



Ewaste & Polystyrene Recycling

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[www.ecyclesolutions.net.au](http://www.ecyclesolutions.net.au)

# 2021/22 Annual Report

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**Build a long term diversified,  
commercially viable and sustainable  
recycling business by leveraging off  
the key strengths of the QLS Group.**

**Ecycle Solutions' Mission**

# General Manager Report

The sudden cessation of two Co-Regulatory Arrangements (MRI-PSO & EPSA) lead to an extraordinarily challenging and busy year for Ecycle Solutions, including the following:

- The majority of MRI-PSO & EPSA's existing customers signed up in 2021/2022 with Ecycle Solutions.
- The closure of MRI-PSO & EPSA's recycling facilities created a 'hole' in recycling operations in Sydney.
- The Statements of Advice on average rose by 30% due to the impact of coronavirus, resulting in an increase in the overall volume of imported TV's, computers, printers & computer peripherals, and therefore a traditional target of approx. 30,000 tonnes of ewaste became a target of approx. 40,000 tonnes.
- The ewaste market was impacted again by lock downs, and the closure of transfer station drop off locations.

The impact all of the above lead to an Ecycle Solutions recycling target of approx. 40,000 tonnes, which was a significantly higher than the target of 2020/2021's target of approx. 17,000 tonnes. We embraced the challenge, despite being caught on the back foot. Ecycle Solutions has implemented a number of innovative programs to seek out ewaste caught in the coronavirus lock downs, and increased our collections from regional Australia. Our aim is to significantly increase the number of Councils that in the past were devoid of a service.

Ecycle Solutions has worked diligently with the existing Sydney recycling network to absorb increased volumes, as well as working with Sydney Recycling Park (new NTCRS recycler) to develop & evolve into ewaste recycling. By the close of the year, these actions led to processing significant volumes and bridging the gap on the chase for recycling target volume.

Ecycle Solutions provides the general public with a recycling solution for their end-of-life televisions and computers (ewaste) as part of the NTCRS. Through reverse logistics, plus low overhead and operating costs, Ecycle Solutions has a competitive advantage which is passed onto our loyal customers. Our aim is to be the lowest cost operator, without compromising our values.

Through a free drop-off service at participating retailers, including Harvey Norman, The Good Guys, Radio Rentals, Betta Home Living and Bi-Rite, customers are able to have the peace of mind that their end-of-life televisions and computers are being effectively recycled into greater than 90% re-usable materials.

In addition, we have long-term partnerships with 16 small to medium specialist ewaste recyclers, some of whom embrace social enterprise. Ecycle Solutions' mandate is to expand its network of recycling partners, and to nurture and grow these businesses, from ewaste collections through to downstream reusable material recovery.

At the heart of Ecycle Solutions is the QLS Group, a specialist national transport company servicing metropolitan, regional, and country retail stores throughout Australia, in check with regular services to remote locations. In the 2020/21 financial year, the QLS Group delivered in excess of 4 million electrical appliances through its modern fleet of over 100+ company owned vehicles including B-Double Line haul vehicles and a team of sub-contractors. As these drivers deliver new appliances to retail stores, they collect purpose built ewaste bins (manufactured by inmates of Prisons Victoria) full of old televisions and computers which are then recycled.

**Chris Tangey,  
General Manager  
Ecycle Solutions**

# Affordable Recycling Solutions

Ecycle Solutions is a wholly owned subsidiary of the QLS Group – a national warehousing, logistics and distribution business who specialise in providing secure and reliable warehousing solutions for bulky white and brown goods.

The transport fleet delivers new electrical products to electrical retailers Australia-wide. This means we have 99% national coverage utilising our own vehicles. Instead of trucks returning to our depots empty, we utilise this opportunity to help Australian businesses to recycle polystyrene and ewaste. In the coming year, we will also support the Battery Stewardship Program with our logistics solution.

As a result, our transport fleet continues to grow and create an environment appropriate for taking on more reverse logistics opportunities. In the near future the range of ewaste products requiring a recycling outcome will grow substantially and we are well positioned to assist Australian businesses with this requirement. We also specialise in logistics solutions for remote locations in Australia.

It is Ecycle Solutions' aim to be the lowest cost operator without compromising our values. We are committed to building a long-term, diversified, commercially viable and sustainable recycling business by leveraging off the strengths of the QLS Group.

## QLS Group

QLS Group was reborn in 2001 after a merge between Queensland Logistics Services and DGR Warehousing and Distribution.

As specialists in oversized, white and brown goods, the QLS Group has over 100 trucks on the road each day. To achieve national coverage the QLS Group have warehousing and logistics distribution centres in Brisbane, Melbourne, Sydney and Perth, with cross docking arrangements in Sydney, Adelaide, Darwin, Townsville and Hobart.

The QLS Group works closely with Ecycle Solutions to not only recycle the ewaste and polystyrene at their distribution centres, but to ensure reasonable access to all Australians as part of the National Television and Computer Recycling Scheme.



## Ecycle Solutions' 2021/22 Success

**93.97% Recovery Rate**

Over  
29.4 million  
kilograms of ewaste collected

Over  
29.3 million  
kilograms of ewaste recycled

Generated  
27.6 million  
kilograms reusable materials for input into finished goods

**100%**

reasonable access  
nationally to an  
Ecycle Solutions'  
collection location

**184**

national ewaste  
collection locations

**73.1%**

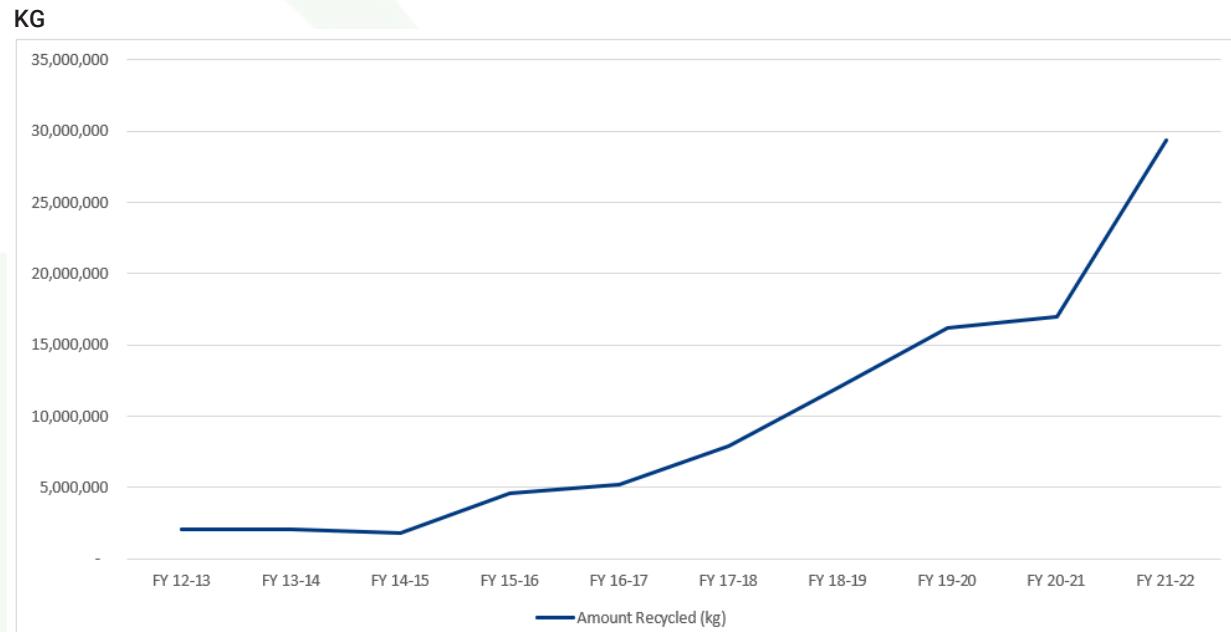
increase in  
kilograms of ewaste  
recycled compared  
to last financial year

**61.4%**

of collection locations  
were outside metro  
areas



## Ewaste Recycling Journey



Ecycle Solutions has continued for an tenth year their year on year record of increasing in kilograms recycled as compared to the previous financial year. This is due to the constant drive of the Ecycle Solutions' team, recycling network, and members to reduce the environmental footprint of businesses, industries and communities.

## Recycler network

We are proud to be working with 16 small to medium recyclers who specialise in the recycling of ewaste.

- Ace Recycling Group
- Axis Worx
- CDS Recycling
- Electronic Recycling Australia
- ERS Queensland
- E-waste Recycling Australia
- Ewastec
- Green Technology Recycling
- Hoxton Industries
- Quantum Recycling Solutions
- RCube Solutions
- Reverse Ewaste
- SPC Ecycle
- Sydney Recycling Park
- Total Green Recycling
- United Star Resources



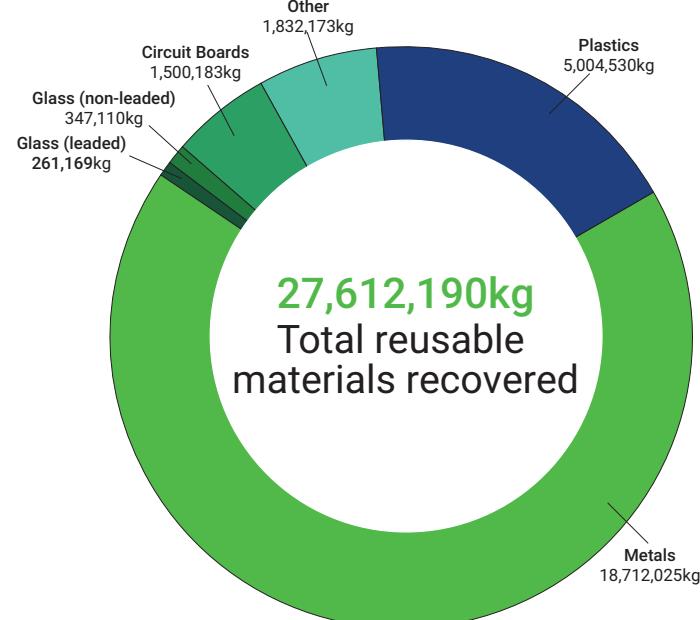
# Ewaste Achievements

In the 2021/22 financial year Ecycle Solutions were dedicated to continuing their success of increasing our recycling volumes. We collected a total of 29,400,655 kilograms of ewaste, which resulted in a recycling outcome of 29,384,997 kilograms.

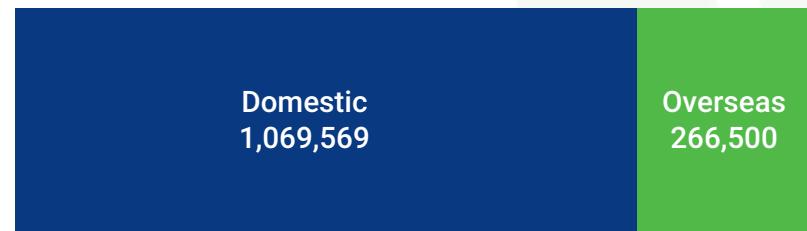
Ecycle Solutions achieved a conversion of 93.97% recycled material into reusable materials. Total landfill equated to 1,336,068 kilograms, inclusive of downstream reporting. The primary domestic recycling activity generated landfill waste of 98,779 kilograms, whilst downstream recycling resulted in a further 437,289 kilograms, comprising of domestic landfill (170,789 kilograms) and overseas landfill (266,500 kilograms).

Volume collected	29,400,655kg
Add: Whole units [at recyclers] carried over from FY2020/21	143,933kg
Add: Work in progress [at recyclers] carried over from FY2020/21	27,789kg
Less: Whole units [at recyclers] carried forward to FY2021/22	(82,173)kg
Less: Work in progress [at recyclers] carried forward to FY2021/22	(44,003)kg
Less: Diverted whole units for reuse in FY2020/21	(61,204)kg
<b>Total Volume Recycled</b>	<b>29,384,997kg</b>

## What happens to collected Ewaste?



Out of the non-reusable materials sent to landfill 80% went to domestic landfill with the remainder being exported to landfill overseas.



# Recycling Accountability

Once ewaste has been recycled, it is important for the recovered reusable materials to be distributed to locations where it can be given a second life.

Our recyclers exported 9,074,506 kilograms of reusable materials overseas to be used in the manufacturing of finished products, this is an increase of 29% on the previous financial year. The materials exported included metal, circuit boards, plastic, HDD, and various other materials.

## Exported Reusable Materials



**China**  
1,115,893kg



**South Korea**  
496,778kg



**Hong Kong**  
77,746kg



**Malaysia**  
4,068,160kg



**India**  
1,072,470kg



**Thailand**  
117,290kg



**Japan**  
2,117,537kg

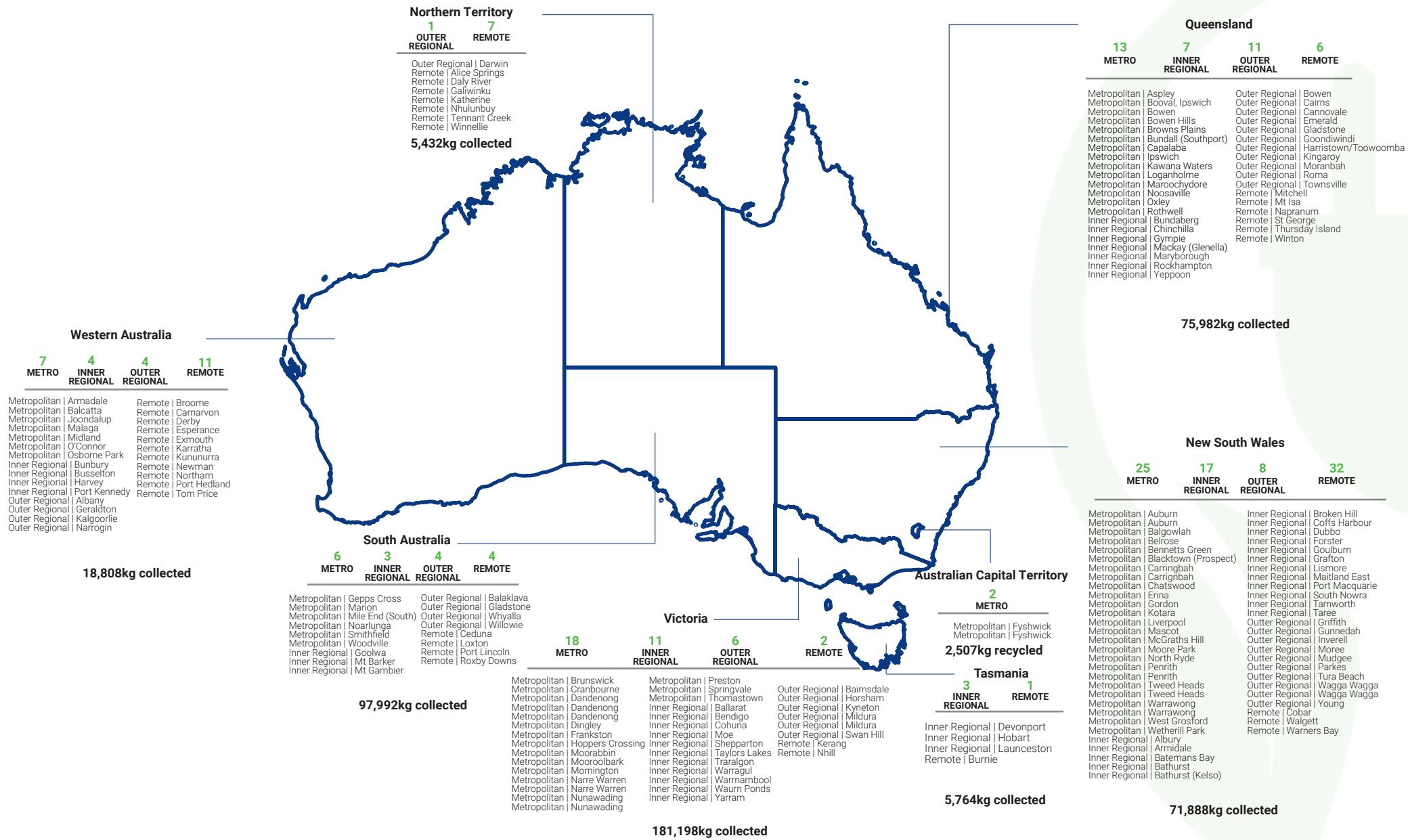


**Philippines**  
8,631kg



“During the recycling process, 93.97% of materials were deemed reusable materials and sold to be used in the manufacturing of finished products.”

# Volume Achievements Across Australia



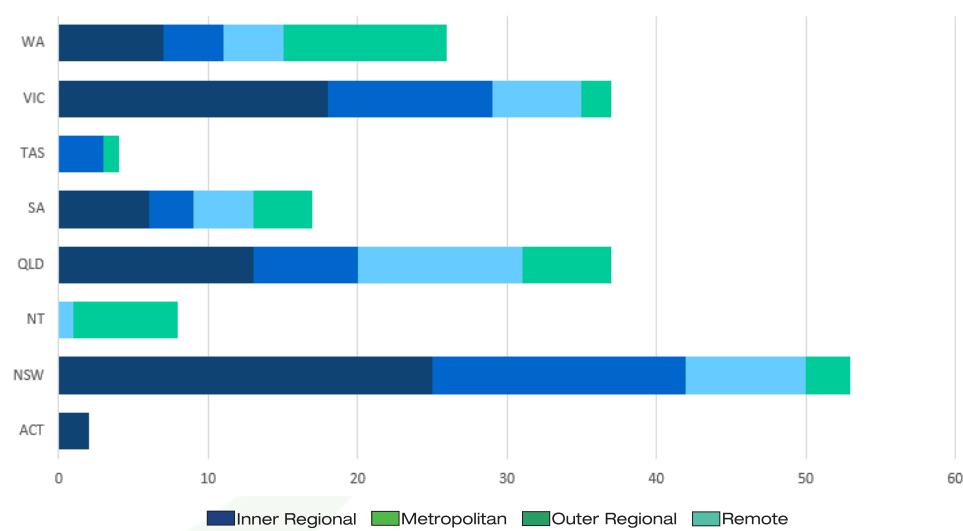
181,198kg collected

## National Collection Locations

With a total of 184 collection locations across Australia, Ecycle Solutions achieved 100% reasonable access. Our ewaste volume came from Ecycle Solutions' collection network (459,571 kilograms), our member's collections (1,212,233 kilograms) and collections through other recyclers and businesses (27,728,851 kilograms).

No product was stored at a facility other than an accredited AS5377 facility.

## Distribution Of Collection Locations



**71**  
Metropolitan

**45**  
Inner Regional

**34**  
Outer Regional

**34**  
Remote

## Member Network

This year our network has more than doubled and we appreciate the support of our 44 member in reducing the community's environmental footprint.

Our ongoing partnerships with our 44 members has helped Ecycle Solutions achieve reasonable access for all Australians.

Acer Computer Australia Pty Ltd	78 003 872 768
Advantech Australia Pty Ltd	65 002 593 277
Aldi Stores (A Limited Partnership)	90 196 565 019
Aristocrat Technologies Australia Pty Ltd	22 001 660 715
Ayonz Pty Ltd	29 602 266 928
BenQ Australia Pty Ltd	44 093 179 134
Brother International (Aust) Pty Ltd	17 001 393 835
Changhong Electrics Australia P/L	32 095 276 181
Core Electronics SBC Imports Pty Ltd	88 636 274 676
Dicker Data Limited	95 000 969 362
Element 14 Pty Ltd	95 003 211 345
Google Cloud Australia Pty Ltd	68 610 798 466
Hisense Australia Pty Ltd	55 105 022 080
Ingram Micro Pty Ltd	45 112 487 966
IT Channel Pty Ltd	66 102 911 339
Kogan Australia Pty Ltd	53 152 570 351
Kyocera Document Solutions Australia Pty Ltd	77 003 852 444
Leader Computers Pty Ltd	24 093 139 354
Lenovo (Australia & New Zealand) Pty Ltd	70 112 394 411
Lexmark International (Australia) Pty Ltd	86 050 148 466
Lexmark International Technology SA	28 800 834 040
LG Electronics Australia Pty Ltd	98 064 531 264
METAL MANUFACTURES PTY LTD	13 003 762 641
Mittoni Pty Ltd	88 114 705 038
Monster Electronic Pty Ltd	99 148 169 519
Multimedia Technology Pty Ltd	91 058 914 784
Newell Australia Pty Ltd	68 075 071 233
OKI Data Australia Pty Ltd	97 140 212 335
Panasonic Australia Pty Ltd	83 001 592 187
Samsung Electronics Australia Pty Ltd	63 002 915 648
Sektor Limited Partnership	74 297 651 095
Simplecom Australia Pty Ltd	38 607 983 102
Soniq Digital Media Pty Ltd	50 149 443 818
Sony Australia Ltd	59 001 215 354
Star Micronics Pty Ltd	62 003 053 263
Synnex Australia Pty Ltd	40 052 285 882
TCL Electronics Australia Pty Ltd	83 111 032 896
Teac Australia Pty Ltd	11 113 998 048
Tech Data (ANZ) Pty Ltd	15 090 111 890
Tempo (Aust) Pty Ltd	70 106 100 252
The Trustee for Powermove Unit Trust	46 298 791 002
The Trustee for UCC Australia Trust	39 571 613 410
Westan Australia Pty Ltd	40 111 699 819
Yale Prima Pty Ltd	46 070 943 449

“Ecycle Solutions are proud to have achieved 100% reasonable access for another year, enabling all Australian residents an easy and responsible method to recycle ewaste.”

# The Health And Safety Of Our Community Is Top Priority

Ecycle Solutions prides themselves on ensuring that all workers return home safely and in good health. All employees at Ecycle Solutions and the QLS Group are responsible for their safety around the workplace, as well as their colleagues safety. Our employees monitor the situation around them to ensure that any potential hazards to themselves, colleagues or the environment is reported immediately and acted on quickly to reduce any threat. Our recyclers understand and adopt the same principles.

This year we had 0 notifiable and 51 non-notifiable OH&S incidents. FY2021/22 saw a 29% increase in the number of training sessions conducted.

We take all incidents very seriously. In FY2021/22 the Ecycle Solutions team took the following actions to assess the adequacy of our OH&S policies and procedures as part of an ongoing adequacy assessment regime:

- Annual declarations from each partnered recycler to confirm safety performance and sighting of incident records to verify declarations
- Review and ascertain OH&S compliance including:
  - Training matrix and toolbox minutes
  - Risk/hazard matrix
  - Policies and procedures
  - Verification of accreditation to AS5377, ISO9001 and ISO140001
  - Insurance certificates of currency for public liability and workers compensation.
- Regular visits to the sites of our partnered recyclers
- Appointed a full time Audit, Risk & Compliance Manager to replace external agencies
- Where required, recyclers complete Blood Lead Level, and Audiometric and Noise tests.

Recycler	Notifiable OHS incidents	Non-notifiable incidents	Time lost (hours)	# Trainings (including Toolbox)
Ewaste	-	7	-	115
Quantum	-	-	-	2
USR	-	-	-	54
Green Technology	-	-	-	41
ERA	-	3	-	70
Ace Recycling	-	-	-	135
Reverse	-	-	-	2
CDS	-	-	-	50
TGR	-	23	8	463
Axis Workx	-	-	-	11
Hoxton Industries	-	11	-	8
ERS QLD	-	1	4	45
SPC Ecycle	-	-	-	-
EWRA	-	-	-	32
Sydney Recycling Park	-	4	-	366
Tyre Crumb (ARR)	-	-	-	7
RCube Solutions Pty Ltd	-	2	-	2
<b>Total</b>	<b>-</b>	<b>51</b>	<b>12</b>	<b>1,403</b>



# Marketing Review

Ecycle Solutions has promoted the National Television & Computer Recycling Scheme throughout FY2021/22 across a variety of marketing channels.

Recently we launched our new website, resulting in ease of functionality for small businesses and the general public to find their nearest drop off location for their end-of-life electronic ewaste. Ecycle Solutions' website acts as a hub providing information about the NTCRS for small businesses and the general public. The website provides a user-friendly post code locator for visitors to find their nearest recycling location, which has resulted in increased website traffic. With the continual expansion of our network, our drop off locations are continually updated to ensure the latest information is available at all times

To ensure we maximum exposure in this area we conduct monthly SEO evaluations on our web traffic, allowing us to adapt and modify our primary keywords criteria as needed. Ecycle Solutions also has a 4-star rating on Google listing resulting in an improved SEO rating of the company's website and promotion of the NTCRS Scheme.

In addition to improvements made surrounding the drop off locator, we have launched a secure online ordering system for our relationship partners. This system gives our partners access 24/7 and complete transparency on all areas relating to their order history. This streamlined system has provided our customers with an increased turnaround time, greater functionality and visibility of their account. We are proud of the service we now offering our partners and the feedback received to date has been overwhelmingly positive.

Partnering with Planet Ark through a 2-year sponsorship deal, has provided Ecycle Solutions a broader range of customers who are already recycling savvy. Our first six months in operation has resulted in an additional 210,000 additional page views, and an additional 14,000 searches relating to drop off locations for ewaste. We have a number of remaining deliverables for 2022, in which will be developing a range of social media material to further promote the Scheme.

Ecycle Solutions has published a range of both articles and adverts, specifically promoting the NTCRS Scheme in a wide range of publications, such as Sustainability Matters and Waste Management. This form of promotion will continue across 2022/2023 using a targeted approach aligned with features being offered in these publications throughout next year.

Our Reasonable Access promotional campaign involving direct mail and improved signage at our affiliated partners recycling locations across Victoria and New South Wales has been launched, producing extremely promising results. This communication campaign is currently being evaluated for implementation across the ACT with the view of continuing a national campaign into FY2022/23.

Looking forward, to FY2022/23 Ecycle Solutions has developed a Marketing plan to continue heavily promoting the NTCRS Scheme and increase exposure of our drop off locations using a broad range of communication tools including social media to continue educating our visitors about the NTCRS Scheme and where they can dispose of their end-of-life ewaste.



## Australia's Leading EPS Recycler

Reducing the amount of expanded polystyrene (EPS) heading to landfill is now a priority concern as the Australian packaging covenant mandates to remove packaging waste from landfill by 2025; this includes expanded polystyrene.

Although lightweight, bulky EPS waste takes up significant space in a bin or skip – meaning that true disposal costs are often hidden in a company's general waste removal costs. With the material being so popular for the storage and transportation of fragile and expensive (especially electronic goods), due to its excellent protection and insulation properties like no other material, the use of expanded polystyrene will continue.

Our collection program offers a simple yet sustainable solution for EPS waste removal and recycling. It is important that our service is as easy as possible to allow our customers to focus on other aspects of their business without having to worry about if they are recycling right.

Each Ecycle Solutions site has a 'hot melt' extrusion machine which allows us to produce a reusable commodity on site. This commodity is then used to manufacture products such as picture frames, skirting boards, outdoor furniture, decking and more.

In the 2021/22 financial year, Ecycle Solutions' recycling efforts were recognised with a number of editorial pieces being published in publications such as Sustainability Matters and Waste Management Review.

 We are committed to helping Australian businesses and industries save up to 70% on retail packaging removal by providing a service that responsibly recycles their expanded polystyrene. 



## Looking Forward

"Ecycle Solutions will continue to strive for higher recycling volumes of ewaste and expanded polystyrene in FY2022/23".

We plan to extend our volume expansion programs that we started in 2021/22, as follows:

- Working with our recycling network to increase their collection & recycling programs
- Direct marketing campaigns to the General Public & Small Business
- Utilising our new website to provide a more user-friendly information hub and ease of accessibility to our services, as well as improving the experience of customers placing enquiries/orders for service
- Seeking out Regional Councils whom previously have not had access to an ewaste collection service
- Increased reach to National Electrical Retailers beyond the current network
- Promotion of the NTCRS through sponsorships of Product Stewardship Award,; National Australian Retail Traders Assoc, Australian Waste & Recycling Expo
- Social media & marketing programs through our existing platforms and associations with Planet Ark

We will continue with our program to build brand awareness with a focus on the digital space, as well as direct marketing including prominent signage at transfer stations and residential & small business leaflet drops.

Ecycle Solutions' services can be accessed by delivering 'end-of-life' television or computer equipment to any of the collection sites as listed on the our website. It is free of charge and the nominated site is required to accept the compliant ewaste, with no obligation to purchase a replacement. Should you require any assistance, please contact Ecycle Solutions on 1300 432 925 or visit our website at [www.ecyclesolutions.net.au](http://www.ecyclesolutions.net.au).



**Chris Tangey, General Manager  
Ecycle Solutions**  
[chris@ecyclesolutions.net.au](mailto:chris@ecyclesolutions.net.au)

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**#recycleATecycle**