

BEYOND COMPLIANCE:

Creating Value Through Tailored
Take-Back Programs

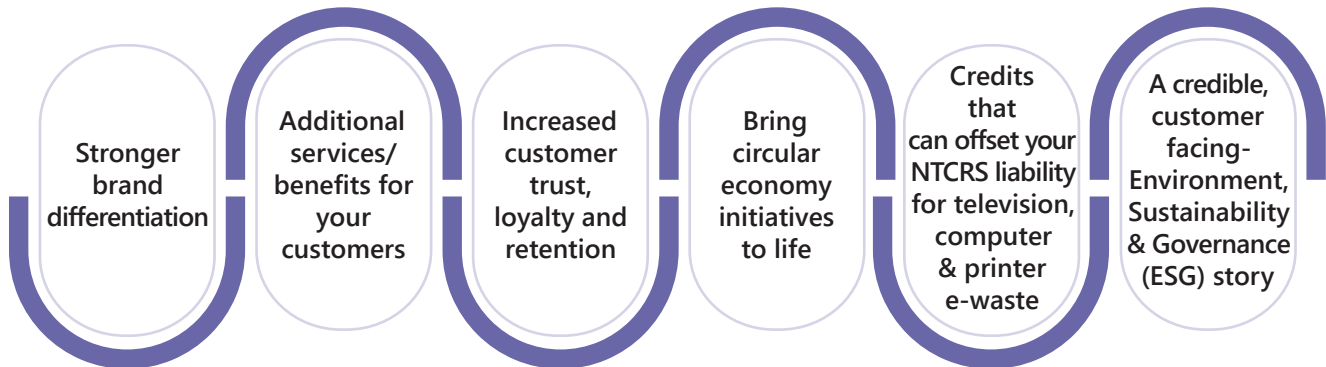




Are you getting the full value from your co-regulatory arrangement?

Most liable parties meet their National Television and Computer Recycling Scheme (NTCRS) obligations purely by paying their co-regulatory fees.

The organisations that go further, creating branded, tailored take-back programs, unlock far greater value:



- ❖ ANZRP has achieved a **Reputation Index Score** of 4.1 (categorised as #1 trusted¹)
- ❖ ANZRP has achieved a **Member Retention Score** of 91%¹
- ❖ ANZRP has achieved a **Net Promoter Score (NPS)** of 59%¹ which is well above the global industry median²

Canon

"We choose to work with ANZRP as our co-regulatory partner for e-waste recycling because they make the process seamless, transparent and trustworthy, underpinned by strong governance and risk management."

General Manager Sustainability, Oceania,
Canon Australia

officeworks

"Working with ANZRP has helped Officeworks grow and strengthen our Bring it Back program, making it easier for customers to recycle their unwanted tech responsibly through our national store network."

Circular Economy Lead, Officeworks

THE CHALLENGE?

Running a successful take-back or tailored stewardship program is operationally complex. It can divert your people from spending time on what they do best.

THAT'S WHERE ANZRP COMES IN.

¹ Verified by independent CX and NPS research (March 2026)

² CustomerGauge - B2B NPS & CX Benchmarks Report, (2021)



Why product stewardship matters

Product stewardship and take-back programs are not just about meeting regulatory requirements - it's about how your organisation shows leadership that helps build your customer experience and relationships, whilst fulfilling sustainability and governance criteria.

Well-designed stewardship and take-back programs help businesses:

- 🔒 Strengthen relationships with customers and partners
- 🔒 Demonstrate genuine environmental and social impact
- 🔒 Align sustainability initiatives with commercial objectives
- 🔒 Reduce risk and improve compliance confidence

ANZRP works with members to move beyond "tick the box" compliance towards programs.





Tailored take-back programs

What's really involved?

A successful take-back or Individual Product Responsibility (IPR) program involves far more than placing a collection box, transporting e-waste and engaging a qualified recycler.

Behind the scenes, it requires specialist capability across:

CUSTOMER - FACING DELIVERY

Turning stewardship into a positive brand experience rather than an operational burden and designing an approach that works for your customers and clients and fits your commercial imperatives.

COLLECTION DESIGN AND SETUP

Designing systems that work for your products, customers, business systems and distribution channels.

LOGISTICS AND TRANSPORT MANAGEMENT

Ensuring materials move efficiently, safely and cost effectively.

RECYCLER SELECTION AND OVERSIGHT

Working with certified recyclers and managing performance, capacity, risk and importantly circular economy outcomes.

TRACEABILITY AND ASSURANCE

Verifying where materials go and how they are processed - essential for ESG reporting and mitigating risk.

COMPLIANCE AND REPORTING

Meeting NTCRS requirements, scope 3 reporting and customer commitments with confidence, accuracy and transparency.

**THIS COMPLEXITY IS NOT A PROBLEM
WHEN IT'S MANAGED BY THE RIGHT PARTNER.**



How ANZRP supports your organisation

ANZRP partners with members to design, deliver and manage tailored stewardship solutions that fit your customers and your business - not a generic model.

Our support includes:



Strategically Designed Programs

We work with you to develop programs aligned to:

Your
customer
base

Your brand
and ESG
objectives

Your
product
mix

Your
reporting
requirements



End-to-End Operational Management

ANZRP manages the process end-to-end, so you don't have to - from taking bookings, managing enquiries and organising collection and logistics through to recycler engagement, process oversight and reporting and delivering a fully integrated solution.



Scalable, Future Ready Solutions

As your business grows or regulations evolve, our programs grow with you.



A Customer Positive Experience

We help transform take-back programs into something your customers understand, value and trust.





Who we work with

ANZRP works with leading brands who understand that good stewardship is good business.

We have worked with numerous members to implement take-back programs that demonstrate what “good” looks and feels like and which build their brand and their customer base:



KONICA MINOLTA



officeworks

Canon

A Question Worth Asking

Next Step

Talk to ANZRP about how a tailored take-back or IPR program could support your organisation’s compliance, sustainability goals and commercial growth.



KONICA MINOLTA

“At Konica Minolta Australia, sustainability is embedded in how we operate. Our partnership with ANZRP has enabled us to make e-waste recycling more accessible for businesses and the community, helping divert valuable materials from landfill and support a more circular economy. Together, this shows how collaboration can scale responsible recycling and deliver meaningful environmental outcomes.”

Senior Manager - Facilities, Quality and Environment, Konica Minolta Business Solutions Australia

Apple

Canon

Konica
Minolta

Officeworks

HP

HPE

SEE HOW ANZRP CAN ASSIST YOU
TO GROW AND PROTECT YOUR BUSINESS

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