



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 2025. This report contains detailed information on ANZRP's strategic priorities, governance, operations and results for the period of July 2024 to June 2025, 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.

ACKNOWLEDGEMENT OF COUNTRY

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.



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YEAR AT A GLANCE

Operations



281
SITES

TechCollect
drop-off sites



18,808
TONNES

e-waste collected
and brought to
recyclers



18,853
TONNES

e-waste recycled



17,237
TONNES

material recovered
through recycling



91.43
PER CENT

total material
recovery rate



186.4
TONNES

collected and
recycled by
TechCollect NZ



513
LOCATIONS

collection locations



79%
ENGAGEMENT

member engagement
on Member Portal

Environmental benefits¹



51,777
TONNES

of CO₂e prevented from
entering the atmosphere



is equivalent to...



855,920
TREES

Trees planted
equivalent

¹ From e-waste recycled this year based on annual Life Cycle Assessment, see the report at <https://www.anzrp.com.au/education/#LIFECYCLEASSESSMENTREPORTS>

CHAIR'S MESSAGE

Under challenging economic conditions, ANZRP continues to adapt and provide the best e-stewardship service to our members.

As I begin my tenure as Chair of ANZRP, it is my privilege to reflect on a period marked by transformation.

Higher costs and lower volumes of electrical goods have created a challenging operating environment. ANZRP has adapted and found new ways to operate more efficiently, while maintaining high standards for recycling and exceptional levels of service for our members.

Over the past year, we have transformed our organisational structure including ANZRP's leadership team to meet these demands. These changes have also driven a renewed focus on our core services.

ANZRP has a long history of being a leader in the e-stewardship space, comparing favourably to best practice stewardship programs around the world. I'm proud to say that the transformation we have overseen this year has set up ANZRP to continue in this tradition.

A renewed focus on our core services and member value

In response to rising costs, ANZRP has reoriented its focus onto its core services and ensuring that we provide value to our members.

For example, I am pleased to share that ANZRP has sold the Mobile e-Waste Factory (MeWF) to Total Waste Management, Papua New Guinea. While we established it to help process e-waste in regional Victoria, lower throughput over the past few years has meant it struggled to be viable. Total Waste Management will use the factory to support the recycling effort in Papua New Guinea.

In 2024, ANZRP proudly launched Australia's first RESIN8™ plant in Melbourne in joint venture with CRDC Circular Solutions. Its first year of operation has been focused on gaining traction in the market and establishing offtake arrangements. Having done our part to establish this plant and build up Australia's plastic recycling capacity, we are now investigating potential investors who can operate and scale the plant for future growth.

Welcoming new faces

I would like to thank the outgoing CEO, Warren Overton, for more than 6 years of service to ANZRP, and in turn welcome Carla Vasconi who took up this role permanently in February this year.

Previously Chief Operating Officer (COO), Carla has been an instrumental leader at ANZRP for 9 years and brings her deep expertise in product stewardship to the role. She has already led the organisation through a major transformation in her first few months, and I am certain that ANZRP will flourish under her leadership.

I would also like to welcome back Janet Leslie to our Board. Previously serving on the Board as a representative from Canon Oceania, Janet is rejoining as Deputy Chair and Independent Director. Janet brings more than 3 decades of experience in sustainability leadership to ANZRP.

Thanks and acknowledgments

As I approach the end of my first year as Chair, I want to extend my gratitude to those who have supported the organisation.

I would like to thank outgoing Chair, Mark Mackay, who has served ANZRP and its members since its inception 13 years ago. Mark's efforts have enabled a smooth and seamless transition.

In addition, my thanks go to my fellow Board members for their support, and invaluable expertise and insight that helped steer ANZRP's transformation over the past year.

I would also like to acknowledge the incredible patience, persistence and efforts of the leaders and staff at ANZRP. Your ongoing work and commitment, particularly during times of change, have allowed ANZRP to continue as an e-stewardship leader.

Lastly, we saw many of our long-term members renew their membership this year. Thank you to our dedicated members for continuing to support us, many of whom have been with us since inception.



Looking ahead

As we head into the next financial year, we will continue our focus on core services, seeking new efficiencies, and closely managing our costs. Maintaining our high standards of compliance and supporting our members' sustainability objectives remain the highest priority.

Additionally, the Federal Government is in progress with the statutory review of the *Recycling and Waste Reduction Act 2020* (RAWR Act) and review of the *Recycling and Waste Reduction (Product Stewardship – Televisions and Computers) Rules 2021* (NTRCS Rules). ANZRP has made submissions with recommendations that will serve the best interests of ANZRP, its members and the community.

Claudia Bels
Independent Chair, ANZRP

CEO'S REPORT



Reflecting on a year of change

The past 12 months has been a period of significant change for ANZRP. We directed our focus towards our core services while making changes to our organisational structure that will help us operate more efficiently and adapt to rising costs.

In my first year as CEO, I have prioritised maintaining a positive workplace for ANZRP staff during this transformation. And I'm proud to say that we have been recertified as a Great Place to Work, continued to meet the high standards of our B Corp Certification, and the Great Place to Work survey found that 100% of our staff are proud to work at ANZRP.

I would like to thank the whole team for persevering through this period of change and championing these improvements during the year.

While we have been implementing these changes within ANZRP, our team has remained dedicated to ensuring that our core e-stewardship services remain the best in Australia. Our e-waste recycling program features 513 sites and 5,806 movements that saw 18,853 tonnes of e-waste recycled during 2024–25,

making it the largest program of its kind in the nation. The defining trait of ANZRP is the high standards we hold for our recycling program. I'm proud to announce that we have continued this tradition of not only meeting but exceeding the National Television and Computer Recycling Scheme (NTCRS) requirements. For example, 2 of our recycling partners have been certified to the R2 Standard, which is internationally recognised as the benchmark standard for e-waste recycling. We hope to see more of our recyclers certify at this level.

We have continued to deliver our reasonable access program and service remote and regional communities across Australia. Despite cost pressures, ANZRP collected over 4,000 tonnes of e-waste from publicly accessible drop-off locations across the country. This is twice as much as collected through this channel compared to other co-regulatory arrangements. The backbone of our long-standing program is long-term partnerships with local councils, schools, Aboriginal Corporations and other organisations, which enable ANZRP to continue supporting remote communities to have their e-waste recycled.

Capitalising on opportunities to provide value to our members

Beyond our e-waste recycling program, ANZRP has continued to find ways to serve our members. Facing new requirements to report on Scope 3 greenhouse gas emissions, the need for climate data and information is greater than ever. We have been supporting our members with their climate reporting and communication to customers and shareholders, conducting Life Cycle Assessments (LCAs) on their take back programs to ensure that they have the information they need.

We were particularly proud to launch our Member Portal last year, providing our members with the tools, information and data they need to share their e-stewardship credentials with their stakeholders. We plan to continue evolving and expanding the tools in this portal in the years to come.

And at an advocacy level, our team continues to work with the Australian Government to inform modification of the NTCRS Rules, ensuring they are equitable and that e-waste management meets higher and broader levels of responsibility across Australia.

Additionally, we have implemented a new cybersecurity framework and are maturing our cyber security to ensure that our members' and their customers' data is as secure as possible.

Plans for the coming year

Heading into the next financial year, services that offer the highest level of support to our members will be our driving force.

We will be looking to grow our membership and customer base and provide benefits that come with scale. In addition, we will be implementing several projects to improve our productivity including the integration of artificial intelligence and dashboard reporting, updating our e-waste management database and financial systems, and introducing a new account management platform. These efficiency measures will ensure that ANZRP can spend less time on processes and more time providing value to members.



Carla Vasconi
CEO, ANZRP

ANZRP STRATEGY



PURPOSE

Making our world cleaner and healthier by sustainably managing e-waste.



VISION

The best team recognised for delivering market leading and innovative e-product circularity solutions.



MISSION

Partnering with members to exceed NTCRS requirements and deliver best practice e-product circularity solutions.

VALUES



Collaboration



Continuous Improvement



Respect



Service Excellence

KEY FOCUS AREAS

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



1 Our Stakeholders



2 Our Processes



3 Our People



4 Our Outcomes

ABOUT ANZRP

Under Australia's NTCRS, companies that manufacture or import large volumes of specified e-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 used, in-scope e-products equivalent to their liability on their behalf.

ANZRP was founded 13 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, ANZRP's focus is providing the best service to members with full transparency and the highest standards in compliance and governance.

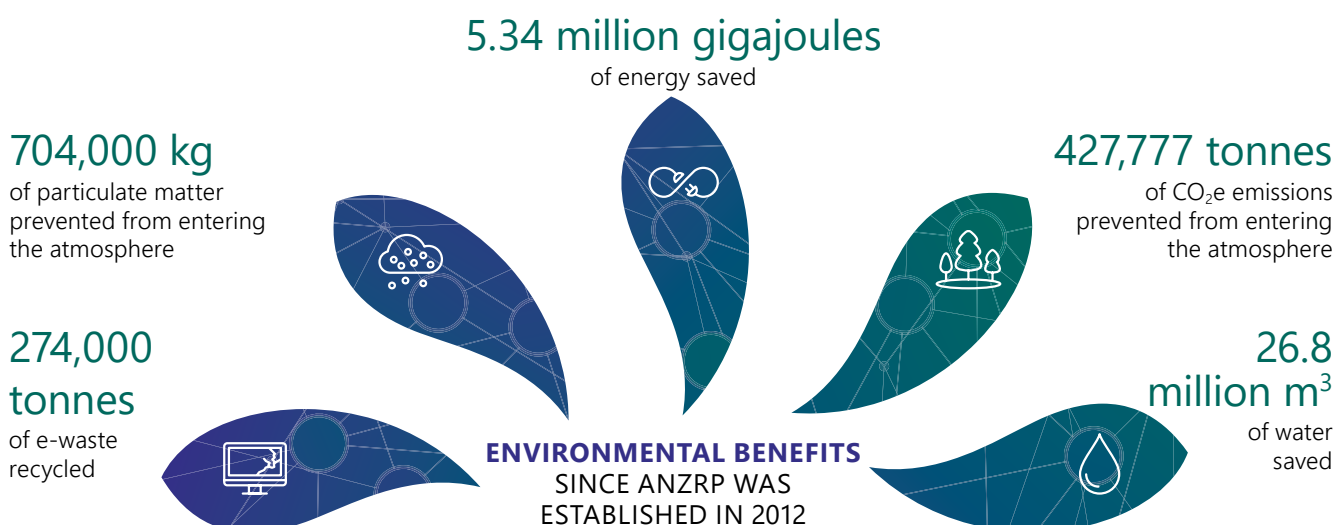
ANZRP Journey Map

In 2024–25, ANZRP developed its Journey Map. Over the past year, ANZRP has shared it with internal and external stakeholders (e.g. members, suppliers, team members, and the public). The Journey Map communicates what services ANZRP provides, its purpose and how different teams work with different stakeholders in its value chain.

The Journey Map helps ANZRP understand stakeholder behaviour, improve member experiences, identify friction points, align teams, and boost team and member engagement and retention.



Thumbnail of the ANZRP Journey Map. See page 40 for full-sized version.



Each year, ANZRP employs independent consultancy firm Lifecycles to conduct an LCA of its TechCollect program. These cumulative benefits have been accomplished through ANZRP's recycling efforts rather than relying on virgin resources. See the Life Cycle report at anzrp.com.au/education/#LIFECYCLEASSESSMENTREPORTS.

OUR MEMBERS

ANZRP is the only member-owned, not-for-profit, co-regulatory arrangement operating under the NTCRS. It was founded by members for members in 2012. The member base is diverse, representing a range of electronics manufacturers, retailers and distributors. Despite their differences, the members all share one thing in common – a commitment to promoting responsible and sustainable business practices. In 2024–25, ANZRP provided e-stewardship services to 47 member companies.

In the past year, ANZRP defined its value proposition and member values, and embedded them in its Customer Service program. To define its member values, ANZRP researched the challenges facing its members including increasing pressure from government and customers to integrate Environmental, Social and Governance (ESG) factors into their operations, reporting and reputation management strategies.

ANZRP builds and protects its members' brand value through sustainable e-stewardship practices. At the core of this is providing superior performance and service delivery, which aligns strongly with ANZRP's core value of service excellence.

One way ANZRP has encouraged service excellence in its day-to-day activities is through the *What Outstanding Work* (WOW) program, which empowers team members to recognise and reward colleagues who embody these values through their actions.

Another component of ANZRP's customer service is its Customer Experience program. This involves:

- annual independently managed member feedback
- internal workshops to review the anonymised feedback
- annual improvement plans for the key customer experience drivers.

Ensuring that service excellence is always top of mind, ANZRP achieved a Net Promoter Score (NPS) of 63%, which is well above the global industry median². ANZRP also achieved a Reputation Index with strong results being categorised as the "#1 Trusted Co-regulatory Arrangement in Australia"³.

4.5
Reputation Index³
(categorised as #1 trusted)



63%
Net Promoter Score
(NPS)³



Customer Experience research has helped ANZRP strengthen how it serves its members.

² CustomerGauge – B2B NPS & CX Benchmarks Report, (2021)

³ Verified by independent CX and NPS research (April 2025)

ANZRP Value Proposition



Protecting members' brands and building reputational standing

ANZRP provides high standards of quality and compliance beyond the NTCRS requirements, with effective oversight of responsible recycling with full traceability and B-Corp certification.

Providing useful tools and resources to fulfil member annual and mandatory reporting requirements

ANZRP provides online tools, resources and information about ESG accomplishments and reporting, which are invaluable for tender responses and content to support corporate sustainability communication.



Enabling members to differentiate themselves and stand out in the marketplace

This is achieved through member take back programs encompassing delivery of end-to-end management and recycling of members' and their customers' e-waste and mapping and tracing of e-waste and liberated materials.

Enhancing environmental outcomes

ANZRP through TechCollect provides drop-off and recycling services for the public including achievement of reasonable access requirements and delivery of 50 services in outer regional and remote Australian locations, including in partnership with Indigenous communities.



Advocacy and thought leadership

ANZRP takes the burden off our members by providing expert advocacy on e-stewardship policy utilising its respected voice to influence government policy and engage key stakeholders on their behalf.

High performance and service delivery, not-for-profit

ANZRP is a dependable, respected not-for-profit partner with a proven track record in achieving high standards of product stewardship outcomes and service.



MEMBER ENGAGEMENT

In 2024–25, ANZRP continued to build on its member engagement program with the launch of the Member Portal.

This houses the Member Toolkit, ANZRP and TechCollect Brand Guidelines and logos, and infographics and imagery for members to use as well as a range of other valuable resources.

The idea for the Member Toolkit came from the Customer Experience research conducted in 2024. It identified that members would like to have easy access to communication materials for use in sales and tender documents, internal communications and external corporate communications. This led ANZRP to develop a digital resource that includes information about ANZRP and how it operates safely and responsibly to collect and recycle e-waste on behalf of its members, thereby supporting members' sustainability and ESG programs.

The information in the Member Toolkit can be used by people across member organisations to communicate internally and externally about their commitment to strong ESG programs, which can build member brand equity and support business development. The toolkit includes factsheets, case studies and a PowerPoint for inducting members' new starters. It is useful for the C-Suite and Corporate Affairs, Procurement, Sustainability, Marketing and Communications, and Sales and Business Development departments.

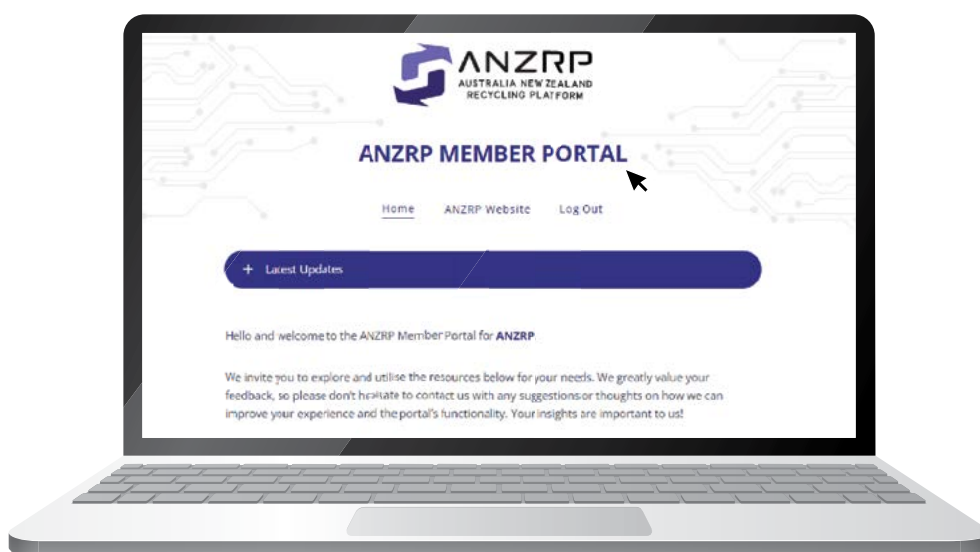
ANZRP will be making regular updates to the Member Toolkit to ensure it has relevant, current data available for member use.

The Member Portal has been very well received by members, as demonstrated by:

- 79% of members having registered for access since launch in October 2024
- 31% increase in members mentioning ANZRP in sales and tender documents since FY 2024
- 24% increase in members mentioning ANZRP internally in member organisations since FY 2024.

The ANZRP team is excited to have delivered a tool which its member base is finding so valuable.

ANZRP has also continued other member engagement activities established in the prior year. These include annual in-person meetings with key members, the quarterly Connections newsletter, and Member Forums covering a broad range of topics including battery stewardship, Australian Packaging Covenant Organisation (APCO) 2030 Strategic Plan, and the Australian Government information and communications technology (ICT) procurement policy.



The ANZRP Member Portal gives members easy access to information, graphics and more to help them tell their story about their membership and e-product stewardship practices.

ADVOCACY AND INFLUENCE

Since inception of the NTCRS, ANZRP has consistently taken on a greater advocacy role than other co-regulatory arrangements.

ANZRP actively advocates on behalf of its members to inform changes to the NTCRS, ensuring it is equitable and that e-waste management meets consistent levels of responsibility across Australia. This advocacy work sets ANZRP apart and is strongly valued by its members.

By drawing on the experience and knowledge of its members, staff, partners and affiliates, ANZRP has become a respected voice in e-waste stewardship and the circular economy. ANZRP's advocacy work is based on a deep understanding of its members' needs and aspirations. It harnesses this insight to influence government policy, legislation and programs. Through established channels, ANZRP has achieved, and continues to achieve, positive change that benefits its members and the community.

In 2023, the Australian Government announced plans to expand the NTCRS to include small electrical products. These plans were outlined in the 'Wired for Change' discussion paper. The proposed changes would add new categories of e-waste, making more companies liable for recycling their products. The paper also proposed changes to how the scheme is managed. At the time of writing and following a period of public consultation in 2023, the Australian Government is yet to announce next steps.

In 2025, the Australian Government commenced a statutory review of the *Recycling and Waste Reduction Act 2020*, which underpins the NTCRS. ANZRP made a comprehensive submission to this review, restating industry support for expanding and improving the NTCRS. ANZRP's submission included calls to:

- Improve standards and compliance in e-waste recycling.
- Strengthen monitoring and enforcement of the NTCRS to ensure an even playing field.
- Protect and enable brand agency.
- Undertake more public education and awareness around e-waste stewardship.

ANZRP closely monitors legislative, regulatory and program changes at all levels of government that impact e-stewardship and its members.

In 2024–25, ANZRP made several submissions to government and stakeholder inquiries and reviews, advocating on behalf of its members' interests. This included:

- Western Australia's Waste Avoidance and Resource Recovery Strategy 2030 (Department of Water and Environmental Regulation, Western Australia)
- Phasing Out Problematic Single Use Plastics in Tasmania (Department of Natural Resources and Environment, Tasmania)
- Assessment criteria to be considered in developing product stewardship arrangements for batteries (Product Stewardship Centre of Excellence)
- Opportunities in the circular economy #1 and #2 (Productivity Commission)
- Battery Stewardship Council application for authorisation (Australian Competition and Consumer Commission)
- Queensland Waste Strategy 2025–2030: Less landfill, More Recycling (Department of Environment and Science, Queensland).

ANZRP also worked with the Australian Government to shape its Environmentally Sustainable Procurement Policy and framework for ICT products. ANZRP ensured members could review draft plans and contribute to improving policy and its application.



Jan van de Graaff, ANZRP's Strategic Communications and Advocacy Manager, speaking at Waste Expo Australia, October 2024.

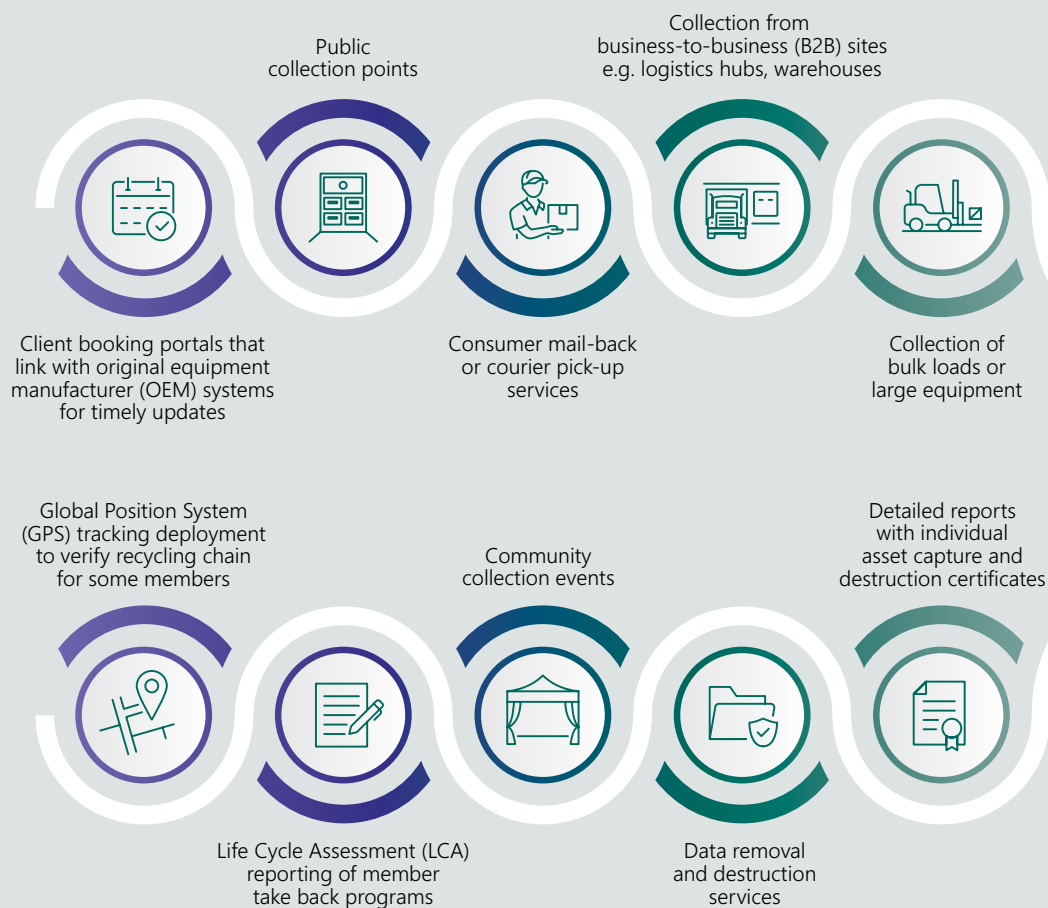
TAILORED PROGRAMS

ANZRP offers complete solutions for its members' e-waste take back programs.

Demonstrating commitment to customer service and true partnerships, ANZRP creates programs that meet the needs of members to safely and responsibly collect and recycle e-waste, often beyond the NTCRS requirements.

These programs are constantly evolving to meet member needs and ANZRP is always looking for ways to innovate and provide improved member value.

TAILORED ANZRP MEMBER TAKE BACK PROGRAM ACTIVITIES INCLUDE:



Partnerships key to retail e-waste collection success

officeworks

CASE
STUDY 

In October 2024, Officeworks partnered with HP and ANZRP to hold their first People and Planet Positive Pop-Up Day, an e-waste recycling event in Taren Point in Sydney. The event was so successful that a second event was held at the same location in December. Together, these 2 events collected and recycled a total of 1,810 kg of e-waste.

Building on this success, Officeworks launched a series of monthly pop-up e-waste events across Australia in 2025. The Pop-Up Days make it easy and accessible for local communities to recycle their old tech items, and form part of the Officeworks Bring it Back program, which has collected more than 11,000 tonnes of waste since 2015. From October 2024 until June 2025, 6 pop-up events have been held across 5 states, resulting in 2,786 kg of e-waste being collected and recycled. An additional 5 events are planned for the second half of 2025.

ANZRP has played a key role in supporting these events by:

- Arranging logistics before and after each event, including providing collection units and transporting e-waste to local approved recyclers.
- Helping plan event materials and supplying event signage.
- Promoting the event on ANZRP social media channels and on the TechCollect website.
- Developing an educational flyer to educate consumers about what happens to their e-waste after collection.

Despite the challenges of securing transport, especially for weekend events, the ANZRP operations team has utilised its extensive transporter network to ensure smooth and incident-free collections.



HP Planet Partners: Making recycling easy for HP customers



CASE STUDY

Planet Partners is HP's global program that helps customers recycle HP end-of-life equipment and printing supplies. The program has been running since 1991 and continues to grow, giving commercial customers a simple way to dispose of used hardware responsibly and boost their sustainability practices.

Over the past 10 years, Planet Partners has been available in New Zealand. Since 2024, ANZRP has been managing the hardware recycling service, bringing its strong track record in running high-standard individual producer responsibility (IPR) programs to support the circular economy – even beyond Australia and the NTCRS.

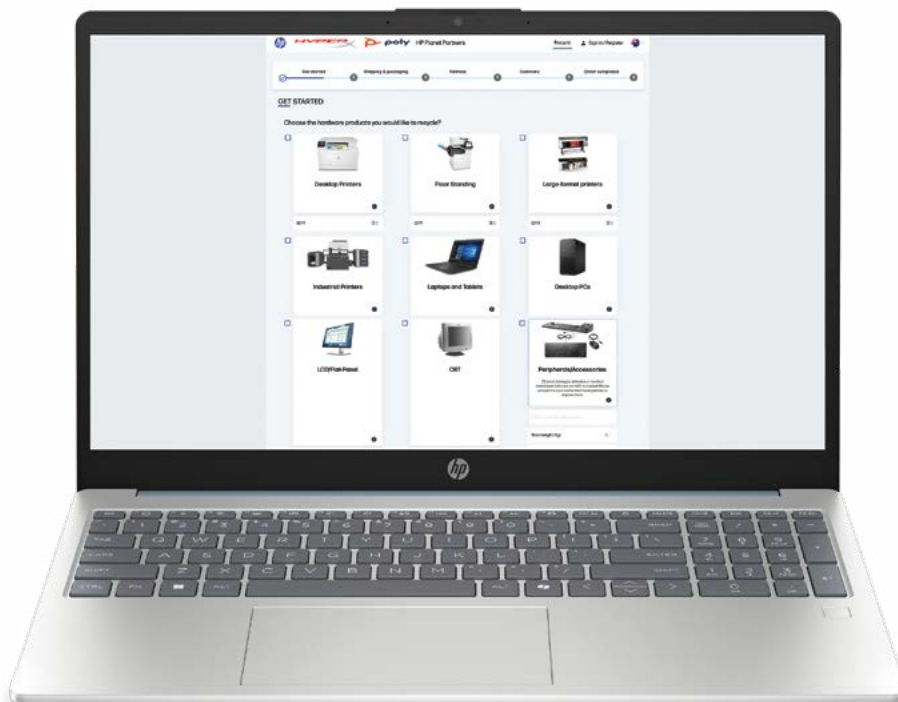
The program is designed to be easy for HP's customers. They can book pick-ups through an online portal for end-of-use equipment.

Once booked, ANZRP organises collection from anywhere in New Zealand within 5 working days and ensures delivery to an approved recycler.

ANZRP provides HP with detailed reporting, including:

- booking status
- customer and pick-up location details
- total weight collected and recycled
- recycler location (Auckland, Wellington or Christchurch).

ANZRP also acts as the main point of contact for customers, offering a responsive and helpful experience, and passing on any feedback to HP. Planet Partners is also available in Australia, where ANZRP serves as HP's co-regulatory arrangement.



ADVANCING E-WASTE MANAGEMENT IN AOTEAROA NEW ZEALAND

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 607 tonnes of e-waste across the country.

In the period from July 2024 to June 2025, TechCollect NZ recycled more than 186 tonnes of e-waste, collected across 39 drop-off sites nationwide, compared to 149 tonnes for the 12 months prior.

Rising monthly volumes demonstrate community awareness and uptake is increasing.

With 7 industry members, TechCollect NZ continues to support New Zealanders to manage their e-waste responsibly.

Safe, responsible and environmentally sound management of e-waste creates a range of positive impacts for New Zealand's environment and ecosystems.

Application to manage national scheme

In March 2025, TechCollect NZ submitted its application to run an accredited product stewardship scheme for electrical and electronic products (e-products) under the *Waste Minimisation Act 2008*, as a designated priority product category. A decision on accreditation is pending with the Ministry for the Environment.

The proposed regulated product stewardship scheme for e-products in New Zealand differs significantly from the NTCRS under which ANZRP operates in Australia. With options developed through a co-design process led by TechCollect NZ involving government, community, and industry stakeholders, New Zealand's proposed scheme focuses on the needs of a circular economy and covers a broader range of e-products than the NTCRS. This includes temperature exchange equipment, screens and monitors, lamps, large equipment, small equipment, information technology (IT) and telecommunication equipment, and some batteries.

The proposed scheme product scope will be phased in, starting with screens and monitors, small equipment, and IT and telecommunication equipment.

In Australia, ANZRP is one of several government-approved co-regulatory arrangements. However, in New Zealand, there will be a sole scheme manager. If successful in its application for accreditation, TechCollect NZ will be responsible for managing the entire scheme under formal government regulation and oversight. As an independent New Zealand entity, established by ANZRP in 2018, TechCollect NZ is governed locally to reflect the needs of Aotearoa New Zealand's communities and environment.

Acting as the scheme manager, TechCollect NZ will have a different structure from ANZRP, representing a broader range of stakeholder interests; supported by an advisory panel of major community, government, and industry stakeholders.

In preparation for the transition to the new scheme and structure, TechCollect NZ has strengthened its governance group by appointing a new independent Chair, Ming-chun Wu, and a new independent Board Director, Dr Daniel Tulloch. Both new directors bring extensive governance experience and a deep understanding of the New Zealand Government's working methods and priorities. It has also welcomed incoming Board Directors Monina De Vera (Member Director – HP), Rebecca Barrow (Member Director – Canon), Janet Leslie (Shareholder Director – ANZRP) and Philip Cumming (Member Director – The Warehouse Group).

Should accreditation be granted, TechCollect NZ expects that establishing New Zealand's regulated e-product scheme will take approximately 12 months, subject to final regulatory and funding arrangements.

Ming-chun Wu
*Independent Chair
of TechCollect NZ*

CMinstD, MBA (Hons), BSc, BBus, BEd, BA

Ming-chun Wu was appointed as the Independent Chair of TechCollect NZ in late 2024, bringing a strong track record in governance, regulation, digital transformation, and public purpose leadership.

With more than 18 years of leadership and governance experience across public, professional, and community sectors, she serves on various boards, including the Medical Council of New Zealand, Pharmacy Council of New Zealand (Deputy Chair), Chinese Medicine Council of New Zealand, Network for Learning Limited, the Wellington Community Fund, and the Plumbers, Gasfitters and Drainlayers Board.

Ming-chun was drawn to the role because of the opportunity to help build a trusted, effective, and world-class regulated product stewardship scheme for e-waste in Aotearoa, supporting both environmental sustainability and innovation in the circular economy.



Dr Daniel Tulloch
*Independent Director of
TechCollect NZ*

CMinstD, PhD, MSc, BSc (hons)

Dr Daniel Tulloch was appointed as a Director of TechCollect NZ in late 2024, bringing a wealth of experience in sustainable finance, regulatory stewardship, and public and private sector governance.

A Chartered Member of the Institute of Directors, Daniel currently serves on the boards of Fire and Emergency New Zealand, the Energy Efficiency and Conservation Authority, Everybody Eats, Ngāti Awa Group Holdings, and several associated commercial subsidiaries. He also contributes to public accountability through his roles on the Financial Advisers Disciplinary Committee and the Lawyers and Conveyancers Disciplinary Tribunal.

Daniel was drawn to TechCollect NZ for its leadership role in circular economy outcomes and its potential to deliver a world-class, regulated product stewardship scheme for e-waste in Aotearoa New Zealand.



TECHCOLLECT NZ INDUSTRY MEMBERS



Canon
NZ



Dell Technologies
New Zealand



HP
New Zealand



Logitech
New Zealand



Microsoft



The Warehouse
Group

Supporting e-stewardship across the Pacific



TechCollect NZ has been supporting the Niue Department of Environment (DOE) to clear legacy e-waste stockpiles and take control of the country's e-waste management system.

To support the DOE, TechCollect NZ established an e-waste dismantling facility with appropriate tools, processes, and safety equipment, and cleaned up legacy e-waste stockpiles in Niue for environmentally sound recycling in New Zealand.

TechCollect NZ also successfully developed and delivered a competency-based e-waste life cycle management training program in Niue, which was delivered by ANZRP and the Recycling Group Limited. This has since been rolled out in other Pacific Island nations including Rarotonga, Fiji, Kiribati, and Samoa.

The program includes 9 training modules that span different aspects of safe and responsible e-waste lifecycle management. It provides these nations with the practical knowledge needed to manage their e-waste in a safer and more responsible way.

"It is incredible to see the Niue Department of Environment equipped with the tools and know-how needed to protect and future proof their pristine environment. TechCollect NZ and our project partners from ANZRP and the Recycling Group Limited are proud to play our part in this collaborative initiative, sharing our combined experience and expertise to lift the regions e-waste management practices and outcomes into the future."

- Michael Dudley, TechCollect NZ's Head of Operations



Andrew But, ANZRP's Operations and Compliance Manager, providing e-waste recycling training in Fiji.

GOVERNANCE

ANZRP Board of Directors

ANZRP is governed by a Board of Directors including 4 member directors and 3 independent directors. All ANZRP members are eligible to nominate a Board representative for potential election to the Board.

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 and governance policies and processes.

ANZRP Committees

The Board has established 4 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 ANZRP.

Members: Kerry Osborne (incoming Chair), Claudia Bels (outgoing Chair), Brodie Murdoch and Janet Leslie.

Brand, Marketing and Stakeholder Engagement Committee

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

Members: Nina Spannari (Chair), Rhys Huett and Chris Hewlett.

People, Culture 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), Chris Hewlett and Nina Spannari.

Pricing Committee

Responsible for assisting the Board by considering and making decisions on ANZRP's pricing methodology and specific prices that apply to its services. Independent directors only are members ensuring there are no conflicts of interest.

Members: Claudia Bels (Chair), Janet Leslie and Kerry Osborne.



Board of Directors

Claudia Bels

Independent Director and Chair

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

Claudia is a Non-Executive Director and Board and Committee Chair with over 30 years of 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 and Australian Settlements Limited.



Janet Leslie

Independent Director and Deputy Chair (Incoming)

GAICD, MBA, BA

Janet has over 3 decades of experience as a leader in sustainability and responsible business practice and led Canon's sustainability strategy in the Oceania Region for 19 years. During this time, she also played a leadership role in other industry-led stewardship initiatives including the Australian Information Industry Association product stewardship group, Cartridges for Planet Ark and Australian Battery Recycling Industry Association. She was a founding Director of ANZRP, serving as a Member Director from 2011 until 2021 and rejoined the Board in 2025 as an Independent Director and Deputy Chair.



Mark Mackay

Independent Director and Chair (Outgoing)

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 United Kingdom, America 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.



Brodie Murdoch

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 Asia Pacific and Japan (APJ) region. In addition, Brodie is the Executive Sponsor in Australia and New Zealand for the True Ability Employee Resource Group.



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 Senior 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.



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 2 companies in the services/ environmental sectors and Non-Executive Director for 3 others (including Sustainability Victoria). He is also Director of CRDC Victoria, a joint venture between CRDC Circular Solutions and WeCollect/ANZRP.



Nina Spannari

Member Director – Canon Australia Pty Ltd

BA Industrial Design (Hons)

Nina was appointed General Manager, Sustainability at Canon Oceania in 2025, and is responsible for shaping and executing the company's sustainability agenda. Prior to this, Nina managed the consumer marketing and customer experience function at Canon for 10 years. 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.



Rhys Huett

Member Director – Fujifilm Business Innovation Australia

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

Rhys Huett serves as the Chief Operations Officer at Fujifilm Business Innovation Australia. With over 20 years of experience, he brings extensive knowledge and expertise across key operational areas, including logistics, recycling, customer support, manufacturing, maintenance, quality management, engineering, and product development. Rhys has a diverse background working within the IT, fast-moving consumer goods (FMCG), and building materials industry sectors, where he has partnered with leading commercial organisations to implement initiatives that reduce waste and emissions. His practical approach and focus on operational sustainability have contributed to improved efficiencies and measurable outcomes across various business environments.



SETTING THE BAR FOR STANDARDS AND COMPLIANCE

ANZRP is proud of its reputation as the most responsible co-regulatory arrangement under the NTCRS. The 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. Its Quality, Safety and Environment Management System covers the entire e-waste value chain.

ANZRP’s approach to standards

ANZRP is certified to 3 International Organisation for Standardisation (ISO) standards: Quality (ISO 9001), Environmental (ISO 14001) and Safety (ISO 45001) and is audited annually to maintain these certifications.

These certifications drive system efficiency and regular internal audits ensure that the business continues to operate in alignment with these best practice standards.

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



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, the NTCRS requirements are implemented to ensure compliance with the NTCRS Rules and workplace health and safety and environment protection legislation as well as conformance to best practice standards at all stages of recycling. This includes thoroughly assessing ANZRP’s value chain partners and working with them to make improvements.

Collection partners

ANZRP’s TechCollect program requires all drop-off 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 the NTCRS requirements, to be approved as a TechCollect site. Although there is not a requirement for drop-off 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 drop-off sites, either by desktop or in-person. In 2024–25, ANZRP performed 86 HSE compliance audits of TechCollect drop-off sites.

In 2024–25, ANZRP introduced additional auditing of a representative sample (about 5%) of its retail drop-off sites at Officeworks stores across Australia.

	ANZRP’S CERTIFICATIONS	NTCRS REQUIREMENT FOR RECYCLERS	ANZRP’S REQUIREMENT FOR RECYCLERS
AS/NZS 5377	✓	✓	✓
ISO 9001	✓	✗	✗
ISO 14001	✓	✗	✓
ISO 45001	✓	✗	✗

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.

ANZRP audits these transport partners 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.

In 2024–25, 36 TechCollect logistics partners were audited.

Recycling partners

ANZRP partners with select recyclers and works hard to ensure they are delivering to the highest possible standards to help protect 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 ISO14001 as a minimum. Most of ANZRP's recyclers have extra certifications, either to additional 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 the NTCRS Rules, and key requirements of the standard AS/NZS 5377.

In 2024–25, ANZRP continued to work with independent auditor ERM to undertake these audits, with the audit protocol now containing close to 500 questions. The audit protocol continues to evolve to include requirements to support other aspects of members' due diligence programs such as modern slavery.

Once engaged, a full compliance audit occurs every 3 years. Any issues found during audits will result in corrective action requests (CARs). ANZRP continues to work with recyclers to resolve any CARs within an agreed timeframe and to maintain high levels of compliance.

ANZRP supports its recycling partners to resolve these CARs, including meeting with them monthly until resolved, and quarterly to ensure oversight of compliance. Best practice applications regarding safety are shared across the recycler network. ANZRP takes an engaging and collaborative approach to improve recycler performance as a whole.

ANZRP has an escalation protocol to enact when CARs are not acted upon within a designated timeframe. In 2024–25, ANZRP did not need to use the escalation protocol, which is a testament to the collaborative relationship established between ANZRP and its recycling partners.

Other monitoring activities include:

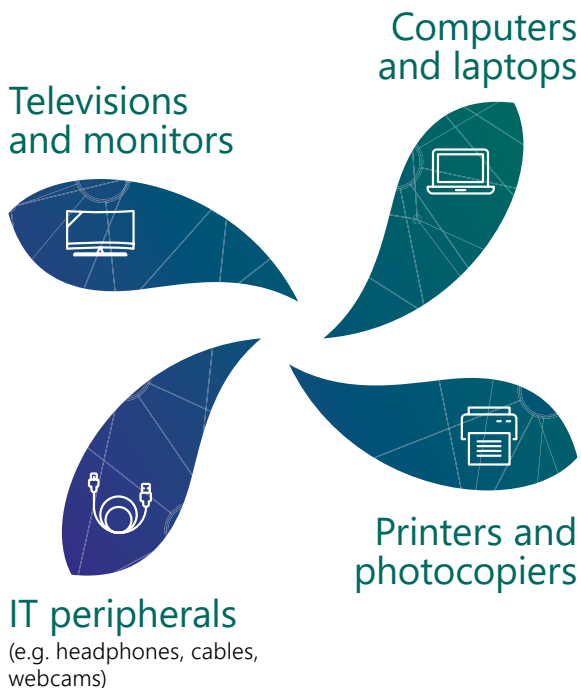
- GPS trackers in a sample of e-waste loads to provide assurance that e-waste is recycled at the agreed location. In 2024–25, 18 trackers were used across permanent drop-off sites, retail sites and member loads.
- Regular independent weighbridge audits of loads to verify recycler reported weights.
- Thorough analysis of recyclers' downstream material flow and recovery reports to ensure accuracy.
- Verification and interrogation of downstream vendor audits to ensure reporting across the recycler network is consistent, accurate and at the highest levels of integrity.

COLLECTING E-WASTE ACROSS AUSTRALIA

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

It is one of the largest collection and recycling programs operating under the NTCRS and has recycled over 274,000 tonnes of NTCRS in-scope e-waste since its inception.

The TechCollect program accepts all NTCRS in-scope electronic products listed below:



However, TechCollect also supports some drop-off sites to accept NTCRS out-of-scope ITC and data storage products as well as small household electrical products.

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 collections (B2B)
- schools and educational institutions
- community groups and non-profit organisations.

In 2024–25, TechCollect provided the Australian community with 281 drop-off sites across the country. These sites help ensure Australian households and small businesses have a free and easy way to responsibly dispose of and recycle their e-waste. These included 273 permanent sites and 8 e-waste collection events in remote locations.

TechCollect operated 83 sites in conjunction with local councils. These partnerships provide residents easy access to e-waste recycling services.

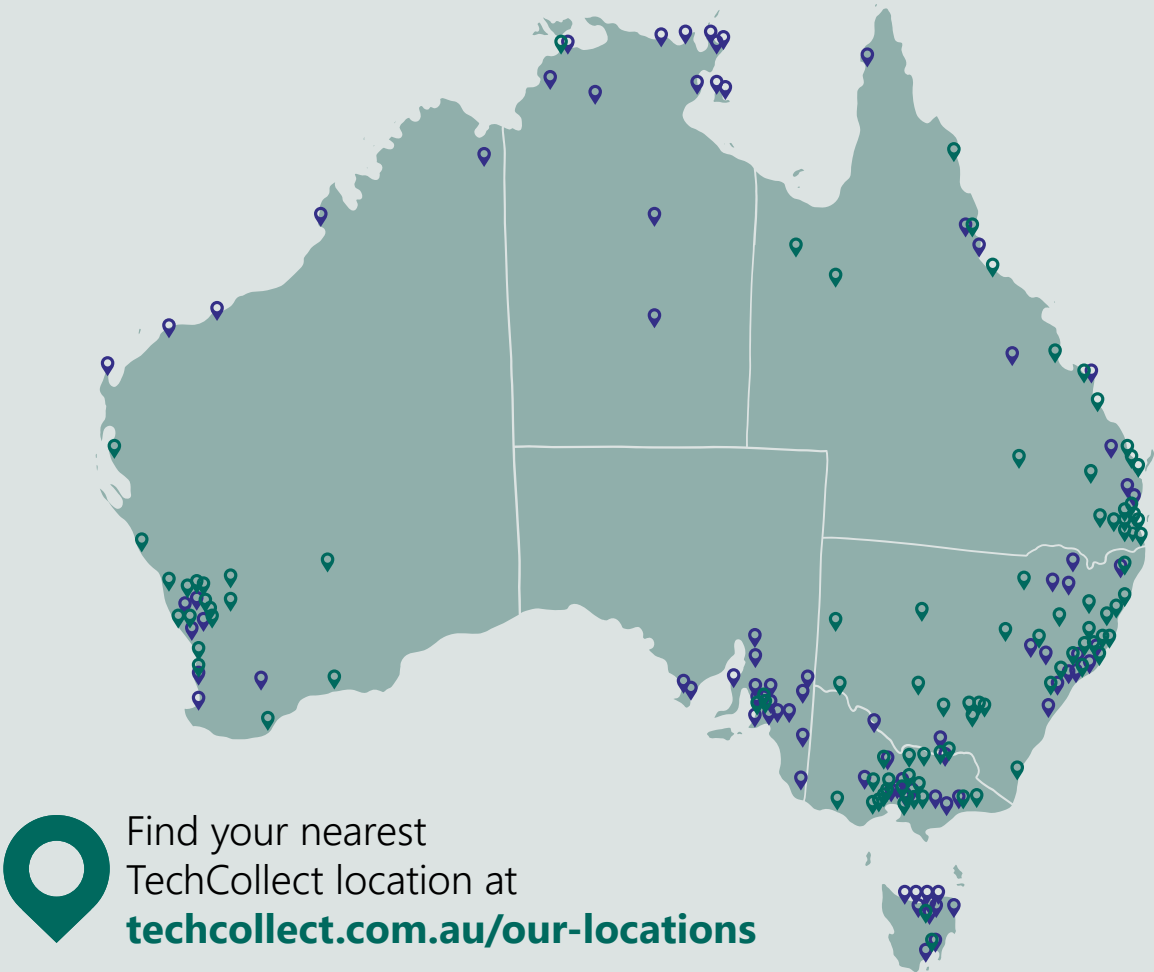
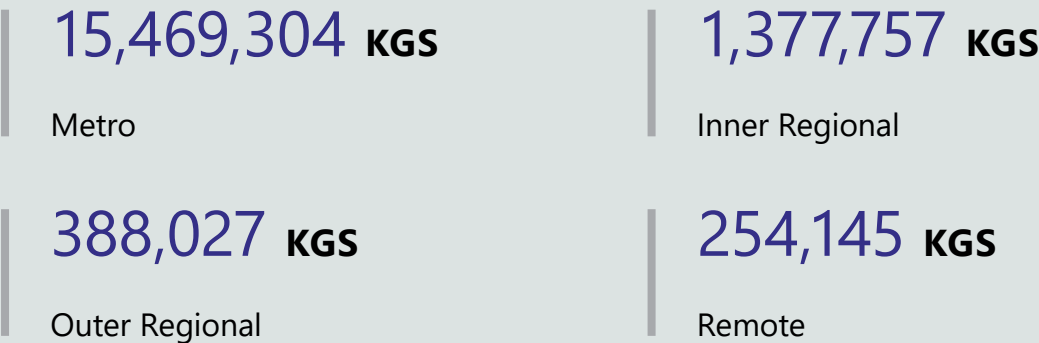
A further 186 sites were provided through retail channels, 167 of which were delivered in partnership with Officeworks. These place TechCollect drop-off sites near the point of purchase for e-products. ANZRP also helped Officeworks facilitate 8 pop-up events at a selection of stores. TechCollect is thankful for the support of all 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



Find your nearest
TechCollect location at
techcollect.com.au/our-locations

-  Retail Collection Sites
-  TechCollect Council Sites

PROVIDING REASONABLE ACCESS TO ALL AUSTRALIANS

Under NTCRS legislation, all co-regulatory arrangements must provide reasonable access to communities across Australia. This means communities designated by the Department of Climate Change, Energy, the Environment and Water (DCCEEW) must be able to access 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 2024–25, ANZRP again exceeded the reasonable access target. ANZRP serviced 273 permanent drop-off sites and ran 8 collection events in outer regional and remote communities across Australia, surpassing the outlined target of 235 collection services or events. Partnerships with local councils, retail stores, small businesses, schools, community organisations and ANZRP members have helped achieve this.

Collections from publicly accessible drop-off points represent 20% of ANZRP's total program, which is nearly 4 times higher than other co-regulatory arrangements.

Highlights of the past year include ongoing partnerships with:

- Schools in Western Australia (WA) such as Newman Senior High School, Tom Price Senior High School and Derby District High School
- Ashburton Aboriginal Corporation in WA
- Aboriginal Corporations in the Northern Territory including Ironbark Aboriginal Corporation in Daly River, and East Arnhem Regional Council and communities.

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.

Collecting e-waste in the Nullarbor

CASE STUDY 

At the eastern edge of the iconic Nullarbor Plain is Ceduna, South Australia.

ANZRP worked with logistics company Ceduna Overnight Freight to host a collection event at their yard, to service the town and surrounding community to drop off their e-waste. Over 5 days, the community dropped off 19 pallets of e-waste, equivalent to around 7 tonnes.

This e-waste was transported to Electronic Recycling Australia in Adelaide for recycling.

The event was so successful that Ceduna Overnight Freight has requested more frequent (annual) collection events into the future.



The pop-up event in Ceduna collected 19 pallets of e-waste.

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 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 the following targets.

NTCRS TARGET	ANZRP RESPONSE
Recycling only undertaken at facilities that are certified to and recycle in accordance with 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 AS/NZS 5377 and ISO 14001. ANZRP conducts independent audits of its recycling partners to ensure they meet these standards as well as requirements of the NTCRS Rules, ISO 45001 and HSE regulations.
Meet the annual recycling target calculated by DCCEEW.	ANZRP consistently exceeds its target, through its partnerships with members, drop-off sites and recyclers.
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 exceed its reasonable access target.
Use best endeavours to recover at least 90% of the weight of NTCRS in-scope e-waste that is recycled into useable materials that remain in the economy.	ANZRP is committed to setting the highest standard of recycling that maximises the recovery rate through analysis of recyclers' downstream material flow and recovery reports, and verification and interrogation of downstream vendor audits. ANZRP achieved a 90% material recovery rate in 2024–25. In accordance with the NTCRS Rules, ANZRP does not count waste-to-energy or incineration as recovered.
Provision of independently audited annual NTCRS report and financial report to DCCEEW by 30 October.	ANZRP submits an independently audited annual NTCRS report and financial report to DCCEEW by October 30 each year, as well as a glossy annual report for publishing.

ANZRP’s recycling targets

In 2024–25 ANZRP recovered 17,237 tonnes of materials from the recycling of NTCRS in-scope e-waste. The total volume of NTCRS in-scope e-waste recycled (including materials sent for disposal) was 18,853 tonnes.

To meet the set 2024–25 recycling target of 19,658 tonnes, ANZRP utilised 804 tonnes of ‘over collect’ that was accrued in previous years. In 2024–25 ANZRP used its ‘best endeavours’ to achieve the material recovery rate by working with its recycling partners to develop sustainable, ongoing solutions for the recycling of plastics, which make up to 25% of e-waste. In 2024–25 ANZRP met the material recovery target by achieving a material recovery rate of 91.43%. This recovery rate is higher than the previous year as ANZRP made industry-leading progress by continuing to work with recycling partners to find plastics recycling solutions that do not rely on waste-to-energy.

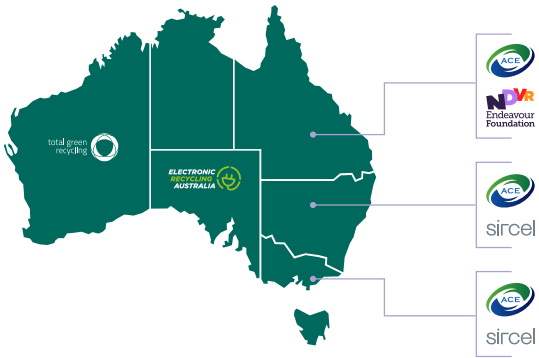
ANZRP expects to again meet the material recovery target next year. In accordance with the NTCRS Rules, ANZRP does not count waste-to-energy or incineration as recovered in its material recovery rate calculation.

In 2024–25, all 6 recyclers used by ANZRP and its members, established valid recycling options for plastics.

ANZRP’s 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 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.

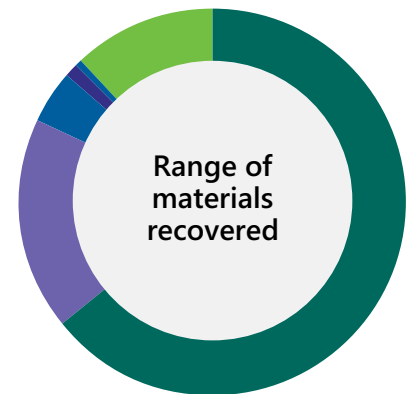


State	Partners
NSW	ACE Recycling Group
	Sircel
QLD	ACE Recycling Group
	Endeavour Foundation
SA	Electronic Recycling Australia
VIC	ACE Recycling Group
	Sircel
WA	Total Green Recycling

ANZRP and its members engaged a number of reputable recycling organisations to recycle on their behalf in 2024–25.

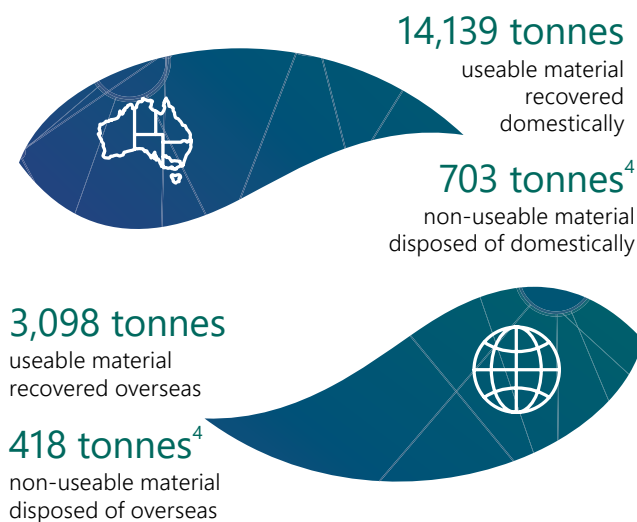
Recovered materials

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



- 11,795,325 kgs Metals (64.2%)
- 3,266,026 kgs Plastic (17.8%)
- 839,233 kgs Circuit Boards (4.6%)
- 197,031 kgs Non-Leaded Glass (1.1%)
- 119,866 kgs Leaded Glass (0.6%)
- 2,142,227 kgs Other (11.7%)

18,359 tonnes of material was sent in 2024–25 from recyclers to downstream processors for material recovery processing:



Plastic recycling solutions

Until this year ANZRP has not been able to meet the NTCRS material recovery target of 90%, since the export restrictions were put in place, due to the absence of suitable recycling facilities to recycle plastic from e-waste.

Since the Australian Government imposed restrictions on the export of unprocessed plastic waste in 2021, ANZRP has been working with its recycling partners to build industry capacity to process this plastic in Australia.

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

ANZRP is proud of the work that its team and recycling partners have invested throughout this 3-year process to ensure that all plastics can be sent to verified downstream recyclers, and to bring ANZRP's material recovery rate to 91.43% without sending it to incinerators or waste-to-energy recovery. During 2024–25, all ANZRP-approved recycling partners have been able to source a verified plastic recycling stream.

During the year the ANZRP recycling network has been managing plastic in the following ways:

Plastics recycling at ACE Recycling Group

At one of its Sydney facilities, this business recycles plastic waste into pellets which are sold to be manufactured into various components, including plumbing and construction products. ACE Recycling Group is investing in a plastics recycling facility in Melbourne which will give it more capacity and reduce transport requirements.

Downstream plastics recycling partner used by Endeavour Foundation

Endeavour Foundation has a partnership with the company Recycling Solutions Australia to recycle plastics.

Downstream plastics recycling partner used by Total Green Recycling

For all of 2024–25, Total Green Recycling sent its plastic waste to Enviro Recycling, a plastics recycler 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 plant pots, plumbing products and construction applications.

Downstream plastics recycling partner used by Sircel

Operating with approval from DCCEEW, Sircel is sending its plastics to a recycler in Malaysia where the plastic is washed, sorted by polymer type and pelletised, for sale on the open commodity market.

Plastics recycling at Electronic Recycling Australia

Electronic Recycling Australia is currently working on a joint venture in South Australia to convert the plastic into a construction aggregate to be used on a major infrastructure project. While awaiting project commencement, they are working with one of ANZRP's other recyclers to recycle the collected plastic through a known channel.

⁴ This volume is counted as non-recovered in the material recovery calculation.

OUR PEOPLE

ANZRP Leadership Team

Carla Vasconi

Chief Executive Officer

Prior to her appointment to CEO in February 2025, Carla has led ANZRP operations for 9 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. She sits on the Standards Australia e-waste committee and the Technical Advisory Committee for the R2 Standard.



Anne Stonier

Chief Marketing, Communications and People Officer

Anne joined ANZRP in September 2023, bringing her passion, vision and energy into strengthening the ANZRP brand, member services focus and business development opportunities. More recently Anne has assumed responsibility for the people and culture function. Anne has worked across a wide range of industries, in both a B2B and business-to-consumer context, client and agency side and in Asia Pacific and Australia. She has proven results as an executive leadership team member responsible for marketing, communications, client experience, sustainability, and people and safety.



Peter Kakolyris

Information and Technology Manager

Peter is enthusiastic and passionate about all things technical having worked as an IT manager for more than 20 years. Experienced and knowledgeable across a variety of industries, he has primarily worked in the vocational and medical training space before shifting across to join ANZRP in February 2024. Peter's professional disciplines include cybersecurity, project management and product integration.



Andrew But

Operations and Compliance Manager

Andrew joined ANZRP in July 2023, bringing his experience across multiple sectors and industries to lead the safety, environment and compliance space, with a focus on relationship building and forging strong internal and external engagement. More recently Andrew has broadened his portfolio to manage the TechCollect program, transporting and recycling e-waste through all channels. This includes strong engagement and collaboration with members and supply partners. Andrew has worked across a wide range of industries over 25 years, primarily in operations, quality and safety roles.



Team highlights

Recertified as a Great Place to Work

In the 2024–25 financial year, ANZRP was proud to be recertified as a Great Place to Work, reaffirming its commitment to fostering an inclusive, supportive, and purpose-driven workplace culture.



The Great Place to Work Certification is a globally recognised benchmark for exceptional employee experience. The survey assesses employee perceptions across 5 key dimensions: credibility, respect, fairness, pride, and camaraderie. In a year of significant change, we observed an average uplift of 10 points across all survey focus areas.

This achievement underscores ANZRP's dedication to creating a workplace where every team member feels valued, empowered, and connected to its mission of driving sustainability and advancing the circular economy.

Developing capability

ANZRP is deepening its investment in employee learning and development by leveraging business systems functionality for dedicated eLearning, content curation, and on-demand training. This supports the organisation's strategic shift toward greater digital capability, particularly in response to major enhancements in our IT systems.

A number of business applications were introduced through the Cloud Champs initiative and work commenced on creating course content and curating content for compliance, change readiness, systems adoption, data literacy, and collaboration tools. ANZRP began developing role-based learning pathways to support team members in growing their individual and team-based capabilities aligned with ANZRP's core values and evolving business needs.

By embedding learning into everyday workflows, ANZRP enables both individual development and supports organisational transformation, ensuring ANZRP's people are equipped to navigate change, enhance member experience and service delivery, and drive impact in a rapidly evolving e-waste management landscape.

What Outstanding Work (WOW) Program

ANZRP's WOW Program continued to celebrate and reinforce the behaviours that underpin its organisational values: Collaboration, Continuous Improvement, Respect and Service Excellence. The program recognises team members who exemplify these values in their daily work, fostering a culture of appreciation and shared purpose.

This year, the WOW Program was improved to better align with ANZRP's values and scorecard goals, while also offering more timely recognition. Employees were encouraged to nominate peers who demonstrated outstanding contributions, with a focus on initiatives that advanced its mission of sustainable e-waste management. The nomination target was exceeded by over 50%.

These nominations led to ANZRP recognising team members who led successful community engagement projects, streamlined operational processes, and contributed to cross-functional collaborations that improved service delivery. These acknowledgments not only celebrated individual achievements but also highlighted the collective efforts driving ANZRP's success.

The WOW Program continues to play an important role in keeping ANZRP's employees engaged and promoting excellence by ensuring that great work is recognised and celebrated across the organisation.

OUR PEOPLE (continued)



The ANZRP team members who were awarded and recognised for their efforts under the WOW Program, from left: Andrew But, Sheeba Narain, Katie Webster and Kerry Owen. Absent: Madeleine Sanchez.

Workplace Behaviour Prevention and Response Plan

In November 2024, ANZRP engaged Mind Fit at Work to independently identify psychological hazards and risk factors in the workplace. The assessment found a low risk of harassment, and staff generally felt respected, comfortable and safe in their work environment.

To uphold its commitment to a safe, inclusive, and respectful workplace, ANZRP updated and revised its Sexual and Gender Based Harassment policy and drafted a Workplace Behaviour Prevention and Response Plan. The plan outlines proactive strategies to prevent misconduct such as bullying, harassment, discrimination, and other inappropriate behaviours, while fostering a culture built on respect, psychological safety, and shared values.

It also sets out clear procedures for reporting and responding to concerns, supporting those involved, and resolving issues fairly. By clarifying roles and responsibilities and aligning with legal and regulatory requirements, the plan helps ANZRP manage risks, demonstrate compliance, and continuously improve workplace wellbeing and conduct.

OUR SYSTEMS

The past year has seen an extensive IT system overhaul at ANZRP, with the development of a 3-year IT strategy designed to promote productivity and efficiency across the team. The strategy will underpin projects that will improve and adapt ANZRP's digital operating environment to better meet the needs of the organisation.

In 2024–25, ANZRP undertook the initial projects of this strategy, including a 'lift and shift' project that migrated data from a legacy Microsoft Access database over to an Azure SQL cloud-based database.

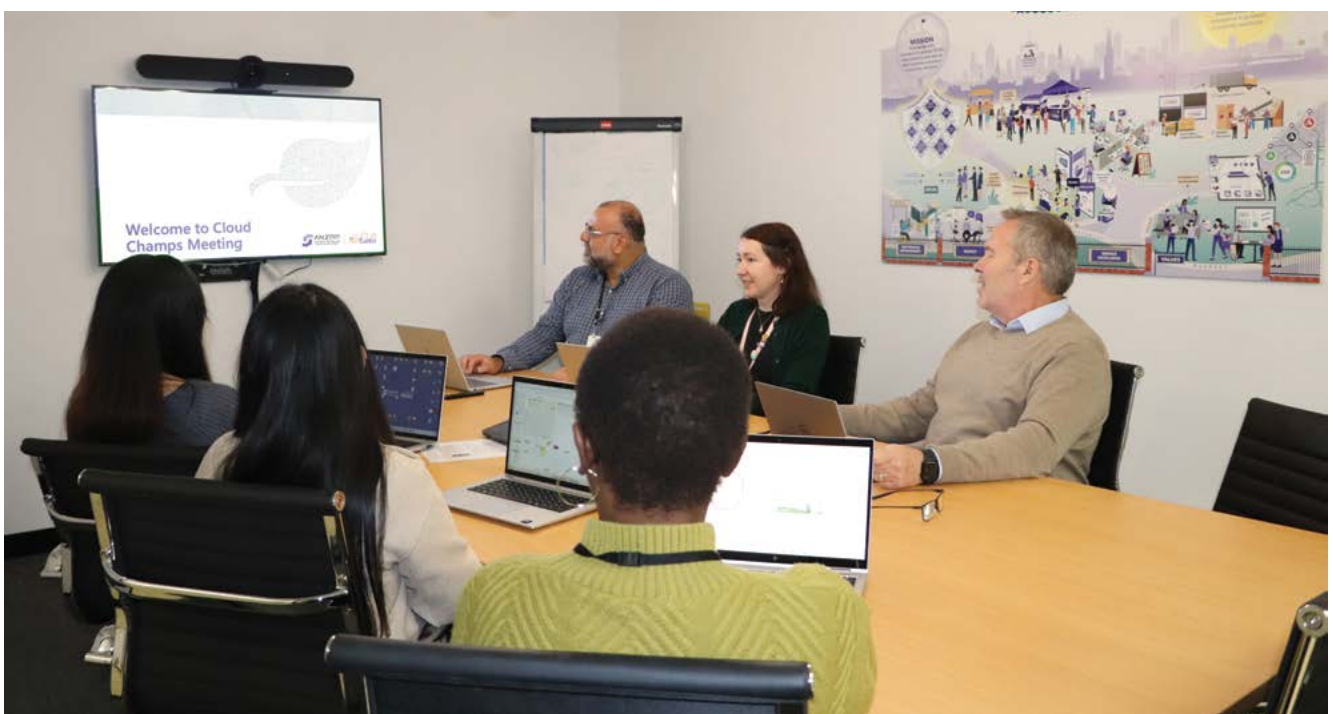
This has helped ANZRP to continue to deliver high-quality service and engagement to members and collection, transport and recycling partners. It has allowed better integration of processes that were previously siloed, making it easier to access and share information. In turn, this supports ANZRP to respond to member needs more quickly. The migration has also reduced ANZRP's overheads.

A comprehensive cybersecurity audit was also conducted to identify ANZRP's current security posture. Based on the risks identified, ANZRP has introduced a new cybersecurity maturity framework. ANZRP now has a clear pathway for managing and preventing current and emerging threats across its digital systems.

ANZRP's IT Manager, Peter Kakolyris, has led the development and implementation of the IT Strategy. Designated 'Cloud Champs' across the business functions are helping to refine the implementation, ensuring that it meets staff needs while identifying opportunities for further training and assistance.

This work has laid a strong foundation for ANZRP's core digital systems, allowing future upgrades and refinements that will make it easier for members to engage with ANZRP.

It is expected that integration of the ANZRP Member Portal with other platforms will be implemented in the coming year. These integrations will enhance member experience and increase access to useful information for members.



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 its members.

ANZRP has always strived to go beyond compliance, ensuring e-waste is managed safely and responsibly and has continually pushed for higher standards across the industry. Additionally, ANZRP has invested in several resource recovery initiatives over the years.

ANZRP's 3-year sustainability plan outlines the ways in which positive social and environmental impact are maximised through operations, delivery and partnerships.

Developed with ANZRP staff, members and Board in 2023, the plan includes 7 goals with supporting action plans, key performance indicators and targets for 2023 through to 2026.

Our sustainability goals



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

- Completed an LCA of the TechCollect program in Australia, with environmental outcomes summaries provided to members
- 3 LCA reports delivered for specific member take back programs
- Audited all collection, logistics and recycling partners
- Monitored and managed ANZRP's social procurement policy to leverage 9.2% of operational budget into increased social impact
- Strengthened partnerships with social enterprises including Endeavour Foundation, Electronic Recycling Australia and PonyUp for Good
- Tailored training opportunities and events led by the Wellbeing team, underpinned by the ANZRP Diversity and Inclusion Plan
- Continued to implement the ANZRP Flexible Work Policy
- Maintained 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.

ANZRP's certification will be re-assessed in July 2026.



Environmental performance

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

ANZRP undergoes an 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 Australian LCA research firm, Lifecycles.

See the Life Cycle report at anzrp.com.au/education/#LIFECYCLEASSESSMENTREPORTS

The system boundary of TechCollect's LCA begins from the moment e-waste is deposited at the drop-off sites, and includes the collection, transportation, recycling and processing of e-waste steps. It includes the avoidance of virgin material production by re-introducing commodities back into the circular economy.

ENVIRONMENTAL BENEFITS

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



274,000 tonnes
of e-waste recycled



427,777 tonnes
Prevented more than 427,777 tonnes carbon dioxide equivalent (CO₂e) emissions from entering the atmosphere



5.34 million gigajoules
Saved 5.34 million gigajoules of energy usage



704,000 kg
Prevented more than 704,000 kg of particulate matter from entering the atmosphere



26.8 m³
Saved more than 26.8 m³ of water

TechCollect's LCA for 2024–25 shows that its environmental performance continues to improve.

The two key drivers of improvement are:

1. All recyclers are now actively recycling plastics
2. Enhanced reporting from recyclers on non-ferrous metals has led to a significant increase in aluminium recovery compared to last year.

OPERATING SUSTAINABLY (continued)



ANZRP team members participated in Clean Up Australia Day.



Katie Webster, Member Engagement Coordinator, was among the ANZRP team members who volunteered at Endeavour Foundation.

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 its members, engage and support communities across Australia, and improve e-waste access and management.

Through its employee benefits program, staff are recognised for their contributions and there is investment in their growth and satisfaction.

ANZRP's Health and Wellbeing Committee ensures its team feels connected to the work ANZRP does, and is able to give back to the community, including volunteering opportunities with organisations like Endeavour Foundation, and at events like Clean Up Australia Day and Wear It Yellow for Children's Ground.

ANZRP's commitment to social procurement reflects that of our members and is outlined in the ANZRP Procurement Procedure. Within this procedure, ANZRP has defined the type of social enterprises and charities it seeks to procure from, in line with a proportionate spend of annual budget. ANZRP aims to increase the number of social enterprise suppliers and the proportionate spend annually. Social procurement accounted for 9.3% of ANZRP's total budget in 2023–24.

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.

Partnerships with Endeavour Foundation 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 employment pathways for people living with a disability. These organisations each recycle over 1,000 tonnes of e-waste for ANZRP every year.

Partnering with PonyUp for Good



PonyUp for Good (PonyUp) is a certified social enterprise and engagement agency providing secure and sustainable IT asset services for some of Australia's largest businesses. PonyUp collects technology that is no longer required by partner companies and then erases data, debadges, refurbishes and remarkets the technology for reuse.

PonyUp donates half of its profits generated by the resale of useable e-products 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 collected 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 55,363 meals to people in need and have kept 107,137 kg of technology out of landfill.

MEMBER LIST

Members since foundation (16)

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

Other valued members (31)

- Amazon Commercial Services Pty Ltd
- ASUS Service Australia Pty Ltd
- Bosstab Pty Ltd
- BYD Precision Manufacture
- CMS Distribution Australia Pty Ltd
- Complete Office Supplies Pty Ltd
- Datalogic Australia Pty Ltd
- Dynabook ANZ Pty Ltd
- Dynamic Supplies Pty Ltd
- Epson Australia Pty Ltd
- Foxlink International Inc
- Future Electronics Inc (Distribution) Pte Ltd
- Keebz N Cables Pty Ltd
- King World Developments Pty Ltd
- Kmart Australia Ltd
- Konica Minolta Business Solutions Australia Pty Ltd
- Laser Corporation Holdings Pty Ltd
- Navman Wireless Australia Pty Ltd
- NCE Pty Ltd
- Newave Pty Ltd
- Officeworks Ltd
- PC Case Gear Pty Ltd
- Plastic Injection Company Pty Ltd
- PLE Computers Pty Ltd
- Setec BMPRO Pty Ltd
- Square AU Pty Ltd
- Suzhou Lehui Display Co Ltd
- Target Australia Pty Ltd
- The Reject Shop Ltd
- Wacom Australia Pty Ltd
- Zagg Hong Kong Ltd

LIST OF DROP-OFF SITES

SERVICE NAME	STATE OR TERRITORY	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
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
East Arnhem Regional Council	NT	Metropolitan
Litchfield Council – Humpty Doo Transfer Station	NT	Outer Regional
Alice Springs Town Council's Regional Waste Management Facility	NT	Remote
Katherine Town Council – Waste Management Facility	NT	Remote
Marngarr Community – Gunyangara	NT	Remote
Galiwinku Community	NT	Remote
Milingimbi Community	NT	Remote
Milyakburra Community	NT	Remote
Ramingining Community	NT	Remote
Yirrkala Community (Nhulunbuy)	NT	Remote

SERVICE NAME	STATE OR TERRITORY	REGION
Gove - East Arnhem Regional Council	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 TechCollect Site – Ayr	QLD	Outer Regional
Endeavour Foundation TechCollect Site – Townsville	QLD	Outer Regional
Evans Landing Landfill – Remondis Australia	QLD	Remote
Beverley Recycling and Waste Centre – City of Charles Sturt	SA	Metropolitan
City of Campbelltown	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
Two Wells Transfer Station (Adelaide Plains Council)	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 – Wallaroo	SA	Outer Regional

SERVICE NAME	STATE OR TERRITORY	REGION
District Council of Loxton Waikerie	SA	Outer Regional
Gladstone Waste Transfer Station South Australia	SA	Outer Regional
Renmark Waste Transfer Station	SA	Outer Regional
Willowie Regional Landfill (DC Mount Remarkable)	SA	Outer Regional
Port Lincoln Resource Recovery Centre	SA	Remote
District Council of Lower Eyre Peninsula – Coffin 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
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

SERVICE NAME	STATE OR TERRITORY	REGION
Moonee Valley Transfer Station	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
Gannawarra Shire Council – Kerang	VIC	Outer Regional
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



Making Our World Cleaner and Healthier

FY 25

We Collaboratively Strengthen and Advance

MISSION

Partnering with members to exceed NTCRS requirements and deliver best practice e-product circularity solutions.



Healthier by Sustainably Managing e-Waste

Adapt to Deliver Excellent Stakeholder Value

VISION

The best team
recognised for delivering
market leading &
innovative e-product
circularity solutions.





Australia and New Zealand Recycling Platform Limited

ACN 154 190 691

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ANZRP.COM.AU | TECHCOLLECT.COM.AU | TECHCOLLECT.NZ

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

