

## ACKNOWLEDGEMENT OF COUNTRY

The Australia and New Zealand Recycling Platform (ANZRP) head office is in Naarm (Melbourne), the land of the Wurundjeri Woi-wurrung and Bunurong Boon Wurrung peoples of the Eastern Kulin. Our work stretches right across Australia and Aotearoa New Zealand. We acknowledge the Traditional Owners and Custodians of Country throughout Australia and Aotearoa. We pay our respect and give thanks for their ongoing care for country and leadership. We acknowledge and honour their unbroken spiritual, cultural and political connection to these places.

## ABOUT THIS REPORT

The release of this report was authorised by the Board of Australia and New Zealand Recycling Platform Limited (ANZRP) and published on 30 October 2024. This report contains detailed information on ANZRP's strategic priorities, governance, operations and results for the period of July 2023 to June 2024, unless otherwise specified. All information presented in this report is given as of this publication date, or as otherwise specified. Any decisions made in reliance on the information presented in this report are the responsibility of the reader. ANZRP accepts no responsibility for any information on other websites that may be accessed from this report by hyperlinks.

# CONTENTS

<b>Introduction</b>	<b>2</b>
Year at a glance	2
Chair's message	4
CEO's report	6
ANZRP strategy	7
<b>Australia's national e-waste scheme</b>	<b>8</b>
About Australia and New Zealand Recycling Platform	8
E-waste in Australia	9
E-waste recycling	11
Collecting e-waste across Australia	13
TechCollect locations and collections	14
Providing reasonable access to all Australians	15
<b>Serving our members</b>	<b>16</b>
Our members	16
Advocacy and influence	18
Tailored programs	19
Addressing the plastic crisis	20
Driving Aotearoa New Zealand's e-stewardship efforts	21
Setting the bar for compliance	23
<b>At ANZRP</b>	<b>25</b>
Our people	25
Operating sustainably	27
Governance	30
<b>Appendices</b>	<b>33</b>
Member list	33
List of collection sites	34

# YEAR AT A GLANCE

## OPERATIONS



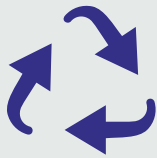
**282**  
**SITES**

TechCollect  
collection sites



**19,627**  
**TONNES**

e-waste collected  
and brought to  
recyclers



**19,574**  
**TONNES**

e-waste recycled

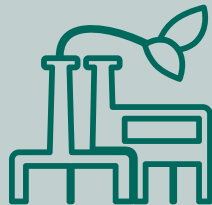


**16,387**  
**TONNES**

material recovered  
through recycling

## ENVIRONMENTAL BENEFITS

(from e-waste recycled this year based on Life Cycle Assessment)



**36,873**  
**TONNES**

of CO<sub>2</sub>e prevented from  
entering the atmosphere



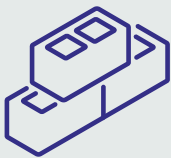
**83.72%**  
**PER CENT**

total material  
recovery rate



**148**  
**TONNES**

collected and  
recycled by  
TechCollect NZ



**AUSTRALIA'S  
FIRST**

RESIN8™ plastic recycling  
plant construction  
commenced



**IMPROVED  
SCORE OF  
109.2**

B Corp score



**614,558**  
**TREES**

Trees planted  
equivalent



# CHAIR'S MESSAGE



After 12 years in the role, it is time to step down as Chair of ANZRP. And as I say goodbye, I reflect on what we've achieved together.

I was appointed to the role as ANZRP was being formed. And since inception, we have recycled over 257,000 tonnes of e-waste that otherwise would have gone to landfill.

We've carved out a strong position as the thought leader in the market, and are well regarded by government, corporates and the recycling industry.

We are fortunate to have partnerships with most of the world's leading original equipment manufacturers (OEMs). You don't get to build long-term partnerships with these sorts of companies unless you follow best practice and your values align. These companies take sustainability and circularity seriously. Their commitment has allowed ANZRP to manage e-waste recycling in the most ethical and responsible way.

And while there is always room for improvement, ANZRP compares very favourably to best practice product stewardship programs around the world.

We have rigorous systems to set standards and ensure compliance among our collection, logistics and recycling partners. We're acting in our members' best interests to ensure their products are recycled safely and responsibly.

### THANKS TO ANZRP STAFF AND BOARD

I would also like to extend my thanks to the ANZRP team, including Warren Overton who has been CEO for six years. Warren has created a positive culture and working environment which has prevailed during and after the challenges of COVID-19. Recently we were certified as a Great Place to Work. This recognition along with our B Corp Certification is a testament to our culture and values.

With regards to the Board, I am very pleased to be handing over to Claudia Bels, who has proven herself as Deputy Chair over the past seven years. Claudia has made an outstanding contribution to the ANZRP Board as well as providing tremendous support to me.

Claudia has strong commercial, legal, financial and risk management skills combined with governance expertise as an experienced non-executive director across a wide variety of sectors including energy and financial services.

In the past financial year, we farewelled our Dell representative, John Edgecombe. John served as a Director for nine years and gave great service and commitment to the Board. Replacing John, we welcome Brodie Murdoch who is a Director of Dell Financial Services ANZ.

## HIGHLIGHTS FROM KEY PROJECTS

The ANZRP Board, management and staff have once again worked together effectively, and I would like to highlight three projects that have been our primary focus.

The first is advocating to the Federal Government for higher standards and expanding the National Television and Computer Recycling Scheme (NTCRS) to include more waste electrical and electronic equipment (WEEE) product. ANZRP has driven this issue over the past few years, taking every opportunity to impress on government that higher standards and compliance are the key to better environmental outcomes.

Unfortunately, despite our efforts, the Minister for the Environment and Water, the Honourable Tanya Plibersek, has determined that recycling photovoltaics should be the priority. In the short-term, the management of other e-waste under NTCRS will remain unchanged.

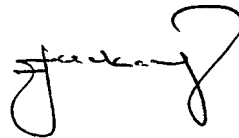
The second project I'd like to highlight is the launch of Australia's first RESIN8™ plant in Melbourne, a joint venture between ANZRP and CRDC Circular Solutions. This plant takes hard-to-recycle plastics, including those from e-waste, and transforms them into the beneficial, versatile plastic aggregate called RESIN8™ for use in constructing roads and cement blocks. Whilst RESIN8™ is taking time to gain market acceptance, we remain confident that we have a sustainable solution to e-plastics recycling.

My third highlight is TechCollect NZ. Since inception in November 2018, TechCollect NZ's pilot recycling program has safely recovered and responsibly recycled over 420 tonnes of e-waste in New Zealand via 39 drop-off locations across the country.

TechCollect NZ is also nearing completion of its submissions to the New Zealand Ministry for the Environment to be appointed as scheme manager of Aotearoa New Zealand's e-waste recycling scheme. In particular, our pilot program has allowed us to better understand the challenges of the New Zealand market and we are confident that we can deliver an effective stewardship scheme to manage all of New Zealand's e-product recycling. We thank both the New Zealand Government and those members who have generously contributed funding towards the pilot program.

## FINAL THANKS

Lastly, I would like to acknowledge those who've given me great support during my tenure. This includes employees of ANZRP, the Board and our member companies. Being Chair has been a tremendously rewarding experience. Thank you for supporting me.



**Mark Mackay**  
Chair

# CEO'S REPORT

In 2023–24, the ANZRP team has risen to multiple challenges – cost pressures, resourcing challenges and questions over the future direction of the NTCRS. We have done so while taking bold action to address the lack of plastic recycling options in Australia. I am proud that despite these challenges ANZRP has maintained its high standards and a focus on continuous improvement.

We have recycled over 19,500 tonnes of e-waste and provided drop off services at 282 sites across the country. We continued to make improvements on our material recovery rate by working on local solutions for plastics recycling that meet the NTCRS requirements.

### LOOKING WITHIN

During this year, we have also turned the magnifying glass on ourselves to ensure we are delivering the best possible value to our members. We have asked our members what they value, what they want from us, and are tailoring our services accordingly. It is always pleasing to know that our members rate our services highly, but just as important to not be complacent and constantly be looking for ways to improve.

As well as taking care of our members, ANZRP focuses on taking care of its staff. We moved into new offices in October with improved amenities while still providing the flexibility of hybrid work arrangements. Our wellbeing program, including the 'What Outstanding Work' staff recognition program, has reinforced our organisational values of respect, collaboration, innovation and sustainability. This was all recognised when we were certified as a Great Place to Work.



### CIRCULARITY SOLUTION

We deliver a high-quality NTCRS service to the community and our members and also go above and beyond scheme requirements. One example is our efforts to address the plastic recycling issue through our joint venture in CRDC Victoria. After several years of hard work to get this project up and running, both ANZRP staff and our partners all enjoyed a wonderful launch event in April this year.

We have received overwhelming support from our members to make this investment and are attracting a lot of interest from organisations who want to achieve a truly circular outcome for their plastic waste. Our challenge now is to educate the construction industry of the benefits of the recycled aggregate we produce (RESIN8™) – the early signs are positive, and we can see a bright future for this venture.

### MY THANKS

In closing I'd like to say thank you to the ANZRP staff and Board members who have worked hard to ensure that ANZRP remains the leading co-regulatory arrangement delivering outstanding value to our members. Thank you in particular to Mark Mackay, our departing Chair who has put in 12 years of dedicated service.

A handwritten signature in black ink, reading 'W. Overton'. The signature is stylized and fluid.

**Warren Overton**  
CEO – ANZRP



# ANZRP STRATEGY



## PURPOSE

To enable our members to meet their e-product stewardship aspirations



## VISION

To be the trusted e-product stewardship partner



## MISSION

To leverage relationships and capability to deliver a targeted range of e-product stewardship services

## VALUES



**Innovate**



**Respect**



**Collaborate**



**Sustainable**

## KEY FOCUS AREAS

Across these areas, ANZRP has set goals, targets and strategies for achievement.



**1. Stakeholders**



**2. Processes**



**3. People**



**4. Outcomes**

# ABOUT AUSTRALIA AND NEW ZEALAND RECYCLING PLATFORM

Under Australia's NTCRS, companies that manufacture or import large volumes of specified products, including televisions, computers, printers, computer parts and peripherals, are liable to recycle a proportionate amount of them.

They do this by joining an approved organisation, called a co-regulatory arrangement, that manages the collection, transport and recycling of in scope e-waste equivalent to their liability on their behalf.

ANZRP was founded 12 years ago and is recognised as Australia's leading co-regulatory arrangement. ANZRP members include some of the world's largest technology manufacturers and brand owners. As the only not-for-profit co-regulatory arrangement, our focus is providing the best service to members with full transparency and the highest standards in compliance and governance.

### BENEFITS SINCE ANZRP WAS ESTABLISHED IN 2012



**13.0 million m<sup>3</sup>**  
of water saved



**376,000 tonnes**  
of CO<sub>2</sub>e emissions  
prevented from entering  
the atmosphere



**4.65 million gigajoules**  
of energy saved



**641,000 kg**  
of particulate matter prevented from  
entering the atmosphere

Each year, ANZRP employs independent consultancy firm Lifecycles to do a Life Cycle Assessment (LCA) of its TechCollect program.

These cumulative benefits have been accomplished through ANZRP's recycling efforts rather than relying on virgin resources.

# E-WASTE IN AUSTRALIA

## OUR NATIONAL E-WASTE SCHEME

The NTCRS was established in 2011 in response to growing amounts of e-waste ending up in landfill, particularly high levels of unwanted televisions and obsolete computer equipment. The NTCRS was instituted under the *Product Stewardship Act 2011* (now *Recycling and Waste Reduction Act 2020*) in order to provide Australian households and small businesses with access to industry-funded collection and recycling services that safely and responsibly collect and recycle this waste stream.

From the outset, ANZRP has set its sights on being a 'best-in-class' co-regulatory arrangement, operating with uncompromising integrity, governance and transparency for our members. ANZRP makes sure that it achieves the highest standards of social and environmental performance to protect and enhance our members' brands.

Today ANZRP is contributing to building the national circular economy, working alongside government, industry and community to achieve this goal. As part of this, ANZRP's responsibility to reduce waste, improve recycling and better manage environmental impacts is recognised, as is leaving a positive mark on the community through the work carried out by ANZRP.

The NTCRS, under which ANZRP operates, has three overriding objectives:

- Reduce waste to landfill, especially the hazardous materials found in e-waste
- Increase the recovery of reusable materials in a safe, scientific and environmentally sound manner
- Provide free and convenient access to recycling services for households and small businesses throughout Australia.

ANZRP's primary objective is to meet (and exceed) the NTCRS targets that sit under these objectives, thereby ensuring our members meet their regulatory requirements – year in, year out and to best practice standards.

ANZRP fulfills these objectives through the TechCollect program.



## TECHCOLLECT

ANZRP's TechCollect program partners with local councils, retailers, waste management organisations and our members across Australia to provide free collection sites and services for households and small businesses. From these sites and services, ANZRP arranges collection and delivery of the e-waste to ANZRP contracted recyclers – some of which are social enterprises that also deliver benefits to the community such as supporting people, including those with disabilities, to gain access to meaningful work and develop their skills.

The TechCollect program has stringent processes in place to ensure that collection, logistics and recycling partners meet environmental and workplace health and safety standards and that 100% of e-waste TechCollect collects is recycled in Australia. ANZRP requires recycling partners to meet and be certified to the Australian New Zealand e-waste recycling standard AS/NZS 5377:2013, as well as the international standard for environmental management ISO 14001:2015.

# AUSTRALIA'S NATIONAL E-WASTE SCHEME

## E-WASTE IN AUSTRALIA (CONTINUED)



Warren Overton (CEO ANZRP) and Shane Ramsay (National Operations Manager CRDC Circular Solutions) displaying the soft and hard plastics which are used to create RESIN8™, an aggregate for use in road construction and cement blocks.

### AUSTRALIA'S FIRST RESIN8™ PLANT

ANZRP has established a joint venture partnership with CRDC Circular Solutions (CRDC), called CRDC Victoria, to improve the circularity of plastic recovered from e-waste recycling. CRDC has a focus on recycling hard to recycle plastics into useful materials and to do so developed the RESIN8™ process which creates an aggregate for use in constructing roads and cement blocks.

Approximately 25% of the material used to make televisions, computer equipment and printers is plastic, which can be difficult to recycle. The RESIN8™ process is ideally suited to recycle this plastic, as well as many other types of plastics, and was thus chosen as a solution.

ANZRP collects about 5,000 tonnes per year of plastic from e-waste. The ANZRP joint venture company, CRDC Victoria, is now successfully using some of this plastic resource to produce RESIN8™. More information on CRDC Victoria and RESIN8™ is detailed in 'Addressing the plastic crisis' section of this report (from page 20).

### CERTIFICATIONS

ANZRP holds the following certifications:

- **B Corporation certification** – This demonstrates that ANZRP meets the highest standards of social and environmental performance, public transparency, and accountability. The assessment evaluates ANZRP's performance on the areas of employees, the community, the environment, customers and governance. ANZRP was the first organisation in the waste management sector to be certified in Australasia.
- **ISO 9001, ISO 14001 and ISO 45001** – 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.

Certified



**Quality**  
(ISO 9001:2015)



**Environment**  
(ISO 14001:2015)



**Safety**  
(ISO 45001:2018)

# E-WASTE RECYCLING

As an approved co-regulatory arrangement under the NTCRS, ANZRP's key focus is to safely and responsibly collect and recycle e-waste on behalf of its members.

ANZRP provides these services through the national TechCollect e-waste collection and recycling program. It is one of the largest collection and recycling programs operating under the NTCRS and has recycled over 257,000 tonnes of e-waste since its inception.

There were 275 permanent TechCollect sites across Australia during the year including partnerships with local councils and our retail partner Officeworks.

ANZRP provides pop-up collection events including a number in remote communities, to help ensure Australian households and small businesses have a free and easy way to responsibly dispose of and recycle their e-waste.

Additionally, ANZRP works with its members to tailor programs to collect more e-waste, including from members themselves and their customers.

ANZRP focuses on the needs of its members by providing a lean and sustainable arrangement to meet their liability under the NTCRS, and one that enhances their brand reputation.

## TARGETS UNDER THE NTCRS

The NTCRS sets responsibilities for co-regulatory arrangements, including rules that require:

- Recycling only be undertaken at facilities that are certified to AS/NZS 5377:2013, the Australian and New Zealand Standard for the safe and environmentally sound collection, storage, transport and treatment of e-waste. ANZRP requires its recycling partners to be certified to and meet this standard as well as ISO 14001:2015 for environmental management.
- Provision of reasonable access to collection services, which means that around 98% of the population will have access to collection services that are free of charge, including through permanent sites and one-off events. ANZRP works with members, retailers, local councils and other community organisations to do its part to meet this target.

- Endeavouring to recover for recycling at least 90% of the weight of in-scope e-waste that is collected and ensuring that it is processed into useable materials that remain in the economy. ANZRP is committed to setting the highest standard of recycling, maximising the recovery rate and making sure that all e-waste collected undergoes first-stage recycling in Australia.
- Provision of independently audited annual reports to the Department.

## OUR RECYCLING TARGETS

In 2023–24 ANZRP recovered 16,387 tonnes of materials from the recycling of end-of-life products. The total volume of e-waste recycled (including materials sent for disposal) was 19,574 tonnes.

The 2023–24 material recovery rate was 83.72%. Finding solutions for the recycling of plastics, which make up to 25% of e-waste, has been a focus in the past year and will continue to help ANZRP improve the material recovery rate.

To address the plastics recycling issue, ANZRP entered a joint venture with CRDC Circular Solutions to build a plastics recycling facility in Melbourne. The facility is the first of its kind in the Asia-Pacific region and processes a wide range of plastic waste into a construction material known as RESIN8™.

In 2023–24, three of the six recyclers used by ANZRP and its members, established valid recycling options for plastics, with two others confirming options in the first months of 2024–25. With the establishment of our new plastics recycling facility, ANZRP looks forward to increasing its material recovery rate in future years.



# AUSTRALIA'S NATIONAL E-WASTE SCHEME

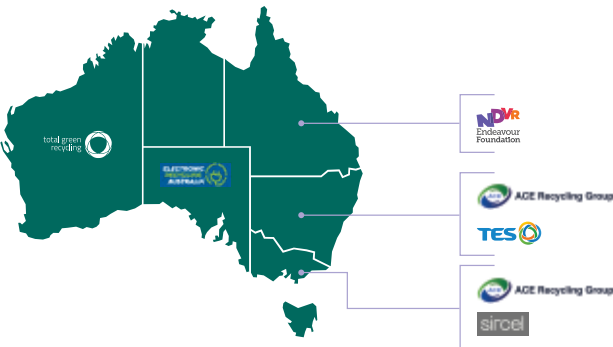
## E-WASTE RECYCLING (CONTINUED)

### OUR COLLECTION AND RECYCLING PARTNERS

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

Each delivery of e-waste is assigned a unique identification number. This ensures that every delivery can be tracked and verified – from collection site to logistics provider through to recycler. Once e-waste is delivered to a recycler, the recycler weighs the load and sorts all waste into NTCRS ‘in scope’ and ‘out of scope’ categories.

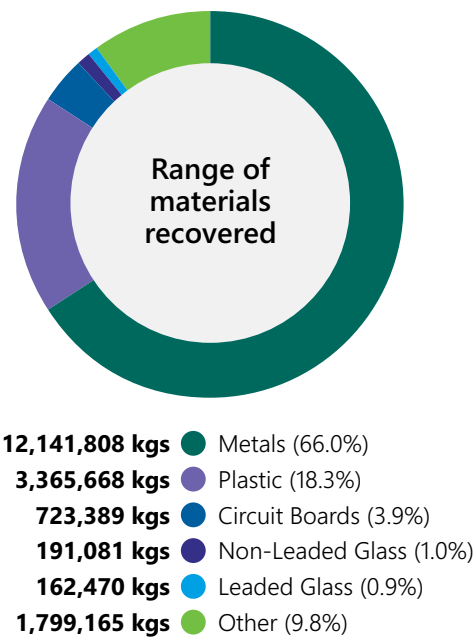
ANZRP and its members engaged a number of reputable recycling organisations to recycle on their behalf in 2023–24.



State	Partners
NSW	ACE Recycling Group TES–AMM Australia
QLD	Endeavour Foundation
SA	Electronic Recycling Australia
VIC	ACE Recycling Group Sircel (formerly Scipher Technologies)
WA	Total Green Recycling

### RECOVERED MATERIALS

ANZRP recycling partners send the materials they have processed to downstream processors who refine the materials for use in the manufacture of new products and applications.



- 12,141,808 kgs Metals (66.0%)
- 3,365,668 kgs Plastic (18.3%)
- 723,389 kgs Circuit Boards (3.9%)
- 191,081 kgs Non-Leaded Glass (1.0%)
- 162,470 kgs Leaded Glass (0.9%)
- 1,799,165 kgs Other (9.8%)

18,383

TONNES

of material was sent in 2023–24 from recyclers to downstream processors for material recovery processing:

Useable material recovered:

10,461

TONNES

domestically

5,926

TONNES

overseas

Non-useable material disposed of:

1,435

TONNES

domestically

560

TONNES

overseas

# COLLECTING E-WASTE ACROSS AUSTRALIA



ANZRP provides a free e-waste drop off service to Australian households and small businesses through the TechCollect program.

The TechCollect program accepts a wide range of electronic products including:

- computers and laptops
- televisions and monitors
- printers and photocopiers
- IT peripherals (e.g. headphones, cables, webcams).

ANZRP also offers tailored programs to collect other e-waste (commonly referred to as 'out-of-scope' e-waste) on a fee-for-service basis.

Through TechCollect, ANZRP works with a range of authorised collection partners to ensure that e-waste is collected in a responsible and sustainable manner.

Partners include:

- local councils and waste facilities
- retail stores and drop-off points, such as Officeworks
- commercial and industrial waste management companies
- schools and educational institutions
- community groups and non-profit organisations.

All TechCollect e-waste collection sites and partners must pass a health, safety and environment assessment. ANZRP also conducts desktop and site audits of collection sites to ensure the safe handling and storage of e-waste.

In 2023–24, TechCollect provided the Australian community with 282 drop-off sites across the country. These included 275 permanent locations and seven e-waste collection events.

TechCollect operated 86 sites in conjunction with local councils and waste management organisations. These partnerships provide residents access to e-waste recycling services.

A further 189 sites were provided through retail channels, 169 of which are in partnership with Officeworks. These place TechCollect collection services near the point of purchase for e-products.

TechCollect is thankful for the support of all our partners, without whom this valuable service would not be possible.

# TECHCOLLECT LOCATIONS AND COLLECTIONS

## NATIONAL SNAPSHOT

Total weight of e-waste collected from all TechCollect sites

17,660,558 KGS

Metro

1,455,891 KGS

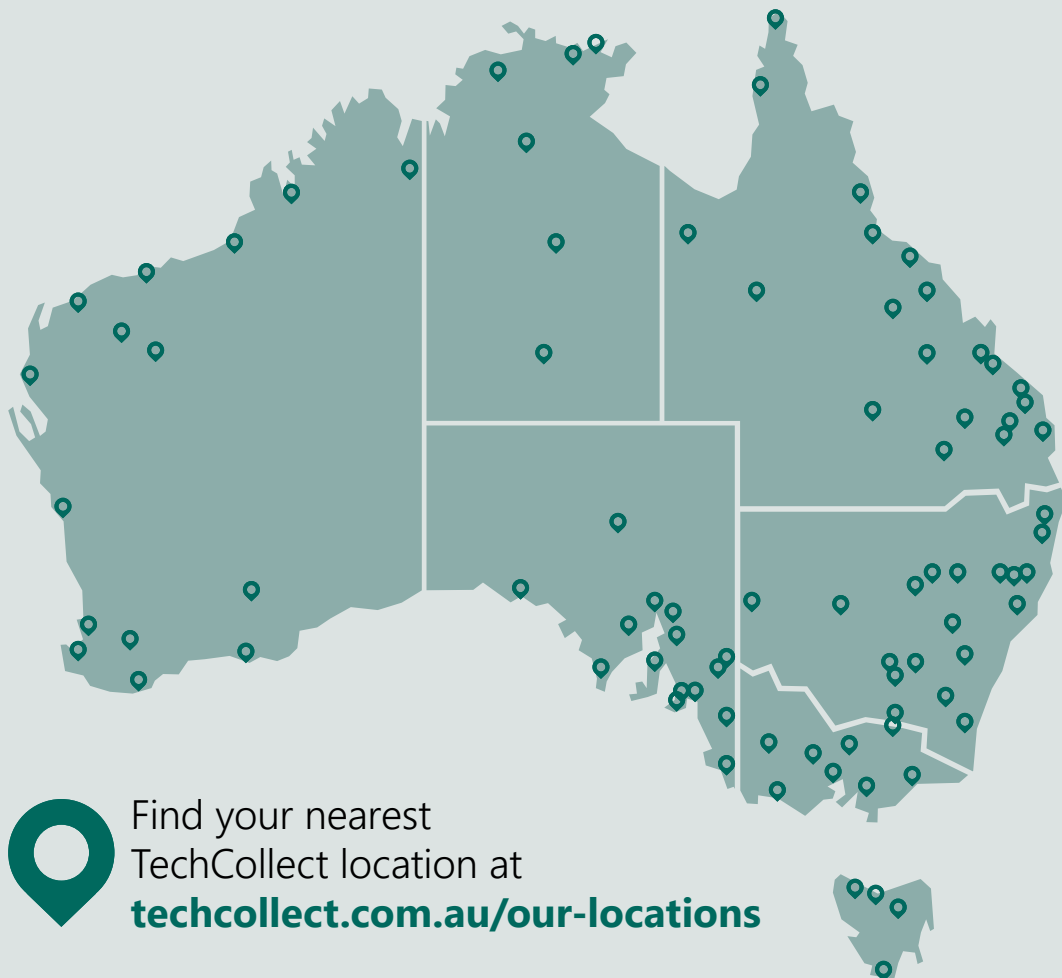
Inner Regional

374,924 KGS

Outer Regional

135,796 KGS

Remote



Find your nearest  
TechCollect location at  
[techcollect.com.au/our-locations](https://techcollect.com.au/our-locations)

# PROVIDING REASONABLE ACCESS TO ALL AUSTRALIANS

Under NTCRS legislation, all co-regulatory arrangements must provide reasonable access to communities across Australia. Communities with a population of 2,000 or more must have access to free e-waste drop off or collection services.

This ensures that around 98% of the population will have reasonable access to e-waste collection services. These can include permanent sites, such as a local waste transfer station or retail outlet, and one-off events.

In 2023–24, ANZRP serviced 275 permanent collection sites and ran seven collection events in outer regional and remote communities across Australia. Partnerships with local councils, retail stores, small businesses, schools, community organisations and our members have helped us deliver our collection service to Australian communities.

Highlights of the past year include ongoing partnerships with schools such as Newman Senior High School, Tom Price Senior High School and Derby District High School in Western Australia, as well as Aboriginal Corporations such as Ashburton Aboriginal Corporation (WA), Ironbark Aboriginal Corporation in Daly River (NT), and East Arnhem Regional Council and communities (NT).

ANZRP has found these community-supported collection events encourage e-waste recycling and build communal awareness and understanding of e-waste issues. ANZRP is excited to continue to foster good relationships with remote communities across Australia.

## CASE STUDY

### PARTNERSHIPS TO COLLECT E-WASTE IN WEST DALY REGION

Wadeye in the Northern Territory is about 420 km south-west of Darwin. It can be accessed by road during the dry season (May to October), otherwise access is limited to light aircraft and a weekly coastal barge.

ANZRP started talking with West Daly Regional Council in late 2021 but they did not have capacity to partner with TechCollect at the time.

Consequently, the TechCollect team commenced phoning community groups especially schools, which experience shows have been fantastic partners to host TechCollect collection sites and events. The St Francis Xavier Catholic School in Daly River agreed to host a two-week collection event.

The Daly River community, including the Victoria Daly Regional Council and the Ironbark Aboriginal Corporation (Naiyu) supported the event. It was a success, with more than 250 kg of e-waste collected, including a large multi-functional device printer. To thank the community for their efforts, TechCollect sent caps and calico bags to give away at a local football match.

The following year, Ironbark Aboriginal Corporation and the Victoria Daly Regional Council agreed to house the collection cages at the Corporation's men's shed. The men's shed is a local hub delivering the Community Development Program (CDP).

In 2023, Ironbark Aboriginal Corporation requested to extend the annual two-week collection event. TechCollect was more than happy to support this request, so the two collection units remain at the men's shed until they are full.

# OUR MEMBERS

Our members are the reason ANZRP exists, and their ongoing commitment to responsible e-stewardship and sustainable business practices has strengthened ANZRP's role as the leading co-regulatory arrangement in Australia.

The ANZRP member base includes a wide and diverse range of electronics manufacturers, retailers, and distribution companies. In 2023–24, ANZRP provided e-stewardship services to 51 member companies. ANZRP thanks them for their ongoing loyalty and support.

### OUR COMMITMENT

ANZRP works diligently for its members, delivering an efficient and flexible service. The aim is simple: to provide the best service and achieve results that not only meet but exceed the needs of all our members. ANZRP's success is driven by the loyalty of our members, who have supported ANZRP year after year.

ANZRP's member engagement approach is holistic, with price being only one aspect of our service delivery model. In addition to a competitive fee structure, members receive the following benefits above and beyond the standard service:

#### Safeguarding reputation

Member brand reputation is in safe hands with ANZRP with commitment to the highest standards of compliance, transparency and integrity. ANZRP's members include some of the most respected global brands in the electronics and Information and Communication Technology (ICT) industries, where reputation is paramount. By employing best practice management and adhering to strict governance, ANZRP ensures that the highest standards are consistently met throughout the services provided.

#### Advocacy

Backed by strong relationships in the private, environmental and government sectors, ANZRP provides regular commentary, advice and insights to the Federal Government and other key stakeholders to enhance the NTCRS.

#### Governance

Members can influence how ANZRP operates and is governed. The ANZRP Board is comprised of member representatives and independent directors who drive strategy and oversee the attainment of regulatory targets and risk management.

#### Compliance

ANZRP has a robust due diligence and auditing framework embedded in all its processes, ensuring that best practice standards are consistently met.

#### Transparency

ANZRP keeps members informed and promptly addresses any issues that arise, ensuring a transparent and accountable system. Additionally, members are provided with a personalised annual report detailing the environmental achievements resulting from their participation.

#### Service, not profit

As Australia's only not-for-profit co-regulatory arrangement, ANZRP is driven by high-quality service, not profit. ANZRP is committed to ensuring our member program is the best it can be. Governed by a Board comprised of member representatives and independent directors, ANZRP has built an enviable reputation as Australia's prominent product stewardship organisation.



## MEMBER ENGAGEMENT

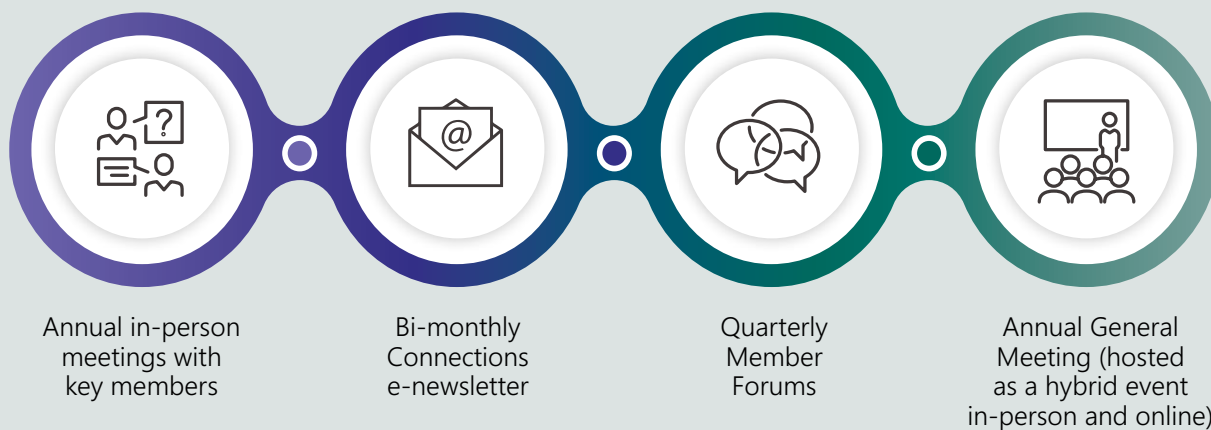
In 2023–24, ANZRP significantly enhanced member engagement including annual in-person meetings with key members. At these meetings, updates are provided on ANZRP’s performance, managed member programs and potential collaborative initiatives focused on the circular economy and sustainability.

To keep members informed a bi-monthly Connections e-newsletter is distributed and quarterly Member Forums hosted. In 2023–24, these forums covered a broad range of topics, including product stewardship, servicing remote communities and ANZRP’s partnerships with social enterprises.

To enhance member experience and refine our approach, ANZRP conducted Customer Experience/ Net Promoter Score research with members in February. This survey provides a measurement to track performance and understand what drives member appreciation, as well as the most critical improvements required. In February, ANZRP achieved a very strong NPS of 59% well above median net promoter scores across all industries globally<sup>1</sup>.

This research helps ANZRP to further refine our service offering and team training to meet and exceed the expectations of members.

### ANZRP MEMBER ENGAGEMENT ACTIVITIES



<sup>1</sup> Customer-Gauge – B2B NPS & CX Benchmarks Report 2021.

# ADVOCACY AND INFLUENCE

ANZRP has a strong and unwavering focus on meeting our scheme targets, whilst actively advocating in the interests of our members and working with them to drive better environmental, social, and economic outcomes.

Through the collective experience and knowledge of our Board, staff, members, partners and affiliates, ANZRP has become a leading and respected voice in the e-waste management and circular economy space. This sets ANZRP apart from competing providers.

ANZRP's advocacy work guarantees that the needs and aspirations of our members are considered in the formulation of government policy, legislation and programs. It is the relationships ANZRP has built with all levels of government, private companies and environmental organisations that enable us to engage constructively with policy makers and influencers, and which positions ANZRP as a thought leader.

ANZRP has developed a clear vision and goals through consultation with our members, which guide our strategy and advocacy efforts. Over the past year, ANZRP has advocated for:

- expansion and restructuring of the NTCRS
- improved standards and compliance within e-waste recycling
- higher levels of monitoring and enforcement of the NTCRS rules
- public education and awareness around e-waste.

In 2023 ANZRP continued to consult regularly and proactively with the Federal Government on its plans to expand and reshape the NTCRS. Details of its plan were announced via the 'Wired for Change' discussion paper. The paper included a revised scheme that would add new categories of e-waste, making many more companies liable for the recycling of their products. It also proposed a change in the current model for scheme administration. These changes are likely to have a significant impact on our members and the wider e-waste ecosystem.

ANZRP, while supportive of plans to expand the categories of e-waste collected, is opposed to changes that will reduce liable party choice and agency as this will lessen environmental outcomes and increase scheme costs. These concerns were strongly echoed by many members, who include

the world's leading technology brands. Working collaboratively with our members, ANZRP developed a comprehensive position statement on the NTCRS expansion and design plan. This position statement outlined our key concerns in relation to the redesign of the NTCRS but more importantly provided a clear series of recommendations that ANZRP believes the Government should adopt to drive improvement in the next phase of the NTCRS's operation.

As a part of our advocacy efforts ANZRP worked closely with our members to support them in engaging directly and constructively with Tanya Plibersek, Minister for the Environment and Water, and to call for the scheme outcomes to be optimised by:

1. Protecting and enabling brand agency
2. Setting the bar higher in terms of recycling standards and providing incentives to go above and beyond
3. Improving services to regional and remote communities.

ANZRP also made a submission to the Federal Government inquiry into waste reduction and recycling policies. ANZRP welcomed the establishment of the Circular Economy Ministerial Advisory Group and called for this group to be integrated across portfolios to ensure the development of cohesive policy and policy settings across government.

Work has also commenced on development and implementation of a whole of government engagement strategy. The strategy's objective is *"To build strategic relationships with all tiers of government for the mutual benefit of our members and all stakeholders. Our endeavour will position ANZRP as a respected voice for e-stewardship and to be seen as an organisation that contributes to environmental sustainability and circular economy objectives, as well as delivering high quality services for the benefit of communities across Australia".*

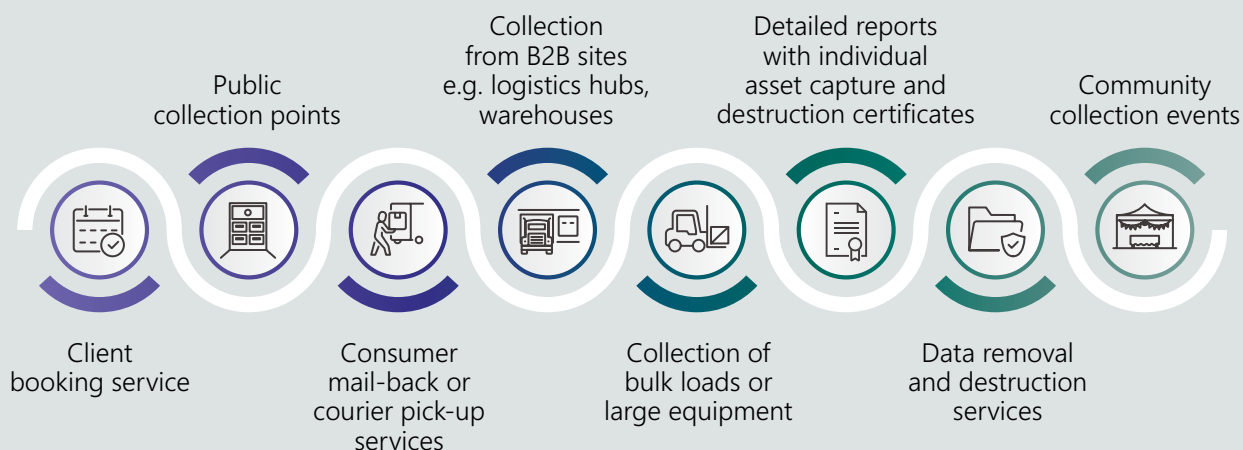
# TAILORED PROGRAMS

ANZRP offers complete solutions for our members' end-of-life electronic products (e-products). Demonstrating commitment to customer service and true partnerships, ANZRP develops programs that meet the needs of our members to safely and responsibly collect and manage e-waste, often beyond NTCRS requirements.

Examples of our tailored programs include:

- **Australian programs:** ANZRP provides many members with tailored member e-waste collection and recycling programs. These programs include collection from customers, OEM warehouses, retail stores, via mailback and through one-off events. Through our well-established logistics network ANZRP provides national coverage and utilises a range of collection systems to meet the needs of each site. To facilitate the process a number of online booking portals have been developed that link seamlessly with OEM systems to provide timely and accurate information on the whole collection process. Additional services include serial number capture, data sanitisation and lifecycle reporting. These programs are constantly evolving to meet member needs and ANZRP is always looking for ways to innovate and provide improved member value.
- **New Zealand programs:** Aotearoa New Zealand does not yet have a regulated e-product recycling or stewardship scheme. Despite this, ANZRP is working with a number of our members to manage their e-waste safely and responsibly. In the past financial year, e-waste programs for Apple and HP New Zealand have been successfully implemented.

## TAILORED ANZRP MEMBER PROGRAM ACTIVITIES



# ADDRESSING THE PLASTIC CRISIS



Kerry Osborne (Director ANZRP), Warren Overton (CEO ANZRP), Steve Dimopoulos (Victorian Environment Minister), Shane Ramsey (National Operations Manager CRDC Circular Solutions) and Don Thomson (CEO CRDC Global) cut a plastic ribbon to officially open the CRDC Victoria RESIN8™ plant, at Tottenham.

CRDC Victoria, the joint venture between ANZRP and CRDC Circular Solutions, commenced operations this year.

The facility was officially opened by the Victorian Minister for Environment, Steve Dimopoulos, in April 2024. More than 100 stakeholders from government, non-profits, academia and industry, attended the launch event, highlighting the collaborative effort that went into developing this innovative environmental solution and the importance it plays in paving the way for greater circularity.

The facility's opening marks a significant leap in Australia's efforts to tackle the plastic waste crisis.

RESIN8™, a versatile, high-performance, low-carbon hybrid mineral-polymer, is engineered for both structural and non-structural building applications. It meets and surpasses ASTM International (formerly known as American Society for Testing and Materials) standards, providing a sustainable alternative to conventional building materials. Unique to RESIN8™ is CRDC's proprietary, carbon-negative production process, which accepts all types of plastics (polymers 1–7) – a significant advancement over traditional recycling technologies that typically only handle polymers 1 and 2.

The Melbourne RESIN8™ facility is the first of its kind in the Asia-Pacific region and the fourth in the world.

By converting difficult to recycle plastic waste into a valuable resource for the construction industry, this joint venture not only addresses the environmental challenges of today but also provides a pathway for future innovations.

ANZRP takes great pride in partnering with CRDC to introduce this innovative circular solution that effectively manages our members' plastic waste.

The RESIN8™ facility initially operated at a capacity of 1 tonne per hour. Its modular production lines allow for rapid scaling to meet the growing demand for sustainable building materials in Australia and beyond.

This collaboration between CRDC and ANZRP, with support from the Victorian Government, exemplifies a successful model of public-private engagement driving towards a sustainable future.



# DRIVING AOTEAROA NEW ZEALAND'S E-STEWARDSHIP EFFORTS

The TechCollect NZ pilot program continues to provide New Zealanders with free, safe, and responsible e-waste recycling options. Since its establishment in November 2018, TechCollect NZ has recovered and recycled over 420 tonnes of e-waste across the country.

In the period from July 2023 to June 2024, TechCollect NZ recycled close to 149 tonnes of e-waste collected from across 39 drop off locations, compared to 100 tonnes for the 12 months prior. Rising monthly volumes demonstrate community awareness and uptake is increasing.

With seven industry members, TechCollect NZ continues to expand its member-funded services and support Kiwis to manage their unwanted ICT equipment responsibly. This includes several new collection sites in Noel Leeming stores across New Zealand in partnership with The Warehouse Group.

Safe, responsible, and environmentally sound management of e-waste creates a range of positive impacts for New Zealand’s environment and ecosystems. TechCollect NZ conducted its second Life Cycle Assessment for NZ FY23 (1 April 2022 to 31 March 2023), with significant improvements being made compared to the 2022 report.

### TECHCOLLECT NZ INDUSTRY MEMBERS

- Canon NZ
- Dell Technologies New Zealand
- HP New Zealand
- Logitech New Zealand
- Microsoft
- The Warehouse Group.



	CLIMATE CHANGE*	ENERGY DEMAND*	PARTICULATE MATTER*	WATER SCARCITY*
	kg CO <sub>2</sub> e	MJ NCV	g PM <sub>2.5</sub> -eq	m <sup>3</sup> -eq
NZ FY23	-2,475	-36,664	-3,250	-296.8**
2022	-2,052	-28,347	-3,026	-7.4

\* The underlying model for quantifying the benefits associated with printed circuit board (PCB) reprocessing was modified this year. This means that the precious metal content was significantly underestimated in previous assessments.

\*\* The impact assessment method used to model effects on water scarcity was updated to use the more recent method. This means that the FY23 LCA results cannot be compared with the 2022 LCA.



### DRIVING AOTEAROA NEW ZEALAND'S E-STEWARDSHIP EFFORTS (CONTINUED)

#### ADVOCATING FOR A NATIONAL SCHEME

TechCollect NZ is committed to making New Zealand a low-carbon, resource-efficient society with wide and convenient access to a fair and effective stewardship scheme for all e-products.

As a not-for-profit dedicated to establishing a regulated scheme for e-products in New Zealand as soon as possible, TechCollect NZ is preparing to apply for accreditation as New Zealand's scheme manager and accelerate the introduction of a fair and effective New Zealand scheme.

The New Zealand Government intends to reform the *Waste Minimisation Act 2008* and *Litter Act 1979*, flagging a new framework for extended producer responsibilities and strengthened regulatory tools for products and materials. TechCollect NZ will continue to work with the New Zealand Government to advocate for future-fit tools to enable best practice and progressive product stewardship in New Zealand.

Members continue to share their expertise with TechCollect NZ, providing it with deep knowledge and experience to ensure the country has a future-proofed e-product management system that matches local needs and requirements. TechCollect NZ looks forward to continuing to partner with its members to further our e-stewardship efforts.

#### CASE STUDY

##### PARTNERING FOR MEANINGFUL CHANGE IN THE PACIFIC

TechCollect NZ, with support from ANZRP, WeCollect, the Recycling Group Limited, and Eunomia Research & Consulting Ltd (NZ), has been awarded a contract with the Secretariat of the Pacific Regional Environment Programme (SPREP) to deliver an impactful project in the Pacific Island nation of Niue.

The project will:

- Identify and procure essential tools and equipment to establish e-waste management operations at the Niue Resource Recycling Centre
- Develop competency-based training modules and materials to establish best practice e-waste management procedures in-country
- Manage legacy e-waste and whiteware stockpiles in Niue
- Deliver hands-on training to support stockpile management activities and ongoing e-waste operations.

Alongside legacy stockpile management activities, the project will provide selected Niue officers with the tools and knowledge required to take control of the country's e-waste management system and establish ongoing relationships with specialist e-waste recyclers in the South-Pacific.



# SETTING THE BAR FOR COMPLIANCE

ANZRP is proud of its reputation as the most responsible co-regulatory arrangement under the NTCRS. NTCRS rules and requirements are diligently followed, and in many instances, exceeded.

ANZRP leads by example, being certified to internationally recognised standards that are verified by annual third-party audits and other compliance activities. Our Quality, Safety and Environment (QSE) management system covers our entire e-waste supply chain.

## OUR APPROACH TO STANDARDS

ANZRP only works with collection, logistics and recycling partners that meet the highest standards, exceeding NTCRS requirements, and operate with sound environmental and workplace health and safety practices. This is one of the ways ANZRP works to safeguard our members' reputations.

ANZRP is certified to three International Organisation of Standardisation (ISO) standards: Quality (ISO9001), Environmental (ISO14001) and Safety (ISO45001) and is audited annually to maintain these certifications.



## ANZRP'S APPROACH TO COMPLIANCE

ANZRP strives to create an ecosystem that collects, processes and recycles electronic waste safely and responsibly. Robust audit and compliance regimes that meet, and exceed, NTCRS requirements are implemented to ensure complete compliance to best practice at all stages of recycling. This includes thoroughly assessing ANZRP's supply chain partners and working with them to make improvements.

### Collection partners

ANZRP's TechCollect program requires all collection sites and collection partners to pass rigorous health, safety and environment (HSE) assessments.

Collection partners must provide evidence of HSE compliance that fulfills legislative obligations (e.g. risk assessment and other documentation), and NTCRS requirements, to be approved as a TechCollect site. Although there is not a requirement for collection sites to be certified to AS/NZS 5377, ANZRP's audit protocol focusses on key safety and environmental processes that meet the intent of this standard.

Once brought on as a TechCollect site, ANZRP staff conduct regular audits of all collection sites, either by desktop or in-person. In 2023–24, ANZRP performed 86 HSE compliance audits of TechCollect collection sites.

In 2023–24, ANZRP introduced additional auditing of a representative sample (about 10%) of its retail collection sites at Officeworks stores across Australia.

	ANZRP'S CERTIFICATIONS	NTCRS REQUIREMENT FOR RECYCLERS	ANZRP'S REQUIREMENT FOR RECYCLERS
AS5377	✓	✓	✓
ISO9001	✓	✗	✗
ISO14001	✓	✗	✓
ISO45001	✓	✗	✗

### SETTING THE BAR FOR COMPLIANCE (CONTINUED)

#### Transport and logistics partners

Transporters that want to work with ANZRP must undergo an extensive pre-qualification process checking the strength of their safety management system and chain-of-responsibility policies. Once they become a partner, ANZRP audits them annually. This audit reviews their policies and practices relating to HSE and safe and secure transport in line with Chain of Responsibility and Heavy Vehicle National Law. ANZRP also ensures the currency of licences, insurances and other certificates. Audits are conducted either via desktop or in-person.

All TechCollect logistics partners were audited in 2023–24.

#### Recycling partners

ANZRP partners with select recyclers and works hard to ensure they are delivering to the highest possible standards to help protect our members' reputations.

ANZRP recycling partners must have a strong safety management system and be third-party certified to e-waste recycling standard AS/NZS 5377 and to ISO standard for Environmental (ISO14001) as a minimum. Most of ANZRP's recyclers have extra certifications, either to other ISO standards or to the R2 standard.



Recyclers must undergo an independent third-party audit before starting work for ANZRP.

This audit focuses on HSE regulatory compliance, risk management, compliance to NTCRS rules, and key requirements of the standard AS/NZS 5377. In 2023–24, ANZRP continued to work with our independent auditor, ERM, to undertake these audits, including refining the audit protocol which contains close to 500 questions. In the past year, ANZRP added questions about modern slavery and psychosocial health.

Once engaged, ANZRP audits recycling partners annually. A full audit occurs every three years, and surveillance visits are conducted in the intervening years.

Any issues found during audits result in corrective action requests. ANZRP supports our partners to resolve these challenges, including meeting with them monthly until the issues are resolved. Best practice applications regarding safety are shared across the recycler network. ANZRP takes an engaging, collaborative approach to improve the whole system.

ANZRP has an escalation protocol to enact when audit findings are not resolved within designated timeframes. In 2023–24, ANZRP did not need to use the escalation protocol. In previous years, ANZRP has ceased working with recycling partners when our high standards were not met.

Other monitoring activities include:

- Global Positioning System (GPS) trackers in a sample of e-waste loads to provide assurance of correct recycling practices
- Regular independent weighbridge audits of loads to verify recycler reported weights
- Desktop audits of recyclers' downstream material flow and recovery reports to ensure accuracy
- Verification and interrogation of downstream vendor audits – ANZRP conducts independent reviews of common downstream vendors to ensure reporting across the recycler network is consistent, accurate and at the highest levels of integrity
- Independent financial audit of recycler-sourced volume.

#### GLOBAL POSITIONING SYSTEM (GPS) TRACKER PROGRAM

ANZRP uses GPS trackers to confirm e-waste is recycled as intended. Trackers are used for monitoring e-waste collected through the TechCollect program and in partnership with members on request. ANZRP uses additional evidence, such as Closed-Circuit Television (CCTV) footage and statements from partners to confirm who picked up the load of e-waste, and to which recycler it was delivered. ANZRP's team then provides reports based on the tracking results.

# OUR PEOPLE

## ANZRP LEADERSHIP TEAM



**Warren Overton**  
*Chief Executive Officer*

Warren has led ANZRP since February 2018. He is an experienced senior executive having worked in government, education and private sectors for 20 years. His experience includes government policy and program delivery, facilities management, sustainability consulting and association management, which has provided him with a broad experience base. Warren is also an experienced trainer, facilitator and public speaker, with a passion for sustainability and innovation.



**Carla Vasconi**  
*Chief Operating Officer*

Carla has led ANZRP operations for more than eight years to create and deliver innovative solutions that drive improved sustainability outcomes, enhanced customer experiences and increased profitability. She develops, implements and strengthens product stewardship programs that enhance brand reputation and reduce risk in a constrained regulatory environment. Throughout her career, Carla has applied strong audit, risk management and governance practices to achieve high standards across e-waste, packaging, manufacturing, consumer goods, government, retail, ICT and utilities.



**Anne Stonier**  
*Chief Marketing and Business Development Officer*

Anne joined ANZRP in September 2023, bringing her passion, vision and energy into strengthening the ANZRP brand and business development opportunities. Anne has worked across a wide range of industries, in both a B2B and B2C context, client and agency side and in Asia Pacific and Australia. She has proven results as an executive leadership team member responsible for marketing, sustainability, and people and safety.



**Yvonne Terry**  
*Finance and Member Services Manager*

Yvonne has held the position since ANZRP was established in 2012. Yvonne manages the financial systems for ANZRP and supports members to collate and submit member data and reports to ensure they meet NTCRS regulatory requirements.



**Janene Murdoch**  
*Operations and Programs Manager*

After 16 years of operating her own business and taking it online, Janene took on a new challenge, joining ANZRP in 2013. Janene manages the TechCollect team and the TechCollect Program, ensuring the Program meets its regulatory requirements under the NTCRS.



**Andrew But**  
*Health Safety and Environment Manager*

Andrew is a values-driven, engaging manager who joined ANZRP in July 2023. He has 20 years of experience managing a diverse range of teams, both factory workforce and professional. Andrew has worked in many diverse industries, focussing on people, processes and tools to deliver robust outcomes.

OUR PEOPLE (CONTINUED)

TEAM HIGHLIGHTS IN 2023–24

WOW Program

ANZRP’s What Outstanding Work (WOW) Program, a values and behaviours-based approach to recognition and reward continues to provide positive feedback in the moment. Through this program, ANZRP staff recognise team members’ contributions to living our values and the outstanding efforts of our team. This year ANZRP had the pleasure of formally recognising several long-serving team members.

Continuing Professional Development scheme

ANZRP introduced a Continuing Professional Development scheme during the year to support learning and development in the organisation. Continuing to invest in our people to develop both capability and capacity. The program provides for a balanced mix of learning including attending conferences, seminars, formal education and extends ‘on the job’ learning to include developing knowledge in business processes, acquiring and mastering new skills, sharing best practice techniques, thoughts and ideas.

During 2023–24 our staff undertook over 1,200 hours of recognised training, or an average of 62 hours of learning per team member.

ANZRP focuses on personal learning experiences and professional development to maintain a culture of continuous learning and growth, ensuring that our team remains enabled and motivated and ANZRP is a great place to work.

Health and Wellbeing Committee

The ANZRP Health and Wellbeing Committee continues to contribute to the engagement and wellbeing of our team. The committee works together to build, schedule and deliver an engaging program of activities including weekly morning tea learnings, monthly cultural/food sessions, and whole team events aligned to significant community days. The work of the committee has been extended to delivering actions in our new diversity, equity and inclusion plan. The important work of the committee and the initiatives delivered contribute to employee welfare and a positive work environment.

Great Place to Work

This year ANZRP was certified as a Great Place to Work, the global benchmark for identifying outstanding employee experiences. Our employee survey highlights that 84% of our team members believe ANZRP is a great workplace, significantly higher than the 56% average at typical Australian companies.



Striving for excellence, and committed to continuously enhancing our workplace, ANZRP is committed to not only remaining a great place to work but also a leader in sustainability and the circular economy.

VOLUNTEERING AT FARESHARE

In May, the ANZRP team volunteered to prepare food for charity FareShare (which has since combined with SecondBite to bring together two of Australia’s biggest food relief agencies).

The ANZRP team helped to:



Pack  
**660** MEALS



Dice  
**100** KG OF CHICKEN THIGHS



Chop  
**110** KG OF VEGETABLES



Dice  
**100** KG OF PORK MINCE PACKETS



Clean the  
**KITCHEN**



# OPERATING SUSTAINABLY

ANZRP embeds sustainability into everything it does. As a co-regulatory arrangement, ANZRP has a clear mandate to deliver critical e-product stewardship services on behalf of our members.

However, ANZRP has always strived to go beyond compliance, ensuring our members' e-waste is managed safely and responsibly. Pushing for higher standards across the industry, ANZRP has invested in several circularity solutions over the years.

In July 2023, a three-year sustainability plan was launched that outlines how ANZRP maximises our positive social and environmental impact through operations, delivery and partnerships.

Developed with ANZRP staff, members and Board, our plan includes seven goals with supporting action plans, KPIs and targets for the next years.

## OUR SUSTAINABILITY GOALS

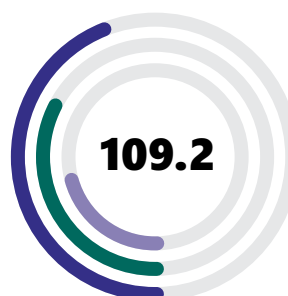
1. Our members trust us to help them meet and exceed their regulatory obligations for e-product stewardship
2. Our operations meet industry leading standards of verified social and environmental performance, and public transparency
3. Our staff are healthy, connected to our purpose and supported to grow in their roles
4. Our partners lead the industry beyond compliance
5. Our programs and services help drive the industry transition to a circular economy
6. Our community is educated and empowered to understand how they can support the shift to a circular economy
7. Our advocacy to government and industry supports best practice and the transition to a circular economy.

Highlights of progress made in the first year of this sustainability plan include:

- Completed Life Cycle Assessment of the TechCollect Program and environmental outcomes reports were provided to our members
- Audited all collection, logistics and recycling partners
- Launched a social procurement policy to leverage ANZRP operational budget into increased social impact
- Continued partnerships with social enterprises, Endeavour Foundation, Electronic Recycling Australia and PonyUp for Good
- Launched the ANZRP Diversity and Inclusion Plan
- Formalised the ANZRP Flexible Work Policy
- Launched the green office program at the ANZRP office.

## A CERTIFIED B CORPORATION

ANZRP is a certified B Corporation, meeting one of the highest third-party standards for responsible businesses. ANZRP gained certification in 2019 and successfully recertified in July 2023 with a score of 109.2 – more than double the median score of 50.2. The ANZRP commitment to improving our standards of governance, social and environmental wellbeing, and employee wellbeing helped boost our score. ANZRP's certification will be re-assessed in July 2026 by which time there will be new assessment protocols.



- 109.2** ● Overall B Impact score for ANZRP in 2023
- 80.0** ● Qualifies for B Corp Certification
- 50.9** ● Median score for ordinary businesses

## OPERATING SUSTAINABLY (CONTINUED)

### PLASTIC RECYCLING SOLUTIONS

A focus of the past financial year has been validating downstream recycling, to ensure that after ANZRP's partners collect, transport and process e-waste, the plastic it contains is used to manufacture viable products with validated supply chains.

In 2023–24, the total plastics recovered from our recycling efforts was 5,760 tonnes.

When the Australian Government imposed restrictions on the export of unprocessed plastic waste ANZRP's e-waste recyclers found there was a lack of capacity to process this plastic in Australia. Some found other alternatives yet many had no option but to send this material to landfill.

Because 20 to 25% of e-waste is plastics, ANZRP has not been able to meet the NTCRS material recovery rate target of 90% since the export restrictions were put in place. As the NTCRS does not recognise waste-to-energy ANZRP undertook to address this issue by investigating and investing in developing a local plastics recycling capacity.

Notably, this has involved our joint venture to establish the CRDC Victoria RESIN8™ plant.

ANZRP worked with its recycling partners to improve their processes so the plastic waste stream was sufficiently clean of contamination. This has enabled effective recycling.

In the past year ANZRP has also verified:

#### Plastics recycling at ACE Recycling Group in NSW

This business recycles plastic waste into pellets which are sold to be manufactured into various components, including plumbing and construction products.

#### Downstream plastics recycling partner used by Endeavour Foundation in Queensland

The Foundation have a partnership with the company RSA, which ANZRP visited three times in 2023–24 to understand how the plastics are recycled and verify downstream re-use in manufacturing.

#### Downstream plastics recycling partner used by Total Green Recycling in Western Australia

From July 2024, Total Green Recycling is now sending its plastic waste to Enviro-recycling, a plastics recycler in Perth. An ANZRP staff member visited the facility in Perth, where plastics are washed and separated then sent to another facility for processing into plastic pellets.

The pellets are sold to be used in the manufacture of various products, including pot plants, plumbing products and construction applications.

### ENVIRONMENTAL PERFORMANCE

ANZRP is committed to making positive change for the environment through its services and programs. This includes monitoring our environmental impacts and reporting them to members.

ANZRP undertakes a Life Cycle Assessment (LCA) of its TechCollect Program each year. 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.

TechCollect's LCA begins from the moment e-waste is deposited to the collection sites, and includes a thorough investigation of the collection, transportation, recycling and processing of e-waste across the entire program.

Since commencement in 2012–13, ANZRP's TechCollect Program has had the following environmental benefits:

- Prevented more than 376,000 tonnes carbon dioxide equivalent (CO<sub>2</sub>e) emissions from entering the atmosphere
- Saved 4.65 million gigajoules of energy usage
- Prevented more than 641,000 kg of particulate matter from entering the atmosphere
- Saved more than 13.03 m<sup>3</sup> of water.

TechCollect's LCA for 2023–24 shows that its environmental performance continues to improve. For every tonne of e-waste recycled, highlights include:

- 135.1% more water saved due to a correction in the model used that better represents the plastic recycling process
- 7.1% more CO<sub>2</sub>e emissions saved due to better recycling practices and better recoveries for metal waste
- Minor improvement of 1.0% more energy saved.

However, the amount of particulate matter emitted per tonne of e-waste recycled was 3.4% higher than in 2022–23 due to more complex supply chain movements to service remote sites and recycler logistics.

## SOCIAL PERFORMANCE

ANZRP has a strong focus on creating positive environmental and social impacts that strengthen communities. These include socially sustainable initiatives that are aligned with those of our members, engage and support communities across Australia, and improve e-waste access and management.

Through our employee benefits program, staff are recognised for their contributions and there is investment in their growth and satisfaction. Our Health and Wellbeing Committee ensures our team feel connected to the work ANZRP does, and are able to give back to our community, including volunteering opportunities with organisations like FareShare.

ANZRP's commitment to social procurement is provided in the ANZRP procurement procedure. Within this procedure, ANZRP defines the type of social enterprises and charities sought to work with. In the past year, ANZRP assessed current vendors to see which met the definition of a social enterprise or charity. ANZRP aims to increase the number of social enterprises worked with and the proportionate spend.

ANZRP is committed to providing Australians with free access to convenient e-waste collection services. Working hard to ensure meaningful solutions for e-waste collection in various communities, ANZRP includes those in remote locations with efforts exceeding the 'Reasonable Access' target of the NTCRS.



In May, the ANZRP team volunteered to prepare food for charity FareShare.

## OUR PARTNERSHIP WITH ENDEAVOUR AND ELECTRONIC RECYCLING AUSTRALIA



ANZRP engages social enterprises for the provision of e-waste recycling services. This includes Endeavour Foundation in Queensland and Electronic Recycling Australia in South Australia. As social enterprises, both organisations provide job opportunities for people with disability.

These organisations each recycle over 1,000 tonnes of e-waste for ANZRP every year.

## PARTNERING WITH PONYUP FOR GOOD



PonyUp for Good is a certified social enterprise and engagement agency providing secure and sustainable IT asset services for some of Australia's largest businesses.

PonyUp turns their end-of-life tech into fresh meals for people in need by collecting technology that is no longer required. PonyUp then erases data, debadges, refurbishes and remarkets the technology. PonyUp donates half of their profits to Australian charity SecondBite, that rescues and redistributes millions of kilograms of fresh produce each year to vulnerable people.

ANZRP supports PonyUp by recycling technology that cannot be reused. ANZRP collects devices from PonyUp client partners across Australia and provides certificates of recycling for the total weight of the materials recycled. To date, ANZRP has provided recycling and logistics services that have enabled PonyUp clients to deliver over 15,000 meals to people in need and have kept over 30,000 kg of technology out of landfill.

# GOVERNANCE

## ANZRP BOARD OF DIRECTORS

ANZRP is governed by a Board of Directors including four member directors and three independent directors. All ANZRP members are eligible to nominate a Board representative.

Unlike any other co-regulatory arrangements under the NTCRS, ANZRP member companies are given the opportunity to have input into the strategic direction of the organisation. ANZRP is a company limited by guarantee, governed by its Constitution, Membership Deed and policies and procedures.

The ANZRP Board is responsible for setting the company's strategy, which is executed by its management team, and ensuring sound risk management governance policies.

## ANZRP COMMITTEES

The Board has established three committees that focus on specific governance requirements. These are:

### Audit, Governance and Risk Committee

Responsible for assisting the Board in matters related to the ongoing financial position, budgeting practices, risk management and statutory compliance of our organisation.

**Members:** Claudia Bels (Chair), Mark Mackay, Chris Hewlett, John Edgecombe (outgoing) and Brodie Murdoch (incoming).

### Nominations and Remuneration Committee

Responsible for assisting the Board to review and adopt policy which guides the elections and remuneration of directors, composition of the Board and selection and performance of the CEO.

**Members:** Claudia Bels (Chair), Mark Mackay, Nina Spannari and Chris Hewlett.

### Brand, Marketing and Stakeholder Engagement Committee

Responsible for recommending strategies relating to business growth, brand awareness, and member engagement helping to maintain retention and grow membership.

**Members:** Nina Spannari (Chair), Mark Mackay and Rhys Huett.

## ANZRP BOARD OF DIRECTORS



### **MARK MACKAY**

#### ***Independent Director and Chair***

*GAICD, MARCOM (UTS),  
CBS NY Business Leadership*

Mark has enjoyed an extensive management and advisory career in business strategy and brand communications, working in the UK, the US 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 is also Advisory Board Chair of PaperCut Software, a Director of Vic Return and Community Care Chemists as well as the outgoing Chair of TechCollect NZ and WeCollect.



### **CLAUDIA BELS**

#### ***Independent Director and Deputy Chair***

*FAICD, BEc/LLB (Hons), Graduate  
Certificate (Business Admin Exec)*

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. Claudia is also a Director of Endeavour Energy, Active Super and Australian Settlements Limited.



### **KERRY OSBORNE**

#### ***Independent Director***

*FAICD, NZCE (Civil), Business degree  
(Chicago Business School)*

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 and 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. He is currently Chair of two companies in the services/environmental sectors and Non-Executive Director for three others (including Sustainability Victoria). He is also Director of CRDC Victoria, a joint venture between CRDC Circular Solutions and WeCollect/ANZRP.



### **CHRIS HEWLETT**

#### ***Member Director – HP Australia***

*GAICD, Foundations of Digital  
Transformation (Stanford University  
Graduate School of Business)*

Chris is an IT industry professional with over 30 years of sales and management experience with local and international businesses. As the Director Commercial Channel for HP in Australia, Chris is responsible for leading a team of over 50 people focused on supporting the collective success, strategic alignment, and integration of activities of HP, its partners and distributors.

## GOVERNANCE (CONTINUED)



### **RHYS HUETT**

**Member Director – Fujifilm Business Innovation Australia**

*Bachelor of Engineering (Chemical) 1st Class Honours (University of Sydney)*

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 20 years of technical experience working for major commercial brands reducing waste and emissions. He currently serves as Chief Operations Officer for FUJIFILM Business Innovation Australia.



### **NINA SPANNARI**

**Member Director – Canon Australia Pty Ltd**

*BA Industrial Design (Hons) (University of Canberra)*

Nina is the General Manager of the consumer marketing and customer experience function at Canon Oceania. An accomplished executive manager, Nina has over 20 years of experience working in agency, government and corporate sectors where she has led the strategic planning, development and implementation of marketing strategies and digital products. Nina is a strong advocate for driving sustainability initiatives and also serves on the Canon Diversity, Equity and Inclusion Council.



### **BRODIE MURDOCH**

(Commenced 1/03/2024)

**Member Director – Dell Technologies**

*Bachelor of Commerce (Curtin University)*

Brodie serves as General Manager, Dell Financial Services with responsibility for the business across Australia, New Zealand and India. Brodie has extensive experience in the financial services and technology sectors having held roles in Perth, Melbourne and Sydney leading operating lease and technology financing businesses across the APJ region. In addition, Brodie is the Executive Sponsor in ANZ for the True Ability Employee Resource Group.



### **JOHN EDGECOMBE**

(Resigned 29/02/2024)

**Member Director – Dell Australia and New Zealand**

*Bachelor of Commerce and Administration in Accounting (Victoria University of Wellington), Certified Chartered Accountant*

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, John previously served as the executive sponsor to Dell's ANZ Plant Group. Prior to joining Dell in 2008, he spent five years as the Asia-Pacific Japan Regional Services Chief Financial Officer for NCR Corporation.



# MEMBER LIST

### MEMBERS SINCE FOUNDATION (17)

- Apple Pty Limited
- Canon Australia Pty. Ltd.
- Competition Team Ireland Limited
- Dell Australia Pty Limited
- Dell Global B.V. (Singapore Branch)
- Fujifilm Business Innovation Asia Pacific Pte. Ltd.
- Hewlett-Packard Australia Pty Ltd
- Hon Hai Precision Industry Co Ltd
- HP PPS Australia Pty Ltd
- Microsoft Ireland Operations Limited
- Primax Electronics Ltd
- Qisda Corporation
- Quanta Computer Inc
- The Trustee for The Coast RV Unit Trust
- Top Victory Investments Limited
- Toshiba (Australia) Pty Ltd
- Wistron Corporation.

### OTHER VALUED MEMBERS (34)

- Alpine Electronics of Australia Pty. Limited
- Amazon Commercial Services Pty Ltd
- ASUS Service Australia Pty Limited
- BYD Precision Manufacture Co Ltd
- CMS Distribution Australia Pty Limited
- Compal Electronics Inc.
- Datalogic Australia Pty Ltd
- Dynabook ANZ Pty Limited
- Epson Australia Pty Ltd
- Ericom Pty. Limited
- Foxlink International Inc.
- Fujifilm Business Innovation Australia Pty Ltd
- Future Electronics Inc (Distribution) Pte Ltd
- Ingenico International (Pacific) Pty Ltd
- King World Developments Pty Ltd
- Kmart Australia Limited
- Konica Minolta Business Solutions Australia Pty Ltd
- Laser Corporation Holdings Pty Ltd
- Navman Wireless Australia Pty Limited
- NCE Pty Ltd
- NEC Australia Pty Ltd
- Officeworks Ltd
- Pacificomm Australia Limited
- PC Case Gear Pty Ltd
- Plastic Injection Company Pty Ltd
- PLE Computers Pty Ltd
- RWH Pty Ltd
- Setec Holdings Pty Ltd
- Snap One APAC Pty Ltd
- Square AU Pty Ltd
- Suzhou Lehui Display Co. Ltd
- Targus Australia Pty Ltd
- The Reject Shop Limited
- Wacom Australia Pty. Ltd.

# LIST OF COLLECTION SITES

SITE NAME	STATE	REGION
Blaxland Waste Management Facility	NSW	Metropolitan
Burwood Council	NSW	Metropolitan
City of Canada Bay Council – CRC	NSW	Metropolitan
Hornsby Shire Council – Thornleigh CRC	NSW	Metropolitan
Katoomba Waste Management Facility	NSW	Metropolitan
Kimbriki	NSW	Metropolitan
North Sydney Community Recycling Centre (CRC)	NSW	Metropolitan
Albury Waste Management Centre	NSW	Inner Regional
Lismore Transfer Station	NSW	Inner Regional
Shoalhaven City Council – Ulladulla	NSW	Inner Regional
Shoalhaven City Council – West Nowra Recycling and Waste Depot	NSW	Inner Regional
Stotts Creek Resource Recovery Centre	NSW	Inner Regional
Inverell Shire Council – Ashford Rural Waste Transfer Station	NSW	Outer Regional
Inverell Shire Council – Delungra Landfill	NSW	Outer Regional
Inverell Shire Council – Inverell Waste Depot	NSW	Outer Regional
Litchfield Council – Humpty Doo Transfer Station	NT	Outer Regional
Alice Springs Town Council's Regional Waste Management Facility	NT	Remote

SITE NAME	STATE	REGION
Angurugu Community	NT	Remote
Galiwinku Community	NT	Remote
Gapuwiyak Community	NT	Remote
Katherine Town Council – Waste Management Facility	NT	Remote
Marngarr Community – Gunyangara	NT	Remote
Milingimbi Community (Maningrida)	NT	Remote
Milyakburra Community	NT	Remote
Ramingining Community	NT	Remote
Umbakumba Community	NT	Remote
Yirrkala Community (Nhulunbuy)	NT	Remote
Caboolture Waste Facility	QLD	Metropolitan
Endeavour Foundation Industries Redcliffe – TechCollect Site	QLD	Metropolitan
Redcliffe Transfer Station	QLD	Metropolitan
Gladstone Transfer Station Queensland	QLD	Inner Regional
Gympie Regional Council – Bonnick Road Waste Management Facility	QLD	Inner Regional
Lakes Creek Road Waste Management Facility Rockhampton	QLD	Inner Regional
Emerald Transfer Station	QLD	Outer Regional
Endeavour Foundation – Home Hill	QLD	Outer Regional
Endeavour Foundation TechCollect Site – Townsville	QLD	Outer Regional

SITE NAME	STATE	REGION
Evans Landing Landfill Weipa – Remondis Australia	QLD	Remote
Mount Isa City Council – Refuse Facility	QLD	Remote
Beverley Recycling and Waste Centre – City of Charles Sturt	SA	Metropolitan
City of Campbelltown	SA	Metropolitan
Southern Region Waste Authority	SA	Metropolitan
Cambrai Landfill	SA	Inner Regional
Goolwa Waste & Recycling Depot	SA	Inner Regional
Mount Gambier Waste Transfer Station	SA	Inner Regional
Strathalbyn Waste & Recycling Depot	SA	Inner Regional
Tailem Bend Waste Transfer Station (Coorong DC)	SA	Inner Regional
Windmill Hill Transfer Station (DC Mount Barker)	SA	Inner Regional
Yankalilla Waste & Recycling Depot	SA	Inner Regional
Bordertown Transfer Station (Tatiara DC)	SA	Outer Regional
Copper Coast Council – Walleroo	SA	Outer Regional
District Council of Loxton Waikerie	SA	Outer Regional
Gladstone Waste Transfer Station South Australia	SA	Outer Regional
Renmark Waste Transfer Station	SA	Outer Regional

SITE NAME	STATE	REGION
Two Wells Transfer Station (Adelaide Plains Council)	SA	Outer Regional
Willowie Regional Landfill (DC Mount Remarkable)	SA	Outer Regional
District Council of Lower Eyre Peninsula – Coffin Bay	SA	Remote
Port Lincoln Resource Recovery Centre	SA	Remote
Tumby Bay	SA	Remote
Barretta Waste Management Facility – (Kingborough Council)	TAS	Inner Regional
City of Launceston – Waste Centre Transfer Station	TAS	Inner Regional
Devonport City Council – Spreyton	TAS	Inner Regional
George Town Council – Transfer Station	TAS	Inner Regional
Hobart City Council – McRobies Gully	TAS	Inner Regional
Break O'Day Council – St Helens Waste Transfer Station	TAS	Outer Regional
Burnie City Council	TAS	Outer Regional
Dorset Council – Scottsdale Waste Transfer Station	TAS	Outer Regional
Meander Valley Council – Deloraine Refuse Disposal Site	TAS	Outer Regional
Northern Midlands Council – Longford Transfer Station	TAS	Outer Regional

## APPENDICES

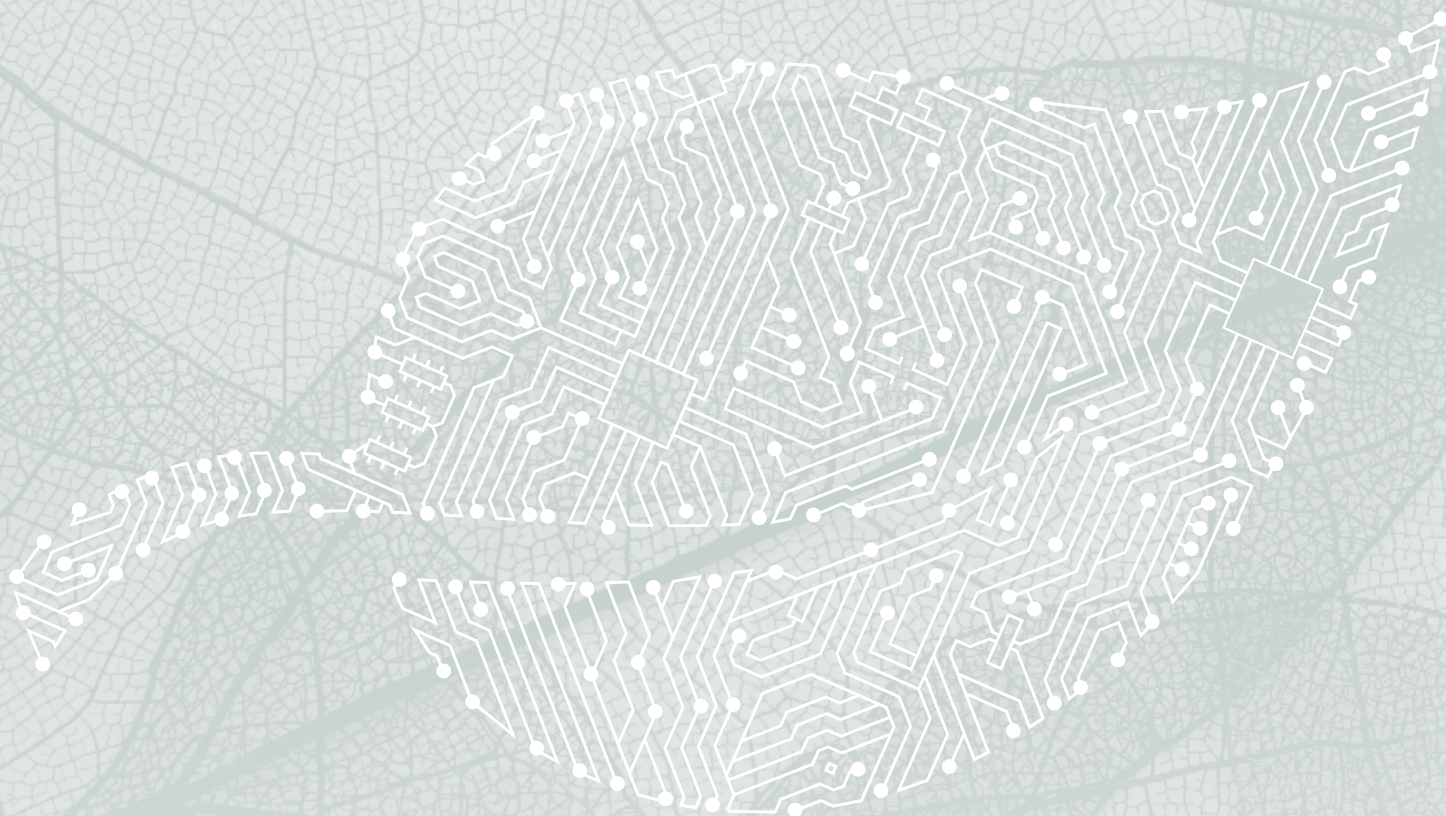
### LIST OF COLLECTION SITES (CONTINUED)

SITE NAME	STATE	REGION
West Tamar Council – Exeter Waste Transfer Station	TAS	Outer Regional
Banyule City Council – Waste Recovery Centre	VIC	Metropolitan
Boroondara City Council	VIC	Metropolitan
City of Yarra Council – Recycling Drop Off Centre	VIC	Metropolitan
Moonee Valley Transfer Station	VIC	Metropolitan
Scipher Dandenong – TechCollect Site	VIC	Metropolitan
Sircel – TechCollect Site	VIC	Metropolitan
Stonnington Waste Transfer Station	VIC	Metropolitan
City of Greater Bendigo – Strathfieldsaye	VIC	Inner Regional
Latrobe City Council – Moe Transfer Station	VIC	Inner Regional
Latrobe City Council – Morwell Transfer Station	VIC	Inner Regional
Latrobe City Council – Traralgon Transfer Station	VIC	Inner Regional
Wodonga Transfer Station	VIC	Inner Regional
Bairnsdale Landfill	VIC	Outer Regional
East Gippsland Shire Council – Mallacoota	VIC	Outer Regional
Gannawarra Shire Council – Kerang	VIC	Outer Regional

SITE NAME	STATE	REGION
Pyrenees Shire Council – Beaufort Transfer Station	VIC	Outer Regional
City of Bayswater – Bayswater Recycling Centre	WA	Metropolitan
City of Cockburn – Henderson Waste Recovery Park	WA	Metropolitan
City of Kalamunda – Walliston Transfer Station	WA	Metropolitan
Red Hill Waste Management Facility	WA	Metropolitan
Bunbury Waste Operations	WA	Inner Regional
Busselton Waste Facility	WA	Inner Regional
Shire of Katanning	WA	Outer Regional
City of Karratha – 7 Mile Waste Facility	WA	Remote
Shire of Broome – Waste Management Facility	WA	Remote
Shire of Wyndham East Kimberley – Kununurra Landfill	WA	Remote
Town of Port Hedland – South Hedland Landfill	WA	Remote







**Australia and New Zealand Recycling Platform Limited**

ACN 154 190 691

Level 13, 461 Bourke Street, Melbourne, Victoria, 3000

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

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