



ANZRP
AUSTRALIA NEW ZEALAND
RECYCLING PLATFORM

2019/20 ANNUAL REPORT

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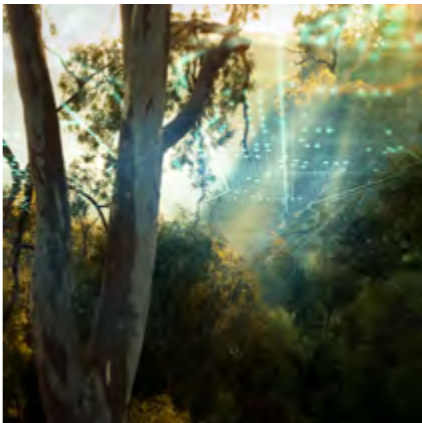
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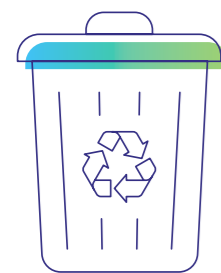
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2019/20

YEAR AT A GLANCE

THIS IS HOW MUCH WE HAVE COLLECTED AND RECYCLED —



COLLECTED
20,432
TONNES
OF E-WASTE



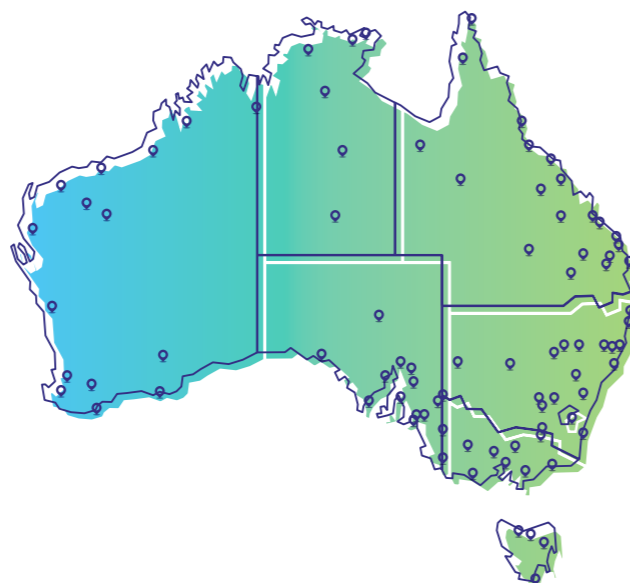
RECOVERED
18,002
TONNES
OF MATERIALS FROM THE
RECYCLING OF E-WASTE

20,084 TONNES OF MATERIAL RECYCLED

4

REASONABLE ACCESS —

ACHIEVED
100% COMPLIANCE
THROUGH
285 TECHCOLLECT
COLLECTION SITES



TOTAL MATERIAL
RECOVERY RATE OF 93%

MEMBER ANNUAL SURVEY — ANZRP
ACHIEVED A NET PROMOTER SCORE OF

8.6
10

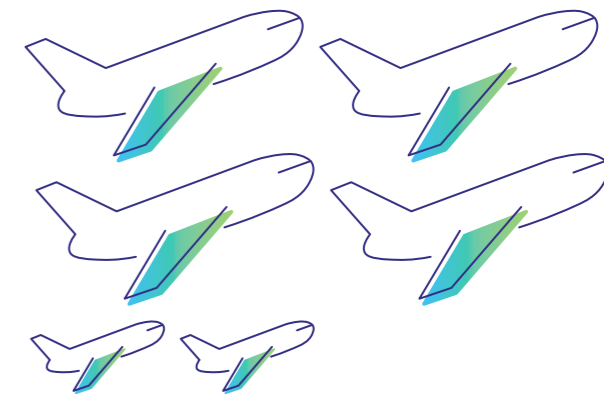


ACCUMULATED E-WASTE RECYCLED
SURPASSED THE

180,000 TONNE
MARK!

(FROM 2011/12 TO 2019/20) —
THIS IS EQUIVALENT TO THE WEIGHT OF

402 FULLY LOADED
JUMBO JETS

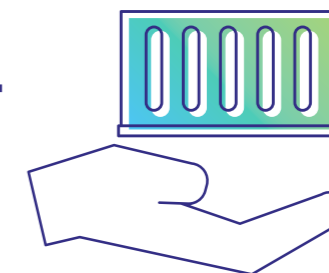


TechCollect NZ

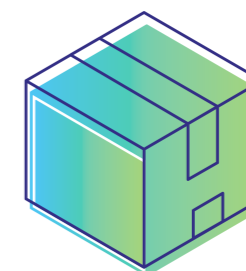
HAS COLLECTED AND RECYCLED MORE THAN
53 TONNES
SINCE COMMENCING OPERATIONS



COMMENCED
CONSTRUCTION OF
MOBILE E-WASTE
FACTORY



LAUNCHED
TECHEXPRESS
E-WASTE POST-BACK
SERVICE



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SECTION

1

1.1 CHAIR'S MESSAGE

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1.1

CHAIR'S MESSAGE

I am pleased to present the 2019/20 Annual Report and advise that ANZRP has delivered successful results providing members with a world class service and meeting or exceeding all regulatory targets under the National Television and Computer Recycling Scheme (NCRS).



I am delighted to be reporting on another year of achievement for ANZRP across all areas of our operations, thanks to the dedicated contributions of my fellow Board, members and our dynamic staff.

In the midst of a global pandemic and ever-changing international forces that continue to drive change within the resource recovery landscape, ANZRP has excelled by providing members with a commercially sound operation that continues to successfully align to member and market needs.

This year our collection partner channel provided 285 free drop-off sites across Australia and 13 in New Zealand, with TechCollect NZ diverting more than 53 tonnes of e-waste from landfill. Now spanning the Tasman, ANZRP is building a sustainable platform to manage member e-waste responsibilities across international boundaries.

Today, the Australian population is provided with reasonable access to a free TechCollect drop-off site. We will continue to forge ahead strengthening our bonds with Australia's communities, ensuring e-waste is managed responsibly.

This year marks eight years that we have been fully operational. Each year we have learnt more, challenged more and questioned more. The ongoing intelligence gathering has allowed us to search for better solutions, greater efficiencies and ultimately, better outcomes.

ANZRP's ability to offer members a dependable and standards-based approach towards managing their product stewardship regulatory requirements is exemplary. Its solid foundations are built on good governance and sound environmental principles which have remained the hallmarks of our success.

It is not just about price, it is also about quality of outcomes. ANZRP is overseeing our recycling partners and monitoring their compliance to the regulations, listening closely to our members and lifting the quality of service at all stages.

Pivotal to our success is close collaboration with our members, including Apple, Dell, Toshiba, Canon, Fuji-Xerox and HP. I acknowledge our Member Director's for their tremendous support and commitment provided over the past year. Providing a sense of value and return has never been more important. Our reputation has served us well, placing us in a strong position to be able to voice member concerns to Government.

As the leading industry advocate, we continue the conversation in Canberra for stronger governance and assurance, whilst emphasising the need to expand the scope of the program. Serving as a strong voice, we push for innovation and sustainable solutions helping take Australia closer towards a circular economy for electrical and electronic products. Indeed, we celebrate the success of the co-regulatory scheme and continue to lobby for an expanded scope of the NTCRS.

As a business we have become even more commercially focussed and are closer aligning to the market in order to benefit the needs of members. This has created numerous opportunities, including securing government grants and calling out performance gaps in the market and any inequalities that we encounter.

With an impressive depth of industry insight, experience, knowledge and relationships established with key stakeholders, ANZRP is able to advance to a higher standard. This year, our elevated commercial focus has been a driving factor contributing to our success as it allows us to lift our business operations to a new level.

The construction of the Mobile e-Waste Factory (MeWF) is a great example of our commercial ambition. This is our first direct move into recycling and one that we are extremely excited about as it will service the collection and recycling needs of regional and rural Victorian communities that are otherwise challenged to recycle due to the high cost of transportation. We are also extremely grateful for the grant support from Sustainability Victoria for the MeWF. This funding has been crucial in enabling our vision of the MeWF to come to life.

The NZ in ANZRP has now become a reality. We are very pleased that we can deliver a service to our members on both sides of the Tasman, making e-waste management easier and accessible for them.

It is still early days in New Zealand with the pilot program and the appointment of TechCollect NZ by the New Zealand Government to be the project manager for the industry co-design of a regulatory e-waste product stewardship program. It is really pleasing that we have secured significant funding from our members as well as the New Zealand government to expand our pilot program whilst we conduct this important body of work.

This year has also heralded unique challenges for ANZRP which have been met and overcome. With COVID-19, the shift to remote working could have been quite disruptive to the business. In reality, the team rose to the occasion and the impact has been minimal. This is a credit to our CEO, Warren Overton, and the culture he has created within ANZRP.

Looking ahead, it is clear that with the directive of the Department for Environment, an expansion to full WEEE is inevitable. In preparation, ANZRP will continue to drive efficiencies with the core recycling business and operations while also investigating opportunities to allow us to offer a full WEEE turn-key solution. Over the next three to five years, ANZRP will invest significant time and resources so that we are ready to meet the full WEEE challenge.

We will never lose focus on the ability to deliver value to members. Our approach is to remain focused on managing the two key barometers of the business – recycling costs and sound governance. A cost down approach continues to drive our strategy, however it is always weighted against the need to continuously improve in relation to our standards, quality and service delivery. Ultimately, price will never compromise the delivery of our world class service.

In closing, I wish to thank my fellow Board Members for their tremendous contributions and support. I also want to acknowledge ANZRP staff for their outstanding efforts and achievements, and finally to our loyal members, thank you for your ongoing commitment and support.

A handwritten signature in black ink, appearing to read 'Mark Mackay'. The signature is fluid and cursive.

MARK MACKAY
Chair

1.2

CEO'S MESSAGE

ANZRP's on-the-ground capabilities, spirit of innovation, and corporate values are the key characteristics of our corporate DNA. ANZRP continues to hold a strong leadership role in the market, upholding the highest benchmark standards when it comes to the delivery of premium e-waste collection, recycling and reporting services.

In Fiscal Year 2019/20, ANZRP delivered exceptional value to members through the provision of Australia's leading e-waste recycling scheme – TechCollect. Operating in a highly competitive sector, we responded to the challenges in the marketplace by embracing new technologies and developing a wide range of innovative approaches ensuring members met their regulatory requirements.

ANZRP has continued to provide the nation with an environmentally responsible e-waste recycling program, successfully diverting 20,084 tonnes of end of life electronics from landfill in Australia.

Our operations are strong, growing and robust.

Our focused growth strategy executed by a talented and experienced team has once more delivered positive results. We expanded relationships with existing members and are fortunate to hold a special position in Australia, with a well-established e-waste collection channel that resonates deeply with our members, consumers and business. This is a solid foundation to continue to deliver growth over time. This will be achieved by strengthening our relevance to the market through our world class product stewardship services.

Holding ourselves to strict standards of integrity and ethical practices, we are guided by ANZRP's principles. Alongside our business objectives, we strive to deliver positive environmental and social outcomes in everything we do.

We exist to serve the needs of our members ensuring the achievement of their National Television and Computer Recycling Scheme (NCRS) obligations. In an increasingly competitive market, ANZRP has remained stoic in its approach towards quality, transparency and integrity. Simply speaking – it's not just about price.

Our success is not solely based on financial returns. A combination of social and environmental outcomes help drive our business. The reason for the establishment of the NCRS was to mitigate the recognised environmental impact of e-waste and we fundamentally adhere to its vision and look at the scheme as a framework to enhance the lives of all Australians.

With the ongoing support of our loyal members and dedicated Board, we have continued to grow and provide measurable outcomes enhancing our industry.

Notable highlights for the year were many. They include our ability to maintain our member base in the face of tough price driven competition, our ability to maintain strong collections across our operations, further expanding our national collections footprint, continuing to further reduce member fees, and once more, meet all regulatory targets.

Others include our Mobile e-Waste Factory which is our first foray to getting our hands dirty and addressing a long-standing market failure of ready accessibility of recycling services to regional and remote locations.

Increasingly ANZRP is being sought out as a key partner in developing and delivering product stewardship solutions. This includes providing sound guidance to the Australian Sporting Goods Association (ASGA), proving them with the framework to establish a national shoe recycling program. ASGA came to us based on our strong governance and practical skills in developing and managing large scale national recycling schemes.

Most notable however, is New Zealand. After many years, we have finally put the NZ into ANZRP by forming a not-for-profit entity, TechCollect NZ, with its own Board of Directors. It's heartening to see the NZ Government selecting an industry led not-for-profit to collaborate and help shape the framework of its very own national e-waste product stewardship scheme. This delivers on a promise we made to our members some time ago – for ANZRP be heavily involved in an e-waste collection and recycling program across the Tasman.

Providing members with a single point of contact to achieve regulatory compliance in Australia and New Zealand makes perfect sense.

Other notable achievement for 2019/20 include:

- Once more, ANZRP met its Recycling Target: recovering 18,802 tonnes from the recycling of end-of-life products. The total collected product that was recycled (including materials sent for disposal) was 20,084 tonnes.
- Reasonable access was achieved and provided to all of the Australian population. ANZRP achieved 100% compliance facilitated through our 285 collection sites. This comprised of 276 permanent locations, and nine one-off e-waste collection events.
- Achieved a total material recovery rate of 93%.

The year was also marked by significant challenges and opportunities. Most notably, international markets for recycled materials continued to contract with legislative changes both here and abroad. On the positive side, this has helped to drive new and exciting initiatives in Australia to improve collection services whilst investing in new recycling technology.

The global COVID-19 pandemic was felt by all. I am proud to report ANZRP's business systems, processes and emergency response plan allowed us to tackle this head-on ensuring business continuity was achieved. Our operations and personnel were relocated to the safety and comfort of our homes, where we continued to service the needs of members, collection partners, businesses and the general public. I would like to commend the

ANZRP staff in taking this significant change in their stride and still delivering the great customer service we are known for.

I never lose sight of the fact that we are here for our members. Our commitment is to continue delivering an effective and innovative program that keeps pace with member needs and is strengthened by the global momentum towards product stewardship. I am eternally grateful to our long-term and loyal members who have chosen to stand alongside us.

Going forward, we are realising our vision to be the leader in product stewardship services. We are working diligently to strengthen our business and deliver results to our members. We are building our team with an intense focus on our values and a high-performing culture, because getting results the right way matters.

We continue to position ourselves as a key industry advocate for the importance of responsible recycling. Whether it be in response to government consultation on new policy, advocating on our members' behalf, or work with the industry to push innovation and sustainable solutions taking Australia towards a circular economy.

We will also advance in our efforts to leverage new emerging channels and expand product stewardship through high standards and innovation. This will constantly be complemented by our efforts to find efficiencies and savings in our current operations that can be reinvested to fund sustainable services.

We will also step up our environmental agenda with multiple initiatives that will accelerate our impact towards driving solutions to the legislative and environmental challenges that face Australia and New Zealand.

I wish to sincerely acknowledge the support of the ANZRP Board for providing wise counsel and invaluable strategic insight. I am indebted to the support provided as it is critical to our ongoing success.

Most of all I would like to thank my team. Despite all the challenges, they continue to work with professionalism and passion to deliver on the expectations of our members.

As ANZRP looks forward to continuing to strengthen relationships with employees, members, suppliers and business partners, I am immensely thankful for their continued support as ANZRP forges ahead into new and exciting ventures.



WARREN OVERTON
CEO – ANZRP



1.3

ANZRP BOARD

ANZRP is governed by a Board of Directors comprising of five Member Directors and three Independent Directors. All are elected by ANZRP member organisations.

The Board's responsibility is for the governance, management and strategic direction of the organisation and ensuring the attainment of performance targets in accordance to ANZRP's annual goals and objectives.

ANZRP members are eligible to nominate a representative to sit on the Board. Once the membership has elected its representative(s), the Board then appoints the Chairperson. The Board's primary responsibilities include:

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



Mark Mackay

Chair

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

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



Claudia Bels

Independent Director

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

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

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

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



Monina De Vera

HP PPS Asia Pacific Pte Ltd

Monina has spent the past 19 years working for HP. Currently serving as its Asia Pacific Take Back Strategy Manager and South Pacific Sustainability & Compliance Manager, she has held various senior marketing and communication roles for the organisation.

Also serving as HP's Strategy Manager - Basel Lead, Monina works across business units and vendors in different regions on the design and implementation of technology, operations and compliance solutions ensuring conformance to Basel Convention regulation.

A current resident of Singapore, she has a passion for history, and collecting WWI and WWII memorabilia.



John Edgecombe

Dell Australia and New Zealand

John currently serves as the Asia-Pacific Japan (APJ) Regional Pricing Director for Dell EMC's Infrastructure and Solutions Group.

A strong advocate of responsible and sustainable product stewardship, John also serves as the executive sponsor to Dell EMC's ANZ Plant Group.

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

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

Rhys Huett

Fuji Xerox Australia Pty Ltd

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

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

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

Janet Leslie

Canon Australia Pty Ltd

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

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

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

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

Kerry Osborne

Independent Director

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

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

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

Mark Whittard

Toshiba Australia Pty Ltd

Mark has 35 years IT industry experience including 23 years in consumer electronics. Currently he is the Managing Director of Toshiba (Australia) and Dynabook ANZ, overseeing operations in Australia and New Zealand. This includes Electronic Imaging, Information Systems, Research and Development and Corporate Services divisions.

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

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



ANZRP COMMITTEES

As the role of the Board is to monitor and oversee the regulatory and governance aspects of ANZRP's operation, to help cope with the scope of work and the technical complexities of this task, the Board has established three committees to review issues and make recommendations. These are:

The Audit, Risk and Governance Committee

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

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

The Nominations and Remuneration Committee

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

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

The Sustainable Business Growth Committee

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

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

OUR ACCUMULATED ENVIRONMENTAL OUTCOMES



ANZRP is committed to monitoring and managing the environmental impacts of its activities, and reporting to members the net benefits the TechCollect service has delivered. Since commencement in 2012, over 180,000 tonnes of e-waste have been recycled.

On behalf of our members we have saved more than 378,000 million cubic metres of water from being otherwise used in processes relating to the utilisation of virgin resources. This is equivalent to the annual average Australian household water consumption of more than 1,800 homes.*

*Based on 559 litres per day and per Australian household in FY17, using Australian Bureau of Statistic data (ABS 4610 and ABS 3236)



1.4 ABOUT ANZRP

Being Australia's only not-for-profit Co-regulatory Arrangement operating under the National Television and Computer Recycling Scheme (NCRS), ANZRP works on behalf of its members - some of the world's leading brands - to provide a lean and sustainable arrangement to meet their liability under the Product Stewardship Act 2011.

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

Operating with uncompromising integrity, governance, transparency, fair treatment and continuously meeting the highest standards of social and environmental performance, ANZRP ensures member brands and reputations will be safeguarded.

A recognised thought leader in the Product Stewardship sector, ANZRP advocates for improvements within current product stewardship programs and for an expanded NCRS scheme to include all electronic and electrical equipment.

> anzrp.com.au



OUR ACCUMULATED ENVIRONMENTAL OUTCOMES

ANZRP is committed to monitoring and managing the environmental impacts of its activities, and reporting to members the net benefits the TechCollect service has delivered. Since the commencement of services in 2012 over 180,000 tonnes of e-waste has been recycled.

On behalf of our members we have prevented over 228,000 tonnes of CO_{2e} emissions from entering the atmosphere. This is equivalent to planting more than 3.4 million trees.*

*Based on the estimate of 15 trees storing 1t CO_{2e} as provided by Carbon NeutralTM (<https://carbonneutral.com.au/faqs/>)



1.5 ABOUT TECHCOLLECT

The TechCollect program provides Australian households and businesses with a free and easy way to responsibly dispose of and recycle their e-waste. With over 180,000 tonnes of e-waste recycled since its inception, TechCollect is a leader in its field.

The TechCollect program has stringent processes in place to ensure that all regulated product collected is recycled by a facility certified to best-practice standard AS/NZS 5377:2013 and in accordance with the standard. The program only partners with recyclers who operate to sound environmental and workplace health and safety standards and 100% of e-waste we collect is recycled in Australia (minimum first stage processing).

TechCollect continuously exceeds the mandated 90% material recovery target, recovering valuable materials and diverting them from landfill and energy from waste for use in the manufacture of new goods: the essence of a circular economy.

> techcollect.com.au

1.6 CERTIFICATIONS

ANZRP holds the following certifications:

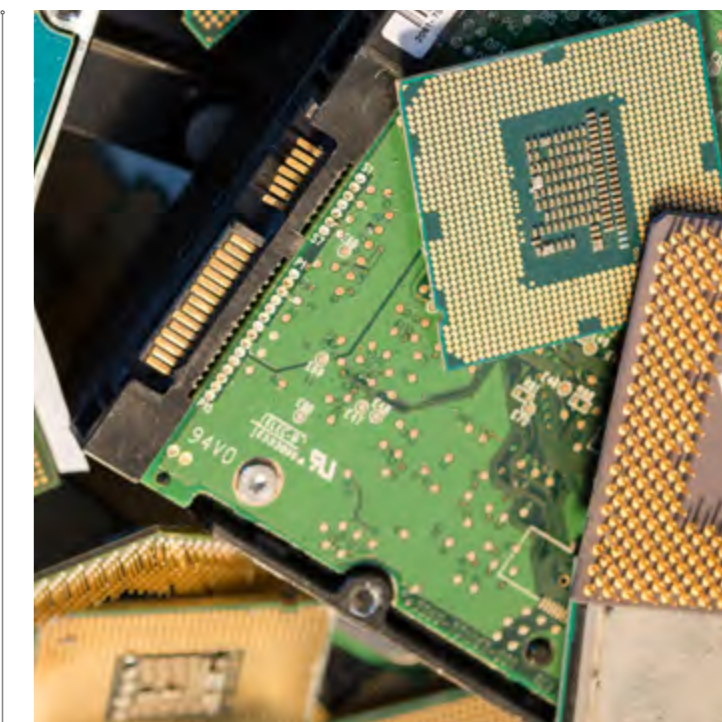
- B Corp certification demonstrates the highest standards of social and environmental performance, public transparency, and accountability. The assessment evaluates the impact on employees, the community, the environment, and customers.

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

This year, ANZRP was recognised by B Corp as an honouree in the category Best For The World: Governance. This means ANZRP was recognised in the top 10% performing B Corp companies globally embodying what it means to use business as a force for good.



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





SECTION

2

- 2.1 OUR MEMBERS ARE ANZRP
- 2.2 2019/20 MEMBER & COLLECTION AND PARTNER SURVEY
- 2.3 WHERE DOES OUR E-WASTE GO?

2.1 OUR MEMBERS ARE ANZRP

ANZRP's approach is simple – focusing on achieving outcomes that not only meet, but exceed, the needs of our members. At ANZRP, we are motivated to providing our members with the best service.



Originally established to support our members to meet their obligations under the National Television and Computer Recycling Scheme through the provision of free e-waste recycling services, ANZRP has grown to become the largest Co-Regulatory Arrangement in Australia.

Our model is based on clear and definable outcomes – simply put, outcomes that achieve member regulatory, compliance and values-based needs.

ANZRP tirelessly works for its members, providing an efficient and sustainable arrangement ensuring their liability obligations are met in a safe, responsible and environmentally friendly manner.

Trusted by global electronics brands, offering a price based collection service is simply not enough.

Benefits of ANZRP membership include:

Safeguarding of Reputation

Member brand reputation is in safe hands. ANZRP represents and retains some of the world's largest and most trusted electronics brands and operates with high standards of compliance, transparency and integrity. We use best practice management and strict governance throughout our services to ensure our highest standards are met.

Advocacy

Backed with strong relationships in the private, environmental and government sectors, ANZRP provides regular commentary and insight 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 primarily of member representatives who help drive strategy and oversee the attainment of compliance requirements.

Compliance

100% compliance to the NTCRS is the only acceptable standard. ANZRP has a robust auditing system embedded in all processes, enabling monitoring of our strict compliance standards.

Transparency

ANZRP keeps members informed on everything that is occurring – whether it be good news or not. We address any issues that arise promptly to ensure a transparent and accountable system that works. Additionally, we provide members with a personalised report annually about the environmental impacts their participation has achieved.

Service, not profits

As Australia's only not-for-profit co regulatory arrangement, ANZRP is driven by service, not profit. We work to ensure our member program is the best that can be delivered.

Governed by a Board that is primarily comprised of member representatives, ANZRP has built an enviable reputation as Australia's principal product stewardship organisation, and leads by example in terms of transparency, service, commitment and integrity.

We will proudly continue delivering services that are central to member needs, delivered through best practice and good governance.

LIST OF 2019/20 ANZRP MEMBERS

Member ABN	Member Name	Original ANZRP Join Date
46002510054	Apple Pty Limited*	14/05/2012
32618708722	BOEVT Hong Kong Co Limited	18/05/2020
37612814509	BYD Precision Manufacture Co Ltd	01/07/2016
66005002951	Canon Australia Pty. Ltd.*	19/04/2012
52050332940	Cisco Systems Australia Pty Limited*	29/05/2012
50453748355	Compal Electronics Inc.	12/05/2017
83218750498	Competition Team Ireland Limited*	02/07/2012
73607915640	Deliveroo Australia Pty Ltd	01/07/2018
46003855561	Dell Australia Pty Limited*	27/04/2012
89718746791	Dell Global B.V. (Singapore Branch)*	27/04/2012
66613916957	Dynabook ANZ Pty Limited	01/07/2017
46120351359	Embed International Pty Ltd	03/09/2019
78502141245	EMC Information Systems International *	17/04/2012
38114305494	Foxconn Australia Pty Ltd*	27/04/2012
30289772870	Foxlink International Inc.	22/02/2017
26103964629	Fuji Xerox Asia Pacific Pte Ltd*	10/05/2012
50621342005	Grabba Technologies Pty Ltd	09/09/2019
74001016593	Goodson Imports Pty. Limited*	12/11/2012
74004394763	Hewlett-Packard Australia Pty Ltd*	20/04/2012
13878074746	Hon Hai Precision Industry Co Ltd*	27/04/2012
16603480628	HP PPS Australia Pty Ltd	01/07/2016
26007103933	Inner Range Pty. Ltd.	11/09/2019
73004700485	Kmart Australia Limited	01/07/2018
78139853544	King World Developments Pty Ltd	22/08/2013
71203501304	Microsoft Ireland Operations Limited	01/07/2019
59547297213	Microsoft Regional Sales Pte Ltd*	15/05/2012
97140212335	OKI Data Australia Pty Ltd	01/07/2016
21006075216	A.C.N. 006 075 216 PTY LTD	01/07/2016
36004763526	Officeworks Ltd	01/07/2018
47092364719	Plastic Injection Company Pty Ltd	20/06/2017
14171054462	Primax Electronics Ltd*	30/04/2012
59617751407	Protempo Australia Pty Limited	01/07/2018
82456481234	Qisda Corporation*	30/05/2012
66305473245	Quanta Computer Inc*	15/05/2012
73009403356	RS Components Pty Limited	01/07/2016
85169418197	Softlayer Technologies Australia Pty Ltd	20/02/2020
97175717832	Suzhou Lehui Display Co. Ltd	01/07/2018
91140459892	Super-mem Pty. Ltd.	01/07/2018
75004250944	Target Australia Pty. Ltd.	01/07/2018
33006122676	The Reject Shop Limited	01/07/2015
49097104492	The Trustee for The Coast RV Unit Trust*	22/06/2012
98948954437	TPV International (USA) Inc	01/07/2017
18084618543	Top Victory Investments Limited*	14/06/2012
19001320421	Toshiba (Australia) Pty Ltd*	24/04/2012
55113989389	Wacom Australia Pty. Ltd.	16/10/2017
16962466872	Wistron Corporation*	14/06/2012

**ANZRP would like to acknowledge and thank our 20 members who have been with us since we began operating in 2012. Their ongoing support and loyalty has ensured that we have been able to provide a world-class e-waste recycling program Australia wide.*

OUR ACCUMULATED ENVIRONMENTAL OUTCOMES



ANZRP is committed to monitoring and managing the environmental impacts of its activities, and reporting to members the net benefits the TechCollect service has delivered. Since commencement in 2012, over 180,000 tonnes of e-waste have been recycled.

On behalf of our members we have saved more than 3.5 million Gigajoules of energy usage. This is equivalent to the annual average energy consumption of over 29,500 Australian homes.*

*Based on 327 MJ of energy per Australian household and per day in FY17, using Australian Bureau of Statistic data (ABS 4604 and ABS 3236)

2.2

2019/20 MEMBER & COLLECTION AND PARTNER SURVEY

When it comes to managing relationships with our collection partners and members, open communication, honesty and accountability remain the hallmarks of ANZRP's approach.

That's why every year, ANZRP provides its members and collection partners an opportunity to provide detailed feedback through the member and collection partner surveys.

Providing members and collection partners with a voice is essential to good governance, and highlights ANZRP's commitment to continual improvement. ANZRP prides itself on listening and acting upon the needs of its stakeholders.

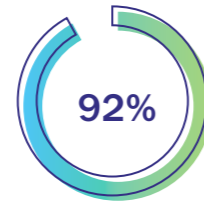
Members and collection partners are given the opportunity to rate our service and provide valuable feedback on ways we can further improve our delivery and customer relationship model.

Now in its sixth year, the results from the survey are an important analytical instrument helping ensure the performance of the program and its outcomes are reflective of key priorities.

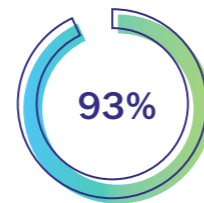
COLLECTION PARTNER SURVEY HIGHLIGHTS:



>92% of collection partners are either satisfied or very satisfied with the TechCollect service



92% of collection partners are either satisfied or very satisfied with TechCollect's responsible recycling standards and approach



93% of respondents were either satisfied or very satisfied with TechCollect's no cost service

MEMBER SURVEY HIGHLIGHTS:



Net Promoter Score **8.6** out of **10**



94% satisfaction rating



100% of respondents are either satisfied or very satisfied with ANZRP's protection of reputation

2.3 WHERE DOES OUR E-WASTE GO?

ANZRP upholds strict standards for the recycling of e-waste through the TechCollect program at all stages of the process.

Potential collection sites for e-waste are reviewed comprehensively before they can partner with ANZRP. A written site license agreement is implemented, focusing on safety and security. As per this agreement, all TechCollect sites are required to put in place procedures to avoid environmental and personal harm whilst also implementing procedures safeguarding and preventing theft.

Approved recyclers are certified to the standard of AS/NZS 5377:2013 'collection, storage, transport and treatment of end-of-life electrical and electronic equipment'. This standard sets out principles and requirements for safe and environmentally sound e-waste management. ANZRP approved recyclers are also subject

to periodic independent audits which monitor compliance to relevant health, safety and environmental legislation.

To meet NTCRS requirements, all collected e-waste undergoes first stage recycling in Australia. This involves materials processing, which includes manual dismantling, sorting and/or shredding of e-waste. This is then followed by sorting into component parts and material streams such as ferrous and non-ferrous metals, plastics, leaded and non-leaded glass, wires, cables and printed circuit boards.

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

ANZRP is actively lobbying the Australian Federal Government for downstream markets to be developed locally, eliminating the need to send materials overseas for secondary processing.

PATHWAYS OF SEPARATED E-WASTE MATERIALS

Glass – leaded

Majority is used in a lead smelter in South Australia, where the output lead billet is then sold as a commodity on the world market (typically used to manufacture batteries).

Metals – ferrous and non-ferrous

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

Plastic – mixed

Majority is sold overseas as baled mixed plastic for further processing where it is extruded into recycled plastic pallets. Some is recycled into encapsulated aggregate in precast polymer concrete barrier walls that are used in construction materials in Australia.

Glass – non-leaded

Majority is crushed and used as a building material aggregate within Australia, typically road base.

Glass – mixed

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

Printed circuit boards

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

Lithium-ion batteries

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

Ink and toner cartridges

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

To find out more, click here > techcollect.com.au/where-does-our-e-waste-go

IN FOCUS

SOCIAL RESPONSIBILITY & SUSTAINABILITY

Both social responsibility and sustainability are interwoven into ANZRP's fabric of success. We understand that as a not-for-profit, our long-term prosperity is directly linked to the approach we take, the communities we serve, and the outcomes we achieve.

We realise the impact our business has on the social and natural environment, are committed to fostering a strong culture around socially responsible and sustainable behaviours.

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

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

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

This is demonstrated in the following:

- i ANZRP is a Certified B Corporation member. To attain certification, members are required to verify social and environmental performance, public transparency, and legal accountability that they are seeking to balance profit and purpose.



> [bcorporation.com.au](https://www.bcorporation.com.au)

- ii ANZRP engages with Social Enterprises for the provision of e-waste recycling services. This includes Endeavour Foundation and Electronic Recycling Australia.
- iii Working with Indigenous communities is instrumental to ANZRP's ability to achieve its regulatory and legislative requirements involving reasonable access. Even though this is not under a direct social enterprise model, ANZRP has actively engaged with Indigenous groups spanning Australia's northern parts from Western Australia, to the Northern Territory and Far-North Queensland.

OUR COMMITMENT TO COMMUNITY

OUR COMMITMENT TO SOCIAL ENTERPRISE

ANZRP's enviable reputation as a leader in e-waste collections and recycling is built on its commitment to community. We strongly believe in getting involved with sustainable, community-based initiatives through the provision of our TechCollect service. This is integral to who we are, as a socially accountable and responsible organisation.

Servicing more regions than the NTCRS mandates, TechCollect continues to achieve reasonable access requirements by providing households and small businesses with access to its free e-waste drop-off service. Vital to this has been helping to educate and encourage positive behaviour involving the safe and responsible handling of e-waste.

In 2019/20, 285 public drop-off sites and events were made available across the entirety of Australia through TechCollect.

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

TechCollect services provided to regional and remote communities include:

- Katherine Waste Management Facility – Northern Territory. This is a permanent collection station which collected over 4,000kgs of volume this year. The material collected at this site is transported 2,718km to an Adelaide recycler.
- East Arnhem Regional Council – remote Northern Territory. Under the reasonable access requirements of the NTCRS, ANZRP is only required to provide two collection points in

the communities of Maningrida and Nhulunbuy. Instead, ANZRP has worked with the council to provide permanent TechCollect collection sites at ten different communities making the service easy to access across the remote and indigenous populations. In the wet season, the product collected is transported via barge to Darwin, where it is then transported 3,000km to Adelaide for recycling.

- Napranum Aboriginal Shire Council, Weipa – remote far-north Queensland. Transportation of the material collected is only possible once the wet season has ended and roads are passable.
- Tom Price – Western Australia. An annual collection event is held in partnership with the Senior High School. The material collected at this event is transported 1,459km to a recycler in Perth.
- City of Launceston Waste Transfer – Tasmania. E-waste materials from seven collection sites across Tasmania are sent to Launceston for consolidation. The material collected is transported via boat to recyclers in Melbourne and Sydney.

ANZRP currently provides e-waste collection services to 22 permanent remote drop off sites, and held 3 collection events in 2019/20 in remote regions, collecting in excess of 189 tonnes of e-waste for recycling.

ANZRP actively identifies and engages with social enterprises to generate social value and foster social inclusion. ANZRP has long standing relationships with e-waste recyclers Electronic Recycling Australia (ERA) in South Australia and Endeavour Foundation in Queensland who provide employment opportunities to people living with disabilities.

- **Electronic Recycling Australia** – Recycled 2,412,087kgs of e-waste in FY20 on behalf of ANZRP. The operations support the employment of approximately 50 people with disabilities as a part of SA Group Enterprises—which employs 300 staff with a disability across 10 business units in South Australia. In FY20, through its partnership with ERA, ANZRP provided over 10,000 hours of work to ERA's supported workforce.
- **Endeavour Foundation** – Supports 51 people with intellectual disabilities and offers them opportunities to work, develop skills, earn an income and become engaged in their community. In FY20 Endeavour Foundation recycled 308,771kgs of e-waste for ANZRP in alignment with best-practice standards.

ANZRP is also committed to sustainable procurement practices to obtain the best value for money and maximise operational benefits whilst maintaining the highest standards of corporate responsibility and integrity.

As a member funded, not-for-profit, we are committed to minimising overhead costs whilst providing a quality service that reduces the environmental impact of electronic waste and maintain our position as being a leader in the sustainability space.

It is a requirement of ANZRP that all our suppliers and contractors conduct their operations in a socially and environmentally responsible manner and meet their compliance obligations. This is monitored through regular auditing and a structured procurement selection process.



Endeavour Foundation supported employees Josh and Danielle dismantling e-waste for recycling at Redcliffe Business Solutions

MOBILE E-WASTE FACTORY TAKES SHAPE

Great progress has been made in the development of ANZRP's first Mobile e-Waste Factory (MeWF) whose purpose will be to service the needs of regional and rural Victoria.

Despite some setbacks due to COVID-19, construction is underway. The MeWF will be housed inside a 40ft shipping container and consist of manual disassembly stations as well as plastic shredding and granulation capabilities.

ANZRP have been fortunate to secure grant funding from Sustainability Victoria for the MeWF. This funding has been extremely beneficial in the progression of the construction of the factory.

Telford Smith Engineering have been contracted to complete the fit out 40ft container of the mobile factory in their Dandenong South facility. Construction, fit out and final commission is expected to occur in late 2020, with an official launch to follow shortly thereafter.

The MeWF will service TechCollect affiliated council sites throughout regional and rural Victoria to perform on-site processing of e-waste. This has become an increasingly valuable service after the Victorian Government introduced an e-waste to landfill ban on 1 July 2019.

The MeWF will directly service councils, focusing on those that:

- Generate in scope NTCRS volume (in addition to out of scope volume) that TechCollect can count towards its NTCRS recycling target and reduce its NTCRS recycling costs.



- Are located in regional areas and have space available to host the MeWF, allowing TechCollect to reduce its transport costs as processed materials will be transported to Melbourne instead of whole e-waste products.

The MeWF will dismantle, shred and sort e-waste into various parts and materials including glass, metals, plastics, batteries, printed circuit boards and ink cartridges and toners.

Benefits of the Mobile e-Waste Factory approach include:

- **Environment protection:** Encourage further recycling of e-waste and plastic and help Victoria achieve its circular economy goals.
- **Job creation:** Up to four employees will be required to operate the facility. They will be hired through our relationship with Outlook Environmental Services, a social enterprise based in Melbourne.
- **Education:** Dedicated educational materials will be developed. The MeWF will also host school groups, providing them with a real-life example of recycling in action.



NEW ZEALAND'S GREAT LEAP FORWARD

We have proudly put the NZ in ANZRP with the expansion of TechCollect NZ's pilot program and our engagement with the New Zealand government to develop an e-waste product stewardship program.

This year, we have local staff on the ground managing TechCollect NZ, ensuring that New Zealand residents have a safe, high-quality and reliable e-waste recycling service.

Officially established as a separate not-for-profit organisation to service the population of New Zealand to dispose of their unwanted e-waste products, TechCollect NZ has collected and recycled more than 53 tonnes of e-waste, reducing the amount of unwanted and end-of-life electrical products entering New Zealand's waste stream.

In 2019/20 TechCollect NZ partnered with retailer OfficeMax to provide individuals and small businesses with 13 dedicated drop-off sites across the North and South islands where they could safely dispose of their unwanted electrical devices for recycling at no cost.

Electrical goods received by TechCollect NZ are dismantled and processed by The Recycling Group (formerly Croxley Recycling). Components of electronic and electrical products are sorted into process streams where valuable materials can be manufactured to build new products, helping to create a sustainable environment and circular economy.

TechCollect NZ has been supported with grant funding by the New Zealand government to work with industry to develop options for mandatory product stewardship for waste electrical and electronic equipment. This is a notable achievement and a point of pride for all involved.

WHAT COMES NEXT?

With member funding, TechCollect NZ will be able to expand its pilot program to provide at least 40 free drop-off sites across the country, as it strives to recover 200 tonnes of electronic equipment each year. The supply chain network will be expanded to include different types of collection sites, such as council transfer stations, schools and universities, community centres, and different recyclers in order to gain data and market insights to inform the product stewardship options work.

The grant funding from the Ministry for the Environment's Waste Minimisation Fund (WMF) has also enabled TechCollect NZ to form a working group, chaired by an independent consultant, to develop, refine and recommend regulated product stewardship scheme design options for e-waste under New Zealand's Waste Minimisation Act (WMA). This will involve TechCollect NZ carrying out extensive research and stakeholder engagement.

The working group assembled by TechCollect NZ comprises of electronic product stewardship experts, New Zealand government, community and industry stakeholders who provide diverse insights and experiences into regulated product stewardship design options. The working group is called the Circular E-stewards Network (CEN).

Michael Dudley, Senior Policy Manager, TechCollect NZ, said, "We are delighted to be working with the Ministry for the Environment to tackle rising volumes of e-waste and help New Zealand transition towards a more circular economy."

"As the demand for new technology increases so does our e-waste footprint, with nearly 100,000 tonnes of e-waste generated in New Zealand each year.

"This new funding will allow us to expand our service and support residents and small businesses across the country to recycle their end-of-life electronics responsibly. We'll also work with the New Zealand Government, community, Māori and business sector to design and recommend an environmentally sound and fit-for-purpose e-waste product stewardship approach in Aotearoa.

"We are fortunate to have the backing of some of the world's leading technology brands such as Apple, Canon, Dell, HP, Microsoft and Toshiba supporting our initiative and spearheading e-waste product stewardship in New Zealand.

"By offering New Zealanders a free e-waste recycling solution that is convenient, safe and secure, the expanded service will help us to understand what system of shared responsibility will work best in New Zealand, while reducing the harmful impacts that e-waste poses to our environment. We invite technology users from across the country to do the right thing and recycle responsibly by using TechCollect NZ," adds Michael.

To find out more, please go to www.techcollect.nz





SECTION

3

- 3.1 COLLECTION RECYCLING & LOGISTICS
- 3.2 2019/20 REASONABLE ACCESS
- 3.3 COMPLIANCE ENVIRONMENT & SAFETY MANAGEMENT

3.1

COLLECTION RECYCLING & LOGISTICS

COLLECTION PARTNERS AND SERVICES

In 2019/20 ANZRP's TechCollect service provided the community with 285 drop-off sites across Australia. This comprised of 276 permanent locations, and nine one-off e-waste collection events.

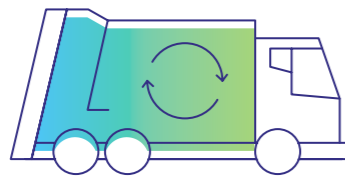
A large number of TechCollect permanent sites (88) were operated in conjunction with various Local Government Authorities (LGA) and waste management organisations. It is critical for LGAs to be part of the NTCRS and provide residents with access to accredited e-waste management and recycling services.

The remainder of sites included 181 through our retail channel (predominantly Officeworks), which places the TechCollect recycling service in close proximity to the point of purchase where new electrical items are acquired.

Of the 16 remaining collection points and events, 7 were recyclers, 2 were dedicated member events (HP and Dell), and the remaining 7 were community-based collection events.

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

285
COLLECTION
SERVICES



276 PERMANENT / 9 ONCE OFF EVENTS

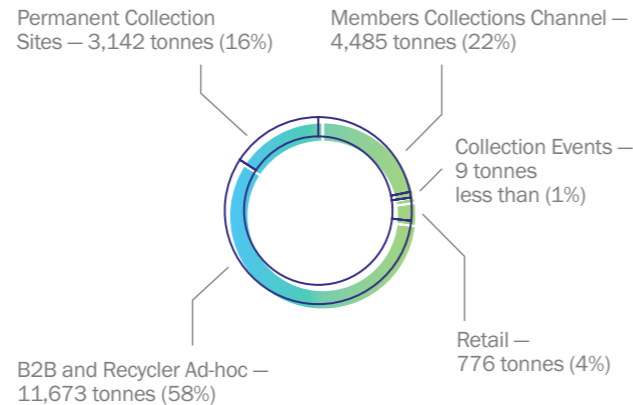
ACHIEVING REGULATORY TARGETS

In 2019/20 ANZRP recovered 18,002 tonnes from the recycling of end-of-life products. The total collected product recycled (including materials sent for disposal) was 20,084 tonnes.

When added to the volume excess of 1,923 tonnes carried forward from the previous year, this created a final recycled volume of 22,007 tonnes. This exceeded ANZRP's liability of 19,863 tonnes by 2,144 tonnes, which will be carried forward into the new financial year.

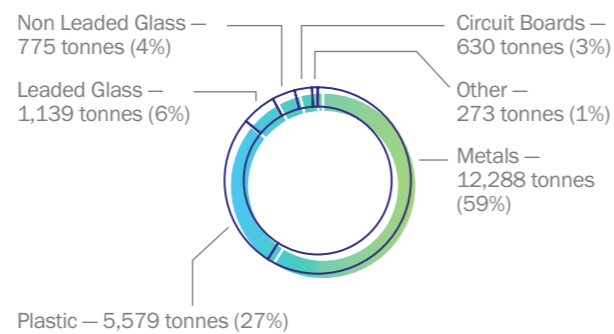
ANZRP's multi-channel approach helped deliver a successful outcome, and continues to ensure surety of supply allowing for forward planning and market growth.

RECYCLING VOLUME CHANNELS (TONNES)



This outcome is a reflection of the strength of the TechCollect brand, and the efforts that occur behind the scenes to develop and strengthen the relationships forged with ANZRP's channel partners.

Of the e-waste collected for recycling, a range of materials was recovered, as illustrated below:



STANDARDS BASED APPROACH

To meet NTCRS requirements, 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.

Movement IDs are generated when TechCollect books a load of e-waste to be picked up from a collection site and delivered to a recycler to ensure the delivery can be easily traced, tracked and verified. The recycler is then required to weigh the load and sort all e-waste into its different NTCRS 'in scope' categories and 'out of scope' materials.

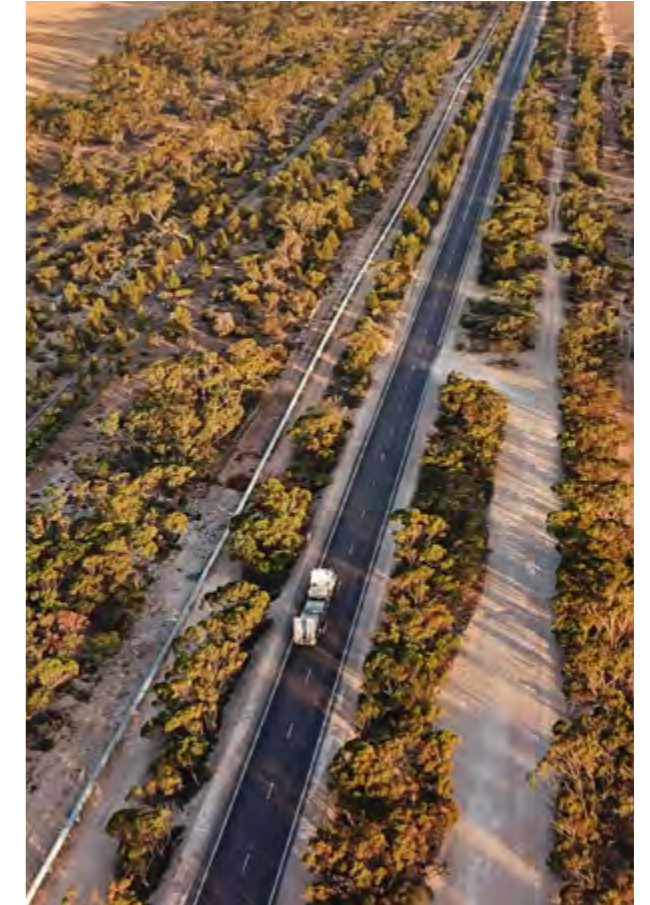
Each delivery must be recycled within 30 days of receipt and an invoice provided with a breakdown of the different e-waste materials extracted.

A 'Certificate of Destruction' is then provided confirming materials have been processed in accordance to the standard. This typically involves either manual dismantling and sorting into component parts (e.g. metals, plastics, glass, wire/cables, printed circuit boards, hard drives, power supplies) or shredding and separation into material streams.

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

RECYCLED FRACTION EXPORTED - GRAND TOTAL: 6,271,047 TONNES

		Total (kg)
CHINA	Non-Ferrous Metals	150,910
	Other	10,414
	Plastics	756,437
INDIA	Ferrous Metals	81,104
	Non-Ferrous Metals	5,956
INDONESIA	Ferrous Metals	605,983
JAPAN	Ferrous Metals	257,174
	Non-Ferrous Metals	229,780
	Other	70,872
	PCBs	289,091
MALAYSIA	Ferrous Metals	7,646
	Non-Ferrous Metals	26,979
	Other	13,470
	Plastics	2,444,964
PAKISTAN	Non-Ferrous Metals	35,748
SINGAPORE	Other	8,554
	PCBs	234,727
TAIWAN	Ferrous Metals	616,419
	Non-Ferrous Metals	89,890
	Plastics	79,646
THAILAND	Plastics	248,679



2019/20 MATERIAL RECOVERY RATE

93%
TOTAL MATERIAL
RECOVERY RATE

18,002 TONNES —
RECOVERED
(11,352 tonnes domestic, 6,650 tonnes overseas)

354 TONNES —
WASTE DISPOSAL (domestic)

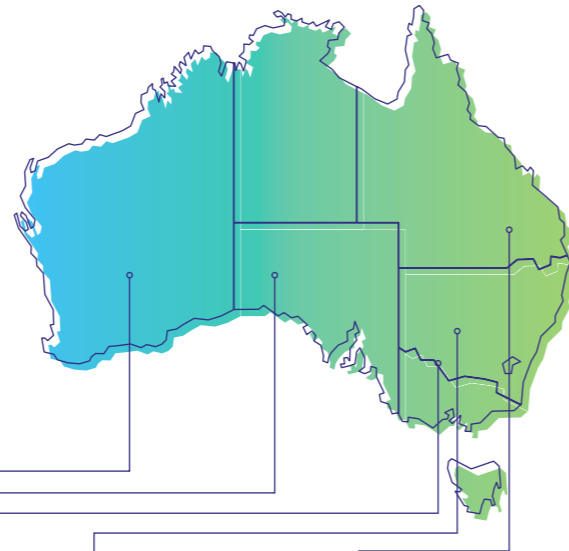
443 TONNES —
WASTE DISPOSAL (overseas)

OUR RECYCLING PARTNERS

ANZRP contracts a number of reputable recycling organisations to undertake recycling on its behalf.

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

ANZRP undertakes independent audits of its recycling partners, conducting a formal review every three years and ongoing compliance assessments, monitoring their adherence to all regulatory requirements, documentation and reporting standards involving recycling processes.



WA

- Total Green Recycling

SA

- Electronic Recycling Australia

VIC

- Advanced Resource Recovery
- Cleanaway
- Reverse E-waste
- TES-AMM Australia

NSW

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

QLD

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

3.2

2019/20 REASONABLE ACCESS



In accordance to the requirements of the NTCRS, all Co-regulatory Authorities are required to provide the community with reasonable access guaranteeing convenient and free locally based e-waste drop off services.

ANZRP has achieved 100% compliance facilitated through 285 collection sites across the country. Services were proportionally divided across metropolitan, regional, rural and remote regions, ensuring the correct per capita mix was achieved.

ANZRP is committed to making an active contribution to the progression of successful e-waste recycling through robust product stewardship that provides Australians with easy access to e-waste drop-off sites.

Whilst a majority of our sites (164) were provided in metropolitan areas, inner regional Australia had 55 sites, outer regional areas had 41 sites, and remote locations, including Arnhem Land and the Kimberly, had 25 sites.

	Metropolitan	Inner Regional	Outer Regional	Remote
Number of TechCollect Sites	164	55	41	25
Tonnages Collected	16,993	1,296	1,954	189

TOTAL WEIGHTS (KGS) OF PRODUCTS COLLECTED IN EACH STATE / TERRITORY

NORTHERN TERRITORY

METRO	0 KGS
INNER REGIONAL	0 KGS
OUTER REGIONAL	37,423 KGS
REMOTE	33,000 KGS

QUEENSLAND

METRO	2,073,214 KGS
INNER REGIONAL	233,953 KGS
OUTER REGIONAL	1,604,673 KGS
REMOTE	38,371 KGS

WESTERN AUSTRALIA

METRO	1,409,217 KGS
INNER REGIONAL	61,067 KGS
OUTER REGIONAL	46,320 KGS
REMOTE	109,174 KGS

AUSTRALIAN CAPITAL TERRITORY

METRO	18,641 KGS
INNER REGIONAL	1,774 KGS
OUTER REGIONAL	0 KGS
REMOTE	0 KGS

SOUTH AUSTRALIA

METRO	2,367,118 KGS
INNER REGIONAL	146,917 KGS
OUTER REGIONAL	102,849 KGS
REMOTE	8,701 KGS

VICTORIA

METRO	4,488,225 KGS
INNER REGIONAL	299,265 KGS
OUTER REGIONAL	60,524 KGS
REMOTE	0 KGS

NEW SOUTH WALES

METRO	6,636,143 KGS
INNER REGIONAL	367,643 KGS
OUTER REGIONAL	46,951 KGS
REMOTE	133 KGS

TASMANIA

METRO	189 KGS
INNER REGIONAL	185,427 KGS
OUTER REGIONAL	54,794 KGS
REMOTE	0 KGS

NATIONAL SNAPSHOT

METRO	16,992,748 KGS	INNER REGIONAL	1,296,046 KGS	OUTER REGIONAL	1,953,534 KGS	REMOTE	189,379 KGS
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2019/20 TECHCOLLECT DROP-OFF SITES

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

NEW SOUTH WALES

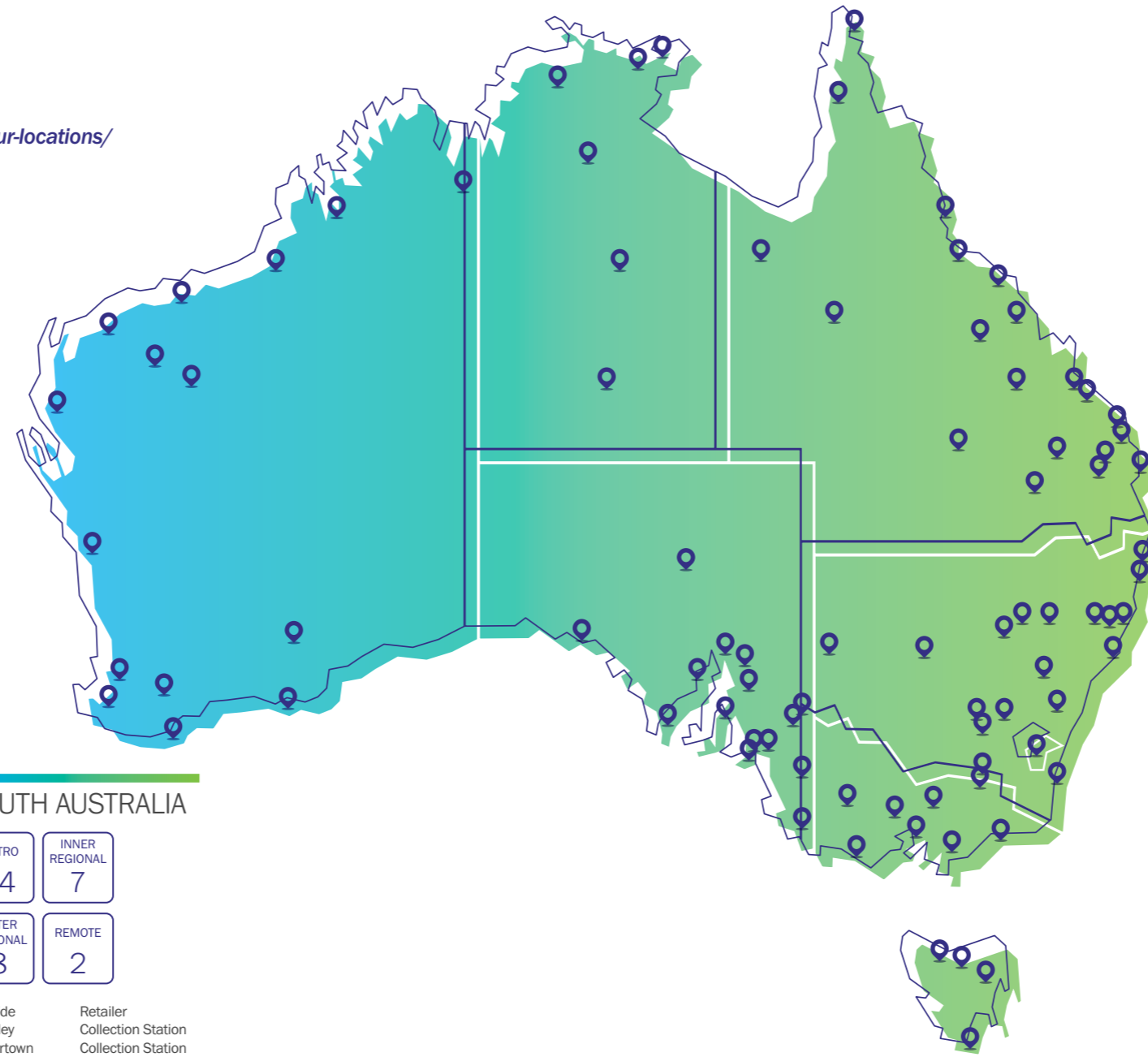
METRO 48	INNER REGIONAL 18
OUTER REGIONAL 10	REMOTE 2

Albury	Collection Station
Albury	Retailer
Alexandria	Retailer
Alexandria	Event
Armidale	Retailer
Ashford	Collection Station
Auburn	Retailer
Barham	Collection Station
Bathurst	Retailer
Blacktown	Retailer
Blaxiand	Collection Station
Bondi	Retailer
Broken Hill	Retailer
Campbelltown	Retailer
Carlton	Retailer
Castle Hill	Retailer
Chatswood	Retailer
Cobar	Retailer
Coffs Harbour	Retailer
Croydon Park	Collection Station
Dalmeny	Collection Station
Dee Why	Retailer
Delunga	Collection Station
Dubbo	Retailer
Dubbo	Retailer
Fairy Meadow	Retailer
Five Dock	Retailer
Glebe	Retailer
Goulburn	Retailer
Greenacre	Retailer
Gregory Hills	Retailer
Griffith	Retailer
Guildford	Retailer
Hornsby	Retailer
Hoxton Park	Retailer
Ingleside	Collection Station
Inverell	Collection Station
Inverell	Retailer
Katoomba	Collection Station
Kotara	Retailer
Lewisham	Retailer
Lismore	Collection Station
Lismore	Retailer
Liverpool	Retailer
Matrville	Collection Station
Minchinbury	Retailer
Mona Vale	Retailer
Moree	Retailer
Mortdale	Collection Station
Moruya	Collection Station
Mosman	Retailer
Newcastle West	Retailer
North Ryde	Retailer
Northmead	Retailer
Norwa	Retailer
Orange	Retailer
Port Macquarie	Retailer
Punchbowl	Retailer
Rhodes	Event
Rutherford	Retailer
South Penrith	Retailer
St Marys	Collection Station
Stotts Creek	Collection Station
Sydney	Retailer
Tamworth	Retailer
Taree	Retailer
Taren Point	Retailer
Tuggerah	Retailer
Tweed Heads South	Retailer
Wagga Wagga	Retailer
Walgett	Retailer
Warners Bay	Retailer
Wentworthville	Retailer
West Gosford	Retailer
West Gosford	Retailer
West Ryde	Retailer
Wilton	Retailer
Winton	Retailer
Woolloongabba	Retailer

QUEENSLAND

METRO 31	INNER REGIONAL 11
OUTER REGIONAL 9	REMOTE 5

Aspley	Retailer
Bowen	Collection Station
Browns Plains	Retailer
Browns Plains	Retailer
Bundaberg	Retailer
Bundall	Retailer
Cairns	Retailer
Capalaba	Retailer
Clontarf	Collection Station
Emerald	Collection Station
Fortitude Valley	Retailer
Gladstone	Collection Station
Gladstone	Retailer
Glenella	Collection Station
Goondiwindi	Retailer
Gracemere	Collection Station
Gympie	Collection Station
Hermit Park	Retailer
Hervey Bay	Retailer
Ipswich	Retailer
Kippa Ring	Collection Station
Loganholme	Retailer
Loganholme	Retailer
Mackay	Retailer
Maroochydore	Retailer
Miles	Collection Station
Milton	Retailer
Mitchell	Retailer
Moranbah	Event
Morayfield	Retailer
Moreton Bay	Collection Station
Mount Isa	Collection Station
Napranum	Event
Nerang	Retailer
Noosaville	Retailer
Noosaville	Retailer
North Lakes	Retailer
Oxley	Retailer
Pinkenba	Collection Station
Portsmith	Collection Station
Rockhampton	Retailer
Roma	Retailer
Rothwell	Retailer
Shaw	Collection Station
Southport	Retailer
Strathpine	Retailer
The Common	Collection Station
Thursday Island	Retailer
Toowoomba	Retailer
Underwood	Retailer
Upper Mount Gravatt	Retailer
Virginia	Retailer
West Burleigh	Retailer
Wilton	Retailer
Winton	Retailer
Woolloongabba	Retailer



VICTORIA

METRO 49	INNER REGIONAL 10	OUTER REGIONAL 2
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Airport West	Retailer
Altona North	Retailer
Ballarat	Retailer
Bayswater	Retailer
Beaufort	Collection Station
Bendigo	Retailer
Box Hill South	Retailer
Bundoora	Retailer
Camberwell	Collection Station
Campbellfield	Retailer
Carlton	Event
Carnegie	Retailer
Caroline Springs	Retailer
Chadstone	Retailer
Chirnside Park	Retailer
Coburg	Retailer
Cranbourne	Retailer
Croydon	Event
Dandenong	Collection Station
Dandenong South	Retailer
Daylesford	Collection Station
Doncaster	Retailer
East Bentleigh	Retailer
Elsternwick	Retailer
Epping	Retailer
Ferntree Gully	Retailer
Fitzroy	Retailer
Forge Creek	Collection Station
Frankston	Retailer
Geelong	Retailer
Glen Waverley	Retailer
Highett	Retailer
Kew East	Retailer
Keysborough	Retailer
Kilmany	Collection Station
Malvern	Collection Station
Maribymong	Retailer
Melbourne	Retailer
Mentone	Retailer
Mildura	Retailer
Moonee Ponds	Collection Station
Mornington	Retailer
Narre Warren	Retailer
Notting Hill	Collection Station
Pakenham	Retailer
Preston	Retailer
Richmond	Retailer
Ringwood	Retailer
Shepparton	Retailer
South	Retailer
Melbourne	Retailer
South Yarra	Retailer
Strathfieldsaye	Collection Station
Taylor's Lakes	Retailer
Traralgon	Retailer
Vermont South	Retailer
Wangaratta	Retailer
Warrambool	Retailer
Waurn Ponds	Retailer
Werribee	Retailer
Wodonga	Collection Station
Yarraville	Retailer

SOUTH AUSTRALIA

METRO 14	INNER REGIONAL 7
OUTER REGIONAL 8	REMOTE 2

Adelaide	Retailer
Beverley	Collection Station
Bordertown	Collection Station
Cambrai	Collection Station
Croydon	Retailer
Elizabeth	Retailer
Gilles Plains	Retailer
Gladstone	Collection Station
Goolwa	Collection Station
Hahndorf	Collection Station
Keswick	Retailer
Loxton	Collection Station
Mitchell Park	Retailer
Mount Gambier	Collection Station
Noarlunga	Retailer
Parafield	Retailer
Port Lincoln	Collection Station
Prospect	Retailer
Renmark	Collection Station
Rostrevor	Collection Station
Roxby Downs	Retailer
Seaford Heights	Collection Station
St Agnes	Collection Station
Strathalbyn	Collection Station
Tailem Bend	Collection Station
Trinity Gardens	Retailer
Two Wells	Collection Station
Walleroo	Collection Station
Whyalla	Collection Station
Willowie	Collection Station
Yankalilla	Collection Station

TASMANIA

INNER REGIONAL 5	OUTER REGIONAL 6
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Barretta	Collection Station
Deloraine	Collection Station
Exeter	Collection Station
Hobart	Retailer
Invermay	Retailer
Jetsonville	Collection Station
Longford	Collection Station
Mooreville	Collection Station
Mowbray	Collection Station
Spreyton	Collection Station
St Helens	Collection Station

NORTHERN TERRITORY

OUTER REGIONAL 2	REMOTE 8
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Galiwinku	Collection Station
Gapuwiyak	Collection Station
Humpty Doo	Collection Station
Ilparpa	Collection Station
Katherine	Collection Station
Milingimbi	Collection Station
Ramingining	Collection Station
Stuart Park	Retailer
Tennant Creek	Retailer
Yirrkala	Collection Station

AUSTRALIAN CAPITAL TERRITORY

METRO 4	INNER REGIONAL 1
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Acton	Event
Belconnen	Retailer
Braddon	Retailer
Fyshwick	Retailer
Greenway	Retailer

WESTERN AUSTRALIA

METRO 18	INNER REGIONAL 3
OUTER REGIONAL 4	REMOTE 8

Albany	Retailer
Balcatta	Collection Station
Bandy Creek	Collection Station
Bayswater	Collection Station
Broome	Collection Station
Bunbury	Collection Station
Bunbury	Retailer
Derby	Event
East Cannington	Retailer
East Carnarvon	Retailer
East Perth	Retailer
East Victoria Park	Retailer
Fremantle	Collection Station
Fremantle	Retailer
Gap Ridge	Collection Station
Henderson	Collection Station
Jandakot	Retailer
Joondalup	Retailer
Kalgoorlie	Collection Station
Katanning	Collection Station
Kununurra	Collection Station
Morley	Retailer
Mandurah	Retailer
Midland	Retailer
Narngulu	Collection Station
Newman	Event
O'Connor	Retailer
Osborne Park	Retailer
Red Hill	Collection Station
South Headland	Collection Station
Subiaco	Retailer
Vasse	Collection Station
Walliston	Collection Station

3.3

COMPLIANCE ENVIRONMENT & SAFETY MANAGEMENT



ANZRP's certified Quality, Safety and Environment management system is certified to ISO 9001:2015, ISO14001:2015 and OHSAS 18001:2007.



ANZRP's rigorous Compliance and Assurance programs assess and manage the organisation's Quality, Safety and Environmental (QSE) impacts of its service across the entire e-waste management supply chain.

Recognising the importance of conducting our business in an ethical manner by being socially and environmentally responsible, ANZRP strives to ensure our service offering minimises environmental harm and integrates economic, social and sustainable goals into decision making activities when undertaking e-waste collection and recycling services.

Compliance is vital in our approach as it provides measures to safeguard workers, communities and the environment. ANZRP is committed to the principles of Workplace Health and Safety, Environmental Management and Quality Management, and has embedded a safe working environment across the entire scope of its operations.

ANZRP is an organisation that is centred around the needs and interests of our members, and strong compliance is essential to facilitate the protection of our members' brands and reputations. As such, compliance with NTCRS regulations, relevant industry standards and codes of practice is imperative across our program.

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

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

We are committed to operating in an environment of continuous improvement helping drive ongoing improvements to QSE standards that ultimately help shape positive NTCRS outcomes.

In accordance with ANZRP's Compliance & Assurance Program, we regularly assess the QSE of the TechCollect program ensuring partners and downstream services providers are complying with industry best standards.

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

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

The typical mechanisms to be utilised by ANZRP for hazard identification include:

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

This year, ANZRP underwent a recertification audit for standards ISO 9001:2015, ISO 14001:2015, AS/NZS 4801:2001 and OHSAS 18001:2007 and certification was maintained. Additionally, 11 internal audits of the organisation were conducted to ensure staff compliance with ANZRP's policies and procedures as well as relevant OHS legislation.

COLLECTION PARTNERS

All TechCollect e-waste collection sites and/or collection partners are required to undergo and pass a rigorous HSE assessment. Before being brought on as a TechCollect site, evidence of a risk assessment and other EMS documentation is requested from the prospective collection partner.

On an ongoing basis, ANZRP personnel conduct audits of all collection sites, either desktop or in person, monitoring policies and practices relating to the safe practices and procedures of handling and storage of e-waste.

In 2019/20, ANZRP performed 171 HSE audits of TechCollect permanent and retail collection sites. These collection sites are required to uphold HSE management practices and ensure the general public have access to a safe and free service.

RECYCLING PARTNERS

In addition to State and Federal HSE legislation, ANZRP's recycling partners are required to be third party certified in accordance to the e-waste recycling standard AS/NZS 5377 and ISO 14001, as well as having safety and environment management systems in place.

Before the use of service, recyclers are subjected to an independent audit from a third-party. This audit guarantees that the recycler is operating at best practice standard and that all risks are managed in accordance with the necessary legislation.

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

Supporting these processes, ANZRP undertakes independent assessment of each recycler every three years.

This year, ANZRP engaged a third-party auditor to undertake an independent audit of one of ANZRP's existing recyclers and three of ANZRP's new recyclers against AS/NZS 5377:2013.

LOGISTICS PARTNERS

Prior to using a transporter, ANZRP conducts due diligence checks of each company to ensure that there are appropriate levels of risk management in place and they hold valid certificates of currency. ANZRP also requires documentation into how they manage their compliance around the Heavy Vehicle National Law requirements.

Desktop audits are also conducted of all ANZRP logistics providers, ensuring their policies and practices relating to the safe transport of e-waste are in alignment to AS/NZS 5377, and processes are in place for complying with State and Federal HSE legislation regarding risk assessment and hazard management.

29 TechCollect logistics providers were audited via desktop this year, with the results being overwhelmingly positive, demonstrating our logistics providers' willingness to implement sound HSE management practices.

HSE INCIDENTS

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

ANZRP's policy reinforces a holistic approach towards HSE, ensuring employees collection and logistics partners and communities are safe. Our focus is to maintain zero notifiable employee injuries. In 2019/20 the following outcomes were achieved:

89 health and safety incidents were reported —

ZERO notifiable

3 recorded as Lost Time Injuries (LTIs)

17 reported as Medical Treatment Injury (MTIs)

53 reported as minor incidents

16 near misses

3 environmental incidents were reported —

1 notifiable

2 reported as minor incidents

0 near misses



OUR ACCUMULATED ENVIRONMENTAL OUTCOMES



ANZRP is committed to monitoring and managing the environmental impacts of its activities, and reporting to members the net benefits the TechCollect service has delivered. Since commencement in 2012, over 180,000 tonnes of e-waste have been recycled.

On behalf of our members we prevented at least 360,000kg of particulate matter from entering the atmosphere. This is equivalent to removing over 360 million kilometres of diesel truck travel from Australian roads.*

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



SECTION

4

4.1 LIFE CYCLE ASSESSMENT –
ACCOUNTABILITY WHERE
IT COUNTS!

4.2 E-WASTE POSTAL SERVICE
LAUNCHED

4.1

LIFE CYCLE ASSESSMENT – ACCOUNTABILITY WHERE IT COUNTS!

ANZRP is committed to providing a positive environmental impact through its services, and environmental reporting plays an essential role in this. ANZRP utilises a number of environmental reporting mechanisms, such as Life Cycle Assessments, which allows for the impact of ANZRP's programs on the environment to be tracked and measured, while also highlighting areas in which improvements can be made.

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

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

The TechCollect program is assessed each year by the Australian LCA research firm, Lifecycles. On ANZRP's behalf, the firm undertake an independent, third party assessment of the

program, evaluating environmental impacts across our entire supply chain.

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

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

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

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

Environmental benefits of this year's program include:



CARBON EMISSIONS

ANZRP is committed to monitoring and managing the environmental impacts of its activities, and reporting to members the net benefits the TechCollect service has delivered. In 2019/20 a total of 20,084 tonnes of e-waste was recycled.

From a carbon emissions perspective we have prevented 25,467 kilograms of CO₂e emissions from entering the atmosphere. This is equivalent to planting 381,604 trees.¹



WATER CONSUMPTION

ANZRP is committed to monitoring and managing the environmental impacts of its activities, and reporting to members the net benefits the TechCollect service has delivered. In 2019/20 a total of 20,084 tonnes of e-waste was recycled.

From a water use perspective, 42,177 cubic metres of water was prevented from being otherwise used in processes relating to the utilisation of virgin resources. This is equivalent to the annual average Australian household water consumption of 206 homes.²



ELECTRICITY USAGE

ANZRP is committed to monitoring and managing the environmental impacts of its activities, and reporting to members the net benefits the TechCollect service has delivered. In 2019/20 a total of 20,084 tonnes of e-waste was recycled.

From an energy usage perspective, we saved 390,923 Gigajoules of energy usage. This is equivalent to the energy consumption of 3,302 Australian homes.³



PARTICULATE EMISSIONS

ANZRP is committed to monitoring and managing the environmental impacts of its activities, and reporting to members the net benefits the TechCollect service has delivered. In 2019/20 a total of 20,084 tonnes of e-waste was recycled.

From a particulate matter emission from diesel vehicles perspective, on behalf of our members we have prevented 40,490 kilograms of particulate matter from entering the atmosphere. This is equivalent to removing 40,168,000 kilometres of diesel truck travel from Australian roads.⁴

¹ Based on the estimate of 15 trees storing 1t CO₂e as provided by Carbon NeutralTM (<https://carbonneutral.com.au/faqs/>)

² Based on 559 litres per day and per Australian household in FY17, using Australian Bureau of Statistic data (ABS 4610 and ABS 3236)

³ Based on 327 MJ of energy per Australian household and per day in FY17, using Australian Bureau of Statistic data (ABS 4604 and ABS 3236)

⁴ Based on an EURO3 diesel truck emission as modelled in ecoinvent 3.5.s.

4.2

E-WASTE POSTAL SERVICE LAUNCHED

ANZRP is committed to providing accessible, convenient and innovative methods for people across the entirety of Australia to safely and responsibly recycle their unwanted e-waste. In June, TechCollect soft-launched its national e-waste shipping solution, TechExpress. Through a unique partnership with Australia Post the new service aims to reduce the amount of e-waste that enters landfill.

TechExpress enables households and small businesses to recycle unwanted and 'end of life' electrical goods and devices using any Australia Post office or post box.

Running alongside TechCollect's existing 285 drop-off sites, it provides consumers living in regional and remote areas with a convenient, safe and secure recycling solution. Consumers can recycle up to 22 kilograms of e-waste, including items such as mobile phones, laptops, keyboards, computer parts and accessories for a fee of \$14.95.

All e-waste received via TechExpress is processed by certified recyclers operating in secure environments and achieving recycling rates greater than 90%.

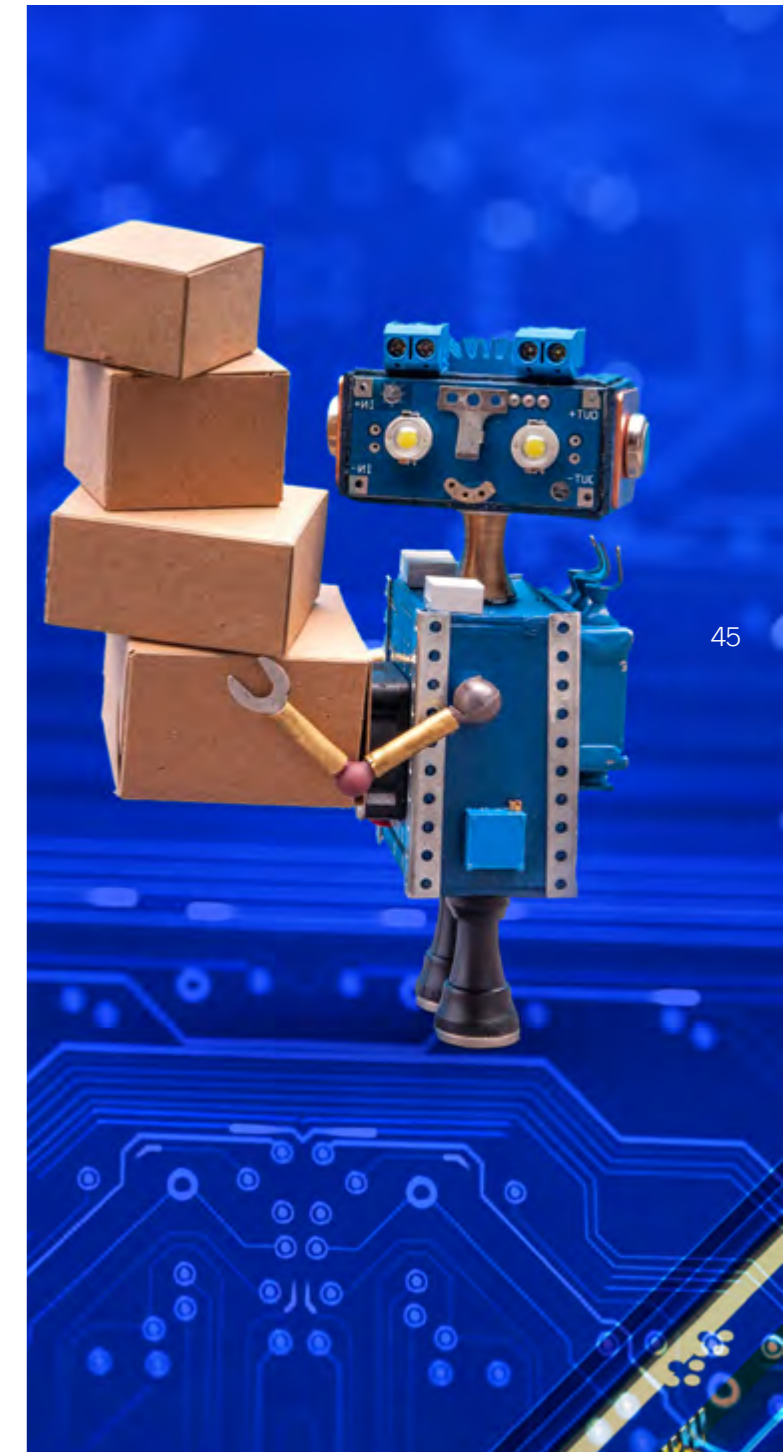
Warren Overton, CEO, ANZRP - TechCollect, said, "our focus is on a convenient solution to those who lack the time or don't want to travel to a drop off site. Our research indicates that 43% of people are keeping their old electronic devices, with one in five admitting to being device hoarders. Australia Post's secure point-to-point delivery service will make life easier for those with unwanted devices to send them to a better place.

"We are delighted to be working with Australia Post to launch this initiative which will support consumers and small businesses that want to do the right thing, but don't have convenient and secure access to the recycling services they need.

"In addition to our existing drop-off sites, this partnership will allow us to go one step further in helping Australians transition towards a circular economy to tackle e-waste, and mitigate the environmental harm that it poses," Warren adds.

This new initiative is implemented across the entirety of Australia and enables those who are living in rural and regional areas to responsibly recycle their old e-waste who may not have been able to easily access the current collection points.

To find out more, go to techcollect.com.au/techexpress





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

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