis of global best practice, and it is pleasing to see that Australia is rapidly moving up the ladder – largely through our efforts – on these measures.

Underpinning all this has been a keen appreciation for the needs of our Members – among them many of the most innovative technology companies in the world – in ensuring that they are represented in the most professional, sustainable and brand-friendly way.

The results of the last twelve months speak directly to this approach. Our TechCollect program enjoyed another year of consistent performance where we maintained our long-held partnerships with collection sites and recyclers, advocated for improvements and continued our excellent relationship with the Regulator. It was a very solid performance which, we trust, rewards our Members' faith in us to deliver on their behalf and get the job done.

Equally important, it is only because of the firm foundations driving these results that the ANZRP Board has been able to focus on continuous improvement, making us an even better business for our Members.

BLUEPRINT FOR GROWTH

Last year I mentioned that ANZRP had developed its 2018 Plan – a blueprint for future growth to establish us as the preferred product stewardship partner, connected locally and globally.

The principle is that our business is eminently scalable – those solid foundations being grounded in our rich experience across all facets of waste management logistics – and the key objective is to leverage our expertise and drive costs down while improving standards and outcomes.

The plan acknowledges a central fact of ANZRP's evolution. We've become an industry leader and possess a wealth of expertise as program managers, the application of which can be extended to secure new revenue streams to the ultimate benefit of our membership – and also to enhance your own credentials as the drivers of a wholly unique and highly accomplished recycling program.

Over the last year we began putting the 2018 Plan into practice, first by appointing a Commercial Manager to seek potential areas of business growth and investigate opportunities in a range of different product categories.

Second, we continued to widen our core TechCollect offer to provide additional services to Members; always with the caveat that we continue to deliver sustainable, realistic and competitive solutions to the highest standards.

Neither of these growth strategies detract from our core business. They are geared towards improving efficiencies and reducing costs. We will also continue to engage in discussion with our Members to ensure a broad level of support for our activities.

BUILDING STRONG PARTNERSHIPS

That we can look forward with such confidence to new opportunities is entirely due to the people who have allowed us to establish the foundations for a viable business.

As always, I must acknowledge the great contributions from our collection partners, logistics partners and recyclers, who remain the backbone of our core business and with whom we enjoy enduring and mutually beneficial partnerships.

We continue to value the input of the Department of the Environment, not just as the Regulator of the NTCRS but as an important stakeholder in our business, with whom we regularly engage to shape strategy and guide Scheme enhancements which best serve the interests of our members, the industry and the general public.

In developing our growth strategies and providing the immeasurable benefits of industry expertise, I thank our Board for its contributions. It remained unchanged in 2015/16 except for the welcome addition of Kerry Osborne, CEO of Courts Victoria, who joined Kerryn O'Brien and myself as an Independent Director on a Board of eight Directors.



The addition of Kerry is one indication of our desire to expand the Board's range of experience to facilitate future growth – while always acknowledging that the primary asset differentiating us from our competitors is our industry-for-industry model.

Finally, I wish to acknowledge the tremendous work of our CEO Carmel Dollisson and her ANZRP team, who continue to deliver every day for ANZRP and our TechCollect program to ensure sustained growth and future stability.

And of course, our achievements are entirely due to the loyalty of our founding Members and those who have joined us since. As always, we thank you for your ongoing support.

Our successes are yours.

Mark Mackay
Chairman ANZRP

ANZRP BOARD

Janet Leslie

Canon Australia Pty Limited

Appointed 16 November 2011

Mark Whittard

Toshiba Australia Pty Limited

Appointed 16 November 2011

Mark Mackay

Chairman

Appointed 4 July 2012

Michael Wilson

Fuji Xerox Australia Pty Limited

Appointed 4 July 2012

Kerryn O'Brien

Independent Management Consultant

Appointed 26 September 2012 as Alternate Director; appointed 24 October 2014 as Director

Lynn Loh

HP PPS Asia Pacific Pte Limited

Appointed 26 September 2013 as Alternate Director; appointed 24 October 2014 as Director

John Edgecombe

Dell Australia and New Zealand

Appointed 10 June 2015

Kerry Osborne

Courts Victoria

Appointed 1 January 2016

AUDIT, GOVERNANCE & RISK COMMITTEE

Janet Leslie

Chairman

Kerryn O'Brien

Lynn Loh

John Edgecombe

SUSTAINABLE BUSINESS GROWTH COMMITTEE

Mark Whittard

Chairman

Mark Mackay

Michael Wilson

Kerry Osborne

THE CEO'S REPORT: CARMEL DOLLISSON

Another year, another successful result for your company!

In what has been our most exciting and satisfying year, we made great strides forward while remaining firmly focused on our core mission.

If the previous year was about streamlining our operations for greater cost efficiencies, in the year just gone we capitalised on all that work to propel the business into new opportunities, always with the core objective of reducing Member costs.

Above all we remained on a sound financial footing and delivered a high quality service to our Members and the Australian public.

The year in review

ABSORBING YOUR PROPORTIONATE LIABILITY

Our financial position was reflected in the good news we provided to our membership.

In March the Regulator advised ANZRP's proportionate liability share of the Scheme target for 2015/16, being an increase in each Member's liability that must be recycled and funded.

Due to careful planning, budgeting and procurement – and our expectation even then that we would again deliver a surplus – we were able to fund the recycling of the increased proportionate liability rather than invoice Members.

Once again this represented a tangible financial saving to our Members, which remains, always, top of mind in our operations.

SCHEME DEVELOPMENTS

Beyond the soundly-managed operations of ANZRP, the NTCRS experienced further uncertainty which provided a counterproductive distraction to its greater achievements.

In our view there are still too many CAs. In August 2015 there was some consolidation with the cancellation of Reverse E-Waste's CA status. The market was certainly all the better for not having five CAs competing for a limited number of Liable Parties, but we were still of the view that more consolidation had to follow and that the market would benefit from rationalisation, both for long-term sustainability and best practice collection and recycling.

A more notable exit from the market occurred in January when DHL passed its Drop Zone program over to MRI. In our view, this wasn't in the Scheme's best interests.

Despite these issues the NTCRS continues to serve a vital role – where there was previously a conspicuous gap – in the responsible recycling of e-waste in this country.

By any definition it has been a significant success:

- Many more drop-off points than prescribed
- 99% take-up by Liable Parties
- 100% industry funded

Your CA has been a major contributor to this success, and it is important that we not lose perspective of the salutary role your industry has played in ensuring better environmental and social outcomes.

In this changing climate it's important to remember ANZRP is working for Members, not for profit: we exist solely as an industry-for-industry product stewardship body to meet your liability. We've operated to defined standards from day 1, avoided negative issues (widespread site closures, glass stockpiles and inconsistent e-waste streams) and delivered cost reductions each year, offering the same price to all Members – no exceptions, no variations.

THE REGULATORY LANDSCAPE

The Regulator of our Scheme, the Department of the Environment, remained consistently open to constructive dialogue on how the Scheme could be improved.

The last year was extremely busy for ANZRP from a regulatory point of view. In August 2015 we participated in a series of consultation meetings held by the Regulator with Local Government Associations (LGAs) in locations across the country – the only CA to attend the meetings in each state. They were a vital part of our continuing commitment to stay close to regulatory matters and ensure our Members are being represented in future Scheme developments and shaping of policy.

We continue to work with the Regulator on multiple fronts, particularly relating to the impending Regulatory Review of the Product Stewardship Act and formulating our recommendations. Chief among these recommendations is consideration of the Scheme's greatest challenge: the available e-waste.



The e-waste stream

FINDING THE E-WASTE

Any consideration of regulatory amendments needs to take heed of one key factor. The conventional e-waste stream, as we have known it, is shrinking. TV volume has dropped since the digital switchover; weighty CRTs are slowly disappearing and there are fewer flat panels. And getting computers out of households' back cupboards remains an uphill battle.

With increasing exports for reuse and ongoing hoarding, stockpiling and landfilling, we are concerned that CAs, that do the right thing, will have difficulty in meeting volumes.

There were two ways in which we tackled the e-waste challenge. The most obvious was to ensure the increasing trickle became a more reliable stream again. To maximise ongoing volume opportunities we:

- Drove greater B2B volume (which is good news for the glass/non-glass ratio)
- Increased our awareness and education activities

We also tackled what we knew (through research and experience) to be one of the key issues preventing recycling of IT product: the concern about data privacy and security.

Of course we greatly appreciate the Member-run takeback programs that deliver volume, and we increased our level of assistance to Members with their collection needs on multiple fronts.

AMENDING THE REGULATIONS

The second way in which we addressed the issue is, in the long term, vitally important to our Members and the regulatory landscape. We have been amassing a wealth of data and undertaking analysis to get a better grip on all facets of the true available e-waste – including what's been reused and exported – to inform the Department's review.

Our investigations followed multiple paths of enquiry, from surveying the general public to providing a questionnaire to councils. We focused particularly on what will be one of the review's key issues – the volume of waste arising – and went to some lengths to determine the volume of product going to landfill, stockpiled, shipped for reuse offshore, or hoarded by businesses and households.

At the front of our investigations was the key question: is a 58% recycling target the stretch that breaks the Scheme?

Our purpose was single-minded: to ensure the Scheme is fairer to our Members by more accurately reflecting the true level of available e-waste. The end result is a comprehensive White Paper which provides a compelling argument for changes that reflect the true waste arising and the impact on scaling factors.

There is no doubt that 2016/17 will be a more challenging year for the NTCRS. But ANZRP is well placed to address those challenges head-on through the work we have done over the last year.

Product stewardship — the bigger picture

We are also well placed to increase our involvement in the broader product stewardship landscape in Australia.

Each year the Minister for the Environment releases the list of products that will be considered for accredited or regulated product stewardship under the Product Stewardship Act. The list for 2016/17 was in line with our hoped-for expansion towards full WEEE and reinforced that we need to stay at the forefront of developments.

While the NTCRS moves into its fifth year as the only non-voluntary product stewardship scheme in Australia, other schemes continued to gather pace over the last year in such product categories as tyres, paint, batteries, vinyl and mattresses. Collaboration between each scheme is critical for the overall success and sustainability of the waste recycling industry, so we will continue to identify opportunities to work with other schemes.

It is with all these opportunities in mind that we appointed a Commercial Manager in 2015/16. Brooke Donnelly's remit is to develop commercial activities for ANZRP across the whole sphere of product stewardship, which forms the cornerstone of one of our key priorities: developing new streams of revenue utilising our existing infrastructure, knowledge and expertise, thus subsidising our core not-for-profit program and further reducing costs to our Members.

We continue to monitor the legislative position in New Zealand. The wheels continue to grind slowly across the pond, but inherent in our name is an understanding that our neighbour will always be on our radar for future programs to support members.

Brooke Donnelly COMMERCIAL MANAGER

Thought leadership

Our drive to ensure ANZRP is at the forefront of the product stewardship debate and dialogue in Australia went hand-in-hand with continuing to build our thought leadership credentials as the leading CA.

I had the opportunity to present at several waste industry conferences and trade shows, from Melbourne to Cairns to Coffs Harbour. These events provided an invaluable forum for driving ANZRP's key messages:

- Shared responsibility for the safe recycling of e-waste
- A more sustainable long-term NTCRS approach by all parties, to protect the waste industry and encourage greater investment
- More consistency and predictability in the e-waste stream

A further opportunity to drive these messages was via media interviews. As part of our ongoing PR program we regularly secure slots on a range of media outlets to spread our socially responsible message.

We also conducted regular Member forums and thought leadership forums, issued regular newsletters to our Members and collection partners, and generally kept all our stakeholders informed of our activities. You'll find more information on some of our activities in the next section of this Annual Report.





A vibrant and sustainable recycling industry

A primary concern is that the recycling market in Australia continues to be viable, healthy and on an upwards growth trajectory.

The downturn in commodity prices severely affected metals and plastics over the last year, placing additional pressure on the recycling industry.

We have engaged in discussions with several overseas recyclers contemplating entering the Australian market and will continue to do so. In examining opportunities and their implications for Australia we will be guided by two key principles: our ongoing drive to manage the costs of recycling (and therefore

the price to our Members); and the importance of ensuring we maintain the highest standards of recycling and recovery, and transparency of the downstream. Our first preference would be to see investment in Australia, creating local markets and jobs.

Another relevant issue to the longer term development of the recycling industry is: how do we connect design with recycling? We speak of a circular economy or closed loop, but in most cases there is still little connection between design and recycling, though for some of our Members it is core to their ethos and taken into account in the design stage.

Ideally the recycling industry should be aware of what is coming down the pipe in terms of materials used in the manufacturing process that will require different processing techniques. One of the important roles ANZRP can play is to facilitate this dialogue between manufacturer and recycler, as is done through legislation in the EU.

In this, as in many other matters, the input of our Members is vital. We always welcome your input; and aim to provide the means for you to readily provide it!



Our TechCollect partnerships

Throughout the year we continued to focus on compliance and audits to ensure our logistics providers, collection partners and recyclers were complying with standards, and that the latter were certified to AS/NZS 5377 by 1 July 2016. Two new recyclers joined us – Certified Destruction Services (CDS) in December 2015, Aspitech in May 2016 – and both made great contributions. You'll find a summary of our compliance activities later in this report.

Early in the year PGM – our main recycler in Victoria – was bought by Tox Free, which was a great boost to the vibrant recycling market we need in Australia. Tox Free is a well-established business that operates Australia-wide collecting and recycling toxic products such as household chemicals and paint. We welcomed their entry into the market and I'm delighted to say that we have worked constructively with them ever since.

The launch of their BluBox recycling solution for flat panels bodes well for future recycling investment in this country.

Our relationship with our collection partners was again defined by rock-solid consistency and well-established partnerships. This really is one of the cornerstones of our program: no other CA boasts nearly the same level of long-lasting, well-managed arrangements with local councils and waste transfer stations across the nation. These sites have remained remarkably stable, a reflection of the careful selection of partners and locations.

For us it has always been about ensuring a consistent and carefully managed stream of volume that provides a level of predictability both for us and our collection partners; and for the general public, a year-round service with no surprises (such as arriving with a trailer-load of e-waste to find the service closed). It really is the bedrock of our program, along with our relationship with our prime logistics provider Toll.

And finally...

I would like to acknowledge the tireless work of everyone who has played a role in achieving our great results. Our stakeholders are many and varied, but above all our collection and logistics partners and recyclers are pivotal. Our success would be unthinkable without their contributions.

The ANZRP Board – representing the Scheme's only industry-for-industry model – has continued to provide both exceptional strategic direction and the inestimable benefits of its industry knowledge. I thank the Board for its guidance and support.

We enjoy a positive and constructive relationship with State and Federal Regulators and thank them for their dedication.

Thanks, too, to the many industry stakeholders with whom we regularly exchange information, key learnings and best practice knowledge. Particularly with our broader product stewardship scope, these partners are more important than ever before.

Our ANZRP team continues to tirelessly drive the best outcomes in the industry. Our TechCollect program, membership activities and financial reporting are managed by a remarkably small group of people that thrives on challenges and delivers an efficient and sustainable arrangement that has now been, for almost half a decade, the exceptional performer in the industry.

Finally I would like to acknowledge the ongoing support, encouragement, guidance and input of our Members.

Quite simply, ANZRP is only as strong as the faith placed in it by a membership that consistently demonstrates its own commitment to the most sustainable and environmentally responsible results. I'm constantly reminded of the remarkable dedication of our Members to best practice product stewardship. We appreciate your own dedication and support.

Carmel Dollisson
CEO ANZRP

Janene Murdoch PROGRAM MANAGER
Mark de Sauty ADMINISTRATIVE OFFICER

TECHCOLLECT PROGRAM AND MARKETING REPORT

As has been the case from the inception of the NTCRS, ANZRP's TechCollect program was again the largest, most extensively promoted and most publicly visible program operating under the Scheme in 2015/16.

Program highlights include:

- Successful completion of recycling targets
- Excellent and well-managed collection sites
- Addition of several new recyclers and logistics partners to complement our existing partners
- A consistently lean and sustainable operation, enhanced by four years of experience
- Major brand awareness activities and educational initiatives

The increasing challenge of sourcing a steady stream of e-waste from the general public via our traditional channels was a key risk of the program in 2015/16. It was clear that product was becoming much harder to come by.

By the same token, local governments were still among our most highly valued partners, providing the permanent TechCollect service that is the foundation of our program and an ever-reliable source of volume. Our partnerships with local councils across the nation were stronger and more stable than ever.

We significantly increased our efforts to secure new channels, particularly focusing on our business-to-business (B2B) service and providing additional e-waste services to a number of our Member companies.

We were disappointed in our collection volumes in Tasmania and a reluctance by local governments there to participate in the Scheme. We plan to rectify this in 2016/17.

Collection, recycling and logistics

COLLECTION PARTNERS AND SERVICES

The cornerstone of each CA's requirements under the NTCRS is the provision of a free recycling service for the general public and small business in multiple locations across Australia.

In 2015/16 TechCollect provided 173 services across Australia (143 permanent, 30 one-off events – see pages 22-23 for a full list).

- Of the permanent services, 55 were retailer-based sites
- The remainder were predominantly run in conjunction with local government and waste management organisations



FIG 1: TOTAL WEIGHTS (KGS) OF PRODUCT COLLECTED IN EACH STATE/TERRITORY

STATE/TERRITORY	AREA	TOTAL (KG)	GRAND TOTAL (KG)
TAS	Metro	-	3,373
	Inner Regional	3,373	
	Outer Regional	-	
	Remote	-	
NT	Metro	-	39,045
	Inner Regional	20	
	Outer Regional	432	
	Remote	38,594	
ACT	Metro	389,564	389,564
	Inner Regional	-	
	Outer Regional	-	
	Remote	-	
WA	Metro	1,864,240	2,061,927
	Inner Regional	111,302	
	Outer Regional	50,111	
	Remote	36,274	
SA	Metro	2,040,171	2,578,631
	Inner Regional	313,271	
	Outer Regional	169,388	
	Remote	55,800	
QLD	Metro	5,675,628	6,013,169
	Inner Regional	314,634	
	Outer Regional	22,484	
	Remote	422	
NSW	Metro	5,463,275	6,146,532
	Inner Regional	585,042	
	Outer Regional	86,175	
	Remote	12,041	
VIC	Metro	6,563,044	7,028,027
	Inner Regional	327,870	
	Outer Regional	137,113	
	Remote	-	
AUS	AREA	TOTAL (KG)	GRAND TOTAL (KG)
	Metro	21,995,923	24,260,268
	Inner Regional	1,655,511	
	Outer Regional	465,702	
	Remote	143,131	

Total weight collected in 2015/16: 24,260 tonnes. No product was being stored at a facility other than a recycling facility at the end of 2015/16. No whole product was exported.

LOGISTICS

The second essential pillar in the program's success in 2015/16 continued to be our arrangement with Toll Global Logistics, which ensured that e-waste was efficiently and safely transported to our recyclers.

Our relationship with Toll is multi-dimensional. The organisation also provided access to its vast network of depots and staff, some of which were used to host collection events in locations as far apart as Cairns, Darwin and Hobart.

In addition to Toll, the TechCollect program's transport movements were managed by numerous other service providers such as E-Waste Management Services, as well as several of our recyclers who also provide logistics.

RECYCLERS

Again highlighting the ongoing stability and integrity of our stakeholder relationships, ANZRP retained all its recyclers:

- **E-Cycle Recovery** – South Australia
- **Endeavour Foundation** – Queensland
- **Sims Recycling Solutions** – New South Wales
- **Tes-Amm Australia** – New South Wales, Queensland, Victoria
- **Total Green Recycling** – Western Australia
- **Tox Free** (previously PGM) – Victoria

We also added two new partners:

- **CDS** – Queensland
- **Aspitech** – South Australia

Achieving regulatory targets

VOLUME RECYCLED

In 2015/16 ANZRP recovered 22,626 tonnes from the recycling of products. Total recycled product, including materials sent for disposal, was 23,457 tonnes, which – when added to the volume excess of 378 tonnes carried forward from 2014/15 – created a final volume of 23,835 tonnes. This exceeded our 2015/16 liability of 23,399 tonnes by 436 tonnes, which will carry forward to 2016/17.

The volume was sourced from a range of channels. See FIG 2: RECYCLING VOLUME CHANNELS for more information.

This successful result was again due to intensive planning and management of collections and channels to ensure that we didn't under-collect and – equally importantly – avoided significant over-collection.

A range of materials was recovered from the recycled e-waste. See FIG 3: RECYCLING SPLITS for more information.

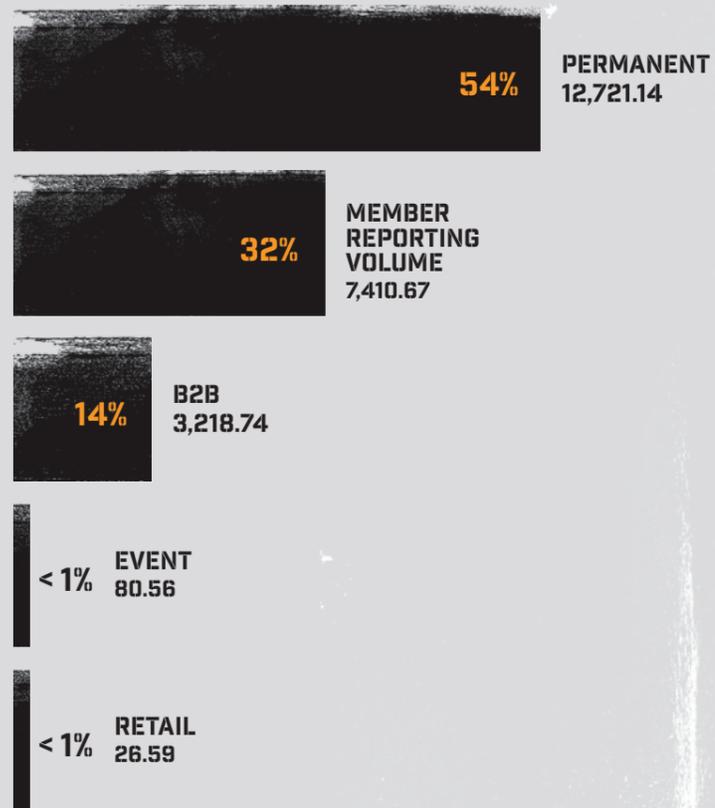


FIG 2: RECYCLING VOLUME CHANNELS (TONNES)

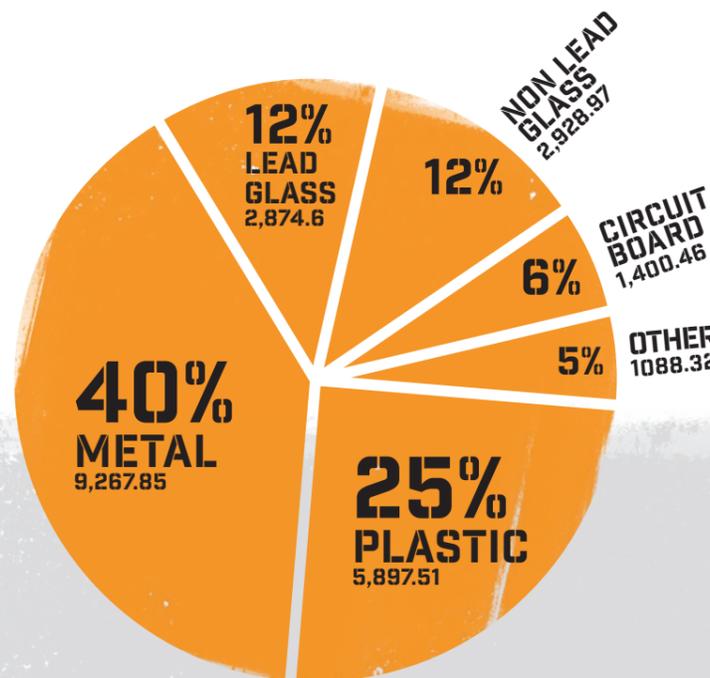


FIG 3: RECYCLING SPLITS (TONNES)

TOTAL WEIGHT OF USABLE MATERIALS	
RECOVERED	22,679.43
LANDFILLED – DOMESTIC	704.05
LANDFILLED – OVERSEAS	50.29
LANDFILLED TOTAL	754.34
MATERIAL RECOVERY TARGET (MRT)	96.68%
RECOVERED VOLUME DOES NOT INCLUDE MATERIAL AWAITING SHIPMENT	

FIG 4: DOWNSTREAM MATERIAL RECOVERY (TONNES)

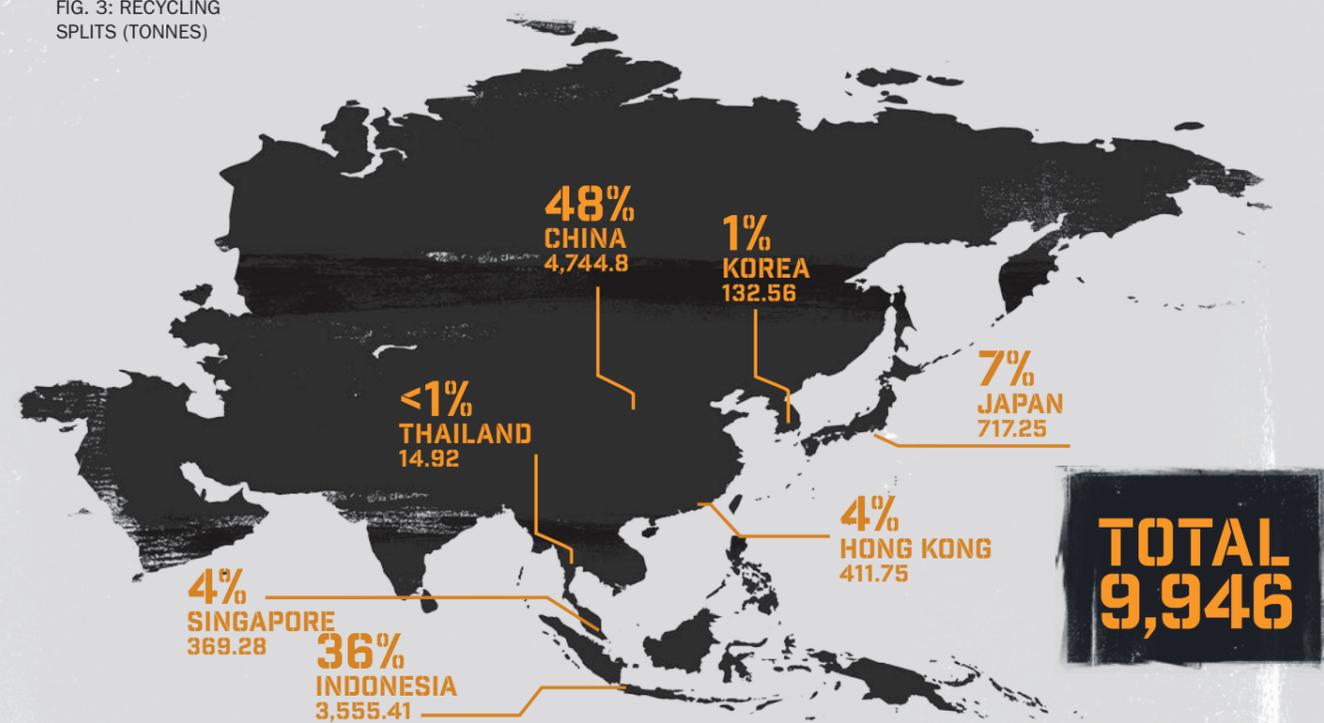


FIG 5: RECYCLED FRACTIONS EXPORTED (TONNES)

173
COLLECTION SERVICES



FIG 6: COLLECTION SERVICE AREAS

REASONABLE ACCESS

All CAs under the NTCRS need to provide Australians with Reasonable Access (RA) to a free e-waste drop-off service. The number of services and locations required are determined under the regulations.

While ANZRP provided all services required it did not achieve Reasonable Access in 2015/16, falling short of 100% on account of two of our collection service locations being some kilometres outside the RA-defined regions they were servicing. We are disappointed in our oversight which means that notwithstanding the near-presence of the two services which ensured that the two regions in question were serviced by TechCollect, the technical requirement was not met.

ANZRP ran 173 collection services in 2015/16. While a large number of services (66) was provided to metropolitan areas, regional Australia was covered through 70 services (37 to Inner

Regional, 33 to Outer Regional) and remote Australia through 37 services.

As always, the TechCollect program remained an impressively visible service far and wide across the continent: from Central Australia (Alice Springs) to the East and West Kimberleys (Kununurra, Derby, Broome) to the Pilbara, both on the coast (Port Hedland, Karratha) and inland (Tom Price, Newman), as well as remote Queensland regions such as Winton, Mount Isa and Charleville. From South Australia's gateway to the Nullarbor (Ceduna) to outback New South Wales (Lightning Ridge), and as far north as Thursday Island, Australians had the opportunity to make use of a free service offered by TechCollect.

Most notably, TechCollect continued to serve remote indigenous communities, notably in the Northern Territory in regions like Nhulunbuy, Gapuwiyak and Marngarr in Arnhem Land, and near Alice Springs.

Compliance

Carla Vasconi SUSTAINABILITY PROGRAMS MANAGER

Compliance is important because it protects workers, communities and the environment. Diverting product from landfill (through recycling and recovery of the raw materials found in e-waste) uses less resources than mining new resources and retains our finite natural resources for future generations.

RECYCLING PARTNERS

ANZRP engages Environmental Resources Management (ERM) to conduct independent site audits of its recyclers. These recycler audits cover relevant requirements of AS/NZS 5377, ISO 9001, ISO 14001 and AS/NZS 4801 as well as applicable federal, state and territory work health, safety and environment protection legislation and downstream vendor management.

All recyclers must pass ANZRP's independent site audit prior to being approved as an ANZRP recycler. Once this is done, they are required to provide updated information through an annual desktop audit and participate in further independent site audits every three years.

Three ANZRP-approved recyclers participated in independent site audits in 2015/2016 with positive results. ANZRP worked collaboratively with each recycler to ensure timely and satisfactory resolution of audit findings.

COLLECTION PARTNERS

Our collection partners are also reviewed to ensure compliance with relevant legislation and standards. Prior to becoming a collection partner, ANZRP performs a risk assessment of the site covering licencing, insurance and state and territory work health, safety and environmental protection legislation and collection and storage requirements of AS/NZS 5377. Once a collection partner passes ANZRP's risk assessment, they are required to provide updated information annually and participate in ongoing site or desktop audits.

LOGISTICS

We audit our key logistics partners to ensure compliance with relevant legislation and standards. They undergo an annual desktop audit covering transport and storage requirements of AS/NZS 5377 and relevant state and territory work health, safety and environmental legislation, regulated waste transport and dangerous goods transport legislation.

The results of our audits through 2015/16 have been positive, demonstrating compliance with relevant legislation and AS/NZS 5377.

The audit findings have allowed us to continually improve the TechCollect program, educate partners and ensure compliance with relevant legislation.

OHS AND ENVIRONMENTAL INCIDENTS

There were no reportable incidents from our suppliers in 2015/16.

That there were no incidents is due in part to certified management systems which govern our collection partners' approach to HSE management and hazard reduction. ANZRP also consistently reinforces to our partners our own commitment to responsible recycling practices that result in resource conservation and protect the health and safety of our workers and the public.

ANZRP CARBON FOOTPRINT

ANZRP engaged Lifecycles to calculate the average carbon footprint value for the recycling of one tonne of mixed television and computer waste using the life cycle assessment methodology.

- The assessment included emissions associated with collecting, recycling and the downstream processing of e-waste and the benefits associated with avoiding the production of virgin materials.
- It was found that when ANZRP recycles one tonne of e-waste this resulted in a saving of 981 kgCO₂e emissions. In 2015/16 this equated to avoiding 23,012 tCO₂e emissions (on the basis of 23,458 tonnes of e-waste being recycled by ANZRP).
- The CO₂ burden associated with collecting, recycling and processing the e-waste is entirely offset by the benefits associated with avoiding the production of virgin materials: in particular, iron, aluminium, copper and platinum group metals.

This carbon footprint will provide a baseline for improvement and an opportunity to engage with our Members and other stakeholders on improving environmental performance.



Tim Fullerton NATIONAL MARKETING MANAGER



Marketing and communications activities

As has been the case since the Scheme's inception, ANZRP far exceeded the activities of other CAs in promoting its free e-waste recycling service, as well as developing significant educational strategies for a range of audiences.

We continued to work closely with several valued service providers to achieve our goals, in particular our creative agency Vitamin X and communications agency Howorth Communications. Our activity included a year-long PR calendar that ensured a constant level of positive coverage for ANZRP, TechCollect, its partners and its Members.

PROMOTING THE SERVICE AND BUILDING THE BRAND

The NTCRS requires each CA to ensure that the public has access to information about its collection services. TechCollect maintained an informative and user-friendly website in 2015/16 with all details about its permanent and event services.

Online and social media continued to efficiently drive day-to-day awareness of the TechCollect program.

However, in line with our broader product stewardship objectives, we did a great deal more to spread the word about our services and activities.

Among our other initiatives for the year we:

- Conducted a Young E-Waste Hero competition encouraging primary school students to become e-waste ambassadors
- Conducted our first annual Waste Not, Want Not Day targeting the business community and workplaces across Australia – which achieved major awareness and coverage
- Developed new educational collateral for schools, posted on our website and promoted via other channels
- Conducted research of residential households about their attitudes to e-waste recycling, forming the basis for the highly successful PR E-Waste Knowledge Gap awareness campaign (yielding over 70 individual media clips)
- Promoted numerous one-off TechCollect events and permanent sites via social media activity
- Supported collection services with individual marketing collateral, signage and advice.

THOUGHT LEADERSHIP

Alongside activity directly related to collection services, we continued building ANZRP's credentials as a leading authority not just in the field of e-waste collection and recycling, but the broader scope of product stewardship in Australia.

In 2015/16 we:

- Conducted two thought leadership forums for Liable Parties and other industry stakeholders
- Conducted the Privacy Puzzle Thought Leadership Forum focusing on the challenge of consumer privacy concerns
- Undertook research on a range of regulatory matters – particularly the issue of available waste – as preparation for the impending review of the Product Stewardship Act and NTCRS
- Participated in sustainability and waste conferences across the country, including presentations and panels
- Attended a series of meetings held with LGAs by the Regulator in every state and the Northern Territory
- Secured multiple interviews with ANZRP CEO Carmel Dollisson in a range of media, both print and electronic
- Distributed regular Unplugged newsletters to collection partners and Connections newsletters to Members

- Conducted bi-monthly Member forums to canvas Member insights and share information about the program
- Issued two versions of the ANZRP 2015/16 Annual Report, including (a) a version for Members and (b) a version for publication on the Regulator's website, and held an AGM for Members in October
- Met with key environmental journalists for 1:1 meetings to discuss industry issues and challenges
- Maintained regular contact with key stakeholders and other schemes in the product stewardship space
- Conducted surveys of our key stakeholders (Members and collection partners) to determine levels of satisfaction with the TechCollect program, with extremely positive results (our Member survey indicating an overall satisfaction level of 93%)
- Focused consistently on Member retention and acquisition strategies
- Sponsored Planet Ark's Recycling Near You website

The program achieved at least 270 media clips throughout the year – across print, electronic and online – promoting the service and our views on the state of e-waste recycling in Australia. This is vastly more clips than in 2014/15, when the number was 60+.

PRESS ROOM: MEDIA COVERAGE HIGHLIGHTS

Solving the privacy puzzle

Inside Waste
10.06.16

45% of Australians do not recycle e-waste: TechCollect

Good Gear Guide
10.02.16

Data security stops 40% of Aussies from recycling

CRN
10.02.16

Free recycling service TechCollect claims growing e-waste knowledge gap

iTWire
10.02.16

Office workers urged to support 'Waste Not, Want Not' Day

Stationary News
30.11.15

TechCollect urges firms to mark 'Waste Not, Want Not Day'

Waste Management Review
24.11.15

TechCollect calls on businesses to save the date

Business Environment Network
23.11.15

Young heroes want to defeat e-waste

Appliance Retailer
15.09.15

PERMANENT AND EVENT COLLECTION SERVICES 1 JULY 2015 – 30 JUNE 2016



LOCATION	STATUS	STATE
Fyshwick	Event	ACT
Mitchell *	Permanent	ACT
Armidale	Event	NSW
Auburn	Event	NSW
Auburn	Event	NSW
Black Hill	Event	NSW
Broadmeadow	Event	NSW
Clarendon *	Event	NSW
Frenchs Forest	Event	NSW
Miranda *	Event	NSW
Orange	Event	NSW
Parramatta *	Event	NSW
Singleton	Event	NSW
St Ives *	Event	NSW
St. Peters	Event	NSW
Toormina	Event	NSW
Albury	Permanent	NSW
Balgowlah	Permanent	NSW
Barham	Permanent	NSW
Broken Hill	Permanent	NSW
Burwood	Permanent	NSW
Cobar	Permanent	NSW
Dalmeny	Permanent	NSW
Dubbo	Permanent	NSW
Griffith	Permanent	NSW
Ingleside	Permanent	NSW
Inverell	Permanent	NSW
Katoomba	Permanent	NSW
Kincumber	Permanent	NSW
Lightning Ridge	Permanent	NSW

LOCATION	STATUS	STATE
Lismore	Permanent	NSW
Matraville	Permanent	NSW
Moree	Permanent	NSW
Mortdale	Permanent	NSW
Moruya	Permanent	NSW
Moss Vale	Permanent	NSW
North Wollongong	Permanent	NSW
Silverwater	Permanent	NSW
Stotts Creek	Permanent	NSW
Tamworth	Permanent	NSW
Taree	Permanent	NSW
Tweed Heads	Permanent	NSW
Wagga Wagga	Permanent	NSW
Walgett	Permanent	NSW
Wetherill Park	Permanent	NSW
Woy Woy	Permanent	NSW
East Arm	Event	NT
Alice Springs	Permanent	NT
Alice Springs	Permanent	NT
Angurugu	Permanent	NT
Gapuwiyak	Permanent	NT
Galiwinku	Permanent	NT
Groote Eylandt	Permanent	NT
Katherine	Permanent	NT
Marngarr	Permanent	NT
Milingimbi	Permanent	NT
Milyakburra	Permanent	NT
Nhulunbuy	Permanent	NT
Nhulunbuy	Permanent	NT
Ramingining	Permanent	NT

LOCATION	STATUS	STATE
Tennant Creek	Permanent	NT
Mount St John	Event	QLD
Portsmith	Event	QLD
Yandina	Event	QLD
Bowen	Permanent	QLD
Browns Plains	Permanent	QLD
Bundaberg	Permanent	QLD
Caboolture	Permanent	QLD
Capalaba	Permanent	QLD
Charleville	Permanent	QLD
Clontarf	Permanent	QLD
Emerald	Permanent	QLD
Gladstone	Permanent	QLD
Glenella	Permanent	QLD
Goondiwindi	Permanent	QLD
Gracemere	Permanent	QLD
Gympie	Permanent	QLD
Ipswich	Permanent	QLD
Kippa Ring	Permanent	QLD
Loganholme	Permanent	QLD
Longreach	Permanent	QLD
Maryborough	Permanent	QLD
Moranbah	Permanent	QLD
Mount Isa	Permanent	QLD
Nudgee	Permanent	QLD
Rocky Point	Permanent	QLD
Roma	Permanent	QLD
The Common	Permanent	QLD
Thursday Island	Permanent	QLD

LOCATION	STATUS	STATE
Thursday Island	Permanent	QLD
Toowoomba	Permanent	QLD
Willawong	Permanent	QLD
Winton	Permanent	QLD
Ceduna	Event	SA
Gepps Cross	Event	SA
Beverley	Permanent	SA
Bordertown	Permanent	SA
Cambrai	Permanent	SA
Gladstone	Permanent	SA
Goolwa	Permanent	SA
Hahndorf	Permanent	SA
Loxton	Permanent	SA
Mount Gambier	Permanent	SA
Port Lincoln	Permanent	SA
Renmark West	Permanent	SA
Rostrevor	Permanent	SA
Roxby Downs	Permanent	SA
Seaford Heights	Permanent	SA
St Agnes	Permanent	SA
Strathalbyn	Permanent	SA
Tailem Bend	Permanent	SA
Tumby Bay	Permanent	SA
Two Wells	Permanent	SA
Waikerie	Permanent	SA
Walleroo	Permanent	SA
Whyalla	Permanent	SA
Willowie	Permanent	SA

LOCATION	STATUS	STATE
Yankalilla	Permanent	SA
Latrobe	Event	TAS
Moonah	Event	TAS
Western Junction	Event	TAS
Derrimut	Event	VIC
Forest Hill	Event	VIC
Geelong	Event	VIC
Seaford	Event	VIC
Shepparton	Event	VIC
Warrnambool	Event	VIC
Braeside	Permanent	VIC
Brighton	Permanent	VIC
Camberwell	Permanent	VIC
Clayton South	Permanent	VIC
Cranbourne	Permanent	VIC
Dandenong	Permanent	VIC
Dandenong	Permanent	VIC
Dandenong South	Permanent	VIC
Daylesford	Permanent	VIC
Eaglehawk	Permanent	VIC
Eaglehawk	Permanent	VIC
Forge Creek	Permanent	VIC
Hoppers Crossing	Permanent	VIC
Horsham	Permanent	VIC
Horsham	Permanent	VIC
Lardner	Permanent	VIC
Malvern	Permanent	VIC
Moonee Ponds	Permanent	VIC

LOCATION	STATUS	STATE
Moorabbin	Permanent	VIC
Noble Park	Permanent	VIC
Notting Hill	Permanent	VIC
Vermont South	Permanent	VIC
Wodonga	Permanent	VIC
Albany	Permanent	WA
Balcatta	Permanent	WA
Bandy Creek	Permanent	WA
Bayswater	Permanent	WA
Broome	Permanent	WA
Broome	Permanent	WA
Bunbury	Permanent	WA
Carnarvon	Permanent	WA
Derby	Permanent	WA
Fremantle	Permanent	WA
Geraldton	Permanent	WA
Henderson	Permanent	WA
Kalgoorlie	Permanent	WA
Karratha	Permanent	WA
Kununurra	Permanent	WA
Narrogin	Permanent	WA
Newman	Permanent	WA
Port Hedland	Permanent	WA
Red Hill	Permanent	WA
Spearwood	Permanent	WA
Tom Price	Permanent	WA
Vasse	Permanent	WA
Walliston	Permanent	WA

FOR A FULL LIST OF TECHCOLLECT'S CURRENT COLLECTION SERVICE LOCATIONS,
VISIT WWW.TECHCOLLECT.COM.AU

* Member run event

ANZRP Members for 2015/16

MEMBER ABN	MEMBER NAME	DATE JOINED	DATE LEFT
46002510054	APPLE PTY LTD	14/05/2012	NA
17001393835	BROTHER INTERNATIONAL (AUST) PTY LTD	27/04/2012	NA
66005002951	CANON AUSTRALIA PTY LTD	19/04/2012	NA
52050332940	CISCO SYSTEMS AUSTRALIA PTY LTD	29/05/2012	NA
83218750498	COMPETITION TEAM IRELAND LTD	02/07/2012	NA
58374786475	DELL ASIA PACIFIC SDN	14/03/2014	NA
46003855561	DELL AUSTRALIA PTY LTD	27/04/2012	NA
89718746791	DELL GLOBAL B.V. (SINGAPORE BRANCH)	27/04/2012	NA
40167252806	ELGIN ESTATES PTY LTD	01/07/2015	NA
78502141245	EMC INFORMATION SYSTEMS INTERNATIONAL	17/04/2012	NA
91002625783	EPSON AUSTRALIA PTY LTD	16/04/2012	NA
38114305494	FOXCONN AUSTRALIA PTY LTD	27/04/2012	NA
26103964629	FUJI XEROX ASIA PACIFIC PTE LTD	10/05/2012	NA
63000341819	FUJI XEROX AUSTRALIA PTE LTD	01/07/2015	NA
94063886199	FUNTASTIC LTD	24/12/2014	NA
74001016593	GOODSON IMPORTS PTY LTD	12/11/2012	NA
74004394763	HEWLETT-PACKARD AUSTRALIA PTY LTD	20/04/2012	NA
65005610079	HITACHI DATA SYSTEMS AUSTRALIA PTY LTD	26/06/2012	NA
13878074746	HON HAI PRECISION INDUSTRY CO LTD	27/04/2012	NA
65005610079	HUAWEI TECHNOLOGIES (AUSTRALIA) PTY LTD	25/09/2015	NA
79000024733	IBM AUSTRALIA LTD	29/05/2012	NA
78139853544	KING WORLD DEVELOPMENTS PTY LTD	22/08/2013	NA
77003852444	KYOCERA DOCUMENT SOLUTIONS AUSTRALIA PTY LTD	31/05/2012	NA
54113965825	LASER CORPORATION HOLDINGS PTY LTD	15/11/2012	NA
86050148466	LEXMARK INTERNATIONAL (AUSTRALIA) PTY LTD	15/05/2012	NA
28800834040	LEXMARK INTERNATIONAL TECHNOLOGY SA	01/07/2015	NA
59547297213	MICROSOFT REGIONAL SALES CORPORATION	15/05/2012	NA
91058914784	MULTIMEDIA TECHNOLOGY PTY LTD	20/06/2012	NA
96243340910	PEGATRON CORPORATION	01/07/2015	NA
14171054462	PRIMAX ELECTRONICS LTD	03/04/2012	NA
82456481234	QISDA CORPORATION	30/05/2012	NA
66305473245	QUANTA COMPUTER INC	15/05/2012	NA
11000614577	SCHOLASTIC AUSTRALIA PTY LTD	21/06/2012	NA
40003039405	SHARP CORPORATION OF AUSTRALIA PTY LTD	27/06/2012	NA
85169418197	SOFTLAYER TECHNOLOGIES AUSTRALIA PTY LTD	01/07/2015	NA
14101175286	SOFTLINE AUSTRALIA DISTRIBUTION PTY LTD	01/07/2015	NA
48169820553	STINGRAY PC PTY LTD	30/06/2016	NA
27571860044	SUZHOU RAKEN TECHNOLOGY CO. LTD	12/12/2013	NA
16898438694	THE LEADER COMPUTER WHOLESALE TRUST	28/09/2012	NA
33006122676	THE REJECT SHOP LTD	01/07/2015	NA
24476738279	THE TRUSTEE FOR COM 1 UNIT TRUST	01/07/2015	NA
48519435863	THE TRUSTEE FOR HUANG & ZHANG FAMILY TRUST	01/07/2015	NA
49097104492	THE TRUSTEE FOR THE COAST RV UNIT TRUST	22/06/2012	NA
18084618543	TOP VICTORY INVESTMENTS LTD	14/06/2012	NA
19001320421	TOSHIBA (AUSTRALIA) PTY LTD	24/04/2012	NA
64009686097	TOYOTA MOTOR CORPORATION AUSTRALIA LTD	24/08/2012	NA
71161685874	WEALTH BUILD AUSTRALIA PTY LTD	30/10/2015	NA
16962466872	WISTRON CORPORATION	14/06/2012	NA

Yvonne Terry ADMINISTRATION AND ACCOUNTS OFFICER



Recycling e-waste responsibly

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Level 6, 30 Collins Street,
Melbourne, Victoria 3000

T +613 9020 2222

F +613 8609 1269

www.anzrp.com.au