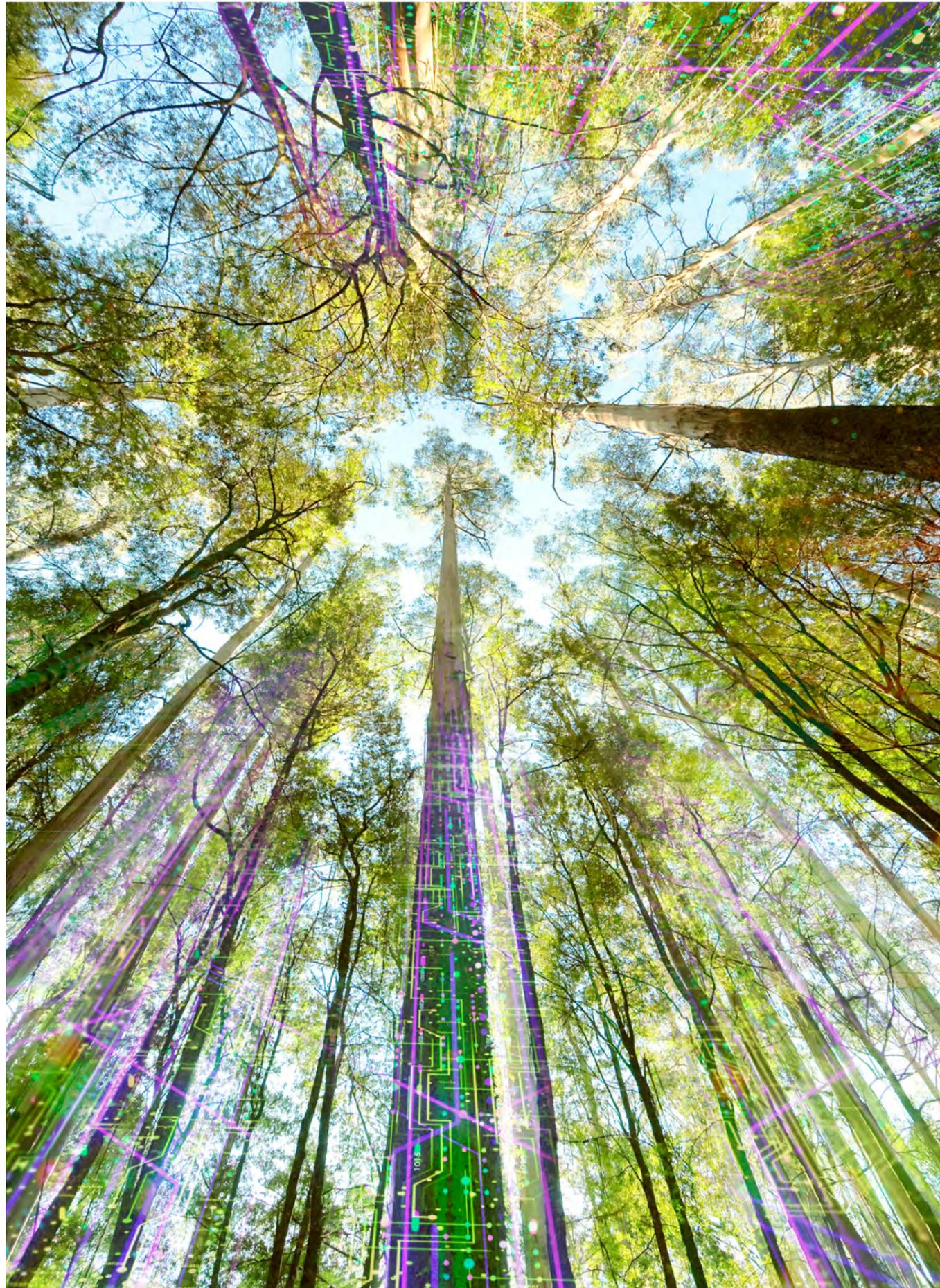


2020/21 ANNUAL REPORT



**ANZRP**  
AUSTRALIA NEW ZEALAND  
RECYCLING PLATFORM





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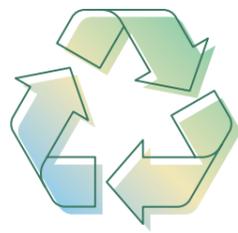
2020 / 21

# YEAR AT A GLANCE

THIS IS HOW MUCH WE HAVE COLLECTED AND RECYCLED —



**COLLECTED**  
**22,034**  
**TONNES**  
OF E-WASTE

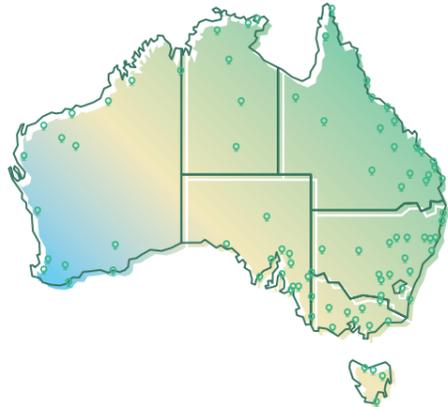


**RECOVERED**  
**19,462**  
**TONNES**  
OF MATERIALS FROM THE  
RECYCLING OF E-WASTE

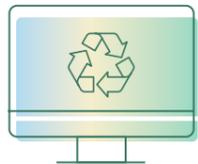
**21,454 TONNES OF MATERIAL RECYCLED**

REASONABLE ACCESS —

**ACHIEVED**  
**100% COMPLIANCE**  
THROUGH  
**285 TECHCOLLECT**  
**COLLECTION SITES**



**TOTAL MATERIAL**  
**RECOVERY RATE OF 94%**



ACCUMULATED E-WASTE COLLECTIONS  
SURPASSED THE

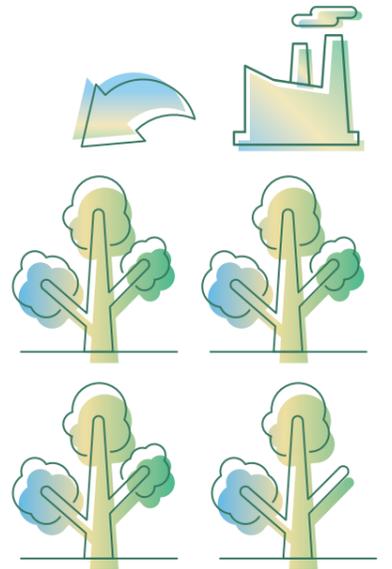
**200,000 TONNE MARK**

(FROM 2011/12 TO 2020/21) —  
THIS IS EQUIVALENT TO PREVENTING

**OVER 259,000 TONNES**  
**OF CO<sub>2</sub>E EMISSIONS**

FROM ENTERING THE ATMOSPHERE -  
EQUIVALENT TO PLANTING MORE THAN

**3.8 MILLION TREES.**

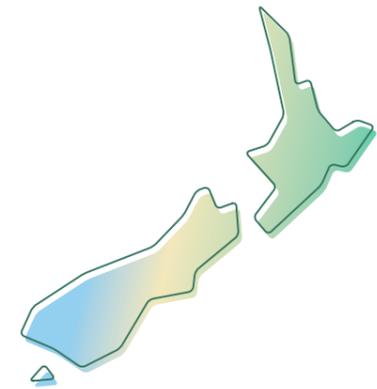


**TechCollect NZ**

HAS COLLECTED AND RECYCLED MORE THAN

**77 TONNES**

SINCE COMMENCING OPERATIONS



MEMBER ANNUAL SURVEY — ANZRP  
ACHIEVED A NET PROMOTER SCORE OF

**8.6**  
**10**



# CHAIR'S MESSAGE

As Chair of the ANZRP Board, I am honored to present the 2020–21 Annual Report. In this our ninth year of operation I am extremely proud of our achievements, most notably delivering yet another year of solid growth, meeting all regulatory targets, and achieving our budgeted outcomes. From the start of our journey in 2012, consistency, transparency and dependability have been the hallmarks of our approach and a strong commitment to service delivery has been instrumental to our performance and longevity.



I would like to acknowledge the significant contributions made by our Board members and our dedicated staff in working together to achieve yet another strong result. In the midst of a global pandemic and ever-changing competitive landscape, ANZRP has stood firm where others have withdrawn from the marketplace. It is a testament to our Not-for-Profit structure, member loyalty and the solid values imbued in every facet of our operations that despite adverse and challenging conditions, we remain focused and determined more than ever to exceed the expectations of our members.

Over the past 12 months ANZRP has continued to focus on effectively managing a sustainable and responsible end-of-life electronics recycling program. I am pleased to report that these efforts have strengthened our position as a true market leader. Our voice is recognised across industry and in government, where we are regarded as a thought leader, and a reputable source of knowledge on Australia's National Television and Computer Recycling Scheme (NCRS).

## RESULTS

This year we collected 22,034 tonnes of e-waste and recovered 19,462 tonnes of materials from the recycling of e-waste. This was achieved through our national free drop off service provided through 285 dedicated TechCollect sites helping achieve 100% regulatory compliance. Testimony to our commitment towards sustainable outcomes was our material recovery rate of 94%.

In addition to this, we also reduced operational costs whilst maintaining the highest standards of collection, recycling and compliance. Once again, we have met, or exceeded, all compliance and regulatory targets.

## HIGHLIGHTS

### 1. Member retention

ANZRP continues to provide members with comfort in the knowledge their regulatory compliance requirements are achieved in a socially and environmentally responsible manner, whilst providing Australians with a simple yet convenient solution to easily recycle their unwanted televisions, computers, printers and peripherals.

For this reason, a continued highlight has been the strong level of member loyalty and retention. In spite of aggressive competition in the last fiscal year, ANZRP was not only able to retain its member base but grow it as well.

I am also delighted to look around the Board of ANZRP and see names like Dell, Canon, HP, Toshiba and Fujifilm all taking an active role in the formulation of our strategies and the governance of our business. We acknowledge these organisations who have stood alongside ANZRP from our inception and have remained with us because of the value we provide, our commitment to a sustainable economy, and the transparency we provide.

### 2. Mobile e-Waste Factory (MeWF)

The establishment of the MeWF was a relatively modest financial step. Yet strategically it is proving to be an important move into recycling and processing of e-waste as it has provided ANZRP with an invaluable insight into the complexities and challenges of operating a recycling facility.

To provide services to regional and rural Victoria for e-waste management, we realised that it would be more efficient and cost effective to undertake first stage processing of e-waste at its source rather than transporting it to a central location. This approach reduces the weight and bulk of the material that needs to be transported thereby reducing logistics costs.

Supported with a grant from Sustainability Victoria, we commissioned our first e-waste recycling facility securely housed in a 40 ft container. The facility can be placed on the back of a truck and transported to different regional locations, wherever the demand for e-waste processing exists.

Regrettably, COVID-19 has had a significant impact on our ability to transport and collect waste. However, in spite of the challenges, we have formed a strong relationship with host site Citywide Services where the facility's dedicated personnel are successfully processing e-waste for the City of Melbourne and a collection of inner metropolitan councils. Looking towards the future, we look forward to forging a successful outcome and servicing the needs of Victoria's regional communities.

### 3. Advocacy

Throughout this year, frequent engagement with the scheme regulator in the Australian Department of Agriculture, Water and the Environment, has allowed us to advocate in the best interests of the NCRS on behalf of members. We continue to push for a 'level playing field' and to lobby government to enforce the highest recycling standards. This year we invested considerable effort in the creation of a white paper recommending a number of enhancements to the scheme.

In addition to the white paper, we also undertook a comprehensive investigation on the inevitable move towards full Waste Electrical and Electronic Equipment (WEEE). As is the case in many European countries, learnings from Europe show that transitioning towards full WEEE in Australia will have its challenges. Our focus is to act in the interests of all members and provide a strong voice in the creation of policy regarding this important step. Ultimately, our goal is for ANZRP to be well placed and take a first mover advantage when full WEEE becomes a reality.

### 4. TechCollect NZ

The NZ in ANZRP has truly become a reality. We are now developing and expanding our service, through TechCollect NZ, to our members on both sides of the Tasman.

The New Zealand Government has also appointed TechCollect NZ to project manage the industry's co-design initiative to establish a functional regulatory framework for an e-waste product stewardship program. We have established solid working relations with the New Zealand Government and industry and look forward to seeing an electronic product stewardship plan become a reality in 2022.

## CHALLENGES AHEAD

The impact of COVID-19 has been enormously challenging for us, however, I am pleased to advise that ANZRP's transition from the office to working remotely has been seamless. All credit to our team who have managed the move so effectively.

Moving forward, I believe our greatest challenge is to be well prepared for inevitable change. It is evident that the mixed plastic waste export ban, which came into effect from 1 July 2021 will have a significant and lasting impact on the NCRS. We are currently examining our options to meet this challenge being mindful of both financial and environmental impacts. As export restrictions tighten from July 1, 2022, we need to be well-positioned to manage that liability.

Another challenge is to drive technological efficiencies and further reduce our costs while maintaining or exceeding our standards. We are constantly striving to improve efficiencies while adding value to our members and stakeholders. From the very beginning, ANZRP set out to build a sustainable long-term solution to e-waste management. As we complete another strong year, we continue to push for further efficiencies creating value without compromise on our standards.

To conclude, I would like to thank our members for their continued loyalty and the contribution they've made not only over this past year but since our inception. We simply cannot hope to achieve these results without their loyalty and participation. I also want to acknowledge Warren Overton and his team for their outstanding contribution towards ANZRP's continued success. And finally, I wish to acknowledge my fellow board members for their commitment and engagement throughout the year.

Mark Mackay  
Chair

A handwritten signature in black ink, appearing to read 'Mark Mackay', written over a light blue background.

# CEO'S REPORT

ANZRP completes another successful year in fulfilling our commitment to members and developing innovative opportunities to support the circular economy. Our performance over 2020/21 has continued to meet and exceed the highest industry standards for the collection and recycling of e-waste.

The provision of socially responsible and sustainable recycling solutions for the disposal of e-waste is our number one priority. To that end, ANZRP has been working on a range of new and exciting ventures during 2020/21 which include the launch of our Mobile e-Waste Factory (MeWF) and the success of TechCollect in New Zealand.

ANZRP exists to serve the needs of our members to ensure their obligations under the National Television and Computer Recycling Scheme (NCRS) are met. In pursuit of our goals, and despite the limitations imposed by the COVID-19 pandemic, ANZRP has delivered a strong financial result while, at the same time, delivering a lower member price.

Our members expect more than just a good price from us. They expect and receive a great service built on integrity, honesty and transparency. To enable us to invest in improving our service we introduced a three-year membership offer. The uptake to this offer has been extremely popular, reflecting the level of loyalty and commitment from our members. We appreciate this support and through it will strive to improve our level of service.

## FROM STRENGTH TO STRENGTH

Over the 2020/21 financial year, ANZRP has gone from strength to strength. In fact, we made some great progress in a dynamic, challenging and very competitive environment. This reflects well on our established business systems and our resilience to deal with significant and dramatic changes.



In an increasingly competitive market, ANZRP has remained stoic in its approach towards quality, transparency and integrity. Simply speaking – it's not just about price. Of importance to our success and our role as a respected provider in the industry is that we strive to not only reach, but exceed our regulatory targets.

- Once more, ANZRP met its Recycling Target: the total collected product that was processed (including materials sent for disposal) was 21,454 tonnes, with 19,462 tonnes recovered into useable materials.

- Reasonable access was achieved exceeding regulatory requirements. ANZRP achieved 100% compliance facilitated through our 285 collection sites. This comprised of 279 permanent locations, and 6 one-off e-waste collection events.
- Achieved a total material recovery rate of 94%

The year was also marked by significant challenges and opportunities. Most notably, international markets for recycled materials continued to contract, affected by legislative changes both here and abroad. On the positive side, this has paved the way for ANZRP to drive new and exciting initiatives in Australia to improve collection services whilst investing in new recycling technology. With the ongoing support of our loyal members and dedicated Board, we have continued to grow and provide measurable outcomes enhancing our industry.

The role ANZRP plays as an advocate for the industry and our members is one of the factors that sets us apart from competitors. As the leading Co-regulatory Arrangement within the NTCRS, we play a vital role by advising government on ways to improve the scheme and the benefits of doing so. We have actively contributed to government reviews of the NTCRS. In August 2020 we published a whitepaper that highlights a series of recommendations and options to broaden the scope of the NTCRS to include all electrical and electronic equipment ('EEE').

Many of our recommendations have been taken onboard and some changes have already been made. There are, however, many more significant issues that we are pressing to be addressed. On behalf of our members, we will continue being front and centre as we put forward a strong position. I am very thankful to a number of key members who consistently provide input as well as share their experience from other countries to help us provide sound counsel to government.

Our work in New Zealand and the expansion of the TechCollect NZ program has yielded some very positive results. Throughout 2020/21, an increasing number of e-waste drop-off sites have come onboard from across New Zealand. We have made substantial progress in recommending a functional regulatory framework for an e-waste product stewardship program for New Zealand. Through our endeavours to work closely with the New Zealand Government, our members and a wide stakeholder group, we are helping create a sustainable future for the people of New Zealand.

Moving back home, ANZRP has developed capacity to provide regional areas of Victoria with e-waste recycling options through the launch of our MeWF. Established with a grant from Sustainability Victoria, the MeWF will encourage further recycling of e-waste and plastic and help Victoria achieve its circular economy goals. Its operation is currently curtailed by COVID-19 restrictions, but once those restrictions are lifted we expect the MeWF to become a practical and popular e-waste recycling solution.

Another venture I am particularly pleased about is the National Product Stewardship Investment Fund (NPSIF) grant we obtained

to develop a pilot sporting goods product stewardship program. This project, in partnership with Amer Sports, will collect and recycle over 50t of sports equipment and lay the foundation for an ongoing program. Whilst a departure from e-waste, the project utilises the extensive experience we have developed and further cements our position as a leading provider of product stewardship services.

The global COVID-19 pandemic has been a major challenge for all of us. ANZRP staff have been amazing and their commitment has allowed us to continue to provide a great service through these difficult times. We responded quickly and seamlessly moved to working remotely.

We have experienced some reduction in e-waste collections during local shutdowns but no major impact on our operations. Despite the challenges presented by COVID-19 and operating in a highly competitive market, my team has continued to work with professionalism and dedication to achieve the expectations of all members. I wish to thank them all for their hard work and commitment over the last year.

Keeping up to date on current technological and innovative trends whilst ensuring we operate on a level-playing field will continue to be difficult as we move forward. ANZRP constantly evaluates better ways of conducting business, allowing us to reduce costs whilst adding value to our members.

The future looks bright with plenty of opportunity to expand the work ANZRP performs as the government and community push for more product stewardship and a concrete move towards the circular economy. Success for ANZRP is to continually meet and exceed our member needs in a cost-effective, sustainable and responsible manner. We will continue our drive to combine excellent business practice with innovation, helping achieve real and positive circular outcomes.

Finally, I would like to thank everyone who makes ANZRP the successful and forward-looking organisation that it is, including our dedicated employees, loyal members, suppliers and business partners. It's through their support and efforts that ANZRP will prosper and continue on its successful trajectory into the future.

**Warren Overton**  
CEO – ANZRP

A handwritten signature in blue ink, appearing to read 'W. Overton', written over a light blue grid background.

# ANZRP BOARD

Governed by a Board of Directors comprising of four Member Directors and three Independent Directors, ANZRP's Board is elected by its member organisations.

Responsibilities include the governance, management and strategic direction of the organisation and ensuring the realisation of performance targets in accordance to ANZRP's strategic goals and objectives.

All ANZRP members are eligible to nominate a representative to sit on the Board. Once the membership has elected its representative(s), it then appoints a Chairperson whose duties include chairing meetings of the Board of Directors, setting meeting agendas in conjunction with the Company Secretary, managing and providing leadership to the Board of Directors, and acting as a direct liaison between the Board and the Company's management, through the CEO.

The Board's primary responsibilities include:

- Providing strategic direction in conjunction with the CEO;
- Monitoring the attainment of ANZRP's strategies and objectives;
- Monitoring the performance and financial position of ANZRP;
- Driving organisational change to improve member return;
- Ensuring ANZRP's affairs are conducted with transparency and accountability;
- Assuring principal risks are identified and managed;
- Reviewing and approving ANZRP's internal compliance and control systems, and codes of conduct;
- Ensuring financial and reporting mechanisms provide adequate, accurate and timely reporting; and
- Overseeing regulatory compliance.



**Mark Mackay**

*Chair*

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

Mark transitioned from Executive roles to the Boardroom in 2008, graduating from the AICD in 2009 before joining ANZRP in 2012 as its foundation Chair. He joined PaperCut Software in 2013 as a Strategic Business Adviser and became Chairman in 2015. Mark is also a Director of Community Care Chemists and is the newly appointed Chair of TechCollect NZ and WeCollect.



**Mark Whittard**

*Toshiba Australia Pty Ltd*

Mark has 35+ years IT industry experience including 25+ years in consumer electronics. Currently he is the Managing Director of Toshiba (Australia) and Dynabook ANZ, overseeing operations in Australia and New Zealand. This includes Electronic Imaging, Information Systems, Research and Development and Corporate Services divisions.

Prior to joining Toshiba (Australia), he worked with Control Data, Digital Equipment Corporation and Compaq, where he held senior roles including Director of Product Marketing, PC and Workstation Marketing Manager, and several high-profile sales and business development roles.

A background in structural engineering, Mark was at the forefront of early computer aided design and manufacturing. He has studied at the Institute of Technology in Sydney, Harvard University, and Massachusetts Institute of Technology. He is also a member of the Australian Institute of Company Directors.



**Rhys Huett**

*Fujifilm Business Innovation Australia*

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

He has 15 years of technical experience working for major commercial brands reducing waste and emissions. Currently serving as General Manager - Customer Service Organisation for Fujifilm Business Innovation Australia, where his focus is on the customer service organisation improving cost control, labour optimisation, customer experience and positive environmental outcomes.

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



**Claudia Bels**

*Independent Director*

Claudia is a Non-Executive Director and Committee Chair with over 30 years' commercial and governance experience across a range of industries.

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

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

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

## Kerry Osborne

*Independent Director*

Kerry is the Managing Partner of Melbourne based professional mentoring consultancy, The Leader's Mentor. His knowledge and strengths lie in corporate, operational, leadership, financial acumen and in organisational & cultural change programs.

Kerry has held a number of senior roles in government, engineering, waste and environmental service industries in both Australia and New Zealand, including Chief Executive Officer of Court Services Victoria, Managing Director / CEO for Citywide Services and Chief Executive of Eastworks Corporation (NZ).

He currently Chair of two companies in the Services / Environmental sectors and is a non-executive Director for three others (including Sustainability Victoria). Kerry holds both Business and Engineering qualifications and is a Fellow of the Australian Institute of Company Directors.



## Janet Leslie

*Canon Australia Pty Ltd*

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

Janet is a strong advocate for national, multi stakeholder product stewardship initiatives in Australia and New Zealand, including the Cartridges for Planet Ark Program the Australian Battery Recycling Initiative, and has a strong focus on health, safety and environmental standards.

A founding Director of ANZRP, Janet is also Chair of the of the Corporate Social Responsibility Policy Advisory Network (CSR PAN) of the Australian Information Industry Association.

She holds a Bachelor of Arts in Human Sciences, an MBA and is a Graduate of the Australian Institute of Company Directors.



## John Edgecombe

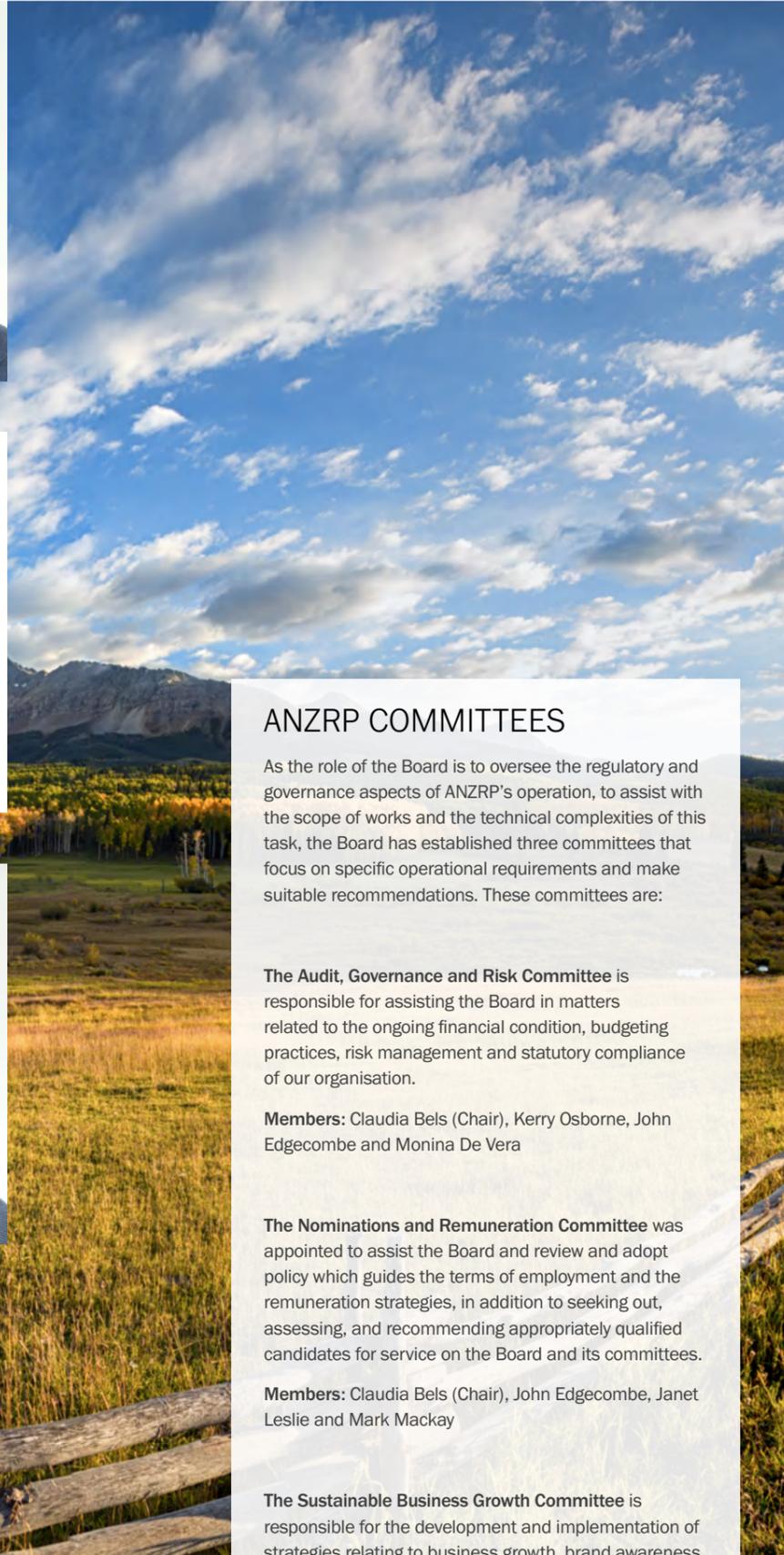
*Dell Australia and New Zealand*

John currently serves as the Asia-Pacific Japan China (APJC) Regional Pricing Senior Director for Dell Technologies Infrastructure and Solutions Group.

A strong advocate of responsible and sustainable product stewardship, previously serving as the executive sponsor to Dell's ANZ Plant Group.

Prior to joining Dell in 2008, John spent five years as the Asia-Pacific Japan Regional Services Chief Financial Officer for NCR Corporation and three years as the Europe, Middle East and Africa Regional Customer Services Chief Financial Officer for Unisys Corporation.

He holds a Bachelor of Commerce and Administration in Accounting from Victoria University of Wellington (New Zealand), and is a Certified Chartered Accountant.



## ANZRP COMMITTEES

As the role of the Board is to oversee the regulatory and governance aspects of ANZRP's operation, to assist with the scope of works and the technical complexities of this task, the Board has established three committees that focus on specific operational requirements and make suitable recommendations. These committees are:

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

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

**The Nominations and Remuneration Committee** was appointed to assist the Board and review and adopt policy which guides the terms of employment and the remuneration strategies, in addition to seeking out, assessing, and recommending appropriately qualified candidates for service on the Board and its committees.

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

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

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

## OUR ACCUMULATED ENVIRONMENTAL OUTCOMES



ANZRP is committed to monitoring and managing the environmental impacts of its activities and reporting to members the net benefits the TechCollect service has delivered. Since commencement in 2012, over 200,000 tonnes of e-waste have been recycled.

From a water use perspective, we have saved more than 433,000 cubic metres of water from being otherwise used in processes relating to the utilisation of virgin resources. This is equivalent to the annual average Australian household water consumption of more than 2,100 homes.\*

\*Updated equivalence factor applied based on Australian Bureau of Statistics 2019 concerning average Australian household water consumption

# ABOUT ANZRP

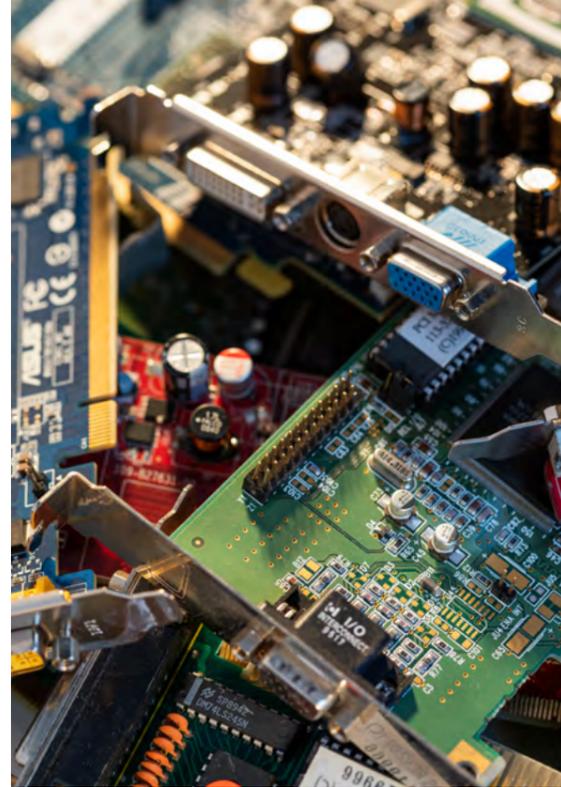
Recognised as Australia's leading not-for-profit Co-regulatory Arrangement under the National Television and Computer Recycling Scheme (NTCRS), ANZRP works on behalf of its members - some of the world's leading ICT brands - to provide an effective and sustainable recycling arrangement to meet their liability under the Recycling and Waste Reduction Act 2020 (which replaced the Product Stewardship Act 2011 in December 2020).

Committed to sustainability and the circular economy, ANZRP works alongside government, industry and community, recognising a shared responsibility to reduce waste, improve recycling, and better manage environmental impact.

Operating with uncompromising integrity, good governance, transparency, fair treatment whilst continuously meeting the highest standards of social and environmental performance, ANZRP works hard to safeguard member brands and reputation.

A recognised thought leader in the Product Stewardship sector, ANZRP advocates for improvements within existing product stewardship programs and for an expanded NTCRS scheme leading to the inclusion of all electronic and electrical equipment.

[ANZRP.COM.AU](http://ANZRP.COM.AU) >



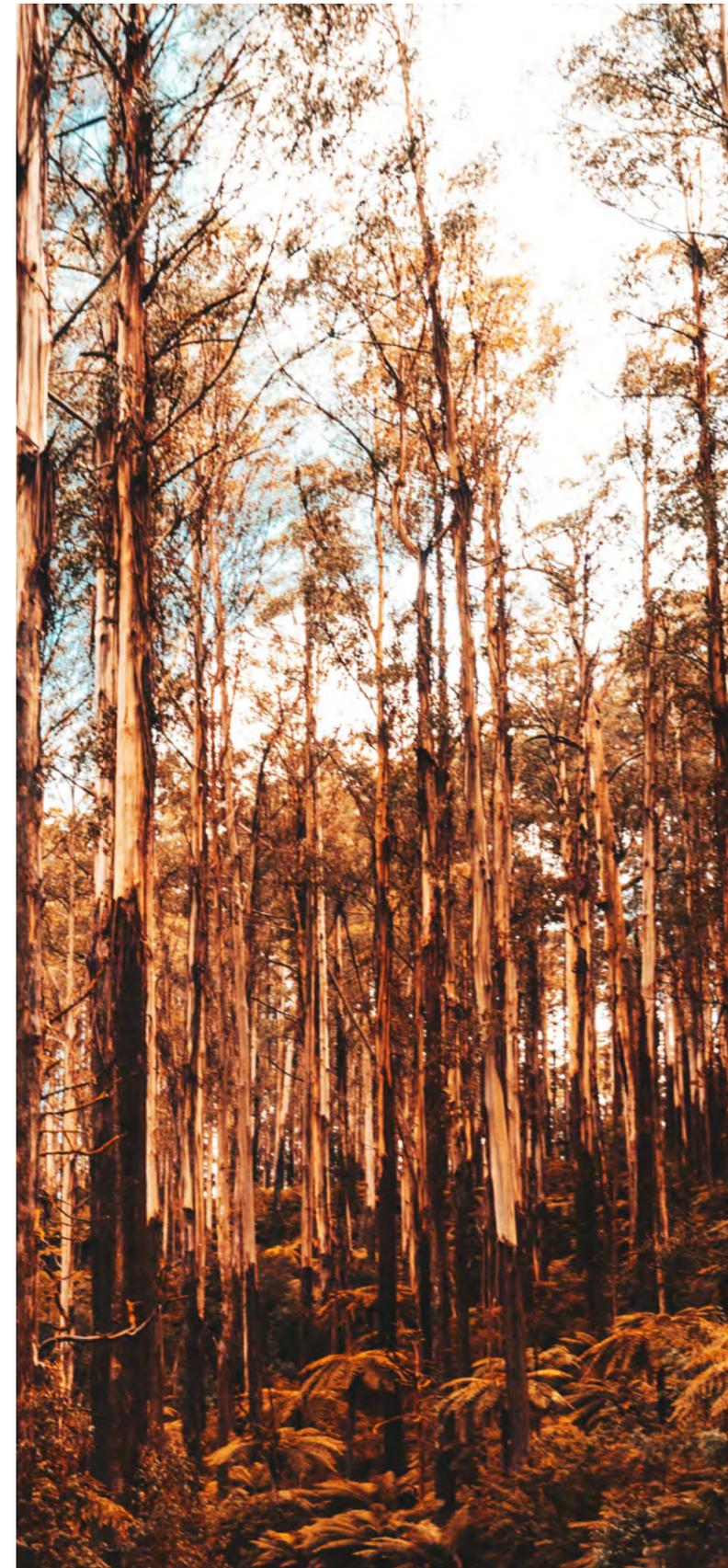
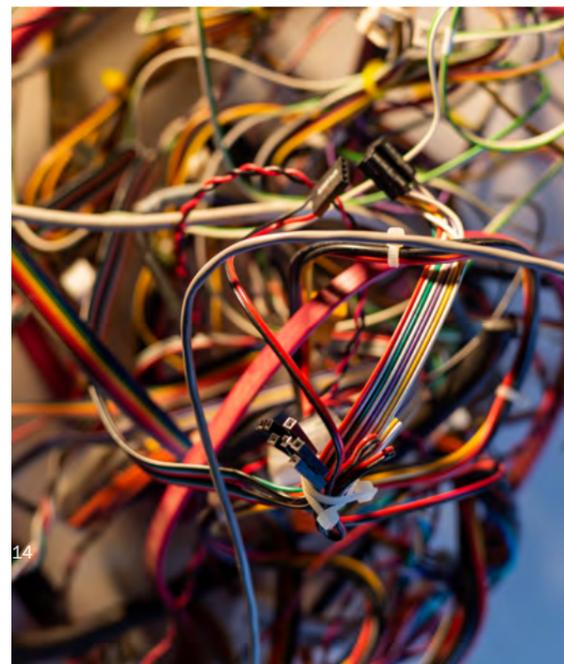
# ABOUT TECHCOLLECT

TechCollect provides Australian households and businesses with a free and easy method to dispose and recycle their e-waste. Having recycled over 200,000 tonnes of e-waste since its inception 9 years ago, TechCollect is an acknowledged leader in its field.

In accordance with the standard AS/NZS 5377:2013, the program only partners with recyclers who operate to sound environmental and workplace health and safety standards, ensuring 100% of e-waste we collect is processed in Australia.

In its 9 years in operation, TechCollect has continuously exceeded the Government's mandated 90% material recovery target, recovering valuable materials and diverting them from landfill for use in the manufacture of new goods: the essence of a circular economy.

[TECHCOLLECT.COM.AU](http://TECHCOLLECT.COM.AU) >



# CERTIFICATIONS

Certification is critical to ANZRP's ability in delivering a consistent approach to its provision of services. We are committed to participating in a regular formal process by which we demonstrate our conformance to e-waste management, processing and reporting standards.

Social and environmental performance, sustainable practices, robust management systems, and quality are at the centre of everything we do.

Certification of management systems helps organisations like ANZRP overcome complex challenges, improve transparency and reporting and drive performance across the business.

ANZRP holds the following certifications:

- B Corp certification demonstrates the highest standards of social and environmental performance, public transparency, and accountability. The assessment evaluates the impact on employees, the community, the environment, and customers.

ANZRP was the first organisation in the waste management sector to be certified in Australasia.



- ANZRP's QSE Management System is certified across Quality, Occupational Health and Safety, and Environmental management. These certifications drive system efficiency and regular internal audits ensure that the business continues to operate in alignment with these best-practice standards.



# OUR MEMBERS ARE THE REASON WE EXIST

Our member companies represent a diverse range of electronics manufacturers, retailers, and distributors. During 2020/21 ANZRP met the liability requirements of 41 member companies. Despite their differences, they all share one thing in common - a commitment to promoting responsible and sustainable business practices.



ANZRP works tirelessly for its members, providing an efficient and flexible service that ensures their regulatory obligations are met in accordance with NTCRS standards and expectations. Our aim is simple – provide the best service to achieve outcomes that not only meet, but exceed, the needs of all members.

Our success is due to the loyalty of our members who have stayed with us, year after year.

ANZRP's member engagement approach is holistic, where price is only one piece of the service delivery model. Aside from providing members with a competitive fee structure, members receive the following benefits above and beyond the standard service:

- Safeguarding of Reputation**  
 Member brand reputation is in safe hands. ANZRP is committed to the highest standards of compliance, transparency and integrity. Our members include some of the most respected global brands in the electronics and ICT industries. For our members, reputation is everything. We use best practice management and strict governance throughout our services to ensure strict standards are met.
- Advocacy**  
 Backed with strong relationships in the private, environmental and government sectors, ANZRP provides regular commentary, advice and insights to the Federal Government to enhance the NTCRS.
- Governance**  
 Members are given the ability to shape the way ANZRP operates and is governed. Our board is comprised of member representatives and independent directors who help drive strategy and oversee the attainment of regulatory targets.
- Compliance**  
 100% compliance to the NTCRS is the only acceptable standard. ANZRP has a robust auditing system embedded in all processes, ensuring that strict compliance standards are met.
- Transparency**  
 ANZRP keeps members informed and address any issues that arise promptly to ensure a transparent and accountable system that works. Additionally, we provide members with a personalised annual report about the environmental impacts their participation has achieved.
- Service, not profits**  
 As Australia's only not-for-profit Co-regulatory Arrangement, ANZRP is driven by service, not profit. We work to ensure our member program is the best that can be delivered.

Governed by a Board that is comprised of member representatives and independent directors, ANZRP has built an enviable reputation as Australia's principal product stewardship organisation.

## LIST OF 2020/21 ANZRP MEMBERS

ANZRP would like to acknowledge and thank our 41 members who have entrusted us to fulfill their NTCRS requirements. Their loyalty and ongoing support ensures we continue to provide a world-class e-waste recycling program.

Member ABN	Member Name	Original ANZRP Join Date
46002510054	Apple Pty Limited	14/05/2012
32618708722	Boevt (Hong Kong) Co., Limited	18/05/2020
37612814509	BYD Precision Manufacture Co Ltd	01/07/2016
66005002951	Canon Australia Pty. Ltd.	19/04/2012
50453748355	Compal Electronics Inc.	12/05/2017
83218750498	Competition Team Ireland Limited	02/07/2012
73607915640	Deliveroo Australia Pty Ltd	01/07/2018
46003855561	Dell Australia Pty Limited	27/04/2012
89718746791	Dell Global B.V (Singapore Branch)	27/04/2012
66613916957	Dynabook ANZ Pty Limited	01/07/2017
46120351359	Embed International Pty Ltd	03/09/2019
38114305494	Foxconn Australia Pty Ltd	27/04/2012
30289772870	Foxlink International Inc.	22/02/2017
26103964629	Fujifilm Business Innovation Asia Pacific Pte. Ltd.	10/05/2012
74004394763	Hewlett-Packard Australia Pty Ltd	20/04/2012
13878074746	Hon Hai Precision Industry Co Ltd	27/04/2012
16603480628	HP PPS Australia Pty Ltd	01/07/2016
49103793380	Huawei Technologies (Australia) Pty Ltd	19/11/2020
42621440800	Image Technology Group Pty Ltd	01/07/2020
26007103933	Inner Range Pty. Ltd.	11/09/2019
78139853544	King World Developments Pty Ltd	22/08/2013
73004700485	Kmart Australia Limited	01/07/2018
71203501304	Microsoft Ireland Operations Limited	15/05/2012
36004763526	Officeworks Ltd	01/07/2018
47092364719	Plastic Injection Company Pty Ltd	20/06/2017
48051046596	PLE Computers Pty Ltd	01/07/2020
14171054462	Primax Electronics Ltd	30/04/2012
59617751407	Protempo Australia Pty Limited	01/07/2018
82456481234	Qisda Corporation	30/05/2012
66305473245	Quanta Computer Inc	15/05/2012
73009403356	RS Components Pty Limited	01/07/2016
14006317817	Setec Holdings Pty Ltd	01/07/2020
97175717832	Suzhou Lehui Display Co. Ltd	01/07/2018
75004250944	Target Australia Pty. Ltd.	01/07/2018
33006122676	The Reject Shop Limited	01/07/2015
49097104492	The Trustee For The Coast RV Unit Trust	22/06/2012
18084618543	Top Victory Investments Limited	14/06/2012
19001320421	Toshiba (Australia) Pty Ltd	24/04/2012
98948954437	TPV International (USA) Inc	01/07/2017
55113989389	Wacom Australia Pty. Ltd.	16/10/2017
16962466872	Wistron Corporation	14/06/2012

## OUR ACCUMULATED ENVIRONMENTAL OUTCOMES



ANZRP is committed to monitoring and managing the environmental impacts of its activities and reporting to members the net benefits the TechCollect service has delivered. Since the commencement of services in 2012, over 200,000 tonnes of e-waste have been recycled.

From a carbon emissions perspective, we have prevented over 259,000 tonnes of CO<sub>2e</sub> emissions from entering the atmosphere. This is equivalent to planting more than 3.8 million trees.\*

\*Based on estimate of 15 trees storing 1 tonne CO<sub>2e</sub>, as provided by Carbon Neutral™ (<https://carbonneutral.com.au/faqs/>)

# 2020/21 MEMBER & COLLECTION AND PARTNER SURVEY

ANZRP prides itself on listening and acting upon the needs of its stakeholders.

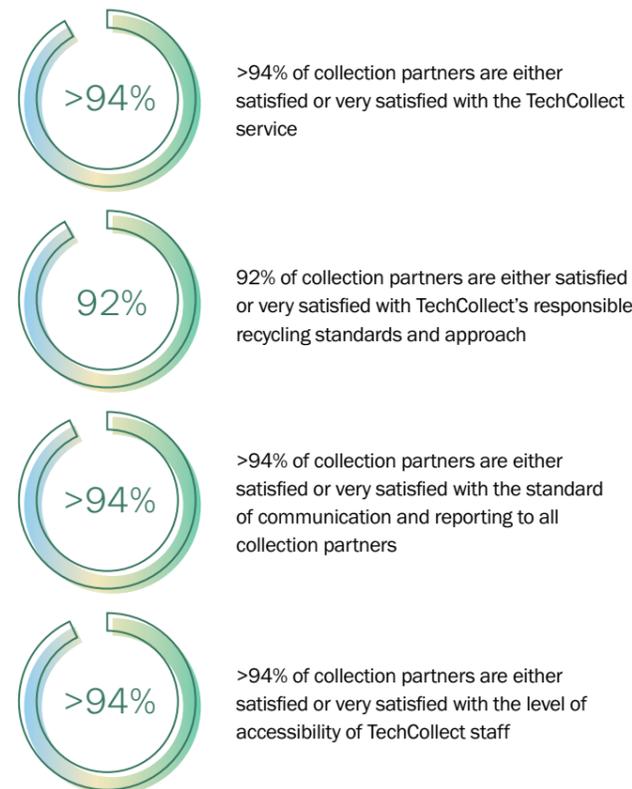
Every year, ANZRP provides its members and collection partners an opportunity to provide detailed feedback through the member and collection partner surveys. Open communication, honesty and accountability are the hallmarks of ANZRP's approach.

Providing members and collection partners with a voice is crucial to good governance, and highlights ANZRP's commitment to continual improvement.

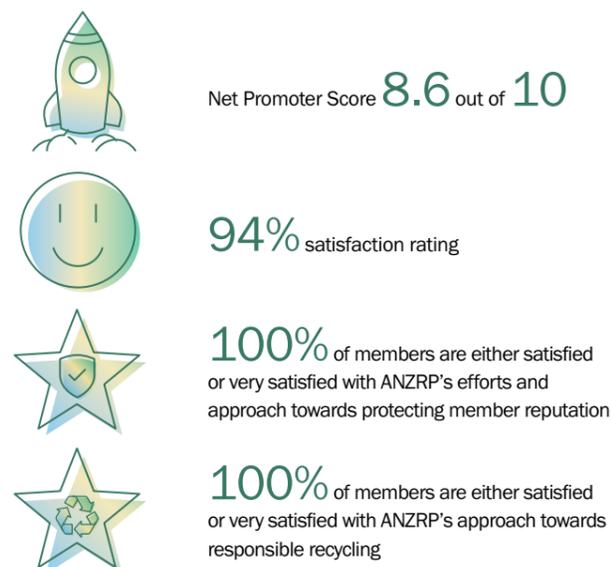
Members and collection partners are given the opportunity to rate our service and provide valuable feedback on ways we can further improve our delivery and customer relationship model.

Now in its seventh year, the results from the survey are an important analytical instrument ensuring the performance of the program and its outcomes are reflective of the needs of members and collection partners alike.

## COLLECTION PARTNER SURVEY HIGHLIGHTS



## MEMBER SURVEY HIGHLIGHTS



# WHERE DOES YOUR E-WASTE GO?

Ever wondered what happens to your unwanted e-waste once it's dropped off at any one of our 285 collection sites across Australia?

First and foremost, ANZRP is committed to upholding the strictest standards for the recycling of e-waste through the TechCollect program at all stages of the process.

Prospective e-waste collection sites are comprehensively reviewed before they can partner with ANZRP. If successful, a site license agreement is then put into place, focusing on safety and security. As per the agreement, all TechCollect sites are required to have in place procedures to mitigate the risk of environmental and personal in addition to implementing procedures safeguarding and preventing the theft of any materials.

TechCollect's approved recyclers must be AS/NZS 5377:2013 and ISO 14001:2015 certified relating to the 'collection, storage, transport and treatment of end-of-life electrical and electronic

equipment'. ANZRP approved recyclers are also subject to periodic independent audits which safeguard compliance to all health, safety and environmental legislative requirements.

In addition to this, to meet NTCRS requirements, all collected e-waste undergoes first stage recycling in Australia.

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

Separated materials and components are sent to approved downstream processors that further refine the materials, allowing them to be recycled for use in the manufacture of new products.

Over the last number of years, ANZRP has actively lobbied the Federal Government for the local development of downstream markets, eliminating the need to send materials overseas for secondary processing whilst creating employment opportunities.

A summary of the path separated e-waste materials take is provided below:

### Metals – ferrous and non-ferrous

Majority is shredded and separated in Australia and then sent to smelters in Australia and overseas.

### Plastic - mixed

Majority is sold overseas as baled mixed plastic for further processing where it is extruded into recycled plastic pellets.

### Printed circuit boards

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

### Glass – mixed

Some mixed leaded and non-leaded glass is recycled into encapsulated aggregate in precast polymer concrete barrier walls that are used in construction materials in Australia.

### Glass – leaded

Sold to the Nyrstar lead smelter in Port Pirie, SA, where it is used in the lead smelting process. The output lead billet is then sold as a commodity on the world market (typically used to manufacture batteries).

### Glass – nonleaded

Crushed and used as a building material aggregate within Australia, typically road base.

### Lithium-ion batteries

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

### Ink and toner cartridges

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

To find out more, click [HERE](#).

# ADVOCACY AMPLIFYING THE VOICE OF MEMBERS IN THE INDUSTRY

As a not-for-profit, ANZRP lobbies for the interests and needs of its members. Funded by its 41 members, including leading ICT manufactures, distributors and retailers, ANZRP focuses on regulatory compliance and meeting its members' high standards for sustainability.

Being the industry's leading voice is what sets ANZRP apart from competing providers in the e-waste management and recycling space. ANZRP's advocacy work guarantees that the needs of members are considered in the formulation of government policy and legislation. The organisation positions itself as a key industry advocate for the importance of responsible recycling, whether it be in response to government consultation on new policy, advocating on our members' behalf, or working with the industry to push innovation and sustainable solutions taking Australia towards a circular economy.

Backed with strong relationships in the private, environmental and government sectors, ANZRP provides regular commentary and insight to the Federal Government to enhance the National Television and Computer Recycling Scheme (NCRS).

ANZRP has a strong vision and set of goals for the future in helping members manage their liabilities under the NCRS. ANZRP has extensive experience in managing collection and recycling programs for NCRS regulated product (televisions, printers, computers, parts and peripherals) as well as other Electrical and Electronic Equipment (EEE).

ANZRP advocates and strongly supports expanding the scope of the NCRS to achieve environmental, social and economic improvements. In August 2020, ANZRP produced a whitepaper to highlight a series of recommendations and options to broaden the scope of the NCRS to include all EEE. ANZRP supports the expansion of the NCRS to include all EEE due to the following benefits:

- Allows waste EEE to be managed in a nationally consistent manner which will reduce public confusion and encourage greater community participation.
- Avoids landfill disposal of EEE which can contain hazardous materials.
- Increases the recycling and recovery rates of valuable materials contained in EEE including precious metals and critical materials.
- Improves environmental outcomes associated with recycling EEE including avoidance of greenhouse gas emissions, energy and water usage and particulate matter emissions.

- Creates domestic jobs in the recycling sector.
- Achieves economies of scale thereby reducing the costs of current EEE product stewardship schemes and programs.
- Prevents free-riders and creates an even playing field.
- Prevents multiple product stewardship schemes thereby reducing overheads and making compliance and enforcement activities more efficient.

In order for an expanded NCRS to operate and function well into the future, ongoing government support will be essential. Being a voice for the industry, ANZRP will continue to champion the interests of our members and lobby for the expansion of the NCRS to include all EEE. We will be encouraging the government to take positive action at a state as well as federal level to promote a range of strategic solutions and outcomes.

Sustainable procurement strategies that stimulate market demand for materials recovered through EEE product stewardship schemes should be implemented to encourage investment in on-shore recycling. This reduces the costs of the product stewardship scheme as there is more demand for the recycled commodities it produces. Any sustainable procurement initiatives should be set at the federal level allowing for adoption and complementary funding program development at the state and local level.

The Australian Government should work closely with State and Territory Governments to enhance available funding programs to increase local processing capacity and capability and to support new product stewardship investigations through the recently endorsed Product Impact Management Strategy ('PIMS') and the Assessment, Action and Escalation ('AAE') process for priority product of national significance.

A federally led education and awareness campaign on the scheme and benefits of product stewardship should be implemented with participation of Co-regulatory Arrangements and all tiers of government.

# SOCIAL RESPONSIBILITY & SUSTAINABILITY

Social responsibility and sustainability are integrated into every facet of ANZRP's operations and workplace culture. We fully recognise and take responsibility for our decisions and actions and how they impact society and the environment. We are committed to sustainable development that caters for the health and the welfare of society as well as the expectations of our members and all stakeholders.

As a certified *B Corporation*, ANZRP has demonstrated the highest standards of verified social and environmental performance, public transparency, and legal accountability to balance profit and purpose. Setting the benchmark for the industry, ANZRP was the first organisation in the waste management industry in Australasia to become a certified B Corporation.

Our suppliers and contractors are required to conduct their operations in a socially and environmentally responsible manner and meet their compliance obligations. This is monitored through regular auditing and a structured procurement selection process.

ANZRP combines sustainable procurement practices to obtain the best value for money, with the highest standards of corporate responsibility and integrity. As a member funded, not-for-profit, we are committed to minimising operational costs whilst providing a quality service that reduces the environmental impact of electronic waste and maintains our position as a leader in the sustainability space.

Our goals and commitment:

- Environmental sustainability — Climate change, natural resource constraints, and other challenges significantly affect the health and quality of life, and more broadly impact the economic resiliency of communities. We want to do our part to reduce the impact of climate change and accelerate the transition to a circular economy.
- Diversity and social inclusion — The diversity of ANZRP's customers, suppliers, and communities provide some of our greatest opportunities. We want to create a world in which diversity and inclusion are valued and everyone feels respected and has equal access to resources, services, and opportunities.

Having a social license to operate is integral to our shared value approach with the community and stakeholders, with the common goal of fostering greater social cohesion. This is demonstrated in our commitment to promoting diversity, equality and inclusiveness across our e-waste collection operations without discrimination.

We actively seek to create employment opportunities for the economically disadvantaged, disabled, culturally and linguistically diverse, and those of indigenous backgrounds.

ANZRP engages with social enterprises for the provision of e-waste recycling services. This includes Endeavour Foundation and Electronic Recycling Australia:

- Electronic Recycling Australia —The operations support the employment of approximately 50 people with disabilities as a part of SA Group Enterprises—which employs 300 staff with a disability across 10 business units in South Australia. In FY21, through its partnership with ERA, ANZRP provided over 10,000 hours of work to ERA's supported workforce.
- Endeavour Foundation — Supports 51 people with intellectual disabilities and offers them opportunities to work, develop skills, earn an income and become engaged in their community.

ANZRP actively engages with First Nations groups across Australia's northern regions from Western Australia, to the Northern Territory and Far-North Queensland. Working with First Nations communities is instrumental to ANZRP's ability to achieve its regulatory and legislative requirements involving reasonable access.

# OUR COMMITMENT TO SUPPORTING E-WASTE COLLECTIONS ACROSS THE COUNTRY

ANZRP is built on its commitment to community. We strongly believe getting involved with sustainable, community-based initiatives through the provision of our TechCollect service is critical to our efforts in establishing a circular economy. Our commitment to community is integral to who we are.

TechCollect is constantly expanding its service to more regions and communities across Australia. We have exceeded reasonable access requirements providing households and small businesses with access to free e-waste drop-off services. We have also worked extensively to educate people and encourage positive behaviour involving the safe and responsible handling of e-waste

In 2020/21, 285 public drop-off sites and events were made available across the entirety of Australia through TechCollect.

ANZRP has worked actively with regional and remote communities to provide and promote permanent and accessible free-of-charge collection services.

TechCollect services provided to regional and remote communities include:

- Katherine Waste Management Facility – Northern Territory. This is a permanent collection station where material collected is transported 2,718km to an Adelaide recycler.
- East Arnhem Regional Council – remote Northern Territory. ANZRP has worked with the council to provide permanent TechCollect collection sites at ten different communities making the service easy to access across remote and indigenous populations. In the wet season, material collected is transported via barge to Darwin, where it is then transported 3,000km to Adelaide for recycling.
- Napranum Aboriginal Shire Council, Weipa – remote far-north Queensland. Transportation of the material collected happens when the wet season has ended and roads are passable.
- Tom Price – Western Australia. An annual collection event is held in partnership with the Senior High School. The material collected at this event is transported 1,459km to a recycler in Perth.
- City of Launceston Waste Transfer – Tasmania. Materials from seven collection sites across Tasmania are sent to Launceston. The material collected is then transported via boat 528km to a recycler in Melbourne.

# THE BENEFITS OF BEING A CERTIFIED B CORPORATION

Businesses are designed to make money. But that doesn't have to be their only purpose.

In 2019, ANZRP obtained B Corporation certification, demonstrating our commitment to meet the highest standards of social and environmental performance, public transparency and legal accountability. B Corporation certification is a voluntary certification scheme managed by [B Corporation](#).

Organisations need to score more than 80 points on the B Impact Assessment and pass an independent audit of documented evidence to receive certification. ANZRP scored 89.5 points and became the first organisation in the waste management industry to receive certification in Australasia. In 2020, ANZRP was awarded the 'best of best' award for governance placed us in the top 10% of all B Corp companies in the world

In business, 'reputation is everything', as they say. B Corp status is a guarantee for our members, employees, suppliers and business partners that ANZRP is an ethical organisation and we can be trusted.

In the past, the governance of most corporations and businesses were geared towards maximising shareholder value, often without regard to other stakeholders such as employees or the environment. In the last couple of decades, there has been an increased focus on other stakeholder values.

COVID-19 has amplified consumers' desire to interact with organisations who behave ethically and are committed to values such as sustainability and diversity.

Our B Corporation certification provides a direct benefit to members as it can help them to demonstrate their commitment to sustainability via their ANZRP membership.

We have identified a number of actions we propose to undertake that will improve our Impact Assessment score. These include:

- Sustainable Procurement – Development of a formal document to guide all staff on achieving the best social and environmental outcomes from our purchasing.
- Diversity – Training and awareness for staff and development of a formal policy and supporting procedures.
- Sustainability Report – Production of an annual sustainability report to highlight our performance and provide our members with information to support their tender bids.
- Engagement / Partnership with First Nations Community – Investigate how we can enhance our support to First Nations communities we currently run collection events with.

# MOBILE E-WASTE FACTORY TAKES SHAPE

Following the recent commissioning of our very own Mobile e-Waste Factory (MeWF), ANZRP is now in a position to provide Victorian regional councils with a comprehensive ‘turn-key’ e-waste recycling solution.

Housed in a 40ft and a 20ft shipping container, the facility can easily be deployed to any regional location requiring e-waste processing services. The facility has been designed to allow staff to safely dismantle then sort circuit boards, keyboards, batteries, cables, copper wire, metals, and glass for further processing.

Despite some setbacks due to COVID-19, in March of 2021 the MeWF commenced its pilot phase at City of Melbourne owned Citywide Service Solutions waste transfer station in West Melbourne.

Designed to process up to 10 tonnes of materials per week, the facility includes manual disassembly stations and plastic shredding equipment to process the reusable components of computers, printers, TVs and other electronic devices into separate recycling streams – filling a critical need for municipal councils who struggle to recycle e-waste.

The first facility of its kind in Australia, the project was part funded by Sustainability Victoria and supported by site hosts Citywide Services and the City of Melbourne.



To be part of the ANZRP recycler community, the pioneering plant underwent rigorous certification to:

- AS/NZS 5377
- ISO 14001
- ISO 9001
- AS/NZS 4801 and ISO 45001

This ensures the facility is to the standard required by ANZRP to ensure the safe and environmentally sound collection, processing, storage, and transportation of e-waste.

E-waste delivered to the facility is sorted by two full-time contracted staff from Outlook Environmental – a social enterprise that employs and trains socially disadvantaged people. Overseen by a full-time operations supervisor, the three member team works closely with their on-site contacts.

“This is a compelling win-win project which combines vital e-waste processing, public education, and employment opportunities to disadvantaged people in the community,” said Savvas Aidonopoulos, ANZRP’s Communications and Engagement Manager.

By producing clean streams of recyclate, the mobile factory is another significant step on ANZRP’s path to cement the foundations of a ‘circular economy’ – reducing the consumption of finite resources and ensuring as much waste as possible is returned to productive purpose.

The MeWF is an important development towards processing e-waste where it’s produced and will dramatically reduce emissions from transport to multiple processing sites. As well as e-waste received and processed from councils, its current location at Citywide’s Dynon Rd transfer station means it can also receive e-waste directly from the public.

In Australia, e-waste recycling has traditionally relied on a hub-and-spoke model that transports the product to a central processing site, where the sorting and first-stage processing occurs. In an urban environment this approach works well, however in the regions it is hugely problematic due to the costs associated with transportation. Taking the MeWF to the site cuts out unnecessary travel and provides direct employment to regional communities.

ANZRP is in discussions with several regional councils to host our mobile factory, with all the obvious benefits, including local employment and reducing recycling’s environmental footprint.

Moving forward, the MeWF will directly service Victorian councils, focusing on those that:

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



# KEY MEMBERS DRIVE AOTEAROA'S SUCCESS

TechCollect NZ’s pilot program continues to expand and provide the people of New Zealand with a free solution for ethical e-waste disposal and recycling.

Supported by Canon, Dell, HP, Microsoft and Toshiba, our member-funded services are available to households and small businesses wanting to recycle responsibly once their ICT equipment has reached its end of life. As we expand our coverage of New Zealand with more collection sites, the people of New Zealand will have greater access to free and responsible recycling options for their e-waste.

Critical to the growth of TechCollect NZ is our collaboration with collection partners like the Warehouse Group and Noel Leeming to establish more e-waste drop off points across the country. We have experienced people on the ground in New Zealand to manage the program and coordinate with our members, local service providers, collection partners and the New Zealand Government.

Michael Dudley, Senior Policy Manager, TechCollect NZ, comments, “The pilot program aims to support the New Zealand community by providing a funded pathway for responsible e-waste management. To achieve this aim, we work with local service providers and collection partners who meet our stringent health, safety and environmental standards”.

ANZRP is dedicated to our work in New Zealand and building our relationship with the New Zealand Government to promote a long-term product stewardship system that benefits our members and the community as a whole.

With grant funding support from the New Zealand Government, TechCollect NZ is working with industry, community and government to develop effective options for a regulated product stewardship scheme for electrical and electronic products (e-products).



“TechCollect NZ has the right mix of experience, expertise and industry support to enhance Aotearoa’s e-product management system and recommend fit-for-purpose scheme options that lift our current practices and capitalise on missed opportunities for the New Zealand economy”, says Dudley

“We’ve been busy connecting with a wide range of stakeholders across Aotearoa and working with them on a co-design process to develop and test options that will be considered for a regulated scheme. We’re looking at how we can make the most out of the valuable resources embedded within these products, how we can extend e-product lifecycles, make e-products more accessible and ultimately design better products.”

“Since we started, TechCollect NZ has collected and recycled more than 100 tonnes of e-waste, reducing the amount of unwanted and end-of-life e-products entering New Zealand’s waste stream. We have achieved this whilst managing issues and adapting to new situations presented by the global COVID-19 pandemic”.

“I would really like to recognise the contribution of our members here in New Zealand. With their leadership, they are demonstrating that you don’t need regulation to take action and they’re setting a great example for other producers to follow in Aotearoa. There is more important work ahead and complex issues to address, but we are certainly heading in the right direction and this is only possible with their support.”

“We’re actively looking to expand our member base so we can build on the progress made to date and continue to raise awareness around responsible e-waste management and the benefits it can generate for our members, the environment and the people of Aotearoa.”

To find out more, please go to [www.techcollect.nz](http://www.techcollect.nz).

# COLLECTION, RECYCLING & LOGISTICS

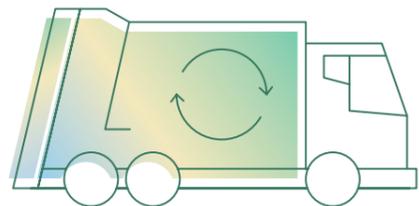
In 2020/21 ANZRP's TechCollect service provided the Australian community with 285 drop-off sites across the breadth and depth of this country. This comprised of 279 permanent locations, and 6 one-off e-waste collection events.

A substantial number of TechCollect permanent sites (99) were operated in conjunction with their respective Local Government Authority (LGA) and waste management organisations. TechCollect is thankful to the LGAs for their support, as they provide residents with access to local e-waste management and recycling services.

A further 176 sites were provided through our retail channel (Officeworks), which places the TechCollect recycling service near the point of purchase where new electrical items are acquired.

Of the 10 remaining collection points, 4 were recyclers, and the remaining 6 were community-based collection events.

Business-to-business e-waste volumes continued to increase. This was sourced through our member organisations and general B2B enquiries helping contribute to an overall positive result.



**285 COLLECTION SERVICES**  
279 permanent / 6 one-off

## ACHIEVING REGULATORY TARGETS

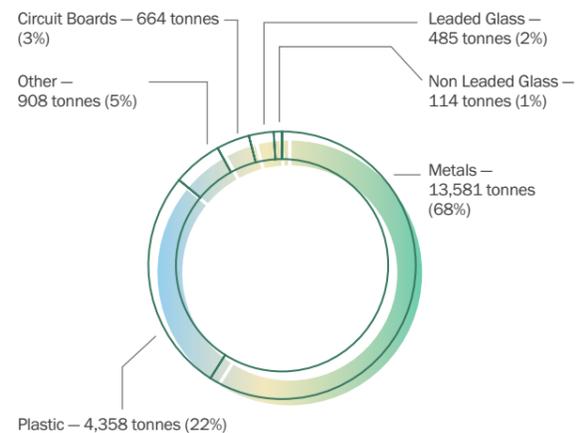
In 2020/21 ANZRP recovered 19,462 tonnes from the recycling of end-of-life products. The total collected product processed (including materials sent for disposal) was 21,454 tonnes.

This exceeded ANZRP's liability of 19,168 tonnes by 2,286 tonnes, which will be carried forward into the new financial year.

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

### Recycling Volume Channels (tonnes)

Of the e-waste collected for recycling, a range of materials was recovered. Its breakdown is illustrated in the chart below:



## STANDARDS BASED APPROACH

All e-waste collected through TechCollect undergoes first-stage recycling in Australia. This involves the dismantling, shredding and sorting of electronic devices into various parts and materials, including glass, metals, plastics, batteries, printed circuit boards and ink cartridges and toners.

To track material movements, shipment IDs are generated when TechCollect delivers a load of e-waste to a recycler. This ensures the delivery can be easily traced, tracked and verified. The recycler is then required to weigh the load and sort all e-waste into NTCRS 'in scope' and 'out of scope' material categories.

In addition to this, each delivery is recycled and an invoice provided with a breakdown of the different e-waste materials extracted. A 'Certificate of Destruction' (COD) is then provided confirming materials have been processed.

Downstream materials are then sold by the recyclers to dedicated processors who refine the materials ensuring they can be used in the manufacture of new products. At this stage, some material is exported for this final stage of processing.

## RECYCLED FRACTION EXPORTED – GRAND TOTAL 7,875 TONNES

		Sum of Weight (t)
<b>CHINA</b>	Ferrous Metals	1,747
	Non-Ferrous Metals	278
	Other	6
	Plastics	487
<b>INDIA</b>	Ferrous Metals	790
	Non-Ferrous Metals	13
<b>INDONESIA</b>	Ferrous Metals	8
<b>JAPAN</b>	Ferrous Metals	4
	Non-Ferrous Metals	661
	Other	108
	PCBs	546
<b>MALAYSIA</b>	Non-Ferrous Metals	62
	Other	5
	Plastics	1,286
<b>PAKISTAN</b>	Non-Ferrous Metals	46
<b>SINGAPORE</b>	Other	9
	PCBs	97
<b>TAIWAN</b>	Ferrous Metals	257
	Non-Ferrous Metals	35
	Plastic	1,328
<b>THAILAND</b>	Plastics	103

### 2020/21 Material Recovery Rate

**94%**  
TOTAL MATERIAL RECOVERY RATE

19,462 TONNES RECOVERED  
(12,064 tonnes domestic, 7,398 tonnes overseas)

179 TONNES - WASTE DISPOSAL  
(domestics)

468 TONNES - WASTE DISPOSAL  
(overseas)



## OUR RECYCLING PARTNERS

ANZRP engages a number of reputable recycling organisations to recycle on its behalf.

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

Every three years ANZRP undertakes independent audits of its recycling partners, conducting a formal review and ongoing compliance assessments. This enables ANZRP to monitor compliance to all regulatory requirements, documentation and reporting standards involving recycling processes.



### WA

- Total Green Recycling

### SA

- Electronic Recycling Australia

### VIC

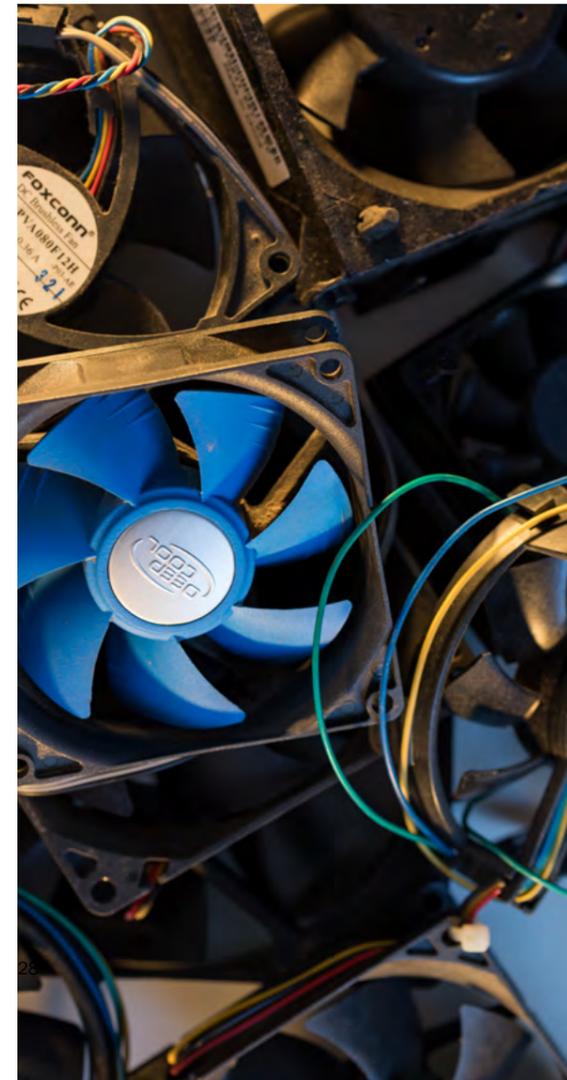
- Outlook Environmental
- Reverse E-waste
- Scipher
- TES-AMM Australia
- WeCollect

### NSW

- ACE Recycling Group
- Reverse E-waste
- TES-AMM Australia

### QLD

- Certified Destruction Services
- Endeavour Foundation
- ERS Queensland
- E-Waste Recycling Australia
- TES-AMM Australia



## REASONABLE ACCESS

Under the National Television and Computer Recycling Scheme, all Co-regulatory Arrangements must provide the Australian community with reasonable access points to convenient and free locally based e-waste drop off services.

Year on year, ANZRP has achieved 100% compliance facilitated through 285 collection sites and events across the country. Services were proportionally divided across metropolitan, regional, rural and remote regions, achieving the prescribed sites per capita ratio. This is testimony to ANZRP's commitment providing Australians with convenient e-waste drop-off sites.

Whilst a large number of these sites were provided in metropolitan areas, inner regional Australia was covered with 56 sites, outer regional with 40 sites, and remote operating in places including Arnhem Land and the Kimberly represented 31 sites.

	Metropolitan	Inner Regional	Outer Regional	Remote
Number of TechCollect Sites	158	56	40	31
Tonnages Collected	2,559	1,468	518	144

## TOTAL WEIGHTS (KGS) OF PRODUCTS COLLECTED FROM ALL CHANNELS

### NORTHERN TERRITORY

METRO	0 KGS
INNER REGIONAL	0 KGS
OUTER REGIONAL	47,617 KGS
REMOTE	36,194 KGS

### QUEENSLAND

METRO	349,801 KGS
INNER REGIONAL	217,141 KGS
OUTER REGIONAL	133,963 KGS
REMOTE	23,110 KGS

### WESTERN AUSTRALIA

METRO	680,147 KGS
INNER REGIONAL	71,078 KGS
OUTER REGIONAL	56,875 KGS
REMOTE	49,139 KGS

### AUSTRALIAN CAPITAL TERRITORY

METRO	37,181 KGS
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### SOUTH AUSTRALIA

METRO	165,128 KGS
INNER REGIONAL	135,664 KGS
OUTER REGIONAL	66,155 KGS
REMOTE	35,838 KGS

### VICTORIA

METRO	473,813 KGS
INNER REGIONAL	310,600 KGS
OUTER REGIONAL	105,587 KGS
REMOTE	0 KGS

### NEW SOUTH WALES

METRO	852,485 KGS
INNER REGIONAL	535,968 KGS
OUTER REGIONAL	44,168 KGS
REMOTE	0 KGS

### TASMANIA

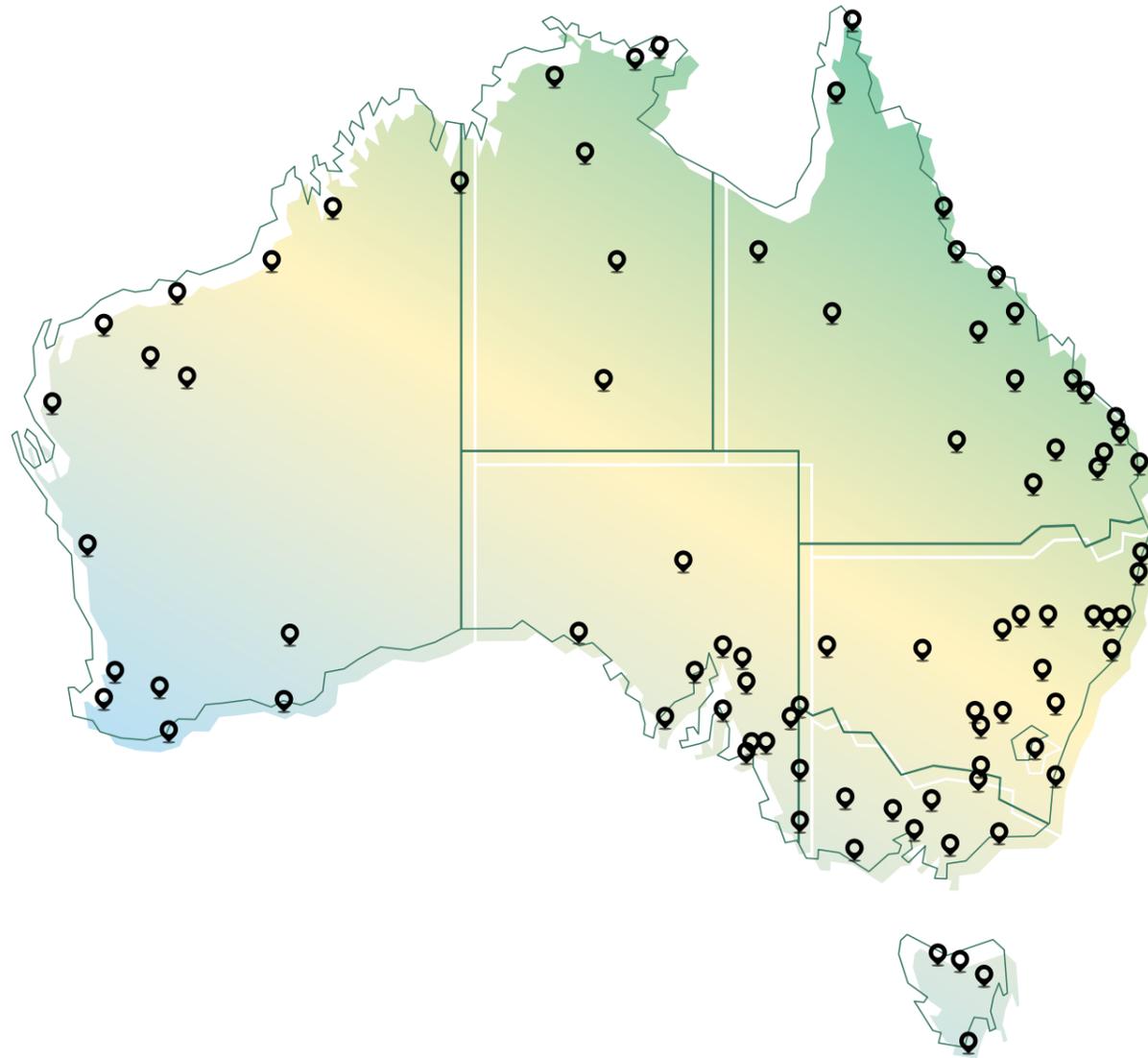
METRO	0 KGS
INNER REGIONAL	197,113 KGS
OUTER REGIONAL	64,007 KGS
REMOTE	0 KGS

### NATIONAL SNAPSHOT

METRO	INNER REGIONAL	OUTER REGIONAL	REMOTE
2,559 KGS	1,468 KGS	518 KGS	144 KGS

# 2020/21 REASONABLE ACCESS – TECHCOLLECT LOCATIONS

TO FIND YOUR NEAREST TECHCOLLECT LOCATION, GO TO  
[TECHCOLLECT.COM.AU/OUR-LOCATIONS/](https://techcollect.com.au/our-locations/)



“ANZRP has invested in an extensive network of collection sites across Australia. This network is comprised of permanent collection points offered through council waste transfer stations and the Officeworks retail network. In rural and regional areas where permanent collection points cannot be offered, regular events are run ensuring communities are well served.”

— Janene Murdoch, Operations and Programs Manager TechCollect

## NORTHERN TERRITORY

Outer Regional	Remote
2	10

Alice Springs Town Council's Regional Waste Management Facility	Collection Station	Remote
Angurugu Community	Collection Station	Remote
Galiwinku Community	Collection Station	Remote
Gapuwiyak Community	Collection Station	Remote
Katherine Town Council - Waste Management Facility	Collection Station	Remote
Litchfield Council - Humpty Doo Transfer Station	Collection Station	Outer Regional
Milingimbi Community (Maningrida)	Collection Station	Remote
Officeworks Stuart Park	Retailer	Outer Regional
QLS Shared Site - Darrens Rubbish Removal	Retailer	Remote
Ramingining Community	Collection Station	Remote
Umbakumba Community	Collection Station	Remote
Yirrkala Community (Nhulunbuy)	Collection Station	Remote

## QUEENSLAND

Metro	Inner Regional	Outer Regional	Remote
28	10	8	6

Caboolture Waste Facility	Collection Station	Metropolitan
Certified Destruction Services (CDS)	Collection Station	Metropolitan
TechCollect Site QLD	Collection Station	Metropolitan
Emerald Transfer Station	Collection Station	Outer Regional
Endeavour Foundation Industries Redcliffe - TechCollect Site	Collection Station	Metropolitan
Evans Landing Landfill - Remondis Australia	Collection Station	Remote
E-Waste Recycling Australia - TechCollect Collection Site Townsville	Collection Station	Outer Regional
E-Waste Recycling Australia - TechCollect Site Cairns	Collection Station	Outer Regional
Gladstone Transfer Station Queensland	Collection Station	Inner Regional
Gracemere Waste Management Facility	Collection Station	Inner Regional
Gympie Regional Council - Bonnick Road Waste Management Facility	Collection Station	Inner Regional
Lakes Creek Road Waste Management Facility Rockhampton	Collection Station	Inner Regional
Moranbah & District Support Services - Event 9th-16th November 2020	Event	Outer Regional
Mount Isa City Council - Refuse Facility	Collection Station	Remote
Napranum Aboriginal Shire Council - Event	Event	Remote
Officeworks Adelaide Street	Retailer	Metropolitan
Officeworks Aspley	Retailer	Metropolitan
Officeworks Browns Plains	Retailer	Metropolitan
Officeworks Bundaberg	Retailer	Inner Regional
Officeworks Cairns	Retailer	Outer Regional
Officeworks Capalaba	Retailer	Metropolitan
Officeworks Gladstone	Retailer	Inner Regional
Officeworks Hermit Park	Retailer	Metropolitan
Officeworks Hervey Bay	Retailer	Inner Regional
Officeworks Ipswich	Retailer	Metropolitan
Officeworks Loganholme	Retailer	Metropolitan
Officeworks Mackay	Retailer	Inner Regional
Officeworks Maroochydore	Retailer	Metropolitan
Officeworks Milton	Retailer	Metropolitan
Officeworks Morayfield	Retailer	Metropolitan
Officeworks Nerang	Retailer	Metropolitan
Officeworks Noosaville	Retailer	Metropolitan
Officeworks North Lakes	Retailer	Metropolitan
Officeworks Oxley	Retailer	Metropolitan
Officeworks Rockhampton	Retailer	Inner Regional
Officeworks Rothwell	Retailer	Metropolitan
Officeworks Southport	Retailer	Metropolitan
Officeworks Strathpine	Retailer	Metropolitan
Officeworks Toowoomba	Retailer	Inner Regional
Officeworks Underwood	Retailer	Metropolitan
Officeworks Upper Mt Gravatt	Retailer	Metropolitan
Officeworks Virginia	Retailer	Metropolitan
Officeworks Warana	Retailer	Metropolitan
Officeworks West Burleigh	Retailer	Metropolitan
Officeworks Windsor	Retailer	Metropolitan
Officeworks Woolloongabba	Retailer	Metropolitan
QLS Shared Site - Betta Home Living Roma	Retailer	Outer Regional
QLS Shared Site - Bi-Rite Mitchell	Retailer	Remote
QLS Shared Site - Thursday Island Bowls Club	Retailer	Remote
QLS Shared Site - Winton Electrical	Retailer	Remote
Redcliffe Transfer Station	Collection Station	Metropolitan
Western Downs Regional Council - Miles Waste and Recycling	Collection Station	Outer Regional
Whitsunday Regional Council - Bowen Landfill	Collection Station	Outer Regional

## NEW SOUTH WALES

Metro	Inner Regional	Outer Regional	Remote
45	18	9	2

Albury Waste Management Centre	Collection Station	Inner Regional
Barham Transfer Station (Murray River Council)	Collection Station	Outer Regional
Blaxland Waste Management Facility	Collection Station	Metropolitan
Brou Waste Management Facility Landfill	Collection Station	Outer Regional
Burwood Council	Collection Station	Metropolitan
Hornsby Shire Council - Thornleigh CRC	Collection Station	Metropolitan
Hurstville Council Works Depot (Georges River Council)	Collection Station	Metropolitan
Inverell Shire Council - Ashford Rural Waste Transfer Station	Collection Station	Outer Regional
Inverell Shire Council - Delungra Landfill	Collection Station	Outer Regional
Inverell Shire Council - Inverell Waste Depot	Collection Station	Outer Regional
Katoomba Waste Management Facility	Collection Station	Metropolitan
Kimbriki Resource Recovery Centre	Collection Station	Metropolitan
Lismore Transfer Station	Collection Station	Inner Regional
Moruya Transfer Station	Collection Station	Outer Regional
North Sydney Community Recycling Centre (CRC)	Collection Station	Metropolitan
Officeworks Albury	Retailer	Inner Regional
Officeworks Alexandria	Retailer	Metropolitan
Officeworks Auburn	Retailer	Metropolitan
Officeworks Bathurst	Retailer	Inner Regional
Officeworks Blacktown	Retailer	Metropolitan
Officeworks Bondi Junction	Retailer	Metropolitan
Officeworks Campbelltown	Retailer	Metropolitan
Officeworks Carlton	Retailer	Metropolitan
Officeworks Castle Hill	Retailer	Metropolitan
Officeworks Chatswood	Retailer	Metropolitan
Officeworks Clarence Street Sydney	Retailer	Metropolitan
Officeworks Coffs Central	Retailer	Inner Regional
Officeworks Dee Why	Retailer	Metropolitan
Officeworks Dubbo	Retailer	Inner Regional
Officeworks Fairy Meadow	Retailer	Metropolitan
Officeworks Five Dock	Retailer	Metropolitan
Officeworks Glebe	Retailer	Metropolitan
Officeworks Gledswood Hills	Retailer	Metropolitan
Officeworks Greenacre	Retailer	Metropolitan
Officeworks Hornsby	Retailer	Metropolitan
Officeworks Hoxton Park	Retailer	Metropolitan
Officeworks Kotara	Retailer	Metropolitan
Officeworks Lewisham	Retailer	Metropolitan
Officeworks Lismore	Retailer	Inner Regional
Officeworks Liverpool	Retailer	Metropolitan
Officeworks Minchinbury	Retailer	Metropolitan
Officeworks Mittagong	Retailer	Inner Regional
Officeworks Mona Vale	Retailer	Metropolitan
Officeworks Mulgrave	Retailer	Metropolitan
Officeworks Newcastle West	Retailer	Metropolitan
Officeworks North Ryde	Retailer	Metropolitan
Officeworks Northmead	Retailer	Metropolitan
Officeworks Nowra	Retailer	Inner Regional
Officeworks Old Guildford	Retailer	Metropolitan
Officeworks Orange	Retailer	Inner Regional
Officeworks Penrith	Retailer	Metropolitan
Officeworks Port Macquarie	Retailer	Inner Regional
Officeworks Punchbowl	Retailer	Metropolitan
Officeworks Rutherford	Retailer	Metropolitan
Officeworks Tamworth	Retailer	Inner Regional
Officeworks Taree	Retailer	Inner Regional
Officeworks Taren Point	Retailer	Metropolitan
Officeworks Tuggerah	Retailer	Metropolitan
Officeworks Wagga Wagga	Retailer	Inner Regional
Officeworks Warners Bay	Retailer	Metropolitan
Officeworks Wentworthville	Retailer	Metropolitan
Officeworks West Gosford	Retailer	Metropolitan
Officeworks West Ryde	Retailer	Metropolitan
Officeworks Wetherill Park	Retailer	Metropolitan
Officeworks Wodonga	Retailer	Inner Regional
Perry Street Recycling Centre (Randwick Council)	Collection Station	Metropolitan
QLS Shared Site - Bi-Rite Walgett	Retailer	Remote
QLS Shared Site - Harvey Norman Armidale	Retailer	Inner Regional
QLS Shared Site - Harvey Norman Cobar	Retailer	Remote
QLS Shared Site - Harvey Norman Griffith	Retailer	Outer Regional
QLS Shared Site - Harvey Norman Moree	Retailer	Outer Regional
QLS Shared Site - South Roos AFL Football Club Broken Hill	Retailer	Outer Regional
Shoalhaven City Council - West Nowra Recycling and Waste Depot	Collection Station	Inner Regional
Stotts Creek Resource Recovery Centre	Collection Station	Inner Regional

## AUSTRALIAN CAPITAL TERRITORY

Metro  
4

Officeworks Belconnen	Retailer	Metropolitan
Officeworks Braddon	Retailer	Metropolitan
Officeworks Fyshwick	Retailer	Metropolitan
Officeworks Tuggeranong	Retailer	Metropolitan

## SOUTH AUSTRALIA

Metro 14  
Inner Regional 7  
Outer Regional 8  
Remote 4

Beverly Recycling and Waste Centre - City of Charles Sturt	Collection Station	Metropolitan
Bordertown Transfer Station (Tatiara DC)	Collection Station	Outer Regional
Cambrai Landfill	Collection Station	Inner Regional
Ceduna Overnight Freight Event - 9 - 16 November 2020	Event	Remote
City of Campbelltown	Collection Station	Metropolitan
City of Tea Tree Gully - Enviro Care	Collection Station	Metropolitan
Copper Coast Council - Wallaroo	Collection Station	Outer Regional
District Council of Loxton Waikerie	Collection Station	Outer Regional
Gladstone Waste Transfer Station South Australia	Collection Station	Outer Regional
Goolwa Waste & Recycling Depot	Collection Station	Inner Regional
Mount Gambier Waste Transfer Station	Collection Station	Inner Regional
Officeworks Croydon	Retailer	Metropolitan
Officeworks Elizabeth	Retailer	Metropolitan
Officeworks Gawler Place	Retailer	Metropolitan
Officeworks Gilles Plains	Retailer	Metropolitan
Officeworks Keswick	Retailer	Metropolitan
Officeworks Marion	Retailer	Metropolitan
Officeworks Noarlunga	Retailer	Metropolitan
Officeworks Parafield	Retailer	Metropolitan
Officeworks Prospect	Retailer	Metropolitan
Officeworks Trinity Gardens	Retailer	Metropolitan
Port Lincoln Resource Recovery Centre	Collection Station	Remote
QLS Shared Site - Roxby Traders	Retailer	Remote
Renmark Waste Transfer Station	Collection Station	Outer Regional
Southern Region Waste Authority	Collection Station	Metropolitan
Strathalbyn Waste & Recycling Depot	Collection Station	Inner Regional
Tallem Bend Waste Transfer Station (Coorong DC)	Collection Station	Inner Regional
Turnby Bay	Collection Station	Remote
Two Wells Transfer Station (Adelaide Plains Council)	Collection Station	Outer Regional
Whyalla Transfer Station	Collection Station	Outer Regional
Willowie Regional Landfill (DC Mount Remarkable)	Collection Station	Outer Regional
Windmill Hill Transfer Station (DC Mount Barker)	Collection Station	Inner Regional
Yankalilla Waste & Recycling Depot	Collection Station	Inner Regional

## TASMANIA

Inner Regional 6  
Outer Regional 6

Barretta Waste Management Facility - (Kingborough Council)	Collection Station	Inner Regional
Break O'Day Council - St Helens Waste Transfer Station	Collection Station	Outer Regional
Burnie City Council	Collection Station	Outer Regional
City of Launceston - Waste Centre Transfer Station	Collection Station	Inner Regional
Devonport City Council - Spreyton	Collection Station	Inner Regional
Dorset Council - Scottsdale Waste Transfer Station	Collection Station	Outer Regional
George Town Council - Transfer Station	Collection Station	Inner Regional
Meander Valley Council - Deloraine Refuse Disposal Site	Collection Station	Outer Regional
Northern Midlands Council - Longford Transfer Station	Collection Station	Outer Regional
Officeworks Hobart	Retailer	Inner Regional
Officeworks Launceston	Retailer	Inner Regional
West Tamar Council - Exeter Waste Transfer Station	Collection Station	Outer Regional

## VICTORIA

Metro 46  
Inner Regional 12  
Outer Regional 3

Bairnsdale Landfill	Collection Station	Outer Regional
City of Greater Bendigo - Strathfieldsaye	Collection Station	Inner Regional
Hanson Wollert Landfill	Collection Station	Metropolitan
Hepburn Shire Council - Daylesford Transfer Station	Collection Station	Inner Regional
Latrobe City Council - Moe Transfer Station	Collection Station	Inner Regional
Latrobe City Council - Morwell Transfer Station	Collection Station	Inner Regional
Latrobe City Council - Traralgon Transfer Station	Collection Station	Inner Regional
Moonee Valley Transfer Station	Collection Station	Metropolitan
Officeworks Airport West	Retailer	Metropolitan
Officeworks Altona North	Retailer	Metropolitan
Officeworks Ballarat	Retailer	Inner Regional
Officeworks Bayswater	Retailer	Metropolitan
Officeworks Bendigo	Retailer	Inner Regional
Officeworks Box Hill South	Retailer	Metropolitan
Officeworks Bundoora	Retailer	Metropolitan
Officeworks Campbellfield	Retailer	Metropolitan
Officeworks Carnegie	Retailer	Metropolitan
Officeworks Caroline Springs	Retailer	Metropolitan
Officeworks Chadstone	Retailer	Metropolitan
Officeworks Chirnside Park	Retailer	Metropolitan
Officeworks Coburg	Retailer	Metropolitan
Officeworks Cranbourne	Retailer	Metropolitan
Officeworks Dandenong South	Retailer	Metropolitan
Officeworks Doncaster	Retailer	Metropolitan
Officeworks Elsternwick	Retailer	Metropolitan
Officeworks Epping	Retailer	Metropolitan
Officeworks Ferntree Gully	Retailer	Metropolitan
Officeworks Fitzroy	Retailer	Metropolitan
Officeworks Frankston	Retailer	Metropolitan
Officeworks Geelong	Retailer	Metropolitan
Officeworks Glen Waverley	Retailer	Metropolitan
Officeworks Head Office Consolidation Site	Retailer	Metropolitan
Officeworks Highett	Retailer	Metropolitan
Officeworks Kew East	Retailer	Metropolitan
Officeworks Keysborough	Retailer	Metropolitan
Officeworks Maribymong	Retailer	Metropolitan
Officeworks Mentone	Retailer	Metropolitan
Officeworks Mildura	Retailer	Outer Regional
Officeworks Mornington	Retailer	Metropolitan
Officeworks Narre Warren	Retailer	Metropolitan
Officeworks Pakenham	Retailer	Metropolitan
Officeworks Preston	Retailer	Metropolitan
Officeworks Richmond	Retailer	Metropolitan
Officeworks Ringwood	Retailer	Metropolitan
Officeworks Russell Street	Retailer	Metropolitan
Officeworks Shepparton	Retailer	Metropolitan
Officeworks South Melbourne	Retailer	Metropolitan
Officeworks South Yarra	Retailer	Metropolitan
Officeworks Taylors Lakes	Retailer	Metropolitan
Officeworks Traralgon	Retailer	Inner Regional
Officeworks Vermont South	Retailer	Metropolitan
Officeworks Wangaratta	Retailer	Inner Regional
Officeworks Waurn Ponds	Retailer	Metropolitan
Officeworks Werribee	Retailer	Metropolitan
Officeworks Yarraville	Retailer	Metropolitan
Pyrenees Shire Council - Beaufort Transfer Station	Collection Station	Outer Regional
QLS Shared Site - Harvey Norman Warrnambool	Retailer	Inner Regional
Shire of Wellington - Kilmany Resource Recovery Centre	Collection Station	Inner Regional
Stonnington Waste Transfer Station	Collection Station	Metropolitan
Wodonga Transfer Station	Collection Station	Inner Regional
Yarra City Council - Recycling Drop Off Centre	Collection Station	Metropolitan

## WESTERN AUSTRALIA

Metro 21  
Inner Regional 3  
Outer Regional 4  
Remote 9

Balcatta Recycling Centre - City of Stirling	Collection Station	Metropolitan
Bunbury Waste Operations	Collection Station	Inner Regional
Busselton Waste Facility	Collection Station	Inner Regional
City of Bayswater - Bayswater Recycling Centre	Collection Station	Metropolitan
City of Cockburn - Henderson Waste Recovery Park	Collection Station	Metropolitan
City of Greater Geraldton - Meru Waste Disposal Facility	Collection Station	Outer Regional
City of Karratha	Collection Station	Remote
Knutsford St Recycling Yard	Collection Station	Metropolitan
Newman Senior High School E Waste Collection Event 9 - 13 Nov 2020	Event	Remote
Officeworks Albany	Retailer	Outer Regional
Officeworks Belmont	Retailer	Metropolitan
Officeworks Bunbury	Retailer	Inner Regional
Officeworks Cannington	Retailer	Metropolitan
Officeworks East Perth	Retailer	Metropolitan
Officeworks East Victoria Park	Retailer	Metropolitan
Officeworks Fremantle	Retailer	Metropolitan
Officeworks Hay Street	Retailer	Metropolitan
Officeworks Jandakot	Retailer	Metropolitan
Officeworks Joondalup	Retailer	Metropolitan
Officeworks Malaga	Retailer	Metropolitan
Officeworks Mandurah	Retailer	Metropolitan
Officeworks Midland	Retailer	Metropolitan
Officeworks Morley	Retailer	Metropolitan
Officeworks O'Connor	Retailer	Metropolitan
Officeworks Osborne Park	Retailer	Metropolitan
Officeworks Subiaco	Retailer	Metropolitan
QLS Shared Site - Betta Home Living Carnarvon	Retailer	Remote
Red Hill Waste Management Facility	Collection Station	Metropolitan
Shire of Broome - Waste Management Facility	Collection Station	Remote
Shire of Katanning	Collection Station	Outer Regional
Shire of Wyndham East Kimberley - Kununurra Landfill	Collection Station	Remote
South Newman Primary E waste Collection Event (9 - 13 Nov 2020)	Event	Remote
Tom Price Senior High School E Waste collection Event 9 - 13 Nov 2020	Event	Remote
Town of Port Hedland - South Hedland Landfill	Collection Station	Remote
Walliston Transfer Station	Collection Station	Metropolitan
Wylie Bay Waste Facility (Esperance Shire Council)	Collection Station	Remote
Yarri Road Refuse Facility (Kalgoorlie-Boulder City Council)	Collection Station	Outer Regional

# OUR ACCUMULATED ENVIRONMENTAL OUTCOMES



ANZRP is committed to monitoring and managing the environmental impacts of its activities and reporting to members the net benefits the TechCollect service has delivered. Since commencement in 2012, over 200,000 tonnes of e-waste have been recycled.

From an energy usage perspective, we have saved more than 3.9 million Gigajoules of energy usage. This is equivalent to the annual average energy consumption of over 32,700 Australian homes.\*

\*Updated equivalence factor applied, based on Australian Bureau of Statistics data 2019 for average Australian household energy usage per year

# COMPLIANCE, ENVIRONMENT & SAFETY MANAGEMENT



ANZRP's certified Quality, Safety and Environment management system is certified to ISO 9001:2015, ISO 14001:2015, AS/NZS 4801:2001 and ISO 45001: 2018.

Recognising the importance of conducting our business in an ethical manner by being socially and environmentally responsible, ANZRP strives to ensure our service offering results in no unnecessary environmental harm and integrates economic, social and sustainable goals into decision making activities when undertaking e-waste collection and recycling services.

“To manage compliance and business risk a integrated QSE management system has been implemented across the organisation. This system enables ANZRP to address its regulatory demands systematically and is fully certified to ISO 45001, ISO 9001 and ISO 14001, demonstrating a high standard of health and safety, quality, and environmental management.”

— Carla Vasconi, Chief Operating Officer ANZRP

ANZRP's compliance and assurance programs assess and manage the organisation's Quality, Safety and Environmental (QSE) impacts of service across the entire e-waste supply chain.

A robust compliance and assurance system is critical as it provides specific measures to safeguard workers, communities, and the environment. ANZRP is committed to the principles of Workplace Health and Safety, Environmental Management and Quality Management, and has embedded a safe working environment across the entire scope of its operations.

Additionally, compliance is an essential tool to facilitate the protection of our members' brands and reputations. As such, compliance with National Television and Computer Recycling Scheme (NTRCS) regulations, relevant industry standards and codes of practice is imperative across our program.

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

- eliminates or reduces workplace illness, injury and damage to the environment;
- integrates economic, social and sustainable goals;
- is based on an analysis of QSE risk in the delivery to ANZRP of activities, processes, products or services, including systems failures (risk profile);
- is updated in line with changes to the risk profile and incident data;
- considers strengths and opportunities for improvement in QSE systems and processes;

Committed to operating in an environment of continuous improvement helping drive ongoing improvements to QSE standards that ultimately help shape positive NTRCS outcomes is ANZRP's ultimate aim. As such, we regularly assess the QSE of the TechCollect program ensuring partners and downstream services providers are complying with industry best standards.

Thorough risk assessment is applied across ANZRP's business operations including third parties that supply services or products to, or on behalf of ANZRP or TechCollect. It includes activities such as logistics, collection services, processing of e-waste, management of e-waste, and purchasing or contract management.

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



The typical mechanisms utilised by ANZRP for hazard identification include:

- Observations made by our workforce (ANZRP - TechCollect employees and suppliers/contractors), members of public, or other relevant persons;
- Workplace HSE inspections;
- Incident / near miss reporting processes;
- Product signs, labels and safety data sheets;
- Supplier information; and
- Internal and external audits.

This year, ANZRP maintained certification for standards ISO 9001:2015, ISO 14001:2015, AS/NZS 4801:2001 and ISO 45001:2018 and certification was attained for ISO 45001:2018. Additionally, 11 internal audits of the organisation were conducted to ensure staff compliance with ANZRP's policies and procedures as well as relevant OHS legislation.

## COLLECTION PARTNERS

TechCollect collection sites and collection partners are required to successfully undergo a rigorous HSE assessment. Before being brought on as a TechCollect site, evidence of a risk assessment and other HSE documentation is requested from the collection partner to provide evidence of compliance.

ANZRP personnel conduct regular audits of all collection sites, either desktop or in person, ensuring policies and practices relating to the safe practices and procedures of handling and storage of e-waste are maintained.

In 2020/21, ANZRP performed 79 HSE audits of TechCollect permanent and retail collection sites. These collection sites are required to uphold HSE management practices and ensure the general public have access to a safe and free service.

## RECYCLING PARTNERS

In addition to State and Federal HSE legislation, ANZRP's recycling partners are required to be third party certified to e-waste recycling standard AS/NZS 5377, in addition to having safety and environment management systems in place.

Prior to commencing work for ANZRP, recyclers are subjected to an independent audit from a third-party. This audit guarantees that the recycler is operating at best practice standard and that all risks are managed in accordance with the necessary legislation.

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

Supporting these processes, ANZRP undertakes independent assessment of each recycler every three years. This year, ANZRP engaged a third-party auditor to undertake an independent audit of two of ANZRP's existing recyclers and six of ANZRP's new recyclers focusing on HSE regulatory compliance and risk management as well as the key requirements of AS/NZS 5377:2013.

## TRANSPORT & LOGISTICS

ANZRP conducts due diligence checks of each transport company engaged to ensure that there are appropriate levels of risk management in place in addition to ensuring they hold valid certificates of currency, and their compliance processes relating to the Heavy Vehicle National Law requirements.

On a regular basis, desktop audits of all ANZRP logistics providers are also conducted, reviewing their policies and practices relating to the safe and secure transport of e-waste.

31 TechCollect logistics providers were audited via desktop this year, with the results being overwhelmingly positive, demonstrating our logistics providers' willingness to meet HSE standards.

## HSE INCIDENTS

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

ANZRP's policy reinforces a holistic approach towards HSE, ensuring employees collection and logistics partners and communities are safe. Our focus is to achieve zero notifiable employee injuries. In 2020/21 the following outcomes were recorded by our contractors and service providers:

- 206 health and safety incidents reported —
  - 2 were notifiable,
  - 2 were recorded as Lost Time Injuries (LTIs),
  - 11 were reported as Medical Treatment Injury (MTIs),
  - 82 were reported as minor incidents,
  - 109 were near misses
- 13 environmental incidents were reported —
  - 1 was notifiable,
  - 11 were reported as minor incidents,
  - 1 was near-misses



## OUR ACCUMULATED ENVIRONMENTAL OUTCOMES



ANZRP is committed to monitoring and managing the environmental impacts of its activities and reporting to members the net benefits the TechCollect service has delivered. Since commencement in 2012, over 200,000 tonnes of e-waste have been recycled.

From the perspective of particulate matter emissions, we have prevented at least 416,000kg of particulate matter from entering the atmosphere. This is equivalent to removing over 413 million kilometres of diesel truck travel from Australian roads.\*

\*Based on an EURO3 diesel truck emission as modelled in ecoinvent 3.5.

# LIFE CYCLE ASSESMENT (LCA) - ACCOUNTABILITY WHERE IT COUNTS!

ANZRP is committed to providing a positive environmental impact through its services.

ANZRP utilises a number of environmental reporting mechanisms, such as Life Cycle Assessments (LCA), which allows for the impact of ANZRP's programs on the environment to be tracked and measured, while also highlighting areas in which improvements can be made.

ANZRP utilises both internal and external environmental impact assessments. Internally, office energy and water consumption are tracked monthly. Scope 1, 2 and 3 carbon emissions from the organisation are calculated and reported quarterly. Waste to landfill minimisation programs have also been implemented in office, with ANZRP collecting soft plastics, organic waste, batteries and toner cartridges for recycling.

ANZRP uses the LCA as an external means of measuring environmental impact. LCA is a method of analysing the total environmental impacts associated with all stages of a product, process or service.

The TechCollect program is assessed each year by the Australian LCA research firm, Lifecycles. On ANZRP's behalf, the firm undertake an independent, third party assessment of the program, evaluating environmental impacts across our entire supply chain.

TechCollect's LCA begins from the moment e-waste is deposited to one of our collection sites, and includes a thorough investigation of the collection, transportation, recycling and processing of e-waste across the entire program. This provides a holistic calculation of the impacts of the TechCollect program, rather than an assessment measured at a moment in time.

ANZRP's members and collection partners are all provided with a personalised LCA which indicates the environmental impact their involvement in the TechCollect program has achieved.

These environmental reporting mechanisms allow ANZRP to identify areas in which environmental performance is positive, while also highlighting areas in which improvement is needed.

LCAs assist ANZRP to provide members – who span varying industries and sectors – an external indicator of environmentally positive impacts. By demonstrating what ANZRP stands for as an organisation, we are able to push for more robust environmental reporting and promote for better industry practices.

ANZRP is committed to monitoring and managing the environmental impacts of its activities, and reporting to members the net benefits the TechCollect service has delivered. In 2020/21 a total of 21,454 tonnes of e-waste was recycled.



## CARBON EMISSIONS

From a carbon emissions perspective we have prevented 31,474 tonnes of CO2 emissions from entering the atmosphere. This is equivalent to planting 472,103 trees.



## WATER CONSUMPTION

From a water use perspective, 55,781 cubic metres of water from being otherwise used in processes relating to the utilisation of virgin resources. This is equivalent to the annual average Australian household water consumption of 310 homes.



## ELECTRICITY USAGE

From an energy usage perspective, we saved 407,890 Gigajoules of energy usage. This is equivalent to the annual energy consumption of 3,114 Australian homes.



## PARTICULATE EMISSIONS

From a particulate matter emission from diesel vehicles perspective, on behalf of our members we have prevented 53,700 kilograms of particulate matter from entering the atmosphere. This is equivalent to removing 53,274,015 kilometres of old diesel truck travel from Australian roads.





**[ANZRP.COM.AU](http://ANZRP.COM.AU) | [TECHCOLLECT.COM.AU](http://TECHCOLLECT.COM.AU) | [TECHCOLLECT.NZ](http://TECHCOLLECT.NZ)**

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