



RETURN AND EARN ANNUAL STATUTORY REPORT 2017-18



CONTENTS

INTRODUCTION	1
GOALS	2
PRIORITIES	2
SCHEME HIGHLIGHTS	3
Litter reduction	3
Resource recovery	3
Community engagement	3
Recycling outcomes	4
HOW THE SCHEME WORKS	5
Funding the scheme	5
Consumer participation	5
Roles of the organisations behind the scheme	6
MEETING THE SCHEME'S PRIORITIES	8
PRIORITY 1: ESTABLISH AND MANAGE A COST-EFFECTIVE CONTAINER DEPOSIT SCHEME	9
PRIORITY 2: ESTABLISH AND OPTIMISE A NETWORK OF RETURN POINTS	12
PRIORITY 3: ENSURE EFFECTIVE GOVERNANCE TO MITIGATE AND MANAGE RISKS	18
PRIORITY 4: RAISE AWARENESS, AND CHAMPION COMMUNITY PARTICIPATION AND ADVOCACY	24
LOOKING AHEAD	29
APPENDIX	
Return point operator volumes report	29
Material recovery facility operators volumes report	38

INTRODUCTION

SINCE ROLLING OUT RETURN AND EARN, THE STATE'S LARGEST LITTER REDUCTION INITIATIVE, NSW HAS SEEN A 33 PER CENT REDUCTION IN DRINK CONTAINER LITTER.

Before NSW introduced the Return and Earn scheme, more than 160 million drink containers littered the state's streets, beaches, waterways and parks. Drink container litter made up 44 per cent of the volume of litter in the state and cost more than \$162 million a year to manage.

The NSW Return and Earn container deposit scheme has had a strong start with the support of NSW government, industry and the community. An initiative of the NSW Government and funded by contributions from the beverage industry, Return and Earn offers consumers a 10c refund for depositing eligible drink containers at return points across the state.

Strong consumer participation in the scheme alongside schools, sporting clubs and community groups has resulted in the return of more than 1.02 billion drink containers since launching in December 2017. This represents an average redemption rate of 53 per cent of the total number of drink containers supplied into NSW, diverting them out of landfill and litter streams in a significant boon for the NSW environment and local communities.

An extensive network of 632 return points has been rolled out across NSW by network operator TOMRA Cleanaway within the first seven months of the scheme. The establishment of over-the-counter and automated depot return points has provided secondary business opportunities and also helped charities and community groups to use the scheme to fundraise.

Strong awareness of Return and Earn is fundamental to the scheme's success and a key focus of Exchange for Change has been on community engagement. By June 2018, 86 per cent of NSW residents aged 18 years or over were aware of Return and Earn, with 42 per cent of residents having participated in the scheme.¹ These results demonstrate that awareness is already translating into positive action.

The early success of Return and Earn would not have been possible without the cooperation of the 520 beverage suppliers which have contributed \$195.5 million to enable the successful role out of the scheme. As the scheme operator, Exchange for Change is committed to working closely with suppliers and other stakeholders to ensure the scheme meets the needs and expectations of all those involved.

¹Based on a June 2018 survey of NSW residents conducted by Kantar Public to evaluate the effectiveness of the Return and Earn campaign.

GOALS

Reduce the volume of litter caused by drinks containers in NSW.
Over the next 20 years, the scheme aims to achieve:



1.6 billion
fewer drinks
containers littered



12.6 billion
more beverage
containers recycled



11 billion
fewer drinks containers
ending up in landfill

PRIORITIES

The scheme identified four priority areas for the first seven months of its operation.



1.

ESTABLISH AND
MANAGE A
COST-EFFECTIVE
CONTAINER
DEPOSIT SCHEME



2.

ESTABLISH AND
OPTIMISE A
NETWORK OF
RETURN POINTS



3.

ENSURE
EFFECTIVE
GOVERNANCE
TO MITIGATE AND
MANAGE RISKS



4.

RAISE
AWARENESS
AND CHAMPION
COMMUNITY
PARTICIPATION
AND ADVOCACY

SCHEME HIGHLIGHTS



1.022 billion

drinks containers
returned



30% reduction

in the volume of
drinks container litter



86%

Awareness among
residents aged 18+



632

return points



42%

of NSW residents
18+ have participated
in the scheme



115

participating
donation partners

Litter reduction

Since Return and Earn started in December 2017, NSW has reduced the volume of littered drinks containers by 30 per cent.²

Resource recovery

The number of eligible containers returned has increased significantly since the scheme launched. Of the 1.915 billion³ containers supplied into NSW between December 2017 and June 2018, 452 million have been returned through the network operator's 632 return points across the state, and 570 million more have been returned through

kerbside collection, totalling 1.022 billion returned through the scheme. This represents an average redemption rate of 53 per cent – compared with the 32 per cent returned through kerbside council programs⁴ in 2017, before the scheme commenced.⁵

Community engagement

Promoting the return, reuse and recycling of containers, along with community engagement activities, resulted in strong awareness. Across the state, 86 per cent of residents aged 18 or over have heard about the scheme and 42 per cent have participated.⁶

² Keep Australia Beautiful 2017-2018 National Litter Index

³ 2.016 billion containers were reported as supplied into NSW between December 2017 and June 2018. An estimated 5 per cent of these containers were exported out of the state. This resulted in a net number of 1.915 billion supplied containers based on 2 August 2018 reported data.

⁴ This 32 per cent refers to the pre-scheme redemption rate between December 2016 and June 2017, calculated using Q1 2018 material recovery facility eligible container factors and a 5 per cent allowance for export.

⁵ Redemption rate is based on the aggregate audited number of containers refunded at return points by the network operator, and claims made by material recovery facility operators against the total number of containers supplied.

⁶ Based on a June 2018 survey of NSW residents conducted by Kantar Public, to evaluate the effectiveness of the Return and Earn campaign.

Recycling outcomes

In addition to the primary aim of reducing litter in NSW, the scheme's design has also enabled clean streams of high-quality recycled materials to be collected that are in high demand in global commodity markets.

By providing a financial incentive for the people of NSW to hold on to or pick up litter, the scheme helps divert drinks containers from ending up in landfill.

Moves by China to stop accepting lower-quality commingled and contaminated recyclable materials sparked a reassessment of long-standing waste management practices in Australia and other developed nations.

In the current global environment, there is a growing demand for clean streams of recyclable materials, in domestic and offshore markets, for re-use or recycling into quality products. Return and Earn has played a vital role in being able to turn waste into a valuable tradeable commodity. For example, once high-grade PET plastic from drink bottles is processed and recycled, manufacturers in Australia and overseas can use it to make new drink bottles and other food-grade containers, or re-use it to create new products such as textiles.

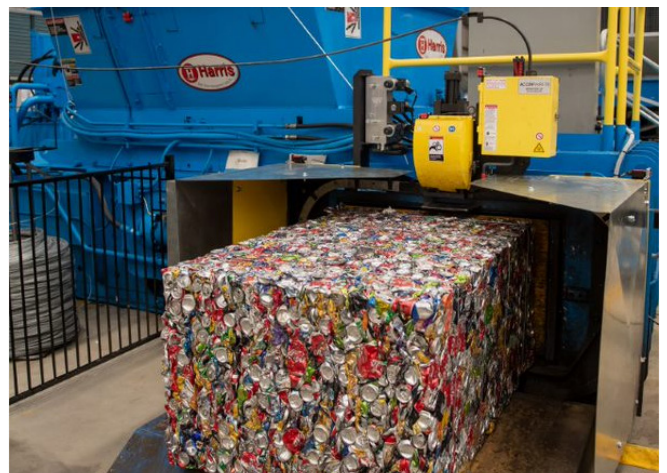
Return and Earn containers are a valuable commodity benefiting a number of industries. These clean material streams help produce products that avoid or offset the need to use virgin resources.

Cleanaway Eastern Creek Sorting Facility

The Cleanaway Eastern Creek container sorting facility uses advanced technology to process returned drinks containers. This includes an optical sorting line that can sort, bale and distribute up to eight tonnes an hour of extremely high-quality recyclable material such as aluminium, steel, PET and HDPE.

The facility processes drinks containers collected through Return and Earn, with optical sorters automatically separating each item based on its material type, at thousands of reads per minute.

Air jets separate the containers for compaction and baling, turning waste into highly valuable commodity streams for distribution to domestic and international recycling markets. The facility's advanced sorting and processing achieves very low levels of contamination, increasing the quality of the commodities salvaged and creating valuable resources for the future.



HOW THE SCHEME WORKS

The Return and Earn container deposit scheme recognises that the beverage industry shares with the community a responsibility to reduce and deal with waste generated by beverage product packaging.

Funding the scheme

First suppliers⁷ of beverages in NSW are required to pay contributions, funding the management, administration and operation of the scheme. As part of the scheme's operational costs, consumers receive a 10c refund as an incentive to return eligible drinks containers at return points across the state.

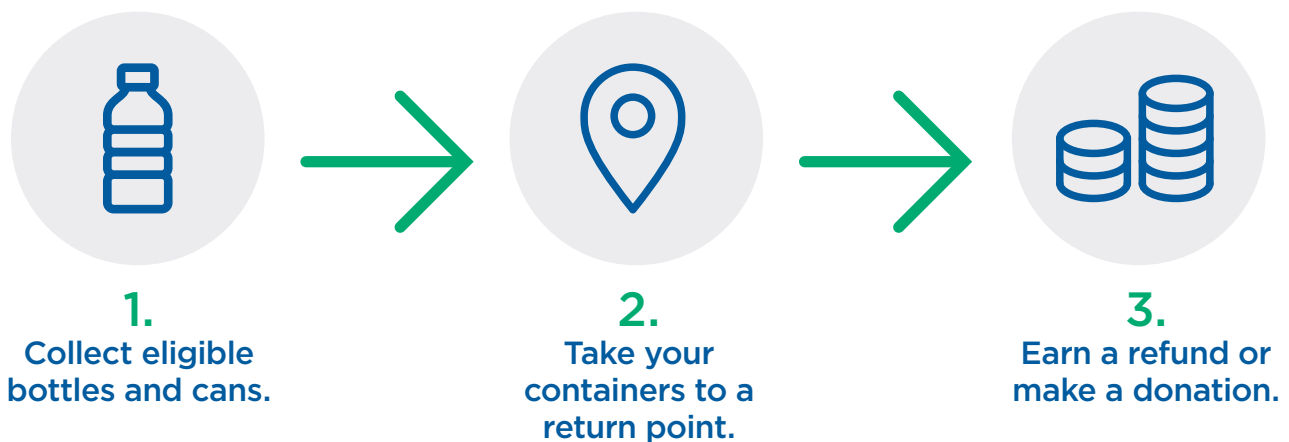
Consumer participation

Consumers can participate in the scheme by collecting eligible containers, taking them to a return point, then getting a 10c refund or making a donation.

If consumers choose to put eligible containers in their kerbside recycling, the material recovery facility can make a claim for the 10c refund through the scheme.

Figure 1: How the scheme works

Participation in the scheme involves three easy steps:



⁷ A first supplier is a business that makes the first supply of eligible beverage containers into NSW.

Roles of the organisations behind the scheme



EXCHANGE FOR CHANGE

Exchange for Change is the scheme coordinator of Return and Earn. It is responsible for managing the scheme's finances, collecting contributions from beverage suppliers, and distributing the money to the network operator and other scheme participants. It is also in charge of managing the risk of fraud in the scheme, and educating the community.

Exchange for Change is a joint venture of five of Australia's beverage companies: Asahi Beverages, Carlton & United Breweries, Coca-Cola Amatil, Coopers Brewery and Lion. Together, these companies have more than 40 years of experience managing container refund programs in Australia.



TOMRA CLEANAWAY

Network operator TOMRA Cleanaway manages the return points and ensures returned containers are recycled. It is responsible for refunding consumers at return points and receives a network fee per container collected based on the material type.

TOMRA Cleanaway is a joint venture between a global leader in reverse vending technology, TOMRA, and Australia's largest total waste management solutions company, Cleanaway.



NSW ENVIRONMENT PROTECTION AUTHORITY

As the scheme regulator, the NSW EPA is responsible for regulating the scheme. This includes designing and developing the scheme; managing registration of all eligible beverage containers supplied in NSW; and managing the obligations and performance of contracts with the scheme coordinator and network operator, as well as various associated deeds.

OTHER PARTICIPANTS

First suppliers

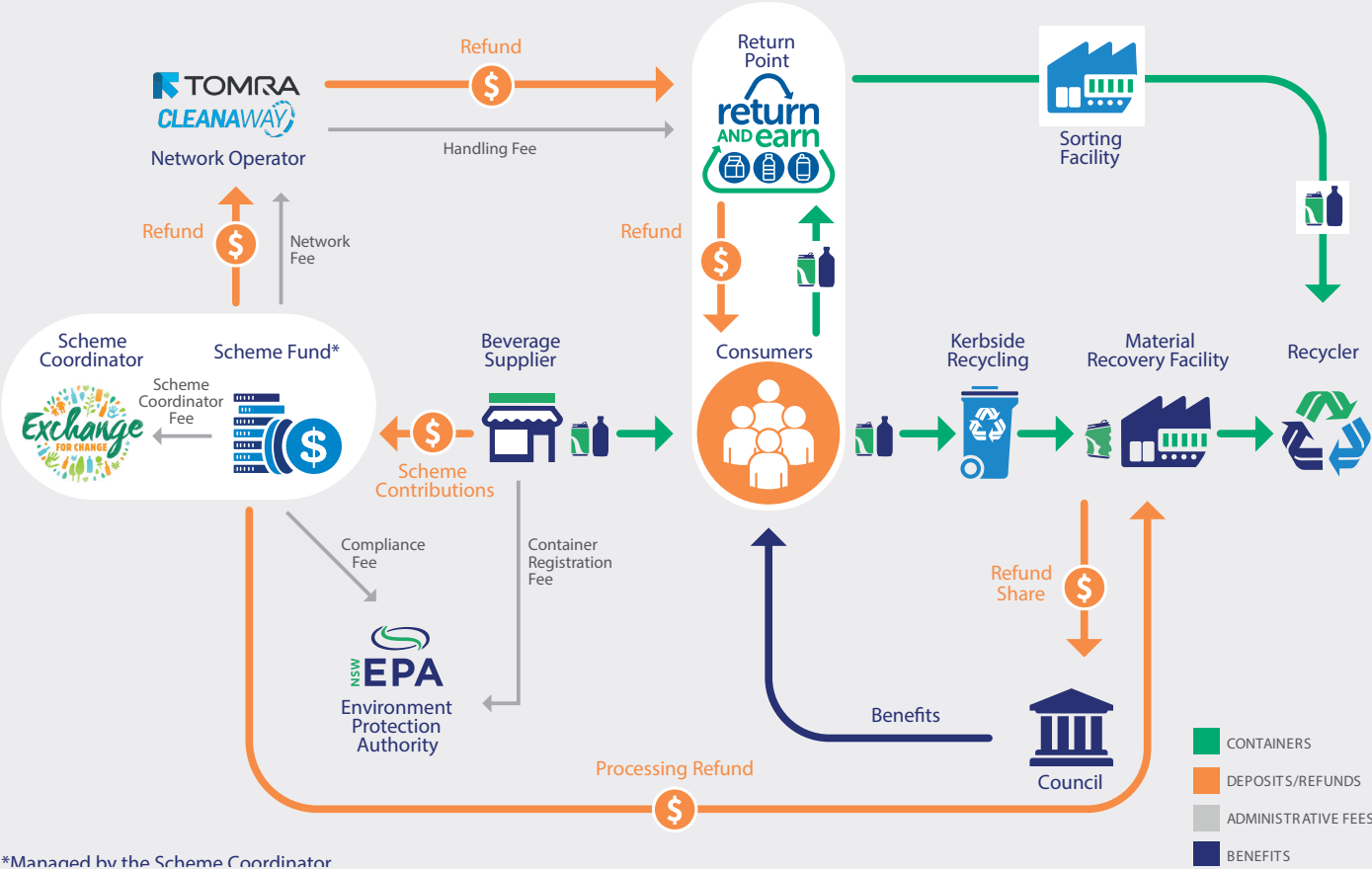
A supplier is any business selling beverages in containers or giving them away as part of a promotion. It can be a manufacturer, distributor, wholesaler or retailer. If a business is a 'first supplier', it must enter into a supply agreement with Exchange for Change and ensure any eligible containers that it supplies in NSW are registered with the EPA.

First suppliers fund Return and Earn by financially contributing to the scheme in proportion to their share of the number of containers supplied into NSW.

Material recovery facility operators

Material recovery facility operators registered with the NSW EPA can claim processing refunds for eligible containers collected through kerbside recycling bins.

Figure 2: The scheme architecture



MEETING THE SCHEME'S PRIORITIES

Return and Earn has made progress in achieving its implementation objectives.

The following section details the scheme's progress in meeting the four priority areas:



1.

ESTABLISH AND
MANAGE A
COST-EFFECTIVE
CONTAINER
DEPOSIT SCHEME



2.

ESTABLISH AND
OPTIMISE A
NETWORK OF
RETURN POINTS



3.

APPLYING
EFFECTIVE
GOVERNANCE
TO MITIGATE AND
MANAGE RISKS



4.

RAISE
AWARENESS
AND CHAMPION
COMMUNITY
PARTICIPATION
AND ADVOCACY



PRIORITY 1: ESTABLISH AND MANAGE A COST- EFFECTIVE CONTAINER DEPOSIT SCHEME



PRIORITY 1:**ESTABLISH AND MANAGE A COST-EFFECTIVE CONTAINER DEPOSIT SCHEME**

THE RETURN AND EARN SCHEME IS BASED ON RECOGNISING THAT THE BEVERAGE INDUSTRY SHARES A RESPONSIBILITY WITH THE COMMUNITY TO REDUCE AND DEAL WITH WASTE GENERATED BY BEVERAGE PRODUCT PACKAGING.

First suppliers of beverages into NSW are responsible for paying contributions to cover the actual cost of the scheme, which includes the cost of managing, administering and operating Return and Earn. They do so by making monthly payments to Exchange for Change as the scheme coordinator. Any excess funds collected are used to offset costs, to keep the costs of the scheme low. Contributions are based on a supplier's share of the number of containers supplied into NSW.

Exchange for Change had facilitated 338 supply arrangements with first suppliers by 30 November 2017. As of 30 June 2018, total revenue for the scheme was \$122.5 million, with 520 suppliers contributing \$121.5 million.

Return and Earn was designed to be self-sufficient. It applies an advanced contribution model to ensure liquidity, so return points, administration services and 10c refunds were available when the scheme launched.

Under this model, suppliers were invoiced based on a forecast price⁸ and supply volume.

In the first quarter of 2018, the combination of conservative assumptions in the advanced contribution pricing and the staged roll-out of return points meant the scheme raised more revenue than was required to meet its operating costs.

After monthly reconciliation to actual costs of the scheme, unused funds were offset against each supplier's next invoice in proportion to their actual supply volumes.

A number of factors determine supplier pricing for each container type, including:

- the network operator charges
- the volume of returned containers
- the share of redemptions by container type
- the proportion of returns made through the network operator and returns made through material recovery facilities via kerbside council collections.

Live scheme data, which is used to estimate future costs, became more efficient as the scheme matured. This reduced volatility and made pricing more consistent.

The following table shows the net average price charged to suppliers, per container type during the 2017-18 financial year.

Container material type	Cents per container FY 2017-18 (average)
Aluminium	8.27
Glass	9.37
HDPE	6.10
PET	7.55
Liquid paperboard	3.66
Steel	4.06
Other plastics	3.61
Other materials	8.43

⁸ Forecast price is determined by the scheme coordinator and is based on the estimated cost of the scheme for the relevant month, divided by the forecast number of containers expected to be supplied by each supplier and by container type.

PRIORITY 1: ESTABLISH AND MANAGE A COST-EFFECTIVE CONTAINER DEPOSIT SCHEME

SCHEME COSTS

The total monthly scheme cost comprises:

- Refunds – the refund (10c, including GST) paid to the network operator, to be passed on to consumers for each returned container
- Network fees – the amount paid to the network operator per container collected, based on the material type
- Material recovery facility (MRF) refunds – the processing amount (10c, including GST) payable to MRF operators for each container collected through kerbside recycling
- Scheme coordinator fees – the administration fee payable to the scheme coordinator
- Scheme compliance fees – the amount payable to the NSW EPA to cover compliance costs
- Export rebates – a provision for refunding suppliers for beverage containers exported out of NSW.

NSW Container Deposit Scheme Accounts

The following table breaks down the scheme contributions and costs for 2017-18.

Financial Accounts	2017-18
Revenue In AUD	
Scheme Contribution	\$121,412,716
	\$121,412,716
Finance Income	
— Bank Interests	\$709,734
Total finance income	\$709,734
Other income	\$383,087
Total revenue	\$122,505,537
Expenses In AUD	
Other expenses	
— Network operators fees	(\$36,255,704)
— Scheme Co-ordinator Administration fee	(\$7,869,169)
— Scheme compliance fee	(\$3,500,000)
— Scheme refund (Container deposits)	(\$39,601,935)
— Material Recycling Facilities refund	(\$34,625,773)
— External Audit	(\$652,956)
Total other expenses	(\$122,505,537)
Profit for the period	0



PRIORITY 2: ESTABLISH AND OPTIMISE A NETWORK OF RETURN POINTS



PRIORITY 2: ESTABLISH AND OPTIMISE A NETWORK OF RETURN POINTS

There was a very short period between the awarding of the network operator contract and the scheme going live on 1 December 2017. Despite this, TOMRA Cleanaway successfully deployed a network of 632 return points across the state, including a total of 956 reverse vending machines at 246 sites.

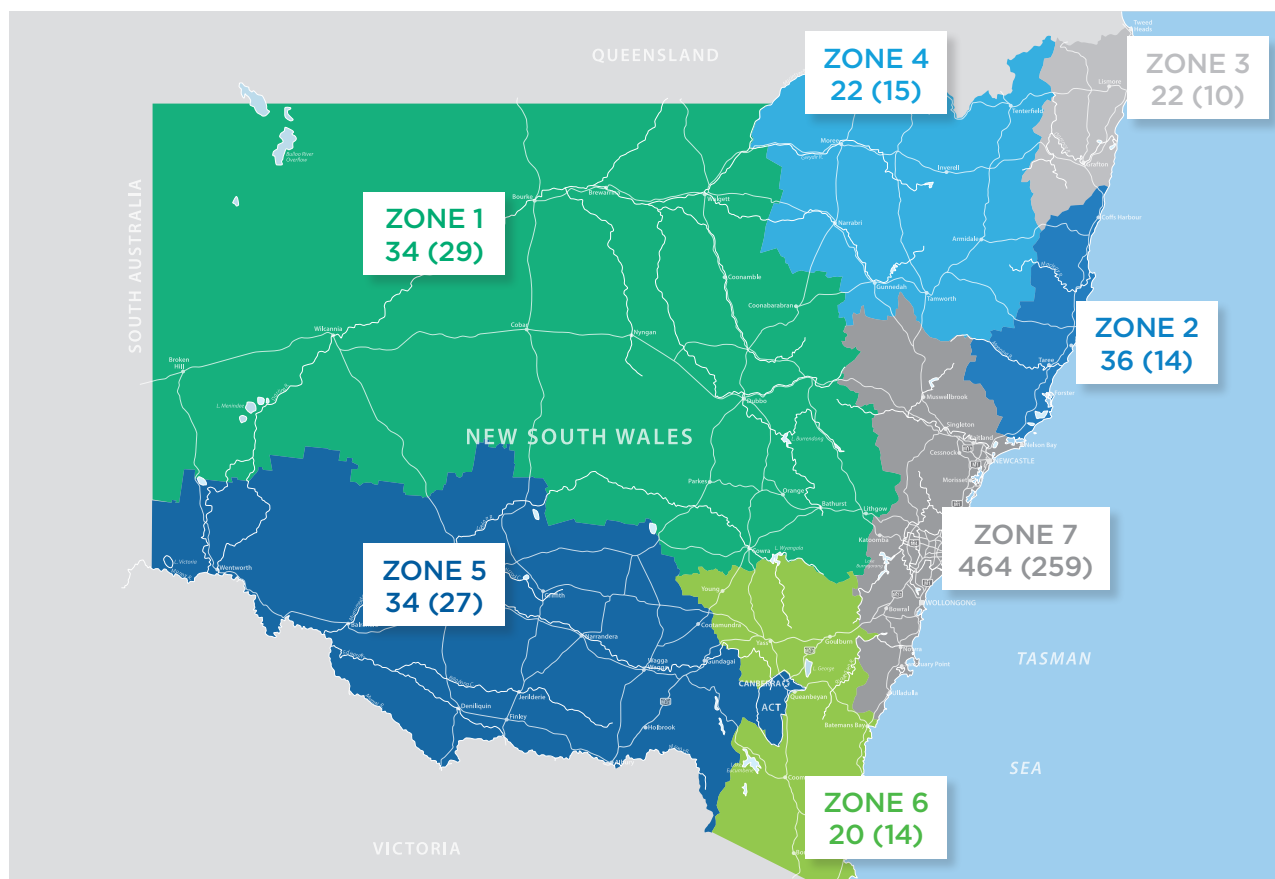
The return points network was designed to ensure reasonable access for all consumers in NSW based on:

- one return point for every 20,000 people in metropolitan areas

- one return point for every town greater than 1,000 people in regional areas (people living within 30 kilometres of the town)
- one return point for every town greater than 500 people in remote areas (people living within 50 kilometres of the town)

The network operator met and exceeded the targeted number of collection points in aggregate and by zone, as indicated in Figure 3. By 28 February 2018, TOMRA Cleanaway had met and exceeded the targeted number of collection points in each zone, with the exception of a shortfall of two collection points in Zone 1. This shortfall was addressed between February and June 2018.

Figure 3: Number and location of return points overseen by the network operator
– actual number at 30 June (versus target)



PRIORITY 2: ESTABLISH AND OPTIMISE A NETWORK OF RETURN POINTS

RETURN POINTS

The TOMRA Cleanaway return point network is underpinned by the TOMRA Connect data platform, providing real time reporting, analysis and audit trails for scheme performance and security. The platform is recognised as the most secure, trusted and capable of its kind in the world, providing auditable data, and the ability to identify and respond to any anomalies to manage and mitigate risk.

There are four types of return points available across the state, excluding kerbside recycling bins.

Reverse vending machines

TOMRA's self-service machines are fully automated and allow customers to return medium quantities of containers – up to 500 in any one transaction. Customers can receive their refund by:

- receiving cash at a participating retailer or voucher to spend
- receiving refunds directly into a registered PayPal account via the myTOMRA app
- donating directly to a selected charity.

Automated depots

Staffed bulk container return centres can process any number of containers, so they are the ideal return point for returns of more than 500 containers. Automated depots issue cash refunds and some provide refunds via electronic transfer.

Donation stations

A donation station is a reverse vending machine that only has the donation feature available. Donation stations do not provide a refund; instead they provide the option to donate to a state-wide charity or local community group.

Over the counter

Local businesses such as corner stores and newsagencies participating in Return and Earn accept small quantities of eligible containers (usually fewer than 100) over the counter in return for a cash refund.

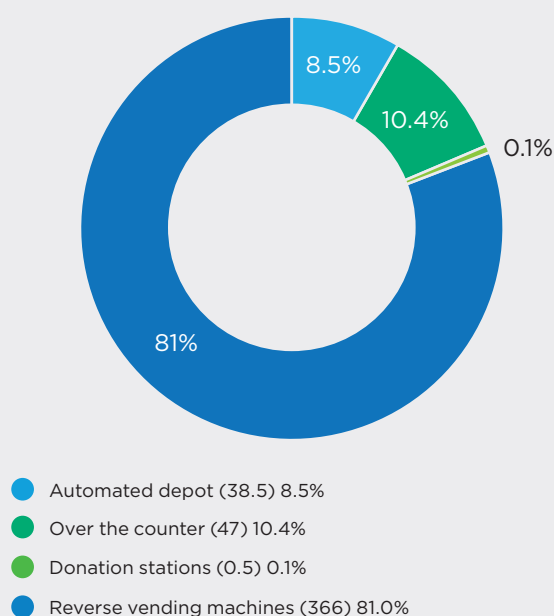


PRIORITY 2: ESTABLISH AND OPTIMISE A NETWORK OF RETURN POINTS

RETURN POINT TRENDS AND ANALYSIS

Reverse vending machines (including donation stations) are the most popular return point type, handling 366 million containers, or 81 per cent share of the total volume returned.

Figure 4: Percentage share and number (millions) by return point type



CONTAINER RETURN TRENDS AND ANALYSIS⁹

There were 1.915 billion eligible containers supplied into NSW from 1 December 2017 to 30 June 2018. As the following table highlights, the most common containers supplied were aluminium, PET and glass. Together, they made up 93 per cent of the containers supplied.

SUPPLIER VOLUMES (ACTUALS)		
Container material type	Total	% volume share
Aluminium	648,614,172	33.87%
Glass	549,501,889	28.68%
PET	571,573,359	29.85%
HDPE	39,413,064	2.06%
Liquid paperboard	104,434,738	5.45%
Steel	1,040,595	0.05%
Other plastics	325,387	0.02%
Other materials	180,641	0.01%
Total	1,915,083,844	

The scheme collected a total of 1.022 billion eligible containers between 1 December 2017 and 30 June 2018. This number comprises the aggregate audited number of containers returned in exchange for refund amounts paid, including 452 million at return points by the network operator, and 570 million by material recovery facility operators through kerbside collection. It represents an average redemption rate of 53 per cent.

TOTAL SCHEME CONTAINERS COLLECTED		
Container material type	Total	% rate of redemption
Aluminium	319,889,320	49%
Glass	408,822,654	74%
PET	273,966,789	48%
HDPE	13,253,018	34%
Liquid paperboard	5,708,944	5%
Steel	142,887	14%
Other plastics	3,511	1%
Other materials	53,408	30%
Total	1,021,840,531	53%

⁹ Reported information relating to supplier volumes and container redemptions is based on 2 August 2018 data to include the June monthly adjustment.

PRIORITY 2:**ESTABLISH AND OPTIMISE A NETWORK OF RETURN POINTS****NETWORK OPERATOR TRENDS**

NETWORK OPERATOR CONTAINERS COLLECTED		
Container material type	Total	% rate of redemption
Aluminium	188,830,802	29%
Glass	129,772,326	24%
PET	121,390,947	21%
HDPE	5,838,290	15%
Liquid paperboard	5,705,232	5%
Steel	142,887	14%
Other plastics	3,511	1%
Other materials	53,408	30%
Total	451,737,403	24%

Of the 452 million containers returned via the network operator, the most common material types were aluminium (189 million), glass (130 million) and PET (121 million).

Aluminium was the most frequently returned container material type. While liquid paperboard had a low redemption rate, figures show a steep decline in the volume of this material in the NSW litter stream indicating that the volumes returned through the scheme is helping keep this material out of the litter stream.

The method of sorting and processing through the network has enabled clean streams of high-quality and low contaminated materials to be collected for reuse or recycling, meeting demand in global commodity markets.

MRF TRENDS

MRF CONTAINERS COLLECTED		
Container material type	Total	% rate of redemption
Aluminium	131,058,518	20%
Glass	279,050,328	51%
PET	152,575,842	27%
HDPE	7,414,728	19%
Liquid paperboard	3,712	>1%
Steel	—	0%
Other plastics	—	0%
Other materials	—	0%
Total	570,103,128	30%

Of the 570 million containers returned through 32 MRFs, the most common material type was glass (279 million), followed by PET (153 million) and aluminium (131 million).

Only five categories of container material types were claimed through this channel during the financial year. The ability to economically count eligible containers at MRFs reduces the number of material types that are claimed through this collection stream compared with the return point network.

Most containers returned through kerbside collections were bulked up with other items of the same material type for reuse or recycling. These products are typically sold by weight. To determine how many containers are embodied in each tonne of material recycled by the MRFs, conversion factors are published each quarter by a ministerial advisory committee. These factors are based on an extensive, independent sampling regime undertaken across all participating facilities in NSW. For very low volume materials, the cost of sampling exceeds the amount of refunds available, so very few material recovery facility operators claimed these materials.

PRIORITY 2:

ESTABLISH AND OPTIMISE A NETWORK OF RETURN POINTS

During the 2017-18 financial year, the number of eligible steel cans per tonne of scrap steel was too small to make sampling them economically viable. Sampling of liquid paperboard containers was also uneconomic.

The main types of plastic containers recovered through MRFs were PET and HDPE. These containers may be separated prior to sale or sold as a mixed plastics fraction. When an MRF claims a mixed plastics fraction, the containers are further split into PET, HDPE and 'other plastics' to ensure that the costs are correctly attributed back to the suppliers of these material types.

In the first seven months of the scheme, no eligible containers made from other plastics were identified in the mixed plastics fraction sampling. As a result, the total number of containers recovered by MRF operators was reported as zero.

No 'other materials' were approved for recovery by the MRFs during the financial year. Therefore, the collection volume was zero.



PRIORITY 3: APPLYING EFFECTIVE GOVERNANCE TO MITIGATE AND MANAGE RISKS



PRIORITY 3:**APPLYING EFFECTIVE GOVERNANCE TO MITIGATE AND MANAGE RISKS**

ESTABLISHING A STRONG AND ROBUST GOVERNANCE FRAMEWORK IS INTEGRAL TO THE SUCCESS OF, AND CONFIDENCE IN, THE RETURN AND EARN SCHEME. EFFECTIVE GOVERNANCE ACTIVITIES MINIMISE FRAUD AND OTHER SCHEME RISKS. IDENTIFYING POTENTIAL FRAUD RISKS AND IMPLEMENTING PROCESSES TO MINIMISE FRAUD ARE CORE FUNCTIONS OF THE SCHEME COORDINATOR.

In delivering its contractual services, the scheme coordinator must consider and make provisions for:

- a risk-based audit program for minimising fraud
- the health and safety of scheme participants and customers
- environmental management
- data confidentiality.

A RISK-BASED AUDIT PROGRAM FOR FRAUD MINIMISATION

The scheme has an audit program that contributes significantly to its governance and risk management. The program ensures that each participant in the scheme is monitored for compliance with relevant legislation and scheme rules. This is done by tracking the life cycle of an eligible container from supply to delivery to a recycler.



PRIORITY 3:

APPLYING EFFECTIVE GOVERNANCE TO MITIGATE AND MANAGE RISKS

As beverages are supplied into NSW, eligible containers travel through a life cycle starting with the consumption of the beverage. The container is then returned through a return point or kerbside collection, so that the network operator or MRF can collect it for processing and delivery to a recycler.

The following diagram summarises the audit objective of mitigating risk.

SUPPLIERS

- Validate reported container supply against actual transactional records
- Risk based sampling of suppliers

Return points

REVERSE VENDING MACHINE

- Customer experience is based on correct location, opening hours, machine is operational and safe, general amenity and branding
- Audits conducted against a compliance checklist for consistency

OVER THE COUNTER

- Customer experience audit reviews access as advertised (location and opening hours) and general amenity
- Containers securely stored until picked up by the network operator
- Container eligibility testing to ensure refunds not paid on ineligible containers
- Declaration testing conducted for claims greater than 1,500
- Refund testing reviews registered redemptions
- Audits conducted against a compliance checklist for consistency

AUTOMATED DEPOT

- Validates the source of containers
- Customer experience audit reviews access as advertised (location and opening hours) and general amenity
- Accuracy of redemptions checked through high-volume counting machines
- Containers securely stored until picked up by the network operator
- Declaration testing conducted for claims greater than 1,500
- Container eligibility testing ensures refunds are not paid on ineligible containers
- Refund testing reviews registered redemptions
- Audits conducted against a compliance checklist for consistency

NETWORK OPERATOR

- Review systems and procedures that govern how the network operator performs its role
- Determine data accuracy of reported collection volumes
- Appropriate management of containers to ensure they are recycled
- Customer complaints and return point non compliance is addressed

KERBSIDE COLLECTIONS AND MRF SAMPLING

- Determine number of containers per tonne of recycled material to calculate payment to MRFs
- Conduct statistical sampling

MRFs

- Audit accuracy of declared data
- Review processes and procedures to ensure compliance with appropriate protocol

PRIORITY 3: APPLYING EFFECTIVE GOVERNANCE TO MITIGATE AND MANAGE RISKS

First suppliers

Exchange for Change outsources supplier auditing to independent specialist financial auditor PKF. This ensures beverage container supplier audits are conducted impartially and completely independently of Exchange for Change and its shareholders.

Sixteen supplier audits, including four audits of Exchange for Change shareholder companies, were conducted in the first two quarters of the financial year. The audit results to 30 June 2018 revealed an issue due to errors in beverage suppliers self-reporting data.

- A total of 2,090,248,277 containers were subject to audit.¹⁰
- A total understated 29,113,114 containers were identified, and suppliers made adjustments to ensure fees were correctly calculated.
- The average understated volume was 4 per cent.
- The largest understated volume was 43 per cent (although only equating to 4,555 actual containers, by a small supplier).
- One supplier overstated its volumes by 126 per cent (equating to 1,621,036 containers).

The main reasons for deviations included:

- incorrect application of single unit (one case of 24, reported as one, rather than 24 containers)
- misinterpretation of the first supplier definition applied to some sales by one supplier
- data entry errors in transactions and portal data entry.

These errors impact the equitable distribution of costs to suppliers. To address this issue, the scheme has increased the audit sample size. Suppliers have responded quickly and positively to the audit findings by amending their reported volumes.

Return points

Return points provide a key customer interface for the scheme. They must operate effectively to meet customer expectations in a safe environment. To achieve this, audits are conducted to ensure the availability, suitability and safety of return points, including reverse vending machines and operator-managed sites.

Exchange for Change outsources the auditing of regional return points to community-based support organisation Landcare NSW.

The following have been completed as of 30 June 2018:

- 192 audits of operator-managed return points
- 140 audits of reverse vending machines.

Audits of operator-managed return points has improved the training of operators in how to identify eligible containers, secure storage of collected containers, and advertising materials and signage at these collection points.

Audits of reverse vending machines have improved customer safety by identifying locations without adequate protection (such as bollards) and highlighted locations where rubbish collection has been inadequate. These audits continue to test the accuracy of reverse vending machines in accepting all registered, eligible containers.

¹⁰ Pre-scheme volumes were included in the audit to validate figures used for supplier forecast volumes.

PRIORITY 3:

APPLYING EFFECTIVE GOVERNANCE TO MITIGATE AND MANAGE RISKS



Network operator

Network operator audits are an opportunity to review operational activities objectively while the network operator works closely with the scheme coordinator to ensure the success of Return and Earn. The scheme coordinator identified no incidents of proven false claims.

The monthly audit helps improve the accuracy and scope of reported data on processed volumes and return points, including the verification and validation of financial transactions covering scanned containers.

The scheme coordinator and network operator collaboratively investigated the network to improve the scheme's security, by reviewing and providing feedback on any weaknesses in the management of collected containers at "Over The Counter" return points, including local storage, collection, processing and delivery for reuse or recycling by the Network Operator.¹¹

MRF operators

Due to the high volumes of containers processed through MRFs, the risk and consequence of error are significant. The launch of Return and Earn introduced many new controls and protocols for MRF operators within the scheme.

As of 30 June 2018, all registered MRF operators had been audited at least once, with 35 audits completed.¹¹

The audits conducted up to 30 June 2018 revealed errors in the claims submitted by some MRF operators. This was mainly due to a lack of understanding of how to manage and process container deposit scheme materials, including what can and cannot be claimed. The NSW EPA and scheme coordinator created a working party to work through the findings of the MRF operator audits.

Exchange for Change outsources the MRF operator scheme material sampling audits to industry specialist A. Prince Consulting (APC). This is a key function to determine the actual volume of scheme material being processed through these facilities, and therefore the payments due.

¹¹ The six-monthly report to the EPA included 38 MRF audits completed, though three of these audits were not fully documented due to the resignation of an auditor. These three audits were subsequently rescheduled and have since been carried out again in full.

PRIORITY 3:**APPLYING EFFECTIVE GOVERNANCE TO MITIGATE AND MANAGE RISKS****Scheme coordinator**

The scheme coordinator reported no performance failures.

An independent scheme audit company, RSM, appointed in June 2018, is responsible for monitoring the Return and Earn audit program. RSM advises the scheme on actions necessary to reduce and eliminate wrongful use of the scheme. It also provides recommendations when there is an opportunity to do so.

RSM reports directly to the NSW EPA about the effectiveness of the Exchange for Change audit program, as an added level of governance and assurance to the state.

Health and safety

Customer safety at return points is reviewed during each site's audit. The auditor reports any actual or potential risks or concerns to the network operator and the NSW EPA.

Each audit activity is assessed for safety risks. Controls have been applied to minimise or eliminate safety risks during scheme audits.

Audit contractors must comply with the documented safety processes. Each employee is required to complete the Exchange for Change safety induction before doing any work on behalf of the scheme coordinator.

There were no reportable safety incidents or instances of environmental damage during the first seven months of the scheme.

Exchange for Change identified and reported a number of sites where reverse vending machines were commissioned without adequately protecting customers from moving vehicles. This could pose an unacceptable risk if not addressed. The network operator acted promptly to install bollards at these sites as a preventive measure.

Environmental management

Audit and verification activities monitor the path of containers through a series of physical audits, reports and records, from the network operator and MRFs. This ensures governance over end-of-life practices. Non-compliance at any scale (for example, containers going into landfill instead of being recycled), is cause for investigation and potential prosecution.

There were no reportable environmental management issues to report.

Confidentiality of data

Exchange for Change manages confidential data regarding the volume supply of more than 500 first suppliers of beverages into NSW. It recognises the importance of the confidentiality of such data and other information that it handles in its day-to-day management of the scheme.

Controls and measures introduced include:

- only reporting aggregated scheme data to the Exchange for Change board, to protect the confidential nature of individual supplier commercial data
- implementing rigorous IT and security procedures, including the planning and development for ongoing independent security and compliance auditing.



PRIORITY 4: RAISE AWARENESS AND CHAMPION COMMUNITY PARTICIPATION AND ADVOCACY



PRIORITY 4:**RAISE AWARENESS AND CHAMPION COMMUNITY PARTICIPATION AND ADVOCACY**

During the first year of the scheme's operation, the primary focus for marketing activities was to raise awareness and educate the people of NSW about the scheme and how to participate.

NSW residents quickly embraced the scheme. Forty-two per cent of people aged 18 or over had participated and nearly one-third of those (31 per cent) had used the scheme multiple times. The rapid adoption of the scheme resulted in a total of 1.022 billion containers being returned since the scheme began.

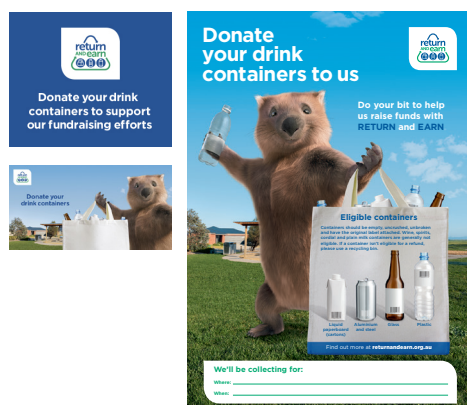
Of those who had not participated, intention to was high, with 78 per cent of NSW residents intending to participate.

Key drivers for participation

The financial incentive to participate was the primary driver among those who had engaged with the scheme (52 per cent). However, pro-social motivators are also playing a key role. Half (51 per cent) of scheme users participated to 'benefit the environment', and half (50 per cent) participated because they felt it was the 'right thing to do'.

A survey of NSW residents aged 18 years and over found that:

- 78 per cent positively support the scheme
- 71 per cent of those that had used the scheme were satisfied

**Promoting the scheme**

Raising awareness of the Return and Earn scheme was the primary strategy for driving community participation.

The campaign ran across metro and regional television, out-of-home, print, digital and social media channels, and was intended to run in bursts throughout 2018.

Due to a staged roll-out of the return point network, which limited reasonable access for some areas across NSW, a decision was made to pull back on mass advertising in January 2018.

A geo-targeted approach was implemented, focusing on social and local media, underpinned by out-of-home, online video, radio and social channels. The campaign was supported by a public relations campaign to inspire people to participate. The campaign was effective: 86 per cent of people aged 18 or over in NSW have heard about the scheme.

The early access challenges and a lack of understanding about how the scheme worked contributed to an increase in negative media.

In line with the roll out of the network, improved access translated to strong support of the scheme among people aged 18 and over was net 78 per cent. For those who had participated in the scheme, net 71 per cent were satisfied.

Key communication channels were developed by the scheme coordinator including:

- Return and Earn website to help create a better understanding of how and where consumers can take part in the scheme and to promote opportunities for community involvement
- Return and Earn Facebook page to connect, engage and promote community champions.

PRIORITY 4:

RAISE AWARENESS, AND CHAMPION COMMUNITY PARTICIPATION AND ADVOCACY

Community engagement

The scheme provides several opportunities for charities, schools, and sporting and community groups to raise funds by:

- seeking donations of eligible drink containers from the community, and redeeming them for a refund at an approved return point
- applying to the network operator to set up and run return points

- applying to become a partner to receive donations through reverse vending machines.

Major donation partners are featured on all machines across NSW, and local partners are listed on individual machines or groups of machine kiosks in their community. Each machine features four donation partners, rotating on a three-month cycle.

ST VINCENT DE PAUL SOCIETY NSW BAGS AN AWARD FOR RETURN AND EARN PARTICIPATION

St Vincent de Paul Society NSW has been recognised for championing the Return and Earn scheme. It beat a number of corporates to win the 2018 National Retail Association Social Responsibility Champion Award.

Vinnies Shops NSW was rewarded for its work in helping reduce litter and increase recycling rates. It has facilitated over-the-counter container returns at 17 return points, and opened two automated depots for bulk container returns.

The automated depots on NSW's South Coast have the capacity to process approximately 100,000 containers per day. They have allowed individuals and organisations to receive a refund on the spot through electronic funds transfer, or to donate their refund to Vinnies.

Vinnies plans to open three more automated depots in 2018, in partnership with TOMRA Cleanaway.



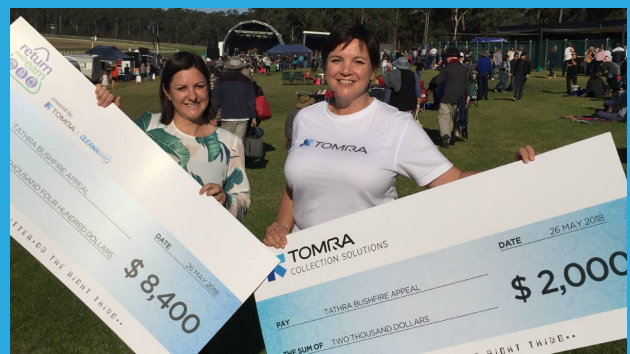
PRIORITY 4:**RAISE AWARENESS, AND CHAMPION COMMUNITY PARTICIPATION AND ADVOCACY****115**

donation partners across NSW
participated in the scheme

**TATHRA BUSHFIRE RECOVERY GETS A \$8,400 BOOST**

The March 2018 bushfire in the NSW South Coast town of Tathra destroyed more than 1,250 hectares of bushland and 65 homes, displacing hundreds of locals.

In response to the dire need for assistance, Return and Earn added the Tathra Bushfire Appeal as a nominated charity at its reverse vending machines across the state. This made it easier for NSW consumers to donate to the Tathra Bushfire Appeal, and together, they raised \$8,400 from their 10c refunds through Return and Earn.

**KEEP AUSTRALIA BEAUTIFUL AWARD**

Return and Earn partnered with Keep Australia Beautiful as a sponsor of the Tidy Towns Awards. The two organisations introduced a new award category to reward communities for their efforts to prevent littering.

The Keep Australia Beautiful Tidy Towns Awards have evolved to encompass projects and initiatives that focus on environmental sustainability and resource management. This reflects a growing awareness of the importance of community-led environmental action.



LOOKING AHEAD

In the coming year, the implementation phase of Return and Earn will be completed, and we will move into the maintenance and improvement phase.

Initiatives will be focused on the following four key areas:

The network

- Optimise the network of return points.

Consumers

- Continually improve digital tools so consumers have better visibility of the optimal time to visit a return point, and provide educational tools to simplify the identification of eligible containers.
- Focus on increasing community engagement with Return and Earn, so returning containers becomes a routine part of people's lives.
- Increase the involvement of community groups, sporting clubs and schools by allowing them greater access to the scheme. This will continue to reduce litter in NSW and provide more funds for these groups.

Beverage suppliers and retailers

- Focus on fine-tuning the scheme's administration and interface with suppliers, introducing the Export Protocol and a review of beverage supplier invoicing arrangements.

Scheme integrity

- Have the newly appointed scheme auditor articulate a scheme-wide assurance map, oversee assurance and risk mitigation activities of all parties, and advise on fraud minimisation controls.
- Increase the level of supplier audits to help beverage suppliers accurately complete their container reporting
- Conduct an annual independent audit of the Exchange for Change information security framework, before end of December 2018.

APPENDIX

2017-18 RETURN POINT VOLUMES REPORT

Note: The availability of data differs by return point. Reverse Vending Machine (RVM) and Automated Depot (AD) data is available on a daily basis. Over the Counter (OTC) volumes are available daily as a consolidated state-wide figure. The breakdown of the OTC volumes by individual return point is determined on a weekly basis. The table below contains daily data for RVMs and ADs for the complete reporting period (1 December 2017 to June 30 2018), and disaggregated OTC weekly return volumes from 1 December 2017 to 24 June 2018 as the volumes from 25 June 2018 to 30 June 2018 are combined with the volumes from 1 July 2019 and cannot be broken down further. The difference in the total values between this table and those shown on page 18 of the report are due to the absence of 6 days of OTC data in this detailed breakdown below. The figures on page 18 use the exact count by day for all OTCs on a consolidated state-wide basis.

RETURN POINTS VOLUME DURING 2017-18 BY MATERIAL TYPE AND ZONE									
Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
30 Group Pty Ltd	9,303	14,295	11,689	302	508	10	8		36,115
4 Seven Day Foodstore	168	137	264	2	45				616
5 Star Carwash	559	839	1,253	34	1	1			2,687
5 Star Handi Market	21,132	14,519	34,837	704	1,042	51	29		72,314
5 Steps Car Wash	2,615	1,566	4,649	116	116	53			9,115
A and F Convenience Store	921	468	2,259	53	35	6			3,742
A1 Car Wash Bass Hill	52,324	31,041	61,269	1,812	1,438	72	12		147,968
ABC Carwash		202	77	2					281
About Life	72,240	101,437	121,458	2,133	2,708	337	416	-	300,729
Abu Mahmoud Fruit Market	3,836	991	6,442	660	221	9			12,159
Adventure Co	609	249	1,015	17	1		2		1,893
Amour Bakehouse Summer Hill	11,574	10,693	14,144	402	327	45	1		37,186
Angkor Grocery	394,515	315,142	633,427	23,461	4,265	2,770	168	9	1,373,757
Anki's Indian Food and More	89,819	109,462	62,026	2,603	2,547	248	62		266,767
Anna's French Hot Bread	90,476	55,786	74,895	1,302	80	11	7		222,557
Anna's Shop Around the Corner	10,492	8,922	10,064	339	175	3	6		30,001
Apsley Motors/ Transwest Fuels	345,137	200,740	101,062	5,802	2,802	22	10	-	655,575
Arpan's Hand Carwash	370	478	860	64	1	1			1,774
Artarmon Fruit Market	13,493	13,382	20,536	312	221	164	1		48,109
Ashfield Mini Supermarket	7,805	5,691	7,805	123	95	16	2		21,537
Ashfield North Newsagency	128,473	93,659	159,908	3,307	3,771	566	88		389,772
Asian Foodmarket Blacktown	67,630	40,167	84,191	2,625	7,212	134	8		201,967
ASNW Convenience Store	9,921	7,911	13,932	466	654	19	2		32,905
Asylum Hostels	17,783	16,499	23,134	408	430	11	9		58,274
At Your Convenience Store	15,910	7,695	8,932	160	197	49	5		32,948
Aussie and Asian Groceries	21,896	17,262	42,803	5,606	2,361	162	12	1	90,103
Autolec Gloucester	48,480	24,056	9,434	503	288	8			82,769
Awash carwash café	2,233	1,990	3,628	51	129	2	6		8,039
Balranald Takeaway	46,697	27,133	14,349	1,045	1,545	2			90,771
Banana Joe's Foodworks	46,478	42,491	66,321	1,158	626	356	34	1	157,465
Bangor Hand carwash and café	1,757	1,575	4,338	58	70	8	4		7,810
Barham Newsagency	11,287	2,264	846	70	65				14,532
Bathurst Recycling	639,136	326,051	231,080	19,511	18,566	45	758	1	1,235,148
Bay Indian Delight	204	170	293	12	7	2			688
BC Discount	6,007	3,262	12,093	123	42	16			21,543

RETURN POINTS VOLUME DURING 2017-18 BY MATERIAL TYPE AND ZONE									
Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Belmore Convenience Store	980	962	1,552	106	12	10			3,622
Belrose Village News & Gifts	48	199	73	4	1				325
Belvoir Convenience Store	2,603	2,305	6,080	247	771	8	1		12,015
Berowra Post Office	144,811	137,576	115,361	4,893	5,005	116	31		407,793
Beverly Hills Newsagency	30,908	21,779	39,077	612	689	164	36		93,265
Big Bite Charcoal Chicken	1,063	267	2,232	25	11				3,598
Bingara IGA and Hardware	163,034	100,475	43,314	1,901	1,733	16	12		310,485
Birchgrove Newsagency	3,775	6,911	7,215	165	224	14	21		18,325
Bizim Market	488	61	1,112	16	26	1			1,704
Blackheath Mitre 10	319		293	5	8				625
Blackwall Road General Store & Takeaway	4,441	3,764	2,551	47	163	1			10,967
Bobbin Head Fruit Market	4,264	9,866	5,681	129	288	5	1		20,234
Bondi Fruit, Veg & Deli	690	674	935	21	24	2	1		2,347
Bonnet Bay Supermarket and Liquor Store	7,561	13,954	5,735	57	115	7	12		27,441
Booral Produce	27,618	9,773	8,782	773	159		1		47,106
Boorowa Recreation Club Co-Op	73,064	27,481	16,058	1,149	802	4	60		118,618
Bourke Laundry Service Inc	73,362	49,697	30,309	595	497	40			154,500
BP Car Wash	177,960	190,215	221,366	4,974	8,825	476	78	13	603,907
BP Car Wash Loftus	12,292	12,199	7,144	276	224	4	1		32,140
BP Loftus	608	277	244	5	11				1,145
Brewing Now Café	34,577	27,008	43,217	381	1,068	143	17		106,411
Bronte Convenience Store	19,764	32,286	25,787	534	221	107	9		78,708
Brooklands Village Mixed Business	69,461	61,127	56,369	4,467	6,195	54	13		197,686
Bubbles R Us	1,317	594	2,574	63	18	8			4,574
Buladelah Bowling Club	21,652	16,403	4,377	533	493	5	13		43,476
C J Cornershop	383	424	1,339	8	19		1		2,174
Cabarita Mixed Business	5,587	5,123	8,138	172	148	21	2		19,191
Cabramatta West Newsagency	8,738	9,798	18,749	572	1,081	197			39,135
Café 652	616	882	1,539	38	26	1	3		3,105
Café ISM	22	54	12						88
Camperdown Supermarket	178	215	450	10	11	1			865
Car Wash Café Club	1,192	581	4,803	78	6	1			6,661
Carlton Newsagency	1,115	717	3,160	45	155	3	1		5,196
Cathy's Kai	15,022	9,615	14,606	338	347	27	4		39,959
Central Coast Community Shed	1,058	585	747	33	9				2,432
Central Hotel - Ungarie	55,871	10,597	12,760	1,800	325		1		81,354
Channings	10,398,255	2,168,546	2,465,366	116,259	292,393	416	701	-	15,441,936
Charcoal Chicken Doonside	42,882	18,650	58,155	3,254	1,541	56	11		124,549
Chatham Newspower	31,390	13,893	10,292	842	163	1	6		56,587
Chery Shop Zetland	12,264	10,612	17,863	178	362	43	5		41,327
Chetty Spice and Oriental Food Shop	87,268	41,243	78,623	3,216	4,290	137	21	3	214,801
Chuen Kee Asian Food Center	99,420	88,832	139,345	3,833	8,029	396	31		339,886
Cignall Kingsford	294	18	330	1	3				646
Citizen Blue	83,033	30,166	47,146	1,211	1,250	2,701	10		165,517
City Convenience Store	12,195	9,120	20,199	344	279	59	8		42,204

RETURN POINTS VOLUME DURING 2017-18 BY MATERIAL TYPE AND ZONE

Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
City Golf	84,899	101,316	109,538	3,529	3,252	188	47		302,769
Clareville Mini Mart	421	1,106	452	7	8		3		1,997
Cleanaway MCP	49,390	35,619	31,972	1,427	1,632	44	12	-	120,096
Clemton Park Newsagency	9,097	169	16,928	163	379	9	1		26,746
Cleveland Market	7,228	6,363	11,857	205	446	33	6		26,138
Coffee and Dough	112		133	4	10				259
Concord West News Agency	19,816	19,029	26,829	373	573	9	15	2	66,646
Concord West Supermarket	8,069	6,857	11,592	359	466	77	8	4	27,432
Connetts Corner Store	10,221	29,282	18,597	341	304	37	24		58,806
Coogee Convenience Store	406	1,028	588	20	37				2,079
Coonamble Cellars	14,747	6,460	3,168	237	27				24,639
Coronation St Newsagency	106,250	113,228	131,039	3,315	331	125	5		354,293
Coxs Rd Fruit Market	627	976	661	7	6		1		2,278
Cozens Paper Recycling	2,824	3,625	1,498	69	27	3	1		8,047
Cremorne Friendly Grocer	15,871	23,113	22,042	310	102	52	14		61,504
CTC Telopea	678	80	316	15	4		1		1,094
D&M Scrap Metal	760,751	315,526	146,047	7,584	3,597	18	16		1,233,539
Daily Shopping	11,833	3,808	17,726	580	699	222	10	6	34,884
Dales Supermarket	107,119	56,353	21,310	1,796	833	8	4		187,423
Danny Deli Café	144	231	233	3	4				615
Darling kebabs	528	312	371	3	1				1,215
Dazzlers carwash	24,970	13,066	25,665	1,243	739	7	12		65,702
Dean Park Chinese Takeaway	3,956	1,376	3,901	129	216	7			9,585
Decolata	9,703	11,800	12,946	179	448	17	14	-	35,107
Delissh Fine Food	2,142	2,614	2,581	44	54	12			7,447
Dhaka Meat & Mart	2,077	1,096	1,883	42	105		1	1	5,205
Diamond Car Wash	744	1,177	1,469	19	10		2		3,421
Digitech Computer Lab	958	658	1,591	29	15	2			3,253
Dragonfly Hut Coffee Shop Wyong	1,623	776	1,767	257	40				4,463
Dundas Village Newsagency	12,788	9,229	19,036	430	630	28	6		42,147
Dunedoo Waste Facility/ Warrumbungle Waste	352,682	236,134	159,724	9,525	4,175	52	9	-	762,301
D'Vine Cafe	184	71	92						347
Dynamic DVD	50,621	22,863	18,190	2,044	275	1	2		93,996
Dynamico Group (Echo Point Collection)	11,006	11,355	16,458	477	104	25	5		39,430
East and West Café	2,068	2,990	4,543	36	17	2			9,656
East Gordon Newsagency	4,920	6,901	10,000	142	328	36	44		22,371
East Toukley Bakery & Café	4,581	4,932	1,487	104	165		4		11,273
Ecopoint Telopea	745	819	932	47	20				2,563
Ecoshine Hand Car Wash	2,436	233	1,527	87	19				4,302
EGL Laundry and Linen Hire	11,761	8,424	5,599	325	65	5	2		26,181
Empire Hotel	151,022	46,476	50,853	1,937	140	1	1		250,430
Emu Plains Take Away	1,657	1,034	1,813	29	32				4,565
Endeavour Newsagency	4,652	10,525	5,231	167	149	8	1		20,733
Envirobank	1,227,415	736,721	1,396,269	32,604	56,839	2,007	1,245	19	3,453,119
Epping Car Wash	11,667	16,355	17,925	262	310	17	37	1	46,574

RETURN POINTS VOLUME DURING 2017-18 BY MATERIAL TYPE AND ZONE									
Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Erskineville Newsagency	4,819	4,666	5,542	125	121	9	2		15,284
Euro Carwash	212,320	190,875	76,919	4,175	2,041	48	427		486,805
Euro hand carwash and café	2,956	1,765	8,291	234	18	4	1		13,269
Euston's Café	111	182	105	2	21				421
E-waste Express	1,131	1,601	2,666	19	45	1			5,463
Ezy Mart Olympic Park	1,493	1,044	3,729	29	25	4	2		6,326
Ezy Take Pty Ltd	1,248	2,188	2,193	14	14	1	1		5,659
Ezymart Brighton Store	884	517	1,151	57	14				2,623
Ezymart Maroubra	922	699	1,285	25	38	1			2,970
Farm Direct Grocer	2,357	1,310	5,812	588	33	5	2		10,107
Fatima Minimarket	1,832	18	4,096	37	2		1		5,986
Food Works	6,828	2,973	4,333	97	106	4	1		14,342
Foodworks	5,860	891	2,087	201	54	4			9,097
Foodworks Condobolin	102,380	42,115	27,786	1,469	956	5	1	1	174,713
Foodworks Tennyson	44,928	56,092	60,876	1,108	1,625	62	27	1	164,719
Forest Hand Carwash and Café	7,728	7,005	13,967	171	82	19	18	2	28,992
Friendly Grocer	473	403	507	8	28				1,419
Friendly Grocer	758	901	2793	18	34	3			4,507
Friendly Grocer and Liquor Shalvey & Willmot	77,092	25,013	38,456	2,319	3,252	52	8	-	146,192
Friendly Grocer Crestwood	322	209	41	5	8				585
Friendly Grocer Glossodia	29,115	17,716	16,227	1,591	1,185	3	3		65,840
Friendly Grocer Hassall Grove	439	320	146		2	1			908
Friendly Grocer Hoxton Park	20,207	13,379	29,938	635	411	8	1	1	64,580
Friendly Grocer Malabar	82,031	61,436	99,775	1,904	2,614	346	21		248,127
Friendly Grocer Pyrmont	2,512	4,083	5,211	76	58	18	2		11,960
Friendly Grocer Waitara	20	84	220	5			2		331
Fruitbowl Shop	470	330	516	6	9				1,331
G.H. Harrison and Sons	51,386	21,504	12,306	1,792	745	4	1		87,738
Georges Hall Chicken	114		484	1					599
Getz Mart	3,823	3,415	5,825	107	159	4	1		13,334
Giant Chilli	303	8	202	4	2				519
Gladesville Four Square	33,188	39,615	48,151	810	1,152	62	13		122,991
Glenbrook Foodworks	3,202	2,982	2,015	68	64	2			8,333
Glow car wash café	8,503	3,011	19,920	442	239	108	55		32,278
Go Natural Epping	62,601	40,277	93,388	1,743	5,863	228	72		204,172
Gold Car Wash Café	89,191	101,475	151,372	2,116	889	402	33	5	345,483
Golden Crown Carwash	5,481	2,119	17,150	1,530	82	22	2		26,386
Golf Driving range	16,670	12,386	16,695	218	618	8	2		46,597
Golf Pro Shop	153,660	106,268	211,712	5,227	5,074	339	135		482,415
Gorokan Newsagency	7,900	8,555	3,750	124	152		1		20,482
Grays Point Corner Store	3,589	2,009	910	23	13	4			6,548
Greens and Reds	426	1,237	1,263	7	3		3		2,939
Gymea Fresh Deli	16,894	30,002	17,344	372	186	5	1		64,804
Hangi Jax Manly Vale (Café)	19,665	43,905	19,593	284	364	37	8		83,856
Hannans Road Convenience Store	13,849	8,456	19,122	645	659	13	8		42,752
Harbour Convenience Store	6,745	4,375	11,317	137	28	73	7		22,682

RETURN POINTS VOLUME DURING 2017-18 BY MATERIAL TYPE AND ZONE

Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Harmony Convenience Store	1,382	1,967	2,571	65	27	3	1		6,016
Hassall Grove Newsagency	102,697	28,838	98,516	7,499	4,353	228	54	1	242,186
Hawks Nest Newsagency	12,963	10,349	3,621	298	217				27,448
Hawks Nest Takeaway	3,374	3,240	848	22	36				7,520
Hawksbury Bakehouse Kurrajong	28,727	35,034	28,819	2,564	1,874	20	7	1	97,046
Hawthorne Newsagency	19,499	13,332	23,111	471	519	26	3		56,961
Hayes General Store	1,859	2,923	1,999	63	46				6,890
Hill Top Mixed Business	4,633	9,181	4,978	140	103	8	4		19,047
Holbrook Stores IGA	90,913	55,713	27,360	1,489	949	10	8		176,442
Holroyd Newsagency	344	3	1,091	14	10	6			1,468
Homebush West Newsagency	194,615	158,303	290,254	7,005	13,162	1,548	412	9	665,308
Honour Church	84,441	57,962	32,939	1,939	1,174	15	19		178,489
Hope Shop Lake Cathie	164,764	134,678	67,002	3,203	2,223	20	7	3	371,900
Hotel Tudor	19,517	15,899	7,310	231	72		5		43,034
Hudson the Grocer	22,830	24,865	21,879	400	562	30	16		70,582
Huntlee Academy	125,696	71,242	48,998	2,471	2,812	12	14		251,245
IGA Allambie Height	1,085	1,548	1,056	11	23				3,723
IGA Austral	4,240	5,944	2,119	155	50	1	5		12,514
IGA Baradine	21,469	8,420	5,755	339	82		1		36,066
IGA Breakfast Point	711	752	988	9	12		2		2,474
IGA Crookwell	15,555	5,229	3,625	135	212				24,756
IGA Finley	77,147	21,130	9,400	315	141			1	108,134
IGA Hillston	21,532	8,166	4,509	61	69				34,337
IGA Hunters Hill	1,693	2,786	3,289	154	38	5	1	1	7,967
IGA Kandos	22,535	9,908	10,902	453	540	5	49		44,392
IGA Lake Cargelligo	49,617	13,188	9,366	353	600	2			73,126
IGA St Ives	13,015	14,341	12,928	239	222	7	14		40,766
IGA West Hoxton	1,326	1,434	1,228	58	31	1			4,078
IGA Xpress	3,261	4,705	5,060	157	224	4			13,411
IGA Xpress Barooga	2,146	3,097	1,021	150	58	34			6,506
India Bazaar Kellyville	357	129	294	2	2				784
Indian Groceries and Convenience Store	13,888	6,396	15,324	352	453	17	17		36,447
Inmi Convenience Store	14,508	11,680	21,762	310	739	58	25	2	49,084
Jason Kings Bakery	13,074	5,961	19,281	434	650	46	10		39,456
JC's Cotton Café and Takeaway	29,144	8,376	9,767	758	77				48,122
Jews for Jesus	7,226	10,960	14,236	295	270	26	10		33,023
John Smiths Café	64,656	70,874	81,979	2,123	2,703	172	109		222,616
Junee Supa IGA	115,288	67,890	25,054	1,444	756	2	38		210,472
K n K Fish & Chips	15,941	4,096	12,588	993	643	6	1	1	34,269
Khan's General Store	17,368	11,075	13,358	405	555	29			42,790
Kincumber Kebabs	1,297	1,646	1,307	52					4,302
Kingsdene Supermarket	805	641	912	11	9	3			2,381
Kols Kebab	6,976	10,677	8,882	177	140	2	11		26,865
Kulnura General Store	5,421	7,992	2,709	229	248	2			16,601
Kyogle Council	256,440	203,618	40,571	2,838	1,940	28	13	70	505,518
La Galleria Café	175	773	650	14					1,612

RETURN POINTS VOLUME DURING 2017-18 BY MATERIAL TYPE AND ZONE									
Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Lahore Food Blacktown	12,486	4,444	23,056	947	111	13	23		41,080
Lansvale Supermarket	4,115	5,322	6,501	441	202	17			16,598
Lethbridge Park Take Away and Bakery	4,103	3,047	3,083	115	214		1	1	10,564
Leura Village Takeaway	2,552	2,823	4,081	154	355	17	1		9,983
Li Jiangna - Chinese restaurant	917	1,585	1,194	12	52	5	5		3,770
Lilliputien Café	36	105	29		6				176
Lismore Shire Council	423,453	399,307	115,177	9,683	6,739	723	128	13	955,223
Little Bay Pharmacy	52	134	102						288
Lockwood Carpets Moorebank	93,470	62,414	68,699	1,716	1,868	62	109	3	228,341
Longfield Supermarket	955	617	1,170	33	3	16			2,794
Lucky 7	5,413	6,034	6,760	259	286	14	1		18,767
Lucky 7 Engadine	13,266	17,232	8,935	348	412	21			40,214
Lucky 7 Supermarket	5,910	4,613	6,668	177	224	56	6		17,654
Lucky Bakery Werrington	189		205	8		2			404
Lucky Star Sub Newsagency	27,042	24,130	30,225	951	1,322	57	18	1	83,746
Lugarno Carwash Café	590	518	2,260	28	26				3,422
Lugarno News and Post	800	628	1,309	5	7				2,749
Lulu Espresso & Polar Café	328,034	608,646	296,951	7,280	8,315	799	249	-	1,250,274
MAA Australia Convenience Store	2		45						47
Mangrove Mountain General Store	1,361	1,426	925	48	1				3,761
Manila Mart	1,562	1,100	1,454	15	25	4			4,160
Manly Blue Store	1,509	2,459	1,946	18	86		1		6,019
Manly Mini Market	43,163	108,412	57,176	691	1,098	110	181		210,831
Marayong Newsagent	22,079	8,785	19,538	1,308	361	7	4		52,082
Matthew Metals Recycling	1,332,595	839,788	343,710	25,615	23,679	246	258	2	2,565,893
Meena Convenience Store	4,312	2,564	3,565	55	59	13	4		10,572
Mekong Noodle Bar Leichhardt	408	158	502	3	11	21			1,103
Merinda Recyclers	237,661	196,378	108,891	7,284	4,027		15		554,256
Merrylands West Takeaway	20,943	12,336	24,764	824	604	41	4		59,516
Metro Frenchs Forest	1,148	2,795	603	22	9	1	1		4,579
Metro Fuel Bathurst	6,501	2,867	3,153	107	73		3		12,704
Metro Fuel Forbes	4,096	469	984	91	21				5,661
Metro Fuel Miranda	365	414	813	60	22		1		1,675
Metro Fuel Peakhurst	3,436	3,823	4,112	101	153	2	24		11,651
Metro Hand Car Wash	4,497	2,770	5,770	54	36	1			13,128
Metro Handwash Menai	3,143	4,982	2,175	30	136	1	2		10,469
Metro Killarney Heights	1,010	2,005	1,976	66	43	2	1		5,103
Metro Pendle Hill	4,291	2,978	4,756	78	108	1	8		12,220
Metro Petrol Leichhardt	552	383	348	15	88				1,386
Metro Petroleum Bexley North	431,139	407,401	659,518	17,289	17,352	1,613	321	4	1,534,637
Metro Petroleum Chester Hill	5,567	3,862	6,976	250	289	2		1	16,947
Metro Petroleum Hornsby	9,484	12,518	11,665	217	301	12	5		34,202
Metro Petroleum Peakhurst	1,585	1,256	1,000	13	26				3,880
Metro Petroleum Randwick	2,021	3,844	3,677	87	42	5			9,676
MFC Food Stores Northmead	51,350	36,109	51,045	1,338	3,325	205	63		143,435
MI Organics	193,074	147,328	49,374	3,496	1,178	14	10		394,474
Milsons Point Friendly Grocer	2,194	3,344	4,735	105	114	8	4		10,504

RETURN POINTS VOLUME DURING 2017-18 BY MATERIAL TYPE AND ZONE

Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Minchinbury Newsagency	18,826	10,168	19,455	1,297	2,452	6	4	1	52,209
Mosman Friendly Grocer	18,285	35,761	38,547	573	549	49	18		93,782
MTO Café Pty Ltd	4,832	5,924	5,762	404	243	74	2		17,241
MXJ Filoz Asian Store	6,814	4,824	15,975	129	256	101	4		28,103
Namaste Bazaar	653	605	1,725	22	54				3,059
Narara Takeaway	7,987	7,153	2,207	35	208		1		17,591
Narrabeen Newsagency	2,183	1,682	993	11	16	1			4,886
Nepean Distributors Narellan	980,239	445,952	612,304	29,956	40,157	375	178	26	2,109,187
News Xpress Toukley	16,532	7,291	5,891	105	86				29,905
Newsagent Concord	400	329	779	9	4		3		1,524
Newstar Newsagency	2,666	2,770	1,648	14	21	7			7,126
North Epping Newsagency	1,572	1,462	2,373	108	138	5			5,658
North Narrabeen Newsagent	79,552	104,989	71,650	1,730	753	97	244		259,015
North Parramatta Supermarket	48,703	27,463	56,966	915	1,711	104	16		135,878
North Sydney Newsagency	4,780	3,492	6,732	170	50	28			15,252
North Turramurra Newsagency	1,955	3,919	3,255	51	133	2	1		9,316
Nutrition for Life	6,219	6,009	8,973	580	477	13	1		22,272
NY Café	4,487	4,189	2,822	61	31	14	5		11,609
Oatley Auto Centre	24,122	25,854	27,973	584	704	64	7		79,308
Omart (ezyMart) Convenience Store	5,533	5,203	7,763	107	370	12	2		18,990
Oscars Café	2,981	6,419	6,710	78	36	3	3		16,230
Oyster Bay Bakery	3,282	5,526	2,828	270	31	1			11,938
Pablos Kitchen Catering	1,965	2,269	3,144	41	12	5	7		7,443
Palacio	3,319	6,541	4,244	28	1,413	5	60		15,610
Panlasang Pinoy	5,540	5,814	8,662	87	227	70	1		20,401
Parkroad Newsagency	12,106	11,373	16,607	449	641	13	11		41,200
Pasulabong Oriental Foods	172	364	514	12	17				1,079
Patrick Hot Bread	35,532	11,771	53,878	1,093	2,917	82	20		105,293
Payless Fuel Sydenham	41,141	60,769	63,324	1,394	504	137	14		167,283
Peak Hill Caravan Park	274,947	83,045	58,188	5,350	2,392	18	26		423,966
Peter Francis Scrap Metal	312,133	186,641	312,209	11,986	12,534	1,265	91	6	836,865
Pitchman Convenience Store	890	986	1,780	14	22	4	4		3,700
Platinum Shine carwash	133	175	566	3					877
Plus Milk Bar	9,227	8,032	6,503	107	124	13	9		24,015
Plus Milk Bar Sutherland	7,563	6,575	7,377	117	317	4	1		21,954
Press Ink Pty Ltd	41,539	43,549	35,828	756	187	346	26		122,231
Prime Service Station	32		32						64
Pymont Bridge Convenience Store	13,428	14,978	17,466	505	416	31	17		46,841
Queen Carwash and Café	114,400	50,519	139,909	5,067	4,950	212	109	7	315,173
R & M Mini Market	62,726	32,872	89,865	4,211	4,690	245	79	1	194,689
Ramsgate Newsagency	1,801	606	2,038	8	25				4,478
Re.Turn.It	543,383	173,229	127,082	7,959	7,672	214	392	1	859,932
Recharging Burger and Coffee		420							420
Redfern Supermarket	108,439	131,782	119,152	3,719	2,954	360	78		366,484
Resource Recovery Australia	546,599	439,980	164,602	8,177	5,648	894	30	1	1,165,931
Rooty Hill Charcoal Chicken	5,483	4,624	6,409	268	192	15		1	16,992
Rosebay North Newsagency	25,333	26,323	47,351	582	769	72	13		100,443

RETURN POINTS VOLUME DURING 2017-18 BY MATERIAL TYPE AND ZONE									
Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Rosehill Convenience Store	26,403	13,588	35,531	814	1,370	122	4		77,832
Rozelle News and Gifts	340	134	29		1				504
Rush Hour Convenience Store	10,968	10,036	22,572	726	611	14			44,927
Ryedale Rd Newsagency	113	682	783	20	62				1,660
Rylestone Foodworks	144,183	105,450	60,555	3,155	2,027	15	6		315,391
Saltwater Café & Takeaway	6,414	6,902	4,011	67	216				17,610
Sawtell Hotel	305,596	356,578	110,599	5,647	6,400	81	13	2	784,916
Scrambled Café	12,850	13,504	10,257	146	42	11	2		36,812
Seasoned Café	9,341	23,379	12,048	333	405	7	9		45,522
Sefton Convenience Store	936	724	1,136	54	59	25			2,934
Sell & Parker	5,041,659	1,836,270	1,658,410	93,097	68,139	1,485	3,381	11	8,702,452
Shantana Landscape Supplies	53,648	43,757	31,695	962	1,285	22	1		131,370
Simply Bakery Schofields	668	352	529	7	22		1		1,579
Skippers Umina Beach & Asian Noodle Shop	75,674	47,134	31,434	971	677	8	10	-	155,908
Skyline Supermarket	26,642	27,978	25,498	1,101	573	45	7		81,844
South Coogee Newsagency	4,184	8,845	5,077	126	174	2	5		18,413
South End Café	433	137	478	5	19				1,072
South Miranda Newsagency	758	1,153	1,199	12	47	1			3,170
South Pacific Food Distributors	8,719	7,036	9,140	179	42	11	-	-	25,127
South Rooty Hill Takeaway	63,818	22,472	77,558	2,341	3,175	88	3		169,455
Split Dinner Camden	269	57	353						679
St George Metals	769,688	730,408	917,549	17,899	23,024	1,922	2,086	9	2,462,585
Stanmore Newsagency	1,755	2,175	1,342	19	2				5,293
Star Car Wash	431	1,260	1,302	8	7		9		3,017
Star Car Wash Thornleigh	215,713	225,082	208,716	5,890	8,477	242	239	1	664,360
Strathfield South Newsagency	5,956	4,064	7,045	116	53	2			17,236
Strawberry Hill Food Shop	10,370	1,858	17,942	550	602	46	13		31,381
Sunshine Asian Supermarket	7,593	7,511	9,416	212	422	4	2		25,160
Super Sahel	10,378	17,418	18,126	179	310	30	3		46,444
Surfside Motorcycle Café	892	1,047	894	6	3		1		2,843
Sydney Hand Car Wash Baulkham Hills	39,989	43,741	50,379	1,027	2,795	89	44	2	138,066
Sylvania Waters Supermarket	113,093	122,419	111,697	2,220	3,252	119	44	1	352,845
Tamarama LPO	9,001	22,524	13,258	224	174	20	12	1	45,214
Tangs Mini Market	48,023	51,043	72,810	1,051	3,216	184	4		176,331
Teelings Recyclers Casino	1,382,342	216,574	78,899	8,581	1,883	80	350	1	1,688,710
Tenambit Take Away	13,480	5,952	4,854	304	165				24,755
The Advanced Store	47		231	1	1				280
The Bay	41,395	51,012	34,646	907	771	23	14		128,768
The Bay Hotel	82,635	50,666	30,595	1,045	668	6	23		165,638
The Commercial Hotel	59,235	39,072	10,892	1,616	412	1			111,228
The Little Corner Shop	393	411	735	21	9		1		1,570
The Little Shop	4,787	2,268	2,313	134	160				9,662
The Rail Cafe Richmond	13,746	10,550	11,295	182	540	26	10		36,349
The Top Shop	26,431	15,024	7,555	477	193				49,680
The Warehouse	119		364	12	89				584
Thorley's Takeaway	1,171	735	1,166	52	26	2			3,152

RETURN POINTS VOLUME DURING 2017-18 BY MATERIAL TYPE AND ZONE

Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Thuy-Uyen Bakery	2,035	904	1,629	19	14				4,601
Tong Da Convenience Store	42,532	50,720	52,393	1,430	1,739	60	8		148,882
Town and country recycling	469,849	206,041	133,721	6,773	4,522	32	22		820,960
Trafalgar Supermarket	4,726	4,725	8,151	375	303	18			18,298
Tran Mart	27,526	19,905	51,070	2,308	2,575	167	9	2	103,562
Two Ones Café	7,468	14,425	9,141	128	88	23	14		31,287
Ultimo Mini Market	10,535	2,835	23,949	341	98	56	10		37,824
United 24 Petrol Rozelle	53,485	77,582	69,361	1,503	1,291	233	185		203,640
United fuels	166,711	172,312	313,656	6,724	13,086	568	84	2	673,143
United Petrol Blaxland	79,391	78,988	55,938	2,365	2,704	43	35	2	219,466
United Petroleum Yagoona	29,647	30,678	50,957	450	1,128	222	39		113,121
V&L Machinery	219,957	75,857	37,540	4,961	2,611	7	6		340,939
Valmar Industries	305,032	311,217	172,975	14,235	8,799	67	172		812,497
Village Convenience	2,348	1,911	3,877	107	75	14	14		8,346
Vince's Café & Seafood	1,918	767	1,326	79	54	6	1		4,151
Vinnies Group	1,928,810	1,465,330	1,070,190	52,061	51,360	960	836	41	4,569,588
Wahroonga East Newsagency	2,777	2,766	2,109	107	160	4			7,923
Wahroonga East Takeaway	3,236	2,240	4,643	278	278	9	1		10,685
Wakeley Newsagency	30,268	15,039	42,232	1,703	2,250	291	42		91,825
Waverley supermarket	839	1,356	967	22	14	3	4		3,205
Welcome Supermarket	14,359	13,701	14,373	400	321	72	4		43,230
Wendy's Lucky Mart	727	172	422	8	19				1,348
Westgate LPO	146		203	1	7				357
Wilberforce Newsagency	26,240	20,762	14,353	945	1,620	1	1		63,922
Windsor Metal Recycling Pty Ltd	417,884	198,951	170,450	8,353	10,361	50	90	2	806,141
Windsor Newsagency	44,622	27,042	22,927	841	778	88	33		96,331
Winmalee Neighbourhood Centre	14,886	10,359	11,013	507	752	72	4		37,593
Wollongong Road Newsagency	18,660	12,745	30,101	2,077	464	20	3		64,070
Wycombe Road Newsagency	2,034	2,022	2,552	84	42	15			6,749
Yagoona Lebanese Bakery	64,981	71,246	102,263	4,681	1,631	208	26		245,036
Yash Indian Spice & Delights	260	656	732	23	9		1		1,681
Yennora Newsagency	9,895	8,033	15,473	354	219	26	4		34,004
Yowie Bay Friendly Grocer	58	1	91	8	1				159
Yum Yum Thai	869	1,655	1,684	14	24	1			4,247
Yumm Gourmet Pizza	81,845	37,114	41,979	2,501	3,565	42	20		167,066
Zabars Café and Deli	2,522	1,144	3,504	50	111	3	28		7,362
Tomra Cleanaway	148,814,958	108,613,371	100,735,675	5,003,815	4,730,406	106,864	36,282	3,200	368,044,571
	188,097,888	129,210,158	120,927,350	5,815,235	5,683,549	141,831	53,236	3,506	449,932,753

MATERIAL RECOVERY FACILITY OPERATOR VOLUMES CLAIMED DURING 2017-18 BY MATERIAL TYPE									
MATERIAL RECOVERY FACILITY OPERATOR	ALUM	GLASS	HDPE	LPB	PET	STEEL	OM	OP	TOTAL
Armidale Recycling Services Pty Ltd	446,336	694,551	8,396	-	504,583	-	-	-	1,653,866
Bottlecycler Australia Pty Ltd	-	6,878,019	-	-	-	-	-	-	6,878,019
Challenge Community Services	4,451,049	1,338,727	109,839	-	2,062,718	-	-	-	7,962,333
Cleanaway	2,147,681	2,601,718	96,260	-	2,094,941	-	-	-	6,940,600
Cowra Shire Council	247,599	-	-	-	69,763	-	-	-	317,362
Elouera Association Inc	644,473	329,822	-	-	287,244	-	-	-	1,261,539
Endeavour Industries Gbn. Inc	1,005,320	313,013	23,602	-	605,594	-	-	-	1,947,529
Gilgandra Shire Council	-	-	-	-	-	-	-	-	-
Glen Industries Ltd	281,649	141,191	14,313	-	254,214	-	-	-	691,367
Gunnedah Workshop Enterprises Ltd	337,038	148,763	9,048	-	121,843	-	-	-	616,692
Handybin Waste Services (Coffs Harbour) Pty Ltd	2,996,761	6,076,199	128,087	-	1,512,314	-	-	-	10,713,361
JR & EG Richards Pty Ltd	8,876,610	12,445,952	221,583	-	4,827,321	-	-	-	26,371,466
Kurrajong Waratah	4,720,577	2,761,452	75,183	-	2,735,174	-	-	-	10,292,386
Lismore City Council	6,578,540	2,404,562	173,664	-	4,126,650	-	-	-	13,283,416
Merinda Recycling	235,653	109,853	3,054	-	101,517	-	-	-	450,077
Manco Engineering Australia T/A Bottle Sonic	-	2,471,963	-	-	-	-	-	-	2,471,963
Mid-Western Regional Council	-	-	-	-	37,252	-	-	-	37,252
Northaven Ltd	528,980	172,794	-	-	285,431	-	-	-	987,205
Par Recycling Services	13,313,024	35,317,195	836,951	-	18,109,777	-	-	-	67,576,947
Polytrade Pty Ltd	7,922,250	31,812,694	1,068,735	-	23,151,065	-	-	-	63,954,744
Solo Resource Recovery	10,279,632	25,015,018	665,963	-	14,446,532	-	-	-	50,407,145
South Coast Plant Hire T/A Shoalhaven Recycling	1,602,283	11,970,153	23,714	-	522,094	-	-	-	14,118,244
Suez Recycling and Recovery Pty Ltd	12,079,655	12,447,023	400,411	-	8,710,123	-	-	-	33,637,212
Uralla Shire Council	495,097	129,105	6,003	-	186,566	-	-	-	816,771
Visy Recycling	51,689,112	123,381,133	3,540,781	-	67,676,874	-	-	-	246,287,900
Warrumbungle Waste	179,200	89,427	9,141	3,712	146,252	-	-	-	427,732
TOTAL	131,058,519	279,050,327	7,414,728	3,712	152,575,842	-	-	-	570,103,128

Note: Where a MRF Operator is responsible for the operation of more than one MRF, the figures above represent the sum of all containers claimed by each MRF Operator across all of their facilities.

Note: MRF Operators may also have claimed eligible containers contained in an output stream known as Mixed Plastics. Mixed Plastics contains both PET and HDPE. For consistency with the material types reported by Suppliers, where a MRF Operator has claimed containers contained within a Mixed Plastics output, these containers have been reclassified and included in the HDPE and PET totals.

Note: Reported volumes are correct as at the time the quarter 4 2017/18 claims were finalised in August 2018.



RETURN AND EARN

If you have any questions about
Return and Earn, contact:

Exchange for Change - Scheme Coordinator

1800 813 887

info@exchangeforchange.com.au

PO Box 3414 Rhodes, NSW 2138

ABN 12 620 512 469

