

# Annual Report 2012-13

DHL Supply Chain (Australia) Pty Limited  
Television and Computer Product Stewardship Arrangement

## CONTENTS

FOREWORD	5
DHL'S PRODUCT STEWARDSHIP ARRANGEMENT	6
MEMBERSHIP	7
DHL PREMIUM PARTNERS	7
COLLECTIONS	8
COMMUNICATIONS	9
RECYCLING	10
EXPORTED WHOLE UNITS	13
ENVIRONMENTAL AND OCCUPATIONAL HEALTH & SAFETY LAWS	14
PLANS FOR TOMORROW	15
APPENDICES	16
APPENDIX 1: COLLECTION SERVICES	16
APPENDIX 2: SUMMARY OF PRODUCT WEIGHT COLLECTED BY STATE AND REGION	20



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## FOREWORD

DHL is present in over 220 countries and territories across the globe, making it the most international company in the world. With a workforce exceeding 285,000 employees, we provide solutions for an almost infinite number of logistics needs.

DHL is part of the world's leading postal and logistics Group, Deutsche Post DHL and encompasses four divisions: DHL Express, DHL Global Forwarding, DHL Supply Chain and Global Mail.

On a global basis DHL Supply Chain offer warehousing, distribution, managed transport and value-added services as well as business process outsourcing, supply chain management and consulting solutions for a balanced portfolio of Aerospace, Automotive, Chemical, Consumer, Energy, Fashion, Industrial & Engineering, Life Sciences & Healthcare, Retail and Technology. Our solutions are tailored to individual customer requirements.

DHL Supply Chain established its contract logistics business in Australia and New Zealand in 1998 and has enjoyed consistent growth over the past 14 years, generating total revenues in 2012 of over \$500 million.

DHL Supply Chain (Australia) Pty Limited has more than 3,000 employees, over 560,000m<sup>2</sup> of warehousing, 51 facilities, extensive transport network, servicing more than 220 customers.

The recent addition of EnviroSolutions to the Australian arm of DHL Supply Chain has been a welcome one. This new area of the business has allowed DHL to work alongside all levels of government to implement legislation aimed at protecting and conserving our natural environment for the future. DHL's EnviroSolutions is a global product offering and aligns with DHL's own environmental agenda through our GoGreen program.

DHL's first year operating under the Australian Government's new product stewardship laws was an incredibly successful one and I look forward to DHL continuing to lead the way in the National Television and Computer Recycling Scheme.



Terry Ryan - DHL Supply Chain CEO, South Pacific

A handwritten signature in black ink that reads "T. Ryan". The signature is written in a cursive, flowing style.

## DHL'S PRODUCT STEWARDSHIP ARRANGEMENT

The recycling target, determined by the imports of DHL's Liable Party members, includes televisions, computers and computer product/printers and was achieved by DHL individually for each of these categories.

In November 2011, DHL applied to become a Co-Regulatory Arrangement under the Australian Government's *Product Stewardship (Television and Computer) Regulations 2011*. On 2 March 2012, DHL was the first organisation approved to deliver services for the collection and recycling of end-of-life television and computer products under the new National Television and Computer Recycling Scheme.

This was one of many market leading activities that DHL achieved in its first year as a Co-Regulatory Arrangement. Some of DHL's achievements include:

- First organisation to submit an application under the new Regulations;
- First company approved as a Co-Regulatory Arrangement;
- First Co-Regulatory Arrangement to sign a Liable Party member;
- First collection point established and operational;
- First Co-Regulatory Arrangement to achieve coverage in every state and territory; and
- **First Co-Regulatory Arrangement to achieve 100% of its 2012-13 recycling targets.**

The launch of the Scheme's first collection sites, operated by DHL, took place at the Mugga Lane and Mitchell waste transfer facilities in Canberra on 15 May 2012.



Figure 1: First pallet of end-of-life televisions collected under the Scheme, ready to be sent for recycling (Canberra, 15 May 2012).

After the Canberra collection sites were established, DHL continued to progressively roll-out a series of council related collection sites across Australia, each site referred to as a Drop Zone. DHL focused on working with local governments to support the establishment of convenient drop off locations for householders and small business.

In May 2013, DHL's launch of multiple collection points in Tasmania meant that there was now a nationwide collection network with a Drop Zone in every state. DHL was the first Co-Regulatory Arrangement to achieve national coverage.

The success of DHL's solution rolling-out across the country was quickly followed by the success of DHL achieving its 2012-13 recycling target of 18,150 tonnes, collecting 23,031 tonnes in total.

## MEMBERSHIP

During the 2012-13 year of the Scheme, DHL signed a total of 65 Liable Parties to its Co-Regulatory Arrangement. The final membership base resulted in DHL's target to collect and recycle 13,567 tonnes of televisions and 4,683 tonnes of computers, printers and computer products such as hard drives, keyboards and mice.

Through consultation with its Premium Liable Party Partners, DHL took the approach that information regarding the imports of each Liable Party is confidential information. This approach meant that sensitive information for one Liable Party was not shared with any other Party.

In the early stages of the 2012-13 year, DHL established a steering committee that provided Liable Parties a voice in the overall strategic direction of the Co-Regulatory Arrangement. The Product Stewardship Steering Committee undertook a variety of activities including but not limited to the following:

- Recommendations on the type and amount of advertising to occur within the 2012-13 year of the Scheme;
- Reviewed and provided comment of the key elements to DHL's roll-out strategy;
- Provided input into DHL's demand management strategy;
- Highlighted issues to be raised with the Government's Television and Computer Regulator;
- Comprehensive review and submission to the Government regarding the proposed amendments to the *Product Stewardship (Television and Computer) Regulations 2011*; and
- Strategies around ensuring DHL's Co-Regulatory Arrangement attracted and retained credible Liable Party Members.

In the fourth quarter of 2012-13, DHL hosted a series of information sessions for its members and other interested Liable Parties to highlight DHL's successes in Year 1 of the Scheme. Guest speakers from the Department of Sustainability, Environment, Water, Population and Communities and the President of the Global Product Stewardship Council were invited and spoke at the events. DHL intends to make these annual events.

*"The competitive market place for the National Television and Computer Recycling Scheme has resulted in lower costs for Liable Parties and a greater range of collection services available to the community. The costs that Liable Parties incurred in Year 1 were at least 30% lower than the original forecast and this is purely due to the price pressure to find more competitive ways of running operations."* - Peter Bruce, Senior Director of EnviroSolutions, and DHL Co-Regulatory Arrangement Administrator.

DHL believe this treatment of confidential information is an important difference to its solution for Liable Parties considering which Co-Regulatory Arrangement to partner with.

## DHL PREMIUM PARTNERS



## COLLECTIONS

DHL's collection strategy involved a combination of permanent sites, events, and retailers in metropolitan, inner regional, outer regional and remote areas across Australia. [Appendix 1](#) provides a complete list of these services.

DHL's primary focus for collection services was permanent sites which were associated with council waste transfer stations. The rationale for this was based on householder and small business familiarity with disposing of waste at these sites. DHL surmised that it would be beneficial to tap into existing council communication channels to encourage the community to take televisions and computers to the same facilities. As at 30 June 2013 DHL managed 64 permanent collection sites.



Figure 2: Bundaberg e-waste stockpile, cleared out by DHL weeks prior to the 2013 floods.

In addition to permanent collection sites, collection events occurred throughout the year. These were utilised as part of the requirement to achieve reasonable access or where a permanent collection site could not be established. Throughout the year there were a total of 37 events.

A retail collection solution was developed through partnerships with Officeworks and Harvey Norman. The retail strategy benefited the retailers in that it attracted more people to their stores and assisted consumers by providing an extensive network of convenient drop-off points. As at 30 June there were 97 Officeworks stores and 152 Harvey Norman stores providing this service.

Officeworks provided a collection network for computers, printers and computer related products such as hard drives, keyboard and mice. DHL and Officeworks utilised a staggered roll out for implementation of this service, ensuring that individual states were brought on over the course of the year. By the end of June 2013 services were offered by Officeworks across all states and territories.

Harvey Norman rolled out a national trial of collection sites at selected electrical stores in January 2013, providing a solution for televisions. This trial proved a great success and additional sites were rolled out across all other states and territories in March 2013.

As at 30 June 2013, DHL had collection points in place to service 14.9 million Australians, or 95% of the population required to be serviced under the Regulations in accordance with the Reasonable Access outcome. Based on those metrics, DHL had established 57% of the sites required to be set up by 31 December 2013. DHL will achieve the reasonable access outcome in full by the Regulated date.

DHL have worked with multiple local councils over the course of Year 1 to ensure that any stockpiled e-waste at council facilities was sent to recyclers for processing. [Appendix 2](#) provides a summary of the total weight of product collected by state and region.

## COMMUNICATIONS

To increase public awareness of DHL's Co-Regulatory Arrangement a customer facing website was established, namely [DropZone.org.au](#). This website provides information about the Scheme, frequently asked questions and a list of collection sites so that householders and small business can find the collection site nearest to them. The website also provides viewers the ability to submit questions to DHL, via a Contact Us page. In 2012–13 a total of 84 queries were logged via the DropZone website and all were resolved.

In addition to the website, the community was made aware of DHL collection sites through an ongoing advertising campaign. In total DHL ran 3 newspaper campaigns during the year, with 123 advertisements run in various national, state and local newspapers.



As well as newspaper advertisements, DHL's Co-Regulatory Arrangement delivered 21 media releases to the waste industry as well as local, state and national media organisations from April 2012. DHL was also involved in a variety of additional joint advertising campaigns with councils.

For example DHL and Brisbane City Council partnered to develop a comprehensive 6 week advertising campaign aimed at increasing awareness of the Scheme.

The campaign made use of Council's existing communication channels with their residents; with information about the service featuring throughout their website, customer service centres, waste transfer stations, community newsletter and rates notices.

The campaign also featured print advertisements produced in multiple languages as well as radio and public payphone booth advertisements throughout the city.

With the digital switchover underway during the 2012-13 year many charity stores saw an influx of 'donated' e-waste. DHL worked with various charities throughout the year to help provide information for staff to be able direct consumers to their closest Drop Zone collection sites. Information was tailored to suit each region and charity store.

**"For a gold mine to be classified as 'profitable' it needs to produce at least 10 grams of gold per tonne of dirt. Recycling 1 tonne of e-waste produces 400 grams of gold!"**  
– Ian Wark Research Institute, University of South Australia.

## RECYCLING

DHL's Co-Regulatory Arrangement engaged a total of 15 recyclers during the 2012-13 reporting period. [Table 1](#) overleaf provides the names of these recyclers.

Of the 15 recyclers engaged, 6 recyclers worked in close conjunction with social enterprise firms providing employment opportunities for people with disabilities and the long term unemployed. DHL's involvement with these recyclers and social enterprise firms under the Scheme has seen an increase in the number of green jobs available across multiple states, with approximately 230 new jobs created from May 2012 to June 2013. Of those 230 plus jobs, more than 160 were in the social enterprise workforce alone.

DHL's recyclers work with the following social enterprises:

- **Qld:** Endeavour Foundation (Townsville, Redcliffe and Southport), Max Employment services (Brisbane), Horizon Foundation (Brisbane), Anuha Services – Australian Disability Enterprises (Lockyer Valley)
- **NSW:** Afford (Campbelltown), Kurrajong (Wagga Wagga), Joblink (Tamworth), Renewable Recyclers (Wollongong), Mai Wel – (Maitland)
- **TAS:** City Mission (Launceston)
- **VIC:** Ozanam (Mornington), WDEA (Warrnambool), Axis Worx (Horsham), Aruluen, Connect Skills and Wise (Thomastown)
- **SA:** Aspitech (Underdale)



Figure 3: left to right Trent Budgen, Cody Paton, Anton Vlahos, Nathan Russell and John Daly all employees of the Horizon Foundation at the Certified Destruction Services (CDS) hosted launch of Brisbane services on 14 November 2012.

To ensure compliance with all relevant Australian Standards, International Standards and industry Codes of Practice, DHL employed an auditor certified to Integrated Management Systems encompassing ISO 9001, ISO 14001 & OHSAS 18001. DHL's Recycling Manager conducted 15 audits during the 2012-13 reporting period and developed improvement plans in conjunction with recyclers to enable and encourage a continuous improvement environment.

Each of DHL's recyclers has a measurable landfill diversion rate. Whilst the industry is awaiting guidance on a consistent approach to measure landfill diversion, all of DHL's recyclers are on track to meet the 90% material recovery rate in 2014-15, as per the Regulations. On average, and by their own measure, DHL's recyclers are currently achieving a 96% recovery rate.

All recyclers utilising the disability workforce comply with the relevant state and territory legislation, as well as the federal laws.

These recyclers recorded receipt of a total of 16,191 tonnes of televisions and 6,848 tonnes of computers and computer related product to their facilities during 2012-13. No product was stockpiled or stored outside of a recycling facility during the 2012-13 year.

DHL Recyclers for the 2012-13 reporting period	
Name of Recycler	State
Australian Foundation for Disability	NSW
Certified Destruction Services Pty Ltd	QLD
E-Cycle Pty Ltd	SA
Endeavour Foundation	QLD
Kurrajong Waratah	NSW
Mai-Wel Limited	NSW
MRI (Aust) Pty Ltd	NSW, QLD, VIC, ACT
National E-Waste Alliance Pty Ltd	NSW, VIC, SA
PGM Refiners Pty Limited	VIC
SITA Australia Pty Ltd	WA
SRS Recycling Pty Ltd	VIC
TES-AMM Australia Pty Ltd	NSW
Total Green Recycling Pty Ltd	WA
TSR E-Waste Pty Ltd	NSW
<b>Total Recyclers</b>	<b>14</b>

TABLE 1 – DHL Recyclers

DHL have worked with recyclers to ensure that best practice methods for handling e-waste are implemented and exercised across the country, including the handling of leaded glass from Cathode Ray Tubes (CRTs) commonly found in older televisions or computer monitors.

DHL have been working in conjunction with cycleIT, a division of the Australian Foundation for Disability. cycleIT operate an e-waste processing facility south west of Sydney, providing sustainable employment opportunities for persons with disability and Sydney's first purpose built CRT glass processing plant. The site collects and processes redundant electronic products including televisions and computers from which CRT glass is machine processed and glass output is captured for downstream use in Australia. The site has capacity to divert upwards of 10,000 tonnes of leaded glass from landfill annually delivering a positive social and environmental outcome for the community.

[Table 2](#) contains details of the types and weights of products recovered from the recycling process in each of the two product classes. This should be reviewed in conjunction with [Graph 1 & 2](#) which highlights what percentages of the materials were recycled in each of the product classes.

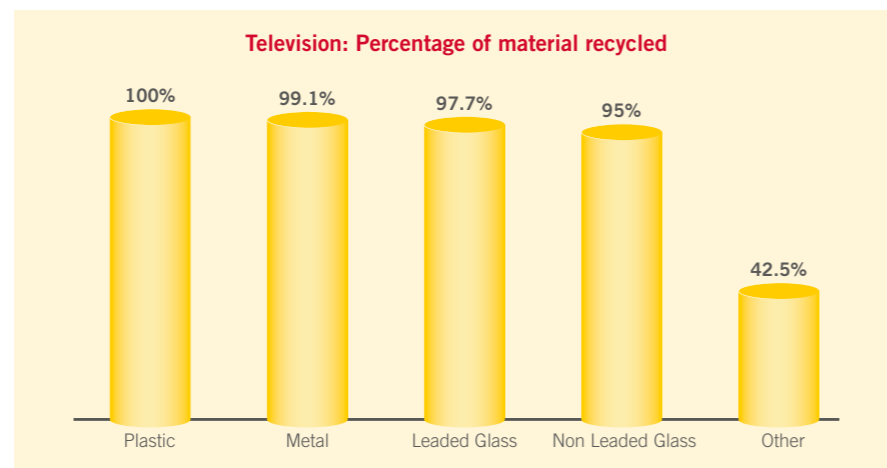


Figure 4: cycleIT CRT processing plant

TABLE 2 – Materials recovered

Material/ Television	Tonnes	Material/ Computer	Tonnes	Material/ Combined	Grand Total Tonnes
Plastic	2,489.6	Plastic	834.2	Plastic	3,323.8
Metal	3,919.9	Metal	4,858.5	Metal	8,778.4
Leaded Glass	5,967.1	Leaded Glass	353.3	Leaded Glass	6,320.4
Non Leaded Glass	2,751.6	Non Leaded Glass	204.2	Non Leaded Glass	2,955.8
Other	740.6	Other	461.5	Other	1,202.1

GRAPH 1 – Percentage of materials recovered in televisions



GRAPH 2 – Percentage of materials recovered in computers

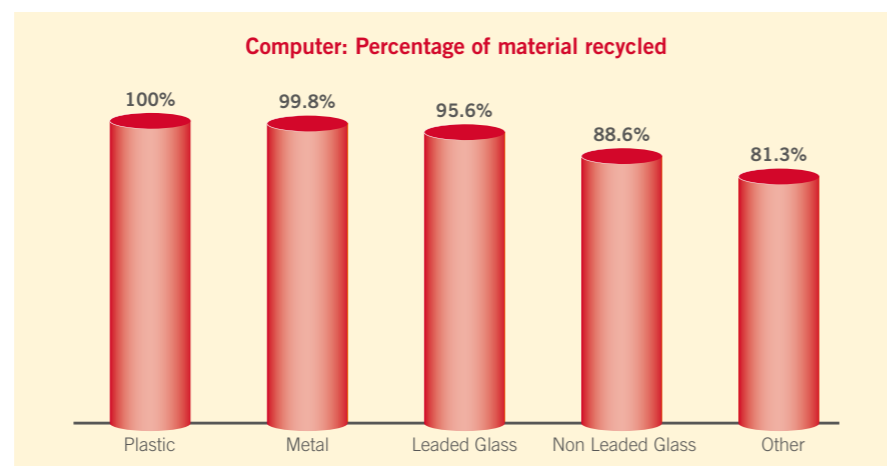


TABLE 3 – Materials sent for disposal

Material/ Television	Tonnes	Material/ Computer	Tonnes	Material/ Combined	Grand Total Tonnes
Plastic	0	Plastic	0	Plastic	0
Metal	35.3	Metal	10.1	Metal	45.4
Leaded Glass	137.2	Leaded Glass	15.4	Leaded Glass	152.6
Non Leaded Glass	138.5	Non Leaded Glass	23.3	Non Leaded Glass	161.8
Other	425.6	Other	86.1	Other	511.7

## EXPORTED WHOLE UNITS

Under DHL's Co-Regulatory Arrangement there were no whole units of televisions, computers or computer product exported overseas for recycling or re-use.

DHL's selected recyclers all have varying downstream processes which may see components exported overseas for further processing. These recyclers and their downstream processes have been audited in accordance with the Regulations.



Figure 5: Danny Ittensohn (front) of Certified Destruction Service (CDS) showing Peter Bruce (back), Senior Director of EnviroSolutions, and DHL Co-Regulatory Arrangement Administrator the yolk of a CRT television.

**E-waste is growing three times faster than any other type of waste in Australia.**

**Year 1 of the National Television and Computer Recycling Scheme saw DHL's arrangement achieve 100% of its e-waste target.**

**Under DHL, more than 23,031 tonnes of end-of-life televisions and computers were recycled.**

**That amount of e-waste would fill more than 949 B Double trucks.**

**That is a lot of e-waste diverted from landfill!**

## ENVIRONMENTAL AND OCCUPATIONAL HEALTH & SAFETY LAWS

DHL's Co-Regulatory Arrangement did not encounter any environmental or occupational health and safety incidents that required notification to any authorities under the relevant laws. Further to this DHL's Co-Regulatory Arrangement did not breach any environmental or occupational health and safety law during the 2012-13 reporting year.

Figure 6: An old CRT television being disassembled at a recycler. All of the plastic is recycled, and the other components are sent for downstream processing. The leaded glass in the CRT must be handled with caution. Source: Certified Destruction and Recycling Services.



## PLANS FOR TOMORROW

"DHL's involvement in the Scheme has enabled us to build on our EnviroSolutions business, ensuring that we are the Co-Regulatory Arrangement of choice, especially for our existing technology and consumer goods customers. We have worked hard to provide a solution that is cost effective, whilst guaranteeing to our customers that the relevant environmental standards would be exceeded. DHL do not compromise on quality, and our success is evidence of this. We look forward to continuing to provide a solution that utilises our expert personnel, valued relationships with Liable Parties and collection partners, as well as continuing to operate an efficient and transparent Product Stewardship business model."  
– Peter Bruce, Senior Director of EnviroSolutions, and DHL Co-Regulatory Arrangement Administrator



## APPENDICES

### APPENDIX 1: COLLECTION SERVICES

Collection Type	Service Name
<b>Australian Capital Territory</b>	
Retailer	Domayne Fyshwick
Retailer	Harvey Norman Fyshwick
Collection Site	Mitchell Resource Management Centre
Collection Site	MRI Collection Point ACT
Collection Site	Mugga Lane Resource Management Centre

<b>New South Wales</b>	
Collection Site	Awaba Waste Management Facility
Event	Bankstown City Council
Collection Site	Cessnock Waste and Reuse Centre
Collection Site	Cooma Monaro Shire Council
Retailer	Domayne North Ryde
Retailer	Domayne Kotara
Retailer	Domayne Warrawong
Retailer	Domayne Gosford
Collection Site	Dungog Waste Disposal Depot
Collection Site	eCycleCorp Collection Point NSW
Collection Site	Glenfield Waste Services COMPUTER EQUIP
Collection Site	Glenfield Waste Services TV/MONITOR
Collection Site	Gundagai Waste and Recovery Centre
Retailer	Harvey Norman Albury
Retailer	Harvey Norman Alexandria
Retailer	Harvey Norman Ballina
Retailer	Harvey Norman Bennett's Green
Retailer	Harvey Norman Bondi Junction
Retailer	Harvey Norman Broadway
Retailer	Harvey Norman Castle Hill
Retailer	Harvey Norman Cobar
Retailer	Harvey Norman Coffs Harbour
Retailer	Harvey Norman Deniliquin
Retailer	Harvey Norman Dubbo
Retailer	Harvey Norman Eden
Retailer	Harvey Norman Erina
Retailer	Harvey Norman Forster
Retailer	Harvey Norman Gordon
Retailer	Harvey Norman Goulburn
Retailer	Harvey Norman Grafton
Retailer	Harvey Norman Griffith
Retailer	Harvey Norman Inverell
Retailer	Harvey Norman Lake Haven
Retailer	Harvey Norman Lismore
Retailer	Harvey Norman Lithgow

Collection Type	Service Name
Retailer	Harvey Norman Liverpool
Retailer	Harvey Norman Maitland
Retailer	Harvey Norman Moore Park
Retailer	Harvey Norman Morningside
Retailer	Harvey Norman Moss Vale
Retailer	Harvey Norman Mt Druitt
Retailer	Harvey Norman Mudgee
Retailer	Harvey Norman Nowra
Retailer	Harvey Norman Orange
Retailer	Harvey Norman Parkes
Retailer	Harvey Norman Penrith
Retailer	Harvey Norman Port Macquarie
Retailer	Harvey Norman Salamander
Retailer	Harvey Norman Tamworth
Retailer	Harvey Norman Taree
Retailer	Harvey Norman Temora
Retailer	Harvey Norman Warrawong
Retailer	Harvey Norman West Wyalong
Retailer	Harvey Norman Wiley Park
Event	Jindabyne Landfill
Retailer	Joyce Mayne Albury
Retailer	Joyce Mayne Bennett's Green
Retailer	Joyce Mayne Maitland
Retailer	Joyce Mayne Nowra
Retailer	Joyce Mayne Toukley
Retailer	Joyce Mayne Warrawong
Collection Site	Kimbriki
Collection Site	Kurrajong Recyclers Collection Point NSW
Event	Lake Macquarie City Council Drop Off Event
Collection Site	Macs Reef Road Tip
Event	Maitland City Council Drop Off Event
Event	Marrickville Council Works Depot
Collection Site	MRI Collection Point NSW
Collection Site	Mt Vincent Waste Disposal Site
Collection Site	Muswellbrook Waste Management Facility
Event	Newcastle City Council Drop Off Event
Retailer	Officeworks Dee Why
Retailer	Officeworks Wetherill Park
Event	Port Stephens Council Drop Off Day
Collection Site	Salamander Bay Waste Transfer Site
Collection Site	Singleton Council Waste (NSW)
Collection Site	SITA Belrose
Collection Site	SITA Chullora

Collection Type	Service Name
Collection Site	SITA Eastern Creek
Collection Site	SITA Lucas Heights
Collection Site	SITA North Ryde
Collection Site	SITA Seven Hills
Collection Site	SITA Spring Farm
Collection Site	SITA Wetherill Park
Collection Site	Summerhill Waste Management Centre
Collection Site	Surf Beach Waste Management Facility
Collection Site	Whytes Gully Waste Transfer Site

<b>Northern Territory</b>	
Retailer	Harvey Norman Alice Springs
Retailer	Harvey Norman Darwin

<b>Queensland</b>	
Collection Site	Avondale Depot
Event	Beerwah Resource Recovery Centre
Collection Site	Boonah Transfer Site
Collection Site	Booyal Depot
Collection Site	Browns Plains Landfill
Event	Buderim Resource Recovery Centre
Collection Site	Bundaberg Waste Management Facility
Collection Site	Bunya Waste Management
Collection Site	Buxton Depot
Event	Caloundra Landfill and Resource Recovery Centre
Collection Site	Canungra Transfer Site
Collection Site	CDS Drop Zone Eagle Farm
Collection Site	Central Landfill
Collection Site	Chandler
Event	Charleville - town centre event
Collection Site	Childers Depot
Event	Cooroy Transfer Site
Collection Site	Cordalba Depot
Collection Site	Dakabin Waste Management Facility
Retailer	Domayne Bundall
Collection Site	Endeavour Redcliffe Collection Point QLD
Collection Site	Endeavour Townsville Collection Point QLD
Event	Eumundi Road Landfill
Collection Site	Ferny Grove
Event	Goondiwindi Landfill Facility
Retailer	Harvey Norman Aspley
Retailer	Harvey Norman Brisbane
Retailer	Harvey Norman Browns Plains
Retailer	Harvey Norman Bundaberg
Retailer	Harvey Norman Bundall
Retailer	Harvey Norman Burleigh Waters West
Retailer	Harvey Norman Cleveland
Retailer	Harvey Norman Dalby
Retailer	Harvey Norman Everton
Retailer	Harvey Norman Garden City

Collection Type	Service Name
Retailer	Harvey Norman Gympie
Retailer	Harvey Norman Hervey Bay
Retailer	Harvey Norman Ipswich
Retailer	Harvey Norman Kingaroy
Retailer	Harvey Norman Macgregor
Retailer	Harvey Norman Mackay
Retailer	Harvey Norman Maroochydore
Retailer	Harvey Norman Noosa
Retailer	Harvey Norman Oxley
Retailer	Harvey Norman Rockhampton
Retailer	Harvey Norman Rothwell
Retailer	Harvey Norman Toowoomba
Retailer	Harvey Norman Townsville
Retailer	Harvey Norman Tweed Heads
Retailer	Harvey Norman Warwick
Collection Site	Hervey Range Waste Facility
Collection Site	Jensen Waste Facility
Retailer	Joyce Mayne Bundaberg
Retailer	Joyce Mayne Chancellor
Retailer	Joyce Mayne Townsville
Event	Kenilworth Transfer Site
Collection Site	Sth Kolan (Birthamba) Depot
Event	Mapleton Transfer Site
Collection Site	Miami Waste & Recycling Centre
Collection Site	MRI Collection Point QLD
Collection Site	Mt. Tamborine Transfer Site
Collection Site	Mudgeeraba Waste & Recycling
Event	Nambour Resource Recovery Centre
Collection Site	Nudgee
Retailer	Officeworks Ipswich
Retailer	Officeworks Maroochydore
Retailer	Officeworks Windsor
Event	Pomona Transfer Site
Collection Site	Qunaba Depot
Collection Site	Redland Bay Waste Transfer
Collection Site	Rocklea Transfer Station
Event	Roma Council Refuse Site
Collection Site	Stapylton Landfill
Collection Site	Stuart Waste Facility
Collection Site	Tellebudgera Waste & Recycling
Collection Site	Tirroan Depot
Collection Site	Willawong
Event	Witta Resource Recovery Centre
Collection Site	Woodgate Depot
Event	Yandina Transfer Site

<b>South Australia</b>	
Collection Site	Beverley Waste Transfer Site
Collection Site	Brinkley Recycling & Waste Transfer Site
Collection Site	Edinburgh North

Collection Type	Service Name
<b>South Australia (cont)</b>	
Retailer	Harvey Norman Gepps Cross
Retailer	Harvey Norman Marion
Retailer	Harvey Norman Mile End
Retailer	Harvey Norman Mt Barker
Retailer	Harvey Norman Mt Gambier
Retailer	Harvey Norman Munno Para
Retailer	Harvey Norman Noarlunga
Retailer	Harvey Norman Whyalla
Retailer	Harvey Norman Woodville
Collection Site	Heathfield Resource Recovery Centre
Collection Site	Lonsdale Recycling Depot
Collection Site	Monash Landfill
Collection Site	Naracoote Waste Transfer Station
Collection Site	Pooraka Waste Transfer Site
Collection Site	Remondis Collection Point

<b>Tasmania</b>	
Collection Site	Brighton Waste Transfer Site
Collection Site	George Town Waste Transfer Site
Retailer	Harvey Norman Burnie
Retailer	Harvey Norman Cambridge
Retailer	Harvey Norman Devonport
Retailer	Harvey Norman Hobart
Retailer	Harvey Norman Launceston
Retailer	Harvey Norman Moonah
Collection Site	Jackson Street Waste Management Centre
Collection Site	Kingborough Waste Services
Collection Site	Launceston Waste Centre
Collection Site	McRobies Gully Waste Management Centre
Retailer	Officeworks Hobart
Retailer	Officeworks Launceston
Collection Site	Southbridge Waste Transfer Site
Collection Site	Spreyton Waste Transfer Site

<b>Victoria</b>	
Collection Site	Alexandra Waste Transfer Site
Collection Site	Ardmona Resource Recovery Centre
Collection Site	Bayside Waste & Recycling Centre
Collection Site	Beechworth Transfer Site
Collection Site	Bellfield Waste Recovery Centre
Collection Site	Benalla Shire Council
Collection Site	Boroondara Waste Transfer Centre
Collection Site	Campbellfield Resource Recovery Ctre
Collection Site	Clifton Hill
Collection Site	Cobram Waste Transfer Site
Collection Site	Coldstream Recovery & Waste Transfer Site
Collection Site	Dimboola Waste Transfer Site
Retailer	Domayne Melbourne Qv
Collection Site	Drysdale Resource Recovery Centre

Collection Type	Service Name
Collection Site	Echuca Environment Centre
Collection Site	Edenhope Waste Transfer Site
Collection Site	Euroa Transfer Site
Event	Event 1 - Sunbury 16 Feb 13
Event	Event 2 - Roxburgh Park 25 May 13
Collection Site	Geelong Resource Recovery Facility
Collection Site	Grantville Landfill
Retailer	Harvey Norman Ararat
Retailer	Harvey Norman Bairnsdale
Retailer	Harvey Norman Ballarat
Retailer	Harvey Norman Bendigo
Retailer	Harvey Norman Broadmeadows
Retailer	Harvey Norman Brunswick
Retailer	Harvey Norman Chadstone
Retailer	Harvey Norman Chirnside Park
Retailer	Harvey Norman Coburg
Retailer	Harvey Norman Cranbourne
Retailer	Harvey Norman Dandenong
Retailer	Harvey Norman Fountain Gate
Retailer	Harvey Norman Frankston
Retailer	Harvey Norman Geelong
Retailer	Harvey Norman Greensborough
Retailer	Harvey Norman Hamilton
Retailer	Harvey Norman Hoppers Crossing
Retailer	Harvey Norman Horsham
Retailer	Harvey Norman Knox City
Retailer	Harvey Norman Maribyrnong
Retailer	Harvey Norman Mildura
Retailer	Harvey Norman Moe
Retailer	Harvey Norman Moorabbin
Retailer	Harvey Norman Morwell
Retailer	Harvey Norman Nunawading
Retailer	Harvey Norman Preston
Retailer	Harvey Norman Richmond
Retailer	Harvey Norman Ringwood
Retailer	Harvey Norman Sale
Retailer	Harvey Norman Shepparton
Retailer	Harvey Norman Springvale
Retailer	Harvey Norman Sunshine
Retailer	Harvey Norman Swan Hill
Retailer	Harvey Norman Taylors Lake
Retailer	Harvey Norman Thomastown
Retailer	Harvey Norman Traralgon
Retailer	Harvey Norman Wangaratta
Retailer	Harvey Norman Warragul
Retailer	Harvey Norman Warrnambool
Retailer	Harvey Norman Waurm Ponds
Retailer	Harvey Norman Wonthaggi
Collection Site	Inverloch Transfer Site
Collection Site	Kilmany Landfill

Collection Type	Service Name
Event	Melbourne City Council Event Oct 2012
Collection Site	Melton Transfer Station
Collection Site	Mornington Resource Recovery Centre
Collection Site	Mount Scobie Waste Transfer Site
Collection Site	Mt Beauty Transfer Site
Collection Site	Myrtleford Transfer Site
Collection Site	Nilumbik Recovery & Recycling Centre
Collection Site	Numurkah Waste Transfer Site
Retailer	Officeworks Airport West
Retailer	Officeworks Ballarat
Retailer	Officeworks Bendigo
Retailer	Officeworks Box Hill South
Retailer	Officeworks Bundoora
Retailer	Officeworks Campbellfield
Retailer	Officeworks Carnegie
Retailer	Officeworks Caroline Springs
Retailer	Officeworks Chadstone
Retailer	Officeworks Clayton
Retailer	Officeworks Coburg
Retailer	Officeworks Cranbourne
Retailer	Officeworks Dandenong
Retailer	Officeworks Doncaster
Retailer	Officeworks Epping
Retailer	Officeworks Ferntree Gully
Retailer	Officeworks Fitzroy
Retailer	Officeworks Frankston
Retailer	Officeworks Geelong
Retailer	Officeworks Glen Waverley
Retailer	Officeworks Hawthorn East
Other	Officeworks Head Office Bentleigh
Retailer	Officeworks Highett
Retailer	Officeworks Kew East
Retailer	Officeworks Keysborough
Retailer	Officeworks Maribyrnong
Retailer	Officeworks Mornington
Retailer	Officeworks Narre Warren
Retailer	Officeworks Nunawading
Retailer	Officeworks Pakenham
Retailer	Officeworks Preston
Retailer	Officeworks Richmond
Retailer	Officeworks Ringwood
Retailer	Officeworks Shepparton
Retailer	Officeworks South Melbourne
Retailer	Officeworks Taylors Lakes
Retailer	Officeworks Traralgon
Retailer	Officeworks Vermont South
Retailer	Officeworks Werribee
Retailer	Officeworks Yarraville
Collection Site	Porepunkah Transfer Site
Collection Site	Port Phillip Resource Recovery Centre (Transfer Site)

Collection Type	Service Name
Collection Site	Rhyll Transfer Site
Collection Site	Rutherglen Transfer Site
Collection Site	Rye Transfer Site
Collection Site	Seymour Resource Recovery Centre
Collection Site	Shepparton Transfer Site
Collection Site	SITA Ballarat
Collection Site	SITA Geelong
Collection Site	Sunbury Transfer Site
Collection Site	Wallan Resource Recovery Centre
Collection Site	Wangaratta Transfer Site
Collection Site	WDEA
Collection Site	Wonthaggi Transfer Site
Collection Site	Yarrawonga Waste Transfer Site

<b>Western Australia</b>	
Collection Site	Coppin Road Transfer Site
Retailer	Harvey Norman Armadale
Retailer	Harvey Norman Belmont
Retailer	Harvey Norman Cannington
Retailer	Harvey Norman Joondalup
Retailer	Harvey Norman Karratha
Retailer	Harvey Norman Malaga
Retailer	Harvey Norman Mandurah
Retailer	Harvey Norman Midland Warehouse
Retailer	Harvey Norman O'Connor
Retailer	Harvey Norman Osborne Park
Retailer	Harvey Norman Peppermint Grove
Retailer	Harvey Norman Port Hedland
Collection Site	JFR (Jim) McGeough Resource Recovery Facility
Collection Site	Mathieson Road Transfer Site
Event	Murdoch
Retailer	Officeworks Fremantle

## APPENDIX 2: SUMMARY OF PRODUCT WEIGHT COLLECTED BY STATE AND REGION

Region	Televisions	Computers	Total
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Australian Capital Territory			
Metro	2594	678	3272
Inner regional	0	0	0
Outer regional	0	0	0
Remote	0	0	0

New South Wales			
Metro	3259	2855	6114
Inner regional	2452	524	2976
Outer regional	111	2	113
Remote	0	0	0

Northern Territory			
Metro	0	0	0
Inner regional	0	0	0
Outer regional	0	0	0
Remote	0	0	0

Queensland			
Metro	1958	516	2475
Inner regional	276	56	332
Outer regional	27	9	36
Remote	0	0	0

Region	Televisions	Computers	Total
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South Australia			
Metro	1510	206	1716
Inner regional	66	7	73
Outer regional	0	0	0
Remote	0	0	0

Tasmania			
Metro	0	0	0
Inner regional	158	33	191
Outer regional	13	1	15
Remote	0	0	0

Victoria			
Metro	2883	989	3872
Inner regional	839	81	921
Outer regional	20	7	27
Remote	0	0	0

Western Australia			
Metro	15	21	36
Inner regional	5	3	7
Outer regional	13	1	15
Remote	0	0	0

<b>IPR</b>	<b>0</b>	<b>856</b>	<b>856</b>
<b>Australian Total</b>	<b>16187</b>	<b>6844</b>	<b>23031</b>

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