ANZRP
AUSTRALIA NEW ZEALAND
RECYCLING PLATFORM

ANNUAL REPORT
2022-23

ABOUT THIS REPORT

ACKNOWLEDGEMENT OF COUNTRY

The ANZRP head office is in Naarm (Melbourne), the land of the Wurundejeri Woi-wurrung and Bunurong Boon Wurrung peoples of the Eastern Kulin. Our work stretches right across Australia and New Zealand.

We acknowledge the Traditional Owners and Custodians of Country throughout Australia and New Zealand. We pay our respect and thanks for their ongoing care for country and leadership. We acknowledge and honour their unbroken spiritual, cultural and political connection to this place.

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YEAR AT A GLANCE

21,569 tonnes

e-waste collected and brought to recyclers

21,616 tonnes

e-waste recycled*

18,083 tonnes

material recovered through recycling

288

TechCollect collection sites

83.65%

total material recovery rate

* More e-waste may have been recycled than collected due to recycler work in progress from prior year.

Environmental benefits from e-waste recycled this year based on life cycle assessment
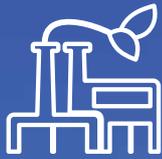
41,755 tonnes
of CO_2e prevented from entering the atmosphere

=

690,422
Trees planted
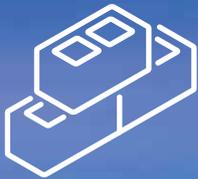
Australia's first
RESIN8 plastic recycling plant construction commenced

Improved score of 109.2
B Corp score

Certified
B
Corporation

101 tonnes
collected and recycled by TechCollect NZ

CHAIR'S MESSAGE

Once again, as I reflect on the year that was, I am humbled by the growth our team at ANZRP have achieved.

Our journey has been marked by steadfast support and loyalty from our esteemed members. Many of our foundation members have stood with ANZRP from its inception, embodying the spirit of partnership and commitment. Many others have joined our ranks since. We are grateful for the contributions of all our members. We could not successfully shift the dial on recycling culture without them.

To this end, I am pleased to share that we have migrated most of our members onto longer fixed-term contracts – a win-win scenario. Our members benefit from stable pricing expectations, while we can strategically plan our business for the future.

NEW ZEALAND

Our expansion to Aotearoa New Zealand continues to thrive. We continue to support TechCollect NZ to operate the country's largest free ICT e-waste recycling service while it works towards establishing a role as Scheme Manager for a new government mandated product stewardship scheme. We have forged strong partnerships, including a significant collaboration with a leading retail group and the Ministry for the Environment in Wellington that will enable us to drive better e-waste product stewardship outcomes.

GOVERNMENT COLLABORATION

Back in Australia, we are working closely with both state and federal government bodies, including the Department of Climate Change, Energy, the Environment, and Water, where we are supporting the improvement and expansion of the National Television and Computer Recycling Scheme (NTCRS), reflecting our ongoing commitment to a cleaner environment.

Our successful grant from Sustainability Victoria has allowed us to build our own plastics recycling facility in Tottenham, Melbourne. This initiative represents a shift from relying on recyclers to manage waste to processing it ourselves, a response to the challenges posed by a slow-moving market. This project is a joint venture with CRDC Circular Solutions and will use their RESIN8 technology to divert a wide range of plastic from landfill and create a sustainable construction material.

COMMUNITY OUTREACH

Our outreach efforts have taken us to indigenous communities in remote areas of NT and WA. Our team visits these communities. Waste from these communities is taken to locations such as Brisbane and Perth for recycling.

It has been a source of great pride to work alongside community members, especially young individuals, who not only share our vision for a clean and healthy future – but are passionate about stepping up and making change happen.

THANK YOU

These achievements are thanks to the effort from the entire ANZRP team – our committed staff and my peers on the ANZRP Board.

Warren Overton, our CEO, and his leadership team have had a particular focus on government relationships this year, and the effort can be witnessed in our successful grant applications and advocacy work.

The ANZRP Board continues to provide strategic direction for the organisation, with their stable presence and deep knowledge of the sector. In particular, I would like to thank outgoing board members Janet Leslie and Mark Whittard for their service to ANZRP since inception.

There will always be challenges in meeting the needs of our community for efficient and effective recycling systems. But the team at ANZRP, our Board and members, continue to rise to the occasion. I couldn't be prouder.

Mark Mackay
Chair

CEO'S REPORT

This year, as always, I am pleased to reflect on and share the progress and achievements of ANZRP. Our organisation has achieved some significant milestones, all of which have been made possible through the collective efforts and dedication of our team, partners, and members.

In 2022/23 we have continued to expand and increase the e-stewardship services we provide to members.

SCHEME EXPANSION

ANZRP has been at the forefront of advocating for the improvement and expansion of the NTCRS for several years. We eagerly await the outcome of the federal government consultation process to expand the scheme, recognising the potential strategic impact this expansion will have for our organisation and members. We have actively advocated for a scheme that will maintain higher standards and create a broader recycling remit and look forward to working with our members to recycle for more Australians than ever before.

PLASTIC WASTE MANAGEMENT

The Australian market has been slow to respond to the need for local plastic recycling capacity. Identifying an opportunity, ANZRP took positive steps in this area. Through a joint venture with CRDC Circular Solutions, we have made significant strides in improving Australia's capacity for effective plastic waste management. The project is progressing well, with a new recycling facility being established in Melbourne. Operations are set to commence before the end of 2023.

MEMBER-CENTRIC APPROACH

We continue to tailor our services to meet our member requirements, ensuring that we not only meet but exceed their expectations. ANZRP remains dedicated to providing the highest standard of assurance and compliance, setting us apart within the e-waste space.

STAFF WELLBEING AND RECOGNITION

Our success is not just measured by our achievements in the e-waste sector, but also by the wellbeing and dedication of our team. As we transition to a hybrid working environment, I am proud of the establishment of our employee recognition program. 'WOW – What Outstanding Work', has been instrumental in acknowledging the exceptional efforts of our team members, while we continue to broaden our internal wellbeing efforts.

SUSTAINABILITY AND SOCIAL RESPONSIBILITY

ANZRP is proud to be a part of the B Corp community, a testament to our commitment to social and sustainable operating practices. Our B Corp recertification this year further increased our score, reflecting our dedication to responsible business practices.

I would like to extend my heartfelt gratitude to our remarkable staff. In a challenging labour market, they have gone above and beyond, taking on additional responsibilities to support ANZRP's growth and evolution. Together, we are shaping a future where responsible e-waste management and sustainable practices are at the core of our mission.

Warren Overton
CEO – ANZRP

ABOUT AUSTRALIA AND NEW ZEALAND RECYCLING PLATFORM

Australia and New Zealand Recycling Platform (ANZRP) is recognised as Australia's leading co-regulatory arrangement under the National Television and Computer Recycling Scheme (NTCRS). Our members include some of the world's largest technology manufacturers and retailers. As the only not-for-profit co-regulatory arrangement, our focus is providing the best service to members with the highest standards in compliance and governance.

PREMIUM E-WASTE COLLECTION AND RECYCLING SERVICES

ANZRP provides e-waste collection and recycling services that help our members meet their liability under the NTCRS.

Through its TechCollect program, ANZRP provides Australian households and small businesses with a free and easy method to dispose of their e-waste. The TechCollect program has recycled over 240,000 tonnes of e-waste since its inception in 2012.

ANZRP collects e-waste from around the country and transports it to approved recyclers. ANZRP only works with recycling and collection partners that meet the highest standards and operate with sound environmental and workplace health and safety practices.

ANZRP works hard to safeguard member brand reputation. We do this by operating with uncompromising integrity, good governance and transparency, whilst continuously meeting the highest social and environmental standards.

BEYOND E-WASTE RECYCLING

As a not-for-profit with many members who are sustainability leaders in their own right, ANZRP is uniquely positioned to play a leadership role in the broader e-stewardship space.

Committed to sustainability and the circular economy, ANZRP works alongside government, industry and community, recognising a shared responsibility to reduce waste, improve recycling, and better manage environmental impact. With the support of its members, ANZRP partners to establish e-stewardship initiatives that help raise the bar for the whole sector.

ANZRP provides additional value to its members by ensuring that their voices are represented to policymakers, regulators and the broader public. A recognised thought leader, ANZRP advocates for improvements within the existing e-waste system, and engages government regularly on new policies and regulations.

ANZRP FIVE YEAR PLAN 2020–2025

Our Purpose
To serve the needs of our members to meet their e-product stewardship aspirations.

Our Vision
To be the trusted e-product stewardship partner.

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

Our Key Focus Areas

Supporting the transition towards circular integration

Lobbying for NTCRS expansion to more e-products

Representing the voice of our members and stakeholders through advocacy and influence

Operating in an environmentally and socially sustainable way

Our Values

Respect

Collaborate

Innovate

Sustainable
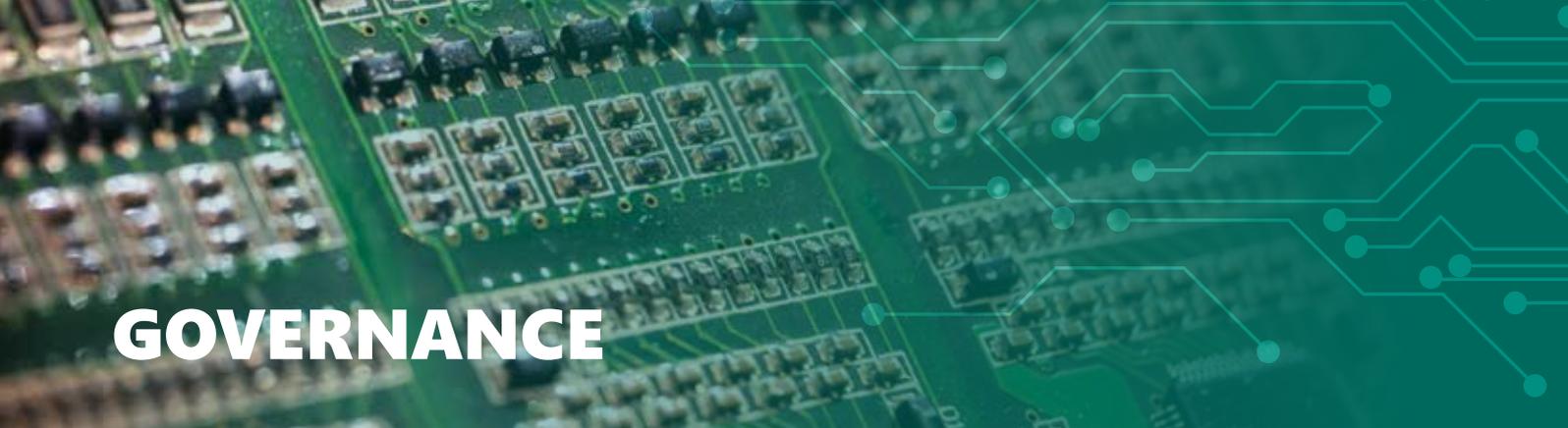
GOVERNANCE

ANZRP is a member-owned registered not-for-profit with the Australian Charities and Not-for-profits Commission (ACNC) and a certified B Corporation.

ANZRP BOARD OF DIRECTORS

ANZRP is currently governed by a Board of Directors comprising of 4 member directors and 3 independent directors.

ANZRP members are eligible to nominate member representatives to sit on the Board. In addition to member directors, the Board is also comprised of independent directors appointed by the Board.

The Board's primary responsibilities include:

- Providing strategic direction and oversight of strategy formulation and implementation
- Monitoring the attainment of ANZRP's objectives
- Monitoring the performance and financial position of ANZRP
- Driving organisational change to improve member and stakeholder returns
- Ensuring ANZRP's affairs are conducted with transparency and accountability
- Assuring material risks are identified and managed
- Reviewing and approving ANZRP's key policies and codes of conduct
- Ensuring financial and reporting mechanisms provide adequate, accurate and timely reporting
- Overseeing regulatory compliance.

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, John Edgecombe, Chris Hewlett, Kerry Osborne (outgoing) and Janet Leslie (outgoing).

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, Chris Hewlett, John Edgecombe (outgoing) and Janet Leslie (outgoing).

Sustainable Business Growth 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, Rhys Huett, Kerry Osborne (outgoing), Janet Leslie (outgoing) and Mark Whittard (outgoing).

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 United Kingdom, the United States and the Australasian region. He has led some of the world's leading advertising agencies including Saatchi & Saatchi and Young & Rubicam and has also served as Chairman and Chief Executive of The Campaign Palace for 16 years. Mark is also a Director of Community Care Chemists and is the Chair of TechCollect NZ and WeCollect (outgoing).

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 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.

JOHN EDGECOMBE
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.

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.

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 15 years' of technical experience working for major commercial brands reducing waste and emissions. He currently serves as General Manager – Customer Service Operations for Fujifilm Business Innovation Australia.

ANZRP BOARD OF DIRECTORS (CONTINUED)

NINA SPANNARI
(Appointed 22/11/2022)
Member Director – Canon Australia Pty Ltd
BA Industrial Design (Hons)

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.

MARK WHITTARD
(Resigned 31/3/2023)
Member Director – Formerly Toshiba Australia Pty Ltd
MAICD, DipStructEng, Post Grad studies in Marketing, Business and General Management

Mark has over 35 years' of IT industry experience including over 25 years in consumer electronics. He was the Managing Director of Toshiba (Australia) and Dynabook ANZ, overseeing operations in Australia and New Zealand. This included Electronic Imaging, Information Systems, Research and Development and Corporate Services divisions.

JANET LESLIE
(Resigned 22/11/2022)
Member Director – Canon Australia Pty Ltd
GAICD, Bachelor of Arts in Human Sciences, MBA

Janet currently serves as the Sustainability Manager for Canon Oceania. An accomplished executive manager, Janet has over 30 years of business and governance experience in the corporate sector. Janet is a strong advocate for national, multi stakeholder product stewardship initiatives in Australia and New Zealand, including the Cartridges for Planet Ark Program the Australian Battery Recycling Initiative, and has a strong focus on health, safety and environmental standards. A founding Director of ANZRP, Janet is also Chair of the of the Product Stewardship working group of the Australian Information Industry Association.

OUR MEMBERS

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

Our member base consists of a wide and diverse range of electronics manufacturers, retailers and distribution companies. During 2022/23, ANZRP provided e-stewardship services to 57 member companies. We thank them for their ongoing loyalty and support of ANZRP.

MEMBER LIST

Founding members

- 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 Pty 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

Member for over five years

- BYD Precision Manufacture Co Ltd
- Compal Electronics Inc.
- Dynabook ANZ Pty Limited
- Foxlink International Inc.
- King World Developments Pty Ltd
- Kmart Australia Limited
- Officeworks Ltd
- Plastic Injection Company Pty Ltd
- RS Components Pty Limited
- Suzhou Lehui Display Co. Ltd
- The Reject Shop Limited
- TPV International (USA) Inc
- Wacom Australia Pty. Ltd.

Recent members

- Alpine Electronics of Australia Pty. Limited
- Amazon Commercial Services Pty Ltd
- ASUS Service Australia Pty Limited
- BOEVT (Hong Kong) Co., Limited
- CMS Distribution Australia Pty Limited
- Datalogic Australia Pty Ltd
- Dats Pty Ltd
- DDUP Business Service AU Pty Ltd
- Dynamic Supplies Pty Ltd
- Epson Australia Pty Ltd
- Five Star Distribution Pty Ltd
- Future Electronics Inc (Distribution) Pte Ltd
- Inner Range Pty Ltd
- Konica Minolta Business Solutions Australia Pty Ltd
- Laser Corporation Holdings Pty Ltd
- Navman Wireless Australia Pty Limited
- NCE Pty Ltd
- NEC Australia Pty Ltd
- Pacificomm Australia Limited
- PC Case Gear Pty Ltd
- PLE Computers Pty Ltd
- Setec Holdings Pty Ltd
- Snap One APAC Pty Ltd
- Square AU Pty Ltd
- Targus Australia Pty Ltd
- The Ramadan Family Trust
- Video Security Products Pty Ltd

ANZRP
FOUNDING MEMBER
17 MEMBERS

ANZRP
5+ YEARS MEMBER
13 MEMBERS

ANZRP
RECENT MEMBER
27 MEMBERS

COMMITMENT TO OUR MEMBERS

ANZRP works tirelessly for its members, providing an efficient and flexible service. Our aim is simple – provide the best service to achieve outcomes that not only meet, but exceed, the needs of all members. Our success is due to the loyalty of our members who have stayed with us, year after year. ANZRP's member engagement approach is holistic, where price is only one piece of the service delivery model. Aside from providing members with a competitive fee structure, members receive the following benefits above and beyond the standard service:

SAFEGUARDING REPUTATION

Member brand reputation is in safe hands. ANZRP is committed to the highest standards of compliance, transparency and integrity. Our members include some of the most respected global brands in the electronics and ICT industries. For our members, reputation is everything. We use best practice management and strict governance throughout our services to ensure the highest standards are met.

ADVOCACY

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

GOVERNANCE

Members are given the ability to shape the way ANZRP operates and is governed. Our Board is comprised of member representatives and independent directors who help drive strategy and oversee the attainment of regulatory targets and risk management.

COMPLIANCE

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

TRANSPARENCY

ANZRP keeps members informed and addresses any issues that arise promptly to ensure a transparent and accountable system that works. Additionally, we provide members with a personalised annual report about the environmental achievements from their participation.

SERVICE, NOT PROFITS

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

PROVIDING TAILORED MEMBER PROGRAMS AND SERVICES

ANZRP operates a number of member-funded e-waste collection and recycling schemes, offering bespoke programs that help members deliver effective recovery solutions. These programs are tailored to the specific needs of our members and rely upon our excellent customer service and focus on best practice to go above and beyond bare compliance.

Features include:

- Provision of a client booking service via either a web portal or email. This can be through a dedicated web page managed by ANZRP, or through an interface with a client's existing system.
- Servicing of public collection points in retail locations.
- Provision of consumer mail-back or courier pick-up services.
- Collection from B2B client sites (from metro to remote and regional), logistics hubs, OEM warehouses, and individual homes.

- Coordination of collection of bulk loads or large equipment requiring specialised packaging, handling, security and transport.
- Detailed reporting on individual loads with individual asset capture and certified destruction.
- Reporting tailored to members' requirements.
- Data removal and destruction services.
- Community collection events at member sites.

HP PPS Australia

On HP PPS Australia's behalf, TechCollect manages the end-to-end process from customer bookings, logistics, recycling and reporting for its Planet Partners Program for computers, printers and peripherals.

Officeworks

On behalf of Officeworks, TechCollect manages the 'BringIT Back' e-waste recycling program for consumers. Providing a turnkey solution, TechCollect manages store bookings, provision of collection units, transport, recycling and reporting.

Canon

On behalf of Canon, TechCollect manages its e-waste recycling program. TechCollect provides all program logistics including bookings, transport, recycling, reporting and general project management across Canon's various retail, B2B customer and internal channels.

OUR E-WASTE SERVICES

ANZRP's primary focus is the delivery of e-waste collection and recycling services to its members.

ANZRP collects e-waste through its TechCollect program which operates nationally providing a free e-waste collection service for Australian businesses and consumers.

Through TechCollect, ANZRP engages a range of collection partners to receive e-waste around the country. Logistics partners are then engaged to transport the e-waste to approved recyclers.

ANZRP only works with credible recyclers. Our strict selection process is also supported by our stringent compliance program and ensures that all our recycling partners meet the highest standards. ANZRP also reviews the downstream activities of recyclers as part of this program.

MOBILE E-WASTE FACTORY

During this year we had to move our Mobile E-waste Factory (MeWF) from the Citywide waste transfer station due to works being undertaken on the site. We continued to process e-waste, as well as sporting equipment for the Game On Recycling pilot program at a new site, but unfortunately due to site compliance issues had to cease operations and move again. Our experience with operating the MeWF has provided valuable insight into the challenges of e-waste recycling and the costs/effort involved to achieve high levels of compliance. It has also reinforced the need for consistent supply and the scale required to maintain viability. The MeWF equipment is currently being stored at the new RESIN8 plastic recycling facility and we are assessing options to re-establish e-waste processing again (both on-site as well as regional deployment) to take advantage of co-location with plastic recycling.

WHERE DOES YOUR E-WASTE GO?*

IMPORT AND MANUFACTURE
The vast majority of electrical products sold in Australia are imported.

RETAIL AND WHOLESALE
Vast quantities of electrical products are sold every day in Australia.

USE
Electrical products are used everywhere in our homes and businesses, with this need only increasing. It is estimated that the average Australian will generate almost 22 kg of e-waste per year by 2030.

REPAIR AND RE-USE
To increase product lifespan, purchasers can repair their products, or pass them on to others for re-use. To reduce the total volume of e-waste, repair and re-use is becoming an increasing focus for companies and regulators.

END-OF-LIFE
Eventually, electrical products will reach the end of their life and will need to be disposed of. Purchasers can drop off this e-waste at TechCollect drop-off sites or through TechCollect collection partners.

COLLECTION
TechCollect collects e-waste across Australia, working with councils, local communities, and corporate partners to ensure that a free e-waste collection service is available to Australian households and small businesses.

RECYCLING
Once e-waste is collected through TechCollect, ANZRP transports this e-waste to approved recycling partners. These recyclers manually or mechanically disassemble and sort the e-waste before it is processed. The NTRCS target is to recover 90% of the materials from e-waste that is recycled.

RE-USE OF RECOVERED MATERIALS
Recovered materials are sold by recyclers to commodity traders and manufacturers within and outside of Australia to be re-used in new products and processes.

* Source: Clean Up Australia.

COLLECTING
E-WASTE ACROSS AUSTRALIA

ANZRP provides a free e-waste collection service to Australian households and small businesses through its TechCollect program.

The TechCollect program takes a wide range of electrical products including:

- Computers and laptops
- Televisions and monitors
- Printers and photocopiers
- IT peripherals.

For some collection partners ANZRP also collects other e-waste on a fee-for-service basis.

Through its TechCollect program, 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 are required to undergo and pass a health, safety and environment (HSE) assessment. ANZRP also conducts desktop and site audits of collection sites to ensure the safe handling and storage of e-waste.

In 2022/23, TechCollect provided the Australian community with 288 drop-off sites across the country. These sites were comprised of 280 permanent locations and 8 one-off e-waste collection events.

A total of 88 sites were operated in conjunction with Local Government Authorities (LGAs) and waste management organisations. TechCollect relies on these partnerships to ensure that local residents have access to e-waste recycling services.

A further 188 sites were provided through retail channels, 168 of which are in partnership with Officeworks, which places the TechCollect recycling service near the point of purchase where new electrical items are required.

We are 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 (kgs) of products collected from all channels)

19,545,691 kgs

Metro

1,419,751 kgs

Inner Regional

469,440 kgs

Outer Regional

134,206 kgs

Remote

To find your nearest TechCollect location, go to:
techcollect.com.au/our-locations

WESTERN AUSTRALIA
Metro	1,812,967 kgs
Inner Regional	58,301 kgs
Outer Regional	2,012 kgs
Remote	70,646 kgs

NORTHERN TERRITORY
Metro	407 kgs
Inner Regional	–
Outer Regional	51,914 kgs
Remote	35,116 kgs

QUEENSLAND
Metro	3,807,728 kgs
Inner Regional	237,404 kgs
Outer Regional	171,170 kgs
Remote	7,876 kgs

NEW SOUTH WALES
Metro	8,261,390 kgs
Inner Regional	554,819 kgs
Outer Regional	12,984 kgs
Remote	–

ACT
Metro	92,974 kgs

TASMANIA
Metro	–
Inner Regional	209,010 kgs
Outer Regional	72,451 kgs
Remote	–

VICTORIA
Metro	4,504,965 kgs
Inner Regional	222,063 kgs
Outer Regional	100,133 kgs
Remote	–

SOUTH AUSTRALIA
Metro	1,065,261 kgs
Inner Regional	138,154 kgs
Outer Regional	58,777 kgs
Remote	20,568 kgs

PROVIDING A COLLECTION SERVICE ACCESSIBLE TO ALL AUSTRALIANS

Our partnerships with local councils, community organisations, and our members have helped us provide e-waste recycling access to communities across Australia.

Our dedication to Reasonable Access goes beyond drop-off services like those at waste transfer stations and retail stores. We also frequently hold collection events in remote communities to encourage e-waste recycling and build communal awareness and understanding of e-waste issues.

While the number of communities that the NTCRS requires we service may change annually, ANZRP remains committed to providing access to safe and free disposal of computers, printers, parts, peripherals and televisions to as much of the community as possible. This year, we have established a number of new remote sites where we have partnered with local councils and organisations, who we hope to continue working with in years to come.

Examples of collection services that ANZRP has provided to regional and remote communities include:

Katherine Waste Management Facility, Northern Territory

The material collected at this site is transported 3,132km to our Brisbane recycler.

Tom Price Senior High School Event, Western Australia

This event is run annually in partnership with a local school. The material collected at this event was transported 1,456km to our recycler in Perth.

Napranum Aboriginal Shire Council Event at Weipa, Far North Queensland

Transportation of the material collected was only possible once the wet season had ended and roads were passable. After a successful event, ANZRP now provides a permanent collection service to the community in Weipa serviced quarterly by barge out of Cairns.

City of Launceston Waste Transfer Station, Tasmania

The material collected is transported via boat 617km to our recycler in Melbourne.

SERVICING REMOTE ABORIGINAL COMMUNITIES

ANZRP works hard to provide free-of-charge and accessible collection services to Aboriginal communities around Australia.

Since 2014, ANZRP has developed an ongoing relationship with the East Arnhem Regional Council in the north-east corner of the Northern Territory (East Arnhem).

ANZRP has worked with this council to provide permanent TechCollect collection sites to nine different communities making the service easy to access across remote and indigenous populations. These communities have included:

- The Galiwinku Community
- The Angurugu Community
- The Umbakumba Community
- The Yirrkala Community
- The Marngarr Community
- The Gapuwiyak Community
- The Milinggimbi Community
- The Milyakburra Community
- The Ramingining Community.

The remote location of these communities has presented certain challenges regarding the collection of e-waste. In the wet season, the waste is transported from some locations via barge to Darwin and then transported 3,400 km to Brisbane for recycling.

Since starting collections with these communities, 14.3 tonnes of e-waste has been collected and processed.

COLLECTION SITES

SERVICE NAME	STATE OR TERRITORY	REGION
Officeworks Belconnen	Australian Capital Territory	Metropolitan
Officeworks Braddon	Australian Capital Territory	Metropolitan
Officeworks Fyshwick	Australian Capital Territory	Metropolitan
Officeworks Tuggeranong	Australian Capital Territory	Metropolitan
Albury Waste Management Centre	New South Wales	Inner Regional
Blaxland Waste Management Facility	New South Wales	Metropolitan
Burwood Council Operations Centre	New South Wales	Metropolitan
Thornleigh Community Recycling Centre	New South Wales	Metropolitan
HP Rhodes Park - Event Nov 2022	New South Wales	Metropolitan
Ashford Rural Waste Transfer Station	New South Wales	Outer Regional
Delungra Landfill	New South Wales	Outer Regional
Inverell Waste Depot	New South Wales	Outer Regional
Katoomba Waste Management Facility	New South Wales	Metropolitan
Kimbriki Resource Recovery Centre	New South Wales	Metropolitan
Lismore Transfer Station	New South Wales	Inner Regional
North Sydney Community Recycling Centre	New South Wales	Metropolitan
Officeworks Albury	New South Wales	Inner Regional
Officeworks Alexandria	New South Wales	Metropolitan
Officeworks Auburn	New South Wales	Metropolitan
Officeworks Bathurst	New South Wales	Inner Regional
Officeworks Blacktown	New South Wales	Metropolitan
Officeworks Bondi Junction	New South Wales	Metropolitan
Officeworks Campbelltown	New South Wales	Metropolitan
Officeworks Carlton	New South Wales	Metropolitan
Officeworks Castle Hill	New South Wales	Metropolitan
Officeworks Casula	New South Wales	Metropolitan
Officeworks Chatswood	New South Wales	Metropolitan
Officeworks Coffs Central	New South Wales	Inner Regional
Officeworks Dee Why	New South Wales	Metropolitan
Officeworks Dubbo	New South Wales	Inner Regional
Officeworks Eastern Creek	New South Wales	Metropolitan
Officeworks Fairy Meadow	New South Wales	Metropolitan
Officeworks Five Dock	New South Wales	Metropolitan
Officeworks Glebe	New South Wales	Metropolitan

SERVICE NAME	STATE OR TERRITORY	REGION
Officeworks Gledswood Hills	New South Wales	Metropolitan
Officeworks Greenacre	New South Wales	Metropolitan
Officeworks Hornsby	New South Wales	Metropolitan
Officeworks Hunter Street	New South Wales	Metropolitan
Officeworks Kotara	New South Wales	Metropolitan
Officeworks Lewisham	New South Wales	Metropolitan
Officeworks Lismore	New South Wales	Inner Regional
Officeworks Liverpool	New South Wales	Metropolitan
Officeworks Mittagong	New South Wales	Inner Regional
Officeworks Mona Vale	New South Wales	Metropolitan
Officeworks Mosman	New South Wales	Metropolitan
Officeworks Mulgrave	New South Wales	Metropolitan
Officeworks Newcastle West	New South Wales	Metropolitan
Officeworks North Ryde	New South Wales	Metropolitan
Officeworks Northmead	New South Wales	Metropolitan
Officeworks Nowra	New South Wales	Inner Regional
Officeworks Old Guildford	New South Wales	Metropolitan
Officeworks Orange	New South Wales	Inner Regional
Officeworks Penrith	New South Wales	Metropolitan
Officeworks Pitt Street	New South Wales	Metropolitan
Officeworks Port Macquarie	New South Wales	Inner Regional
Officeworks Punchbowl	New South Wales	Metropolitan
Officeworks Rutherford	New South Wales	Metropolitan
Officeworks Tamworth	New South Wales	Inner Regional
Officeworks Taree	New South Wales	Inner Regional
Officeworks Taren Point	New South Wales	Metropolitan
Officeworks Tuggerah	New South Wales	Metropolitan
Officeworks Wagga Wagga	New South Wales	Inner Regional
Officeworks Warners Bay	New South Wales	Metropolitan
Officeworks Wentworthville	New South Wales	Metropolitan
Officeworks West Gosford	New South Wales	Metropolitan
Officeworks West Ryde	New South Wales	Metropolitan
Officeworks Wetherill Park	New South Wales	Metropolitan
Randwick Council – Perry Street Recycling Centre	New South Wales	Metropolitan
Harvey Norman Armidale	New South Wales	Inner Regional
Harvey Norman Griffith	New South Wales	Outer Regional
Harvey Norman Moree	New South Wales	Outer Regional
Harvey Norman Mudgee	New South Wales	Inner Regional
Harvey Norman Warrawong	New South Wales	Metropolitan
Ulladulla Recycling and Waste Depot	New South Wales	Inner Regional

SERVICE NAME	STATE OR TERRITORY	REGION
West Nowra Recycling and Waste Depot	New South Wales	Inner Regional
Tweed Shire Council - Stotts Creek Resource Recovery Centre	New South Wales	Inner Regional
Alice Springs Town Council's Regional Waste Management Facility	Northern Territory	Remote
Angurugu Community	Northern Territory	Remote
East Arnhem Regional Council	Northern Territory	Metropolitan
Galiwinku Community	Northern Territory	Remote
Ironbark Aboriginal Corporation – Event Nov 2022	Northern Territory	Remote
Katherine Town Council – Waste Management Facility	Northern Territory	Remote
Litchfield Council – Humpty Doo Transfer Station	Northern Territory	Outer Regional
Marngarr Community – Gunyangara	Northern Territory	Remote
Milingimbi Community – Maningrida	Northern Territory	Remote
Officeworks Stuart Park	Northern Territory	Outer Regional
Ramingining Community	Northern Territory	Remote
Umbakumba Community	Northern Territory	Remote
Yirrkala Community – Nhulunbuy	Northern Territory	Remote
Caboolture Waste Facility	Queensland	Metropolitan
Emerald Transfer Station	Queensland	Outer Regional
Endeavour Foundation – Home Hill	Queensland	Outer Regional
Endeavour Foundation – Redcliffe	Queensland	Metropolitan
Endeavour Foundation – Townsville	Queensland	Outer Regional
Evans Landing Landfill	Queensland	Remote
Gladstone Transfer Station (Queensland)	Queensland	Inner Regional
Gracemere Waste Management Facility	Queensland	Inner Regional
Gympie Regional Council – Bonnick Road Waste Management Facility	Queensland	Inner Regional
Kirwan State High School – Event Apr 2023	Queensland	Outer Regional
Lakes Creek Road Waste Management Facility – Rockhampton	Queensland	Inner Regional
Officeworks Adelaide Street	Queensland	Metropolitan
Officeworks Aspley	Queensland	Metropolitan
Officeworks Browns Plains	Queensland	Metropolitan

SERVICE NAME	STATE OR TERRITORY	REGION
Officeworks Bundaberg	Queensland	Inner Regional
Officeworks Cairns	Queensland	Outer Regional
Officeworks Capalaba	Queensland	Metropolitan
Officeworks Gladstone	Queensland	Inner Regional
Officeworks Hermit Park	Queensland	Metropolitan
Officeworks Hervey Bay	Queensland	Inner Regional
Officeworks Ipswich	Queensland	Metropolitan
Officeworks Loganholme	Queensland	Metropolitan
Officeworks Mackay	Queensland	Inner Regional
Officeworks Maroochydore	Queensland	Metropolitan
Officeworks Milton	Queensland	Metropolitan
Officeworks Morayfield	Queensland	Metropolitan
Officeworks Nerang	Queensland	Metropolitan
Officeworks Noosaville	Queensland	Metropolitan
Officeworks North Lakes	Queensland	Metropolitan
Officeworks Oxley	Queensland	Metropolitan
Officeworks Pimpama	Queensland	Metropolitan
Officeworks Robina	Queensland	Metropolitan
Officeworks Rockhampton	Queensland	Inner Regional
Officeworks Rothwell	Queensland	Metropolitan
Officeworks Southport	Queensland	Metropolitan
Officeworks Strathpine	Queensland	Metropolitan
Officeworks Toowoomba	Queensland	Inner Regional
Officeworks Underwood	Queensland	Metropolitan
Officeworks Upper Mt Gravatt	Queensland	Metropolitan
Officeworks Virginia	Queensland	Metropolitan
Officeworks Warana	Queensland	Metropolitan
Officeworks West Burleigh	Queensland	Metropolitan
Officeworks Windsor	Queensland	Metropolitan
Officeworks Woolloongabba	Queensland	Metropolitan
Betta Home Living Roma	Queensland	Outer Regional
Bi-Rite Home Appliances Moranbah – Event Mar 2023	Queensland	Outer Regional
Harvey Norman Cannonvale	Queensland	Outer Regional
Harvey Norman Kingaroy	Queensland	Inner Regional
Redcliffe Transfer Station	Queensland	Metropolitan
Western Downs Regional Council – Miles Waste and Recycling	Queensland	Outer Regional
Beverley Recycling and Waste Centre	South Australia	Metropolitan
Bordertown Transfer Station	South Australia	Outer Regional
Cambrai Landfill	South Australia	Inner Regional

SERVICE NAME	STATE OR TERRITORY	REGION
Ceduna – Event Nov 2022	South Australia	Remote
City of Campbelltown Works Depot	South Australia	Metropolitan
Copper Coast Resource and Recovery Centre	South Australia	Outer Regional
Loxton Transfer Station	South Australia	Outer Regional
Gladstone Waste Transfer Station (South Australia)	South Australia	Outer Regional
Goolwa Waste & Recycling Depot	South Australia	Inner Regional
Mount Gambier Waste Transfer Station	South Australia	Inner Regional
Officeworks Croydon	South Australia	Metropolitan
Officeworks Elizabeth	South Australia	Metropolitan
Officeworks Gawler Place	South Australia	Metropolitan
Officeworks Gilles Plains	South Australia	Metropolitan
Officeworks Keswick	South Australia	Metropolitan
Officeworks Marion	South Australia	Metropolitan
Officeworks Noarlunga	South Australia	Metropolitan
Officeworks Parafield	South Australia	Metropolitan
Officeworks Prospect	South Australia	Metropolitan
Officeworks Trinity Gardens	South Australia	Metropolitan
Port Lincoln Resource Recovery Centre	South Australia	Remote
Renmark Waste Transfer Station	South Australia	Outer Regional
Strathalbyn Waste & Recycling Depot	South Australia	Inner Regional
Tailem Bend Waste Transfer Station	South Australia	Inner Regional
Two Wells Transfer Station	South Australia	Outer Regional
Windmill Hill Transfer Station	South Australia	Inner Regional
Yankalilla Waste & Recycling Depot	South Australia	Inner Regional
Barretta Waste Management Facility	Tasmania	Inner Regional
St Helens Waste Transfer Station	Tasmania	Outer Regional
Burnie City Council Waste Transfer & Recovery Centre	Tasmania	Outer Regional
Launceston Waste Centre	Tasmania	Inner Regional
Spreyton Waste Transfer Station	Tasmania	Inner Regional
Scottsdale Waste Transfer Station	Tasmania	Outer Regional
George Town Waste Transfer Station	Tasmania	Inner Regional

SERVICE NAME	STATE OR TERRITORY	REGION
McRobies Gully Waste Management Centre – Hobart City Council	Tasmania	Inner Regional
Deloraine Refuse Disposal Site	Tasmania	Outer Regional
Longford Transfer Station	Tasmania	Outer Regional
Officeworks Hobart	Tasmania	Inner Regional
Officeworks Launceston	Tasmania	Inner Regional
Exeter Waste Transfer Station	Tasmania	Outer Regional
Bairnsdale Landfill	Victoria	Outer Regional
Banyule Waste Recovery Centre	Victoria	Metropolitan
Boroondara Recycling and Waste Centre	Victoria	Metropolitan
Strathfieldsaye Transfer Station	Victoria	Inner Regional
Yarra Council Recycling Depot	Victoria	Metropolitan
Mallacoota Transfer Station	Victoria	Outer Regional
Kerang Transfer Station	Victoria	Outer Regional
Moe Transfer Station	Victoria	Inner Regional
Morwell Transfer Station	Victoria	Inner Regional
Traralgon Transfer Station	Victoria	Inner Regional
Moonee Valley Transfer Station	Victoria	Metropolitan
Officeworks Airport West	Victoria	Metropolitan
Officeworks Altona North	Victoria	Metropolitan
Officeworks Ballarat	Victoria	Inner Regional
Officeworks Bayswater	Victoria	Metropolitan
Officeworks Bendigo	Victoria	Inner Regional
Officeworks Bourke Street	Victoria	Metropolitan
Officeworks Box Hill South	Victoria	Metropolitan
Officeworks Bundoora	Victoria	Metropolitan
Officeworks Camberwell	Victoria	Metropolitan
Officeworks Campbellfield	Victoria	Metropolitan
Officeworks Carnegie	Victoria	Metropolitan
Officeworks Caroline Springs	Victoria	Metropolitan
Officeworks Chadstone	Victoria	Metropolitan
Officeworks Chirnside Park	Victoria	Metropolitan
Officeworks Coburg	Victoria	Metropolitan
Officeworks Cranbourne	Victoria	Metropolitan
Officeworks Dandenong South	Victoria	Metropolitan
Officeworks Doncaster	Victoria	Metropolitan
Officeworks East Bentleigh	Victoria	Metropolitan
Officeworks Elizabeth St	Victoria	Metropolitan
Officeworks Elsternwick	Victoria	Metropolitan
Officeworks Epping	Victoria	Metropolitan

SERVICE NAME	STATE OR TERRITORY	REGION
Officeworks Ferntree Gully	Victoria	Metropolitan
Officeworks Fitzroy	Victoria	Metropolitan
Officeworks Frankston	Victoria	Metropolitan
Officeworks Geelong	Victoria	Metropolitan
Officeworks Glen Waverley	Victoria	Metropolitan
Officeworks Highett	Victoria	Metropolitan
Officeworks Kew East	Victoria	Metropolitan
Officeworks Keysborough	Victoria	Metropolitan
Officeworks Maribyrnong	Victoria	Metropolitan
Officeworks Mentone	Victoria	Metropolitan
Officeworks Mildura	Victoria	Outer Regional
Officeworks Mornington	Victoria	Metropolitan
Officeworks Narre Warren	Victoria	Metropolitan
Officeworks Pakenham	Victoria	Metropolitan
Officeworks Preston	Victoria	Metropolitan
Officeworks Richmond	Victoria	Metropolitan
Officeworks Ringwood	Victoria	Metropolitan
Officeworks Russell Street	Victoria	Metropolitan
Officeworks Shepparton	Victoria	Metropolitan
Officeworks South Melbourne	Victoria	Metropolitan
Officeworks South Yarra	Victoria	Metropolitan
Officeworks Taylors Lakes	Victoria	Metropolitan
Officeworks Traralgon	Victoria	Inner Regional
Officeworks Vermont South	Victoria	Metropolitan
Officeworks Wangaratta	Victoria	Inner Regional
Officeworks Waurn Ponds	Victoria	Metropolitan
Officeworks Werribee	Victoria	Metropolitan
Officeworks Wodonga	Victoria	Inner Regional
Officeworks Yarraville	Victoria	Metropolitan
Beaufort Transfer Station	Victoria	Outer Regional
Harvey Norman Warrnambool	Victoria	Inner Regional
Scipher Dandenong	Victoria	Metropolitan
Stonnington Waste Transfer Station	Victoria	Metropolitan
Wodonga Transfer Station	Victoria	Inner Regional
Bunbury Waste Operations	Western Australia	Inner Regional
Busselton Waste Facility	Western Australia	Inner Regional
Bayswater Recycling Centre	Western Australia	Metropolitan
Henderson Waste Recovery Park	Western Australia	Metropolitan
Walliston Transfer Station	Western Australia	Metropolitan
7 Mile Waste Facillity – City of Karratha	Western Australia	Remote

SERVICE NAME	STATE OR TERRITORY	REGION
Derby District High School – Event Nov 2022	Western Australia	Remote
Newman Senior High School – Event Nov 2022	Western Australia	Remote
Officeworks Albany	Western Australia	Outer Regional
Officeworks Belmont	Western Australia	Metropolitan
Officeworks Bunbury	Western Australia	Inner Regional
Officeworks Cannington	Western Australia	Metropolitan
Officeworks East Victoria Park	Western Australia	Metropolitan
Officeworks Fremantle	Western Australia	Metropolitan
Officeworks Hay Street	Western Australia	Metropolitan
Officeworks Jandakot	Western Australia	Metropolitan
Officeworks Joondalup	Western Australia	Metropolitan
Officeworks Malaga	Western Australia	Metropolitan
Officeworks Mandurah	Western Australia	Metropolitan
Officeworks Midland	Western Australia	Metropolitan
Officeworks Morley	Western Australia	Metropolitan
Officeworks O'Connor	Western Australia	Metropolitan
Officeworks Osborne Park	Western Australia	Metropolitan
Officeworks Subiaco	Western Australia	Metropolitan
Betta Home Living Carnarvon	Western Australia	Remote
Betta Home Living Exmouth	Western Australia	Remote
Red Hill Waste Management Facility	Western Australia	Metropolitan
Tom Price Senior High School – Event Nov 2022	Western Australia	Remote
South Hedland Landfill	Western Australia	Remote
Harvey Norman Broken Hill	New South Wales	Outer Regional
Harvey Norman Cobar	New South Wales	Remote
Bi Rite Home Appliances Walgett	New South Wales	Remote
Darrens Rubbish Removal – Tennant Creek	New South Wales	Remote
Bi Rite Charleville – Mitchell	Queensland	Remote
Mount Isa Refuse Facility	Queensland	Remote
Thursday Island Bowls Clun	Queensland	Remote
Willowie Regional Landfill	South Australia	Outer Regional
Roxby Traders – Roxby Downs	South Australia	Remote
Harvey Norman Geraldton	Western Australia	Outer Regional
Yarri Road Refuse Facility	Western Australia	Outer Regional
Katanning Refuse Site	Western Australia	Outer Regional
Kununurra Landfill	Western Australia	Remote

OUR PREMIUM
E-WASTE RECYCLING SERVICE

OUR RECYCLING TARGETS

In 2022/23 ANZRP recovered 18,083 tonnes of materials from the recycling of end-of-life products. The total volume of e-waste recycled (including materials sent for disposal) was 21,616 tonnes.

Our 2022/23 material recovery rate was 83.65%. New restrictions on the export of mixed e-plastics has uncovered a lack of plastic recycling capacity in Australia. Consequently, we were not able to reach our 90% material recovery target (MRT).

To address this plastics recycling issue, ANZRP is in the process of establishing a plastics recycling facility – the first of its kind in Melbourne, which will support the processing of a wide range of plastic wastes into a construction material known as RESIN8.

In 2022/23, four of the eight recyclers we used established valid recycling options for plastics, with the others sending recovered plastics to landfill. While we were not able to reach our 90% MRT this year, we look forward to being able to meet this target in future with the establishment of our new facility.

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 electronic devices 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 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 2022/23.

STATE	PARTNERS
WA	» Total Green Recycling
SA	» Electronic Recycling Australia
VIC	» ACE Recycling Group » Scipher Technologies » WeCollect
NSW	» ACE Recycling Group » TES–AMM Australia
QLD	» Certified Destruction Services » Endeavour Foundation
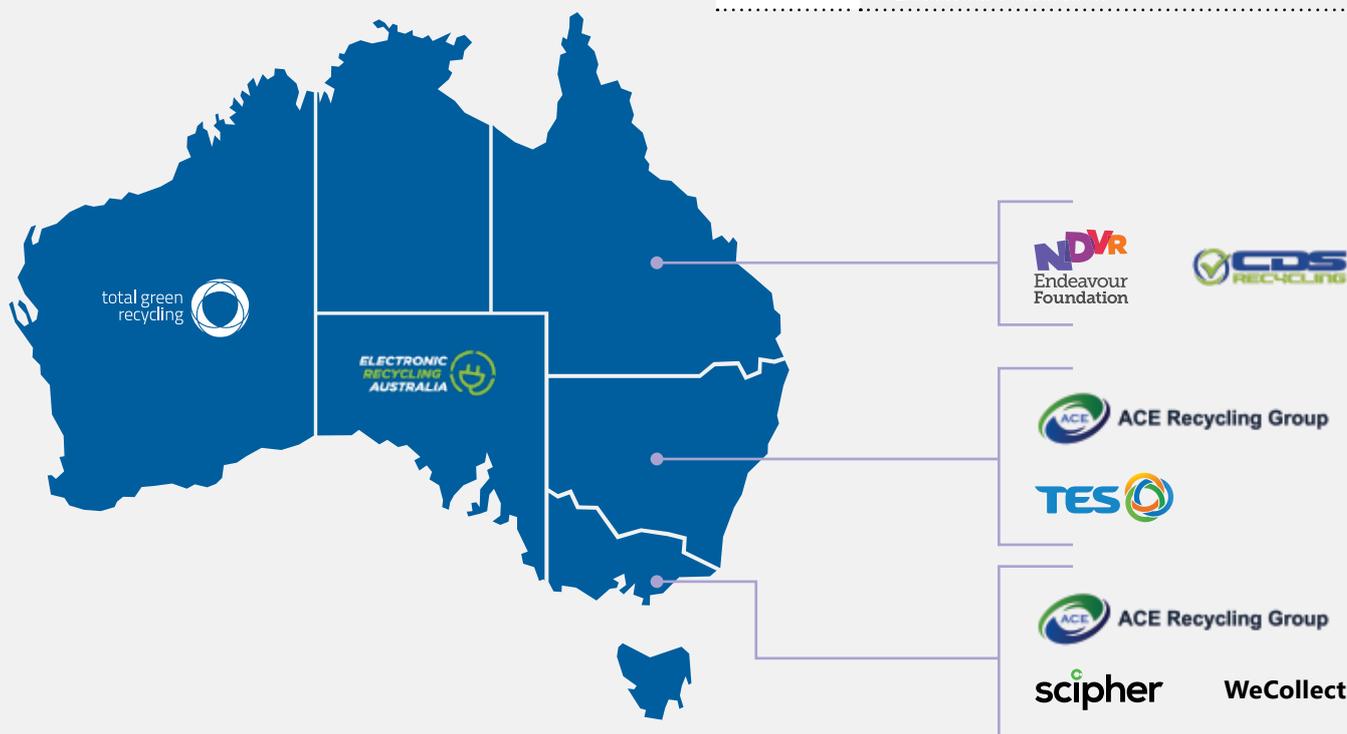
RECOVERED MATERIALS

Recycled materials are then sent by the recyclers to downstream processors who refine the materials, so that they can be used in the manufacture of new products.

Range of materials recovered
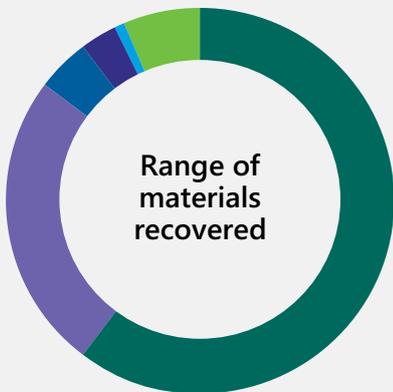
12,154,357 kgs	● Metals (61%)
5,001,162 kgs	● Plastic (25%)
903,645 kgs	● Circuit Boards (4%)
619,409 kgs	● Non-Leaded Glass (3%)
146,162 kgs	● Leaded Glass (1%)
1,262,936 kgs	● Other (6%)

20,088 tonnes

of material was sent in 2022/23 from recyclers to downstream processors for material recovery processing:

Useable material recovered:

13,579 tonnes	4,504 tonnes
domestically	overseas

Non-useable material disposed of:

1,464 tonnes	541 tonnes
domestically	overseas

ENSURING E-WASTE IS MANAGED SAFELY AND RESPONSIBLY

ANZRP is proud of its reputation in the industry as the most responsible co-regulatory arrangement. By association, we seek to strengthen the reputation of our members. ANZRP strives to meet NTCRS requirements. Our focus on compliance is paramount. Through our own audit and compliance regimes, we thoroughly assess supply chain partners to ensure they are compliant, and that e-waste is recycled responsibly.

ANZRP has implemented a Quality, Safety and Environment (QSE) management system that is certified to quality (ISO 9001:2015), the environment (ISO 14001:2015) and safety (ISO 45001:2018). ANZRP manages QSE across the entire e-waste supply chain and these standards are an essential tool to protect our members' brands and reputation.

OVERSEEING OUR COLLECTION PARTNERS

ANZRP's TechCollect program requires that all collection sites and collection partners successfully undergo a rigorous Health, Safety and Environment (HSE) assessment. Before being brought on as a TechCollect site, evidence of a risk assessment and other HSE documentation is requested from the collection partner to provide evidence of compliance.

ANZRP staff conduct regular audits of all collection sites, either desktop or in person, ensuring policies and practices related to the safe handling and storage of e-waste are maintained and that the general public have access to a safe and free service.

In 2022/23, ANZRP performed 89 HSE audits of TechCollect collection sites.

OVERSEEING OUR RECYCLING PARTNERS

ANZRP recycling partners are required to be third party certified to e-waste recycling standard AS/NZS 5377:2013 and to ISO 14001:2015, in addition to having a safety management system in place.

Prior to commencing work for ANZRP, recyclers are subjected to an independent audit from a third party. This audit focuses on HSE regulatory compliance and risk management, as well as the key requirements of AS/NZS 5377:2013.

Once engaged, ANZRP audits its recycler partners annually. Once every three years (and for any new sites) a full audit protocol is conducted. This audit is extremely thorough with over 300 questions. In the years between these full audits, ANZRP conducts a surveillance visit to review open issues and inspect the operations for any new issues. Any issues found during our audits are shared with the recyclers as corrective action requests. We have been reducing the time required to resolve requests, demonstrating the success of our hands-on approach, often providing support to see challenges resolved.

We go above and beyond to ensure that our recyclers are working to the highest possible standard. We utilise GPS trackers in e-waste loads to track their movements and ensure proper disposal. Additionally, ANZRP conducts desktop audits of its recyclers' material flow and recovery reports, and downstream vendor audits.

ANZRP also conducts between five and 10 weigh bridge audits each month, covering all recyclers throughout the year – verifying reported weights against actual weights.

ANZRP has worked with over 20 recyclers since our inception, but currently only partner with five. This is because we insist on the highest standards – because we know this is what our members, and consumers, want.

OVERSEEING OUR TRANSPORT AND LOGISTICS PARTNERS

On a regular basis, ANZRP conducts desktop audits of all our logistics providers, reviewing their policies and practices relating to HSE and safe and secure transport. ANZRP also ensures that these partners all hold valid certificates of currency and meet the Heavy Vehicle National Law requirements.

100% of our TechCollect logistics partners were audited in 2022/23.

HSE INCIDENTS

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

Our goal is to achieve zero notifiable employee injuries across ANZRP and its partners.

In 2022/23 the following outcomes were recorded by contractors and service providers:

108
health and safety incidents were reported

4
were notifiable to the regulator

0
were reported as a Lost Time Injury (LTI)

4
were reported as Medical Treatment Injuries (MTIs)

72
were reported as minor incidents

28
were near misses

18
environmental incidents were reported

0
were notifiable to the regulator

15
were reported as minor incidents

3
were reported as a near miss

SUPPORTING
E-STEWARDSHIP IN AUSTRALIA

WHAT IS E-STEWARDSHIP?

E-product stewardship (or e-stewardship) is an approach to managing the environmental impacts of electrical and electronic products through their lifecycle, from design, to production, use and end-of-life management.

Implementing a fuller e-stewardship approach is key to tackling Australia's growing e-waste problem.

PLAYING A LEADERSHIP ROLE IN THE E-STEWARDSHIP SPACE

ANZRP is recognised as Australia's leading not-for-profit co-regulatory arrangement under the NTCRS. Our members include some of the world's largest technology brands.

Due to our unique position, ANZRP plays a leadership role in the e-stewardship space to support improvements in the e-waste ecosystem as a whole. In doing this, we help represent the needs and voices of our members and provide added value.

ANZRP and its members are committed to a sustainable future and working towards a circular economy. As part of our leadership role, ANZRP collaborates with government, industry and community, recognising a shared responsibility to reduce waste, improve recycling and better manage the environmental impact of e-products.

GOING BEYOND E-WASTE RECYCLING

While e-waste recycling is the primary focus of ANZRP's operation, ANZRP provides additional e-stewardship services beyond e-waste recycling including:

Advocacy
ANZRP advocates for the interests and needs of its members.

Partnering for change
ANZRP collaborates and partners with organisations to support positive change within the e-waste system.

Education and awareness
ANZRP educates consumers and the community, and builds awareness of e-stewardship.

These e-stewardship services provide additional value to ANZRP's members and support better outcomes for all within the existing e-waste system.

ADVOCATING FOR OUR MEMBERS

Being the industry's leading voice is what sets ANZRP apart from competing providers in the e-waste management and recycling space. ANZRP's advocacy work guarantees that our members' voices are represented to policymakers, regulators and the broader public.

Backed by strong relationships in the private, environmental and government sectors, ANZRP engages the Federal Government on behalf of its members to enhance the NTCRS and e-stewardship in Australia.

ANZRP's priority advocacy areas include:

- Expansion and remodelling of the NTCRS scheme
- Improving standards and compliance within e-waste recycling
- Higher levels of monitoring and enforcement of the scheme
- Public education and awareness around e-waste.

ANZRP has been particularly active on advocacy in the last year. Following the release of our NTCRS Scope Expansion white paper in 2020, we have been in ongoing conversations with the Federal Government in a broader review of the NTCRS which is expected to be completed in the next few years.

In late 2022, ANZRP was consulted directly by the Federal Government on expanding and reshaping the NTCRS. The proposed new scheme is expected to add additional categories of e-waste, making many more companies liable for the recycling of their products. The proposed new scheme also proposes a change in the current model for scheme administration. These revisions will have a substantial impact on our members and the wider e-waste ecosystem.

ANZRP provided formal submissions and participated in interviews and roundtables on behalf of our members. We were pleased to see a number of our recommendations included in consultation papers released by the government.

The Department of Climate Change, Energy, the Environment and Water (DCCEEW) released a public discussion paper in June 2023. The paper provided a number of positive changes to the e-stewardship system, including an expansion of the NTCRS to include many more electrical products, and a greater focus on public awareness and education.

CEO Warren Overton and ANZRP members and partners meet with Minister Tanya Plibersek to put forward recommendations for the new e-stewardship scheme.

ANZRP identified some areas for improvement including:

- The importance of retaining brand agency to ensure e-product brand owners are more than just compliers, but also true stewards of e-products.
- The need to set higher standards and provide incentives to go above and beyond the minimum requirements.
- The way in which the scheme addresses remote communities.

ANZRP submitted a response to this public discussion paper in July 2023 incorporating these three points. In August 2023, ANZRP joined with the Australian Information Industry Association (AIIA) and the Consumer Electronic Suppliers' Association (CESA) to meet with the Environment Minister Hon Tanya Plibersek to talk through these points and share joint recommendations.

With such significant changes being developed for the new e-stewardship scheme, ANZRP has been, and will continue, to engage with the Federal Government closely.

PARTNERING FOR CHANGE

ANZRP has a close relationship with its members through which it is able to identify major gaps that hinder its members and set back all parties within the e-stewardship system. To address these gaps, ANZRP helps establish e-waste initiatives, partnerships and joint ventures that will help raise the bar for the entire sector.

ADDRESSING THE PLASTIC CRISIS THROUGH RESIN8

New laws within Australia have meant that mixed, unprocessed plastic waste can no longer be exported for recycling. With limited capacity within Australia to process plastic waste, significant volumes of plastic are currently going straight to landfill.

On behalf of its members, ANZRP has been working hard to find a way to enhance Australia's plastic recycling capacity and ensure that as much material as possible could be recovered from e-waste when recycled.

After several years of research and investigation ANZRP's subsidiary, WeCollect, entered into a joint venture with CRDC Circular Solutions in May 2023 to set up a plastic recycling factory within Australia. The partnership has substantially progressed the construction of Australia's first full-scale RESIN8 production facility in Melbourne which is due to be in full operation by the end of 2023.

The recycling factory will accept all types of mixed plastic waste and convert the waste into a high-value eco-aggregate that perfectly simulates construction sand, improving the structural properties of concrete products.

The initiative represents a major stride in Australia's efforts to address the plastic waste crisis and transition towards a more sustainable and circular economy.

EXPANDING ACROSS THE TASMAN: TECHCOLLECT NZ

Aotearoa New Zealand does not yet have any scheme that enforces e-waste recycling or responsible life cycle management. With many of ANZRP's members operating across the Tasman, it became clear that an Aotearoa New Zealand initiative to drive the development of the country's e-stewardship policy landscape was necessary.

Thanks to the support and commitment of several ANZRP members, ANZRP helped establish TechCollect NZ in 2018.

BUILDING UP E-STEWARDSHIP IN AOTEAROA NEW ZEALAND

In 2020/21, TechCollect NZ received a $320,000 grant from the Ministry for the Environment's Te Pūtea Whakamauru Para – the Waste Minimisation Fund, to expand the TechCollect NZ pilot programme to new regions and co-design a regulated e-waste product stewardship scheme fit for the New Zealand market. This process was completed in May 2023 and TechCollect NZ put forward strong recommendations for a new system of shared responsibility that will help New Zealanders to manage e-products sustainably throughout their life cycle, and progress Aotearoa New Zealand's transition to a circular economy.

It is expected that a regulated e-stewardship scheme will be implemented in Aotearoa New Zealand as early as 2025.

The 2022 Life Cycle Assessment quantified that every 1,000 kg of ICT e-waste recovered and recycled by the TechCollect NZ pilot programme achieves the following environmental benefits, or positive impacts:

Climate change

prevents 2,052 kg of CO_2e from entering the atmosphere

This is equivalent to planting 30 trees.[1]

Energy

saves 28,347 MJ of fossil fuel energy

This is equivalent to the electricity consumed by one average New Zealand household for 410 days.[2]

Particulate matter

saves 3,026 grams of particulate matter

This is equivalent to removing over 3,050 km of truck travel.[3]

Water footprint

saves 7.4m³ eq. of water

This is equivalent to 26 days of water consumption for one person.[4]

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1 Based on estimate of 15 trees storing 1 t CO_2e, as provided by Carbon Neutral™ (https://carbonneutral.com.au/faqs/)
2 Based on 7,000 kWh of electricity consumed annually per New Zealand household in 2018, as reported by the Electricity Authority
3 Based on an EURO3 diesel truck emission as modelled in ecoinvent 3.5
4 Based on 281 litres per day and per person in FY21, using data from Water New Zealand (National Performance Review)

TECHCOLLECT NZ SEEKING ACCREDITATION AS NEW ZEALAND'S SCHEME MANAGER

TechCollect NZ and its members are committed to seeing the next stages following co-design through to the best possible outcome, as soon as possible. It is now preparing for a robust and compelling application to seek accreditation as Aotearoa New Zealand's scheme manager to accelerate the introduction of a fair and effective regulated scheme.

We are excited to continue to support the sector and are calling on all businesses working with e-products to participate and support the country's efforts.

PROVIDING E-WASTE RECYCLING SERVICES TO OUR TRANS-TASMAN MEMBERS

The TechCollect NZ pilot programme has gone from strength to strength and is now available at 39 access points across the country.

With eight industry members in financial year 2023, Apple, Canon NZ, Dell Technologies New Zealand, HP New Zealand, Logitech New Zealand, Microsoft, Toshiba and The Warehouse Group – TechCollect NZ has been expanding our member-funded services since its establishment in November 2018. TechCollect NZ has collected and recycled over 308 tonnes of ICT e-waste to date.

This financial year, TechCollect NZ recovered over 96 tonnes of e-waste for environmentally sound recycling and are on track to surpass this in the next financial year – with around 11 tonnes of e-waste recovered across our national network every month. The consistent breaking of volume records can be attributed to the people of New Zealand actively participating in the safe and responsible management of their electronic waste.

A TechCollect NZ collection e-waste drop-off site at a Noel Leeming counter.

GAME ON RECYCLING

Supported by a federal government National Product Stewardship Investment Facility grant, ANZRP partnered with Amer Sports, to establish the Game On Recycling pilot program. The 18-month project concluded in March 2023. The program aimed to create a national recycling scheme for sports equipment. By providing a second life to sporting products, the program helped reduce reliance on virgin materials and improved the environmental credentials of sporting goods.

The pilot program saw great success with over 300 collection points established at tennis clubs, retail stores, schools and sporting facilities Australia-wide. Reusable equipment was donated to charity, and recyclable equipment was shredded and used to make rubber mats.

With the pilot program ending, Game On Recycling is being continued by Amer Sports as an ongoing service with tennis clubs and Rebel stores Australia-wide.

OPERATING SUSTAINABLY

SUSTAINABILITY AT ANZRP

ANZRP has been a market leader for the safe and responsible collection and recycling of e-waste in Australia since 2012. Sustainability is a core part of what we do and who we are.

ANZRP is aware of the social and environmental challenges that the world is facing, and our responsibility to tackle these challenges. We are committed to building on what we already do, growing our positive contribution, as well as ensuring that we operate and work sustainably.

OUR APPROACH TO SUSTAINABILITY

In July 2023, ANZRP launched its three-year sustainability plan which sets out goals and a clear action plan.

The plan demonstrates our ambition to always strive to go beyond compliance – delivering community education and engagement, advocating for improvements in our industry, and exploring business models that apply our circularity expertise to new sectors.

We continue our valuable partnerships with a number of social enterprises like Endeavour Foundation and Electronic Recycling Australia, demonstrating our commitment to collaborative efforts. Additionally, the organisation is in the process of developing a social procurement policy, aiming to engage with social enterprises across all expenditures and activities.

OUR SUSTAINABILITY GOALS

Over the next three years, from 1 July 2023 to 30 June 2026, we commit to delivering on the following goals:

1 Members

Our members trust us to help them meet and exceed their regulatory obligations for e-product stewardship.

2 Industry

Our operations meet industry leading standards of verified social and environmental performance, and public transparency.

3 Staff

Our staff are healthy, connected to our purpose and supported to grow in their roles.

4 Partners

Our partners lead the industry beyond compliance.

WE EMBED SUSTAINABILITY

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 2018 and successfully recertified as a B Corporation in July 2023, achieving a score of 109.2 – a significant improvement on our initial certification score of 89.5, and and more than double the median score of 50.2.

Our commitment to improving our standards of governance, social and environmental wellbeing, and employee wellbeing have helped boost our score.

Certified B Corporation

B Corps are businesses that meet the highest standards of social and environmental performance, accountability and transparency.

Before becoming a B Corp, companies must undergo a stringent certification process to provide evidence of their positive impact.

Certified B Corps envision a better economic system where businesses can benefit people, communities, and the planet.

5

Programs & Services

Our programs and services help drive the industry transition to a circular economy.

6

Community

Our community is educated and empowered to understand how they can support the shift to a circular economy.

7

Advocacy

Our advocacy to government and industry supports best practice and the transition to a circular economy.

Certified B Corporation

INTO EVERYTHING WE DO

ENVIRONMENTAL PERFORMANCE

We are committed to making positive change for the environment through our services and programs. This includes monitoring our environmental impacts and reporting them to members. Since commencement in FY2012/13, ANZRP has recycled over 240,000 tonnes of e-waste.

We utilise both internal and external environmental impact assessments. Our office energy and water consumption are tracked monthly. Scope 1, 2 and 3 carbon emissions from the organisation are calculated, reported quarterly and offset. ANZRP has fully offset our office operational emissions. We lead by example, putting our words into action by implementing programs to minimise office waste going to landfills. This includes the collection of commingled recycling, soft plastics, batteries and toner cartridges for recycling.

We utilise a lifecycle assessment (LCA) as an external means of measuring our impact. LCA is a method of analysing the total environmental impacts associated with all stages of a product, process or service.

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

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

ANZRP's members and collection partners are all provided with a personalised LCA which indicates the environmental impact their involvement in the TechCollect program has achieved.
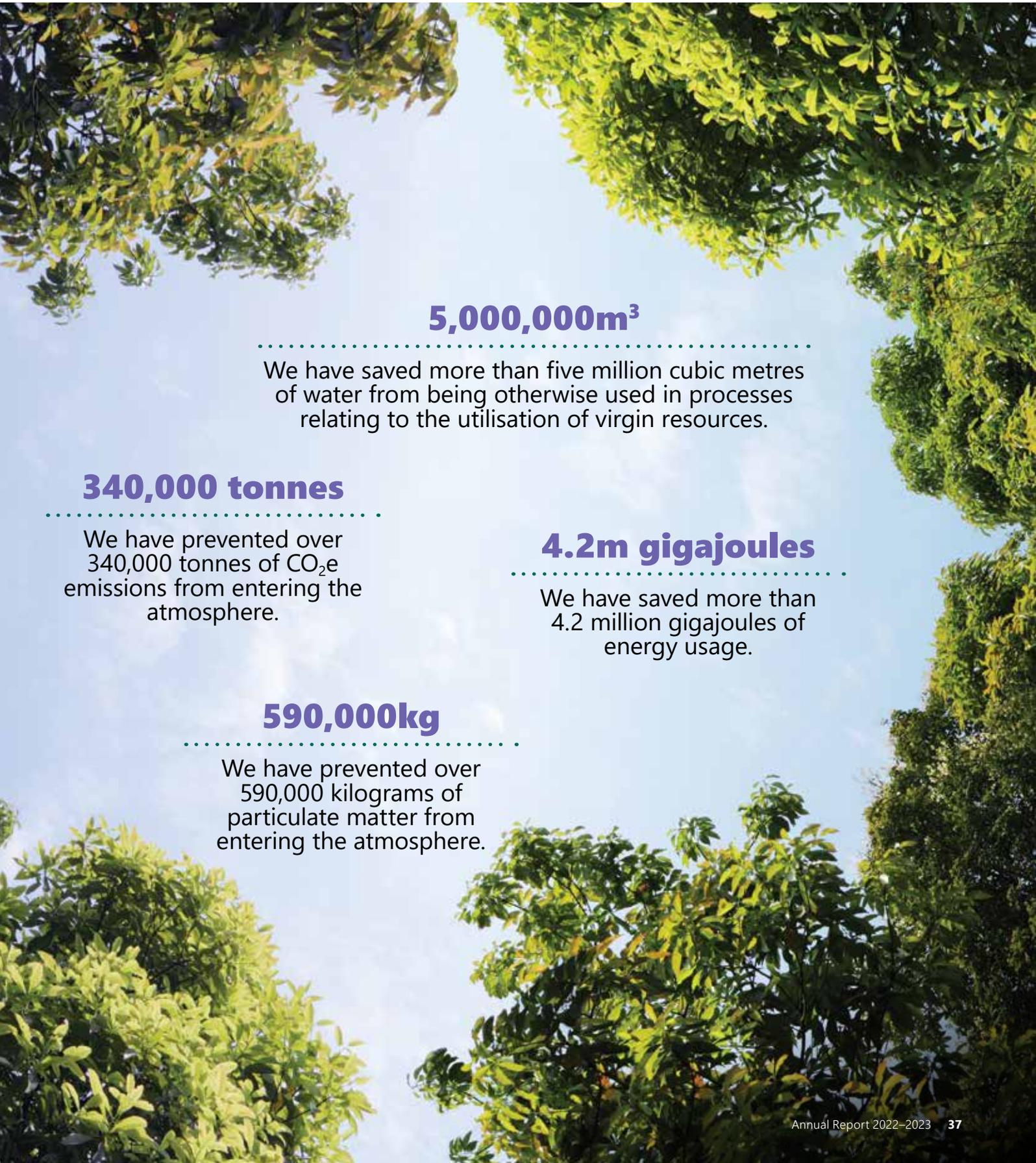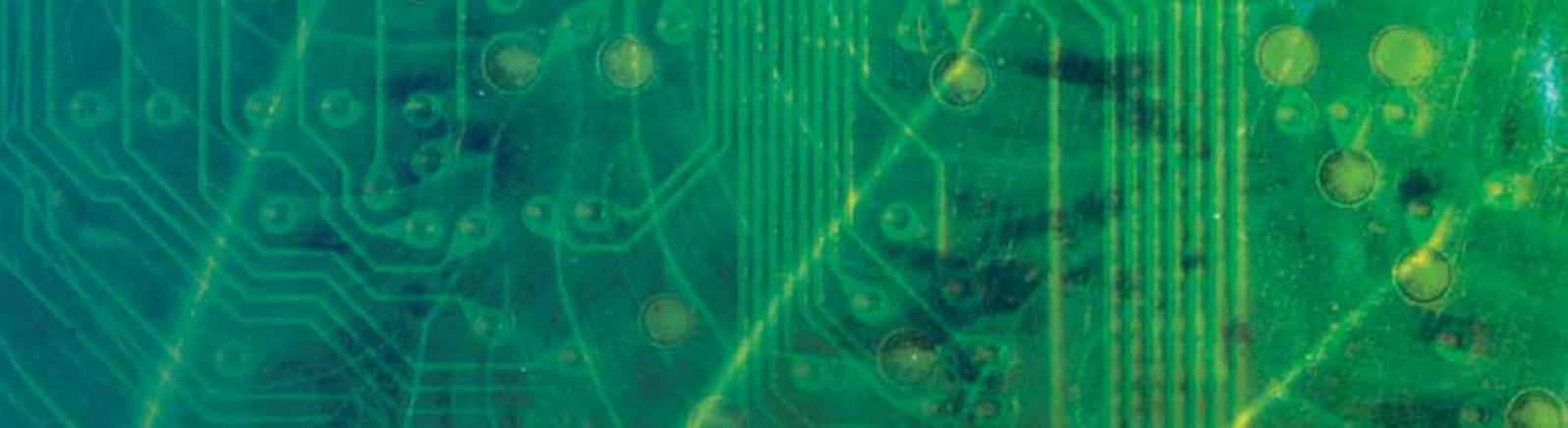
5,000,000m³

We have saved more than five million cubic metres of water from being otherwise used in processes relating to the utilisation of virgin resources.

340,000 tonnes

We have prevented over 340,000 tonnes of CO_2e emissions from entering the atmosphere.

4.2m gigajoules

We have saved more than 4.2 million gigajoules of energy usage.

590,000kg

We have prevented over 590,000 kilograms of particulate matter from entering the atmosphere.

SOCIAL PERFORMANCE

ANZRP's commitment to improving the planet doesn't just stop at meeting NTCRS requirements. We strive to improve the world we live in through a strong focus on creating positive environmental and social impacts that strengthen communities. ANZRP is committed to being a leader in our industry and creating socially sustainable initiatives that are aligned with our members' initiatives and engage and support communities across Australia while also improving e-waste management processes.

OUR PEOPLE

ANZRP believes in the power of creating a sustainable workplace environment. In recent years, we have continuously sought out improvements that can be made for our people, including our staff, members and recycling partners so we can better support them.

This year we increased our staff wellbeing budget to provide greater support to our team, and allow our team to support social causes.

A recognition and reward program called the "What Outstanding Work" (WOW) initiative was developed and implemented by the Health and Wellbeing Committee during this year. Our WOW Program is a values-based approach to combining both recognition and reward through issuing and collecting digital WOW cards. It supports bringing the ANZRP values of Respect, Innovate, Collaborate and Sustainable into action. Each of ANZRP's 4 values have 5 behaviour cards and to award cards, team members go to the Company Feed, Give a Shout Out entering their feedback or note of appreciation and attach the appropriate WOW card. By achieving a value card (from receiving all associated behaviour cards or 5 plus a CEO WOW card), each employee is eligible to receive Hero $s which can be used to buy a variety of small gifts.

In the short time since implementing our WOW program, the feedback from the team has been really positive and we have seen an 13.3% uplift in our engagement score for the question "I receive appropriate recognition when I do good work".

Deploying our WOW program is helping us to achieve our goal of ensuring our people are healthy, connected to our purpose and feel supported to grow in their roles and this contributes to a healthier workplace culture.

ANZRP team members celebrating Wear it Purple Day.

OUR COMMUNITIES

Ironbark Corporation Community Facility in Darwin.

ANZRP is committed to providing Australians with access to collection services.

The remote location of some communities often presents unique challenges, however, ANZRP works hard at ensuring meaningful solutions. One of the ways in which ANZRP does this is by providing annual collection events, often run in conjunction with Aboriginal corporations and regional schools.

Over the past few years ANZRP has formed ongoing relationships with partners such as Ceduna Overnight Freight in SA, Derby District High School, Tom Price Senior High School, and Newman Senior High School in Northern WA, as well as St Francis Xavier Catholic School, which is part of the Nauiyu Community, located in Daly River, NT.

These relationships have been strongly supported by both the Ironbark and Ashburton Aboriginal Corporations, as well as Victoria Daly Regional Council, who have all assisted with sourcing local collection units, storage and loading of collected waste, and in some situations transport to a recycler in Perth.

The TechCollect staff have travelled from Broome to Darwin to meet and thank the people who have helped ANZRP provide these important waste services to communities that might otherwise have had no option but to landfill. We look forward to continuing this important work and strengthening these relationships.

TURNING E-WASTE INTO FOOD THROUGH 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 and most innovative businesses including – Australia Post, Nando's and McConnell Dowell and turns their end-of-life tech into fresh meals for people in need.

PonyUp collects retired technology that is no longer required and undertakes data erasure, debadging, refurbishing and remarketing services – keeping it out of landfill and extending product life cycle. PonyUp then donates 50% of resale profits to their charity impact partner, SecondBite – Australia's fresh food superheroes who rescued and redistributed more than 24 million kilos of fresh produce last year.

Utilising a triage process, PonyUp determines whether devices are suitable for reuse or recycling, to ensure the most environmental outcome. Since October 2022, ANZRP have been providing recycling services for equipment not suitable for reuse and, contributing to PonyUp's valuable mission to collect half a million kilos of e-waste, and turn it into a million fresh meals via SecondBite. PonyUp is proud to partner with ANZRP because they want to work with the most highly accredited recyclers Australia has to offer.

ANZRP collects devices from PonyUp client partners across Australia and provides certificates of recycling for the total weight of the materials recycled. This in turn, supports them to deliver transparent and robust data for their client's sustainability goals.

To date, ANZRP have provided the recycling and logistics services that have enabled PonyUp clients to deliver 13,344 meals to people in need, and keep 27,103 kgs of technology out of landfill.

ANZRP

AUSTRALIA NEW ZEALAND
RECYCLING PLATFORM

Australia and New Zealand Recycling Platform Limited
ACN 154 190 691
Level 13, 461 Bourke Street, Melbourne, Victoria, 3000

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

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