



Annual Report 2022-2023

We acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay respects to their Elders past, present and emerging.



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Our 2022-2023 highlights

1.9b

beverage containers returned through container refund points and material recovery facilities this year (8.1 billion since scheme launch)

↑
Up 3.3% from FY22



More than
438,199
tonnes

of containers returned for recycling to date, supporting the circular economy

\$166.1m

returned to Queenslanders (including \$3.1 million donated to charity and community groups)

↑
Up \$8.5m from FY22

362

container refund points across the state



75

Net Promoter Score

Source: Containers for Change app survey (n= 72,800)



84,627

Queenslanders signed up for a Containers for Change member number in FY23 - 498,520 total member sign ups since scheme launch.

↑
Up 6.7% from FY22

86

independent operators contracted to run container refund points in the scheme

↑
Up 3 from FY22

937*

jobs created for Queensland

* Scheme jobs as reported by container refund point operators and COEX as at 30 June 2023

↑
Up 122 from FY22

Chair's message

Welcome to the 2022-2023 Container Exchange (COEX) Annual Report.

It's my pleasure to present the 2022-2023 Container Exchange (COEX) Annual Report on behalf of the COEX Board.

Queensland's container refund scheme first launched in November 2018 and in the years that have followed it has made significant progress in litter reduction and advancing Queensland's circular economy through increased participation in recycling.

The design of Queensland's container refund scheme is unique, COEX is a for-purpose organisation centered on planet, people and performance, and not profit. COEX is a not-for-profit entity and we are focused on sharing the environmental, social and economic benefits of the Containers for Change scheme throughout our state. We support businesses and social enterprises across Queensland to open container refund points in their local communities. In turn, these businesses provide employment and fundraising opportunities which foster economic growth and community benefits.

We are immensely proud to have supported the creation of more than 937 jobs across our collection network, including many for Queenslanders who may be marginalised or facing disadvantage.

Since the scheme's inception, more than \$6.7 million in container refunds have been paid to Queenslanders thanks to their efforts returning more than 6.7 billion containers through our network of container refund points.

In the past financial year alone 1.7 billion containers have been returned through our refund point network, with more than 200 million additional containers returned through material recovery facilities (MRFs) and kerbside collection services.

As we have achieved this growth we have maintained a steadfast focus on assuring the integrity of our recycling network and providing visibility of recycling outcomes. We're committed to prioritising on-shore recycling, and welcome the expansion of the remanufacturing industry in Queensland and Australia, and look forward to it providing even stronger end markets for scheme material.

This year's Annual Report is a testament to the collective efforts of the many individuals and organisations involved across the Containers for Change scheme, from industry participants, to container refund point operators, processors, logistics providers, recycling partners and community stakeholders. We are grateful for the continued collaboration in the scheme.

We welcome the appointment of the Honourable Leanne Linard, Minister for the Environment and the Great Barrier Reef to this portfolio and look forward to working closely with her as the scheme continues to expand and evolve. Our sincere thanks goes to the Honourable Meaghan Scanlon for her tremendous support while in the role of Minister for the Environment and the Great Barrier Reef.

I'd also like to thank my fellow Board members, and the COEX team for their shared commitment to growing the scheme and its impact. This year we are pleased to have welcomed our new CEO Natalie Roach, who is leading COEX through its next phase of transformation and growth while continuing to optimise the environmental, social and economic benefits of the Containers for Change scheme in Queensland.

As we look to the year ahead, COEX renews its commitment to delivering meaningful environmental, social and economic impact for the people of Queensland and empowering us all to make the change that matters.

Andrew Clark
Board Chair



CEO's message

Since joining COEX in January 2023 I've been truly inspired by the reach and impact of Queensland's Containers for Change scheme. On behalf of the organisation, I'm proud to share our 2022-2023 Annual Report and the stories of how we're making the change that matters.

Since its inception, COEX has established an extensive network of partners and refund point operators who are committed to ensuring Queenslanders enjoy the environmental, social and economic benefits of the Containers for Change scheme.

As incoming CEO, I've been delighted to meet with many of the Queenslanders who make it possible to deliver the scheme and share the benefits it offers. In 2022-2023 we delivered more than \$166 million worth of 10-cent refunds to customers, including \$3 million paid back to charities and community groups. Looking ahead, I am excited to continue to strengthen and grow our customer and stakeholder relationships, and our collection networks, to further enhance our impact and support Queensland's circular economy.

In sharing our results for 2022-2023, I am pleased to report that we have grown container collection rates for the fifth year in a row. The collection rate for the year was 63.5%, representing 1.9 billion containers returned through the scheme. We are encouraged by our peak collection rate of 75.1% in April 2023.

Queensland's geographically dispersed collection network is unique amongst container refund schemes, encompassing high rise living in our urban areas as well as regional and remote collection sites. These include Birdsville in the far west and, north as far as Badu Island, which opened in the Torres Strait in December 2022.

Through customer and community engagement we gather insights that help inform future iterations and innovations in how we increase access to the scheme. This includes continued collaboration with First Nations local government areas to develop fit-for-purpose collection sites in those communities. Our goal is to meet the needs of all Queenslanders wishing to participate in the Containers for Change scheme.

Through our 2023 Change Maker Awards and inaugural conference we recognised those Queenslanders who have gone above and beyond in delivering positive change through the scheme. It was a personal highlight for me to present these awards and celebrate the truly outstanding achievements of our 'change makers'.

We look forward to further enhancing our impact through the scheme expansion to glass wine and spirit bottles from 1 November 2023. Since its announcement we have been focused on collaborating with the Queensland Government, beverage manufacturers and our operator network to ensure our customers can enjoy the benefits of returning even more containers for a 10-cent refund.

In sharing our highlights from 2022-2023, I would like to thank our many partners and stakeholders – from beverage manufacturers to refund point operators and all those in our collection network – whose support is improving recycling outcomes and growing Queensland's circular economy.

I echo the Chair's thanks to the Minister for the Environment and the Great Barrier Reef the Honourable Leanne Linard, and previously the Honourable Meaghan Scanlon.

I would also like to sincerely thank the COEX team for their commitment and the incredible energy they bring to grow the Containers for Change scheme.

Of course, none of this would be possible without the support and advocacy of the many Queenslanders who have embraced the scheme, and are directly reducing litter and increasing recycling while creating lasting environmental, social and economic impacts reaching far and wide across our state.

We are grateful for your support in making the change that matters.

Natalie Roach
Chief Executive Officer





Our targets



Eligible containers returned

Target = 85%
Actual = 63.5% FY23 collection rate
 75.1% peak collection rate (April)



Total number of container refund points

Target = 307+
Actual = 362



On-time payments to operators, processors, logistics, MRFs, councils

Target = 98%
Actual = 99.8%



Regular audits to ensure a safe, fair and trusted scheme

Target = 100%
Actual = 100% conformance to audit plan



Scheme public awareness

Target = 80%
Actual = 84%



Beverage industry participation

Target = 95%
Actual = 95%

About us

Making the change that matters

In FY23 we redefined our vision and values and introduced a guiding philosophy, 'making the change that matters'.

From these, we affirmed strategic goals that capture the significant environmental, social and economic impact we can deliver in Queensland.



Our vision

To influence and enable all people to participate in a circular economy

Strategic goal 1



Environmental impact – maximise accessibility and meet customer needs to increase recycling

Strategic goal 2



Social impact – create opportunities for the community to benefit

Strategic goal 3



Economic impact – generate short term and long term value

Our values

COEX's organisational values are at the heart of all we do. These values guide our actions, culture and decision making



Be proactive



Value others



Work together



Contribute positively



Be transparent

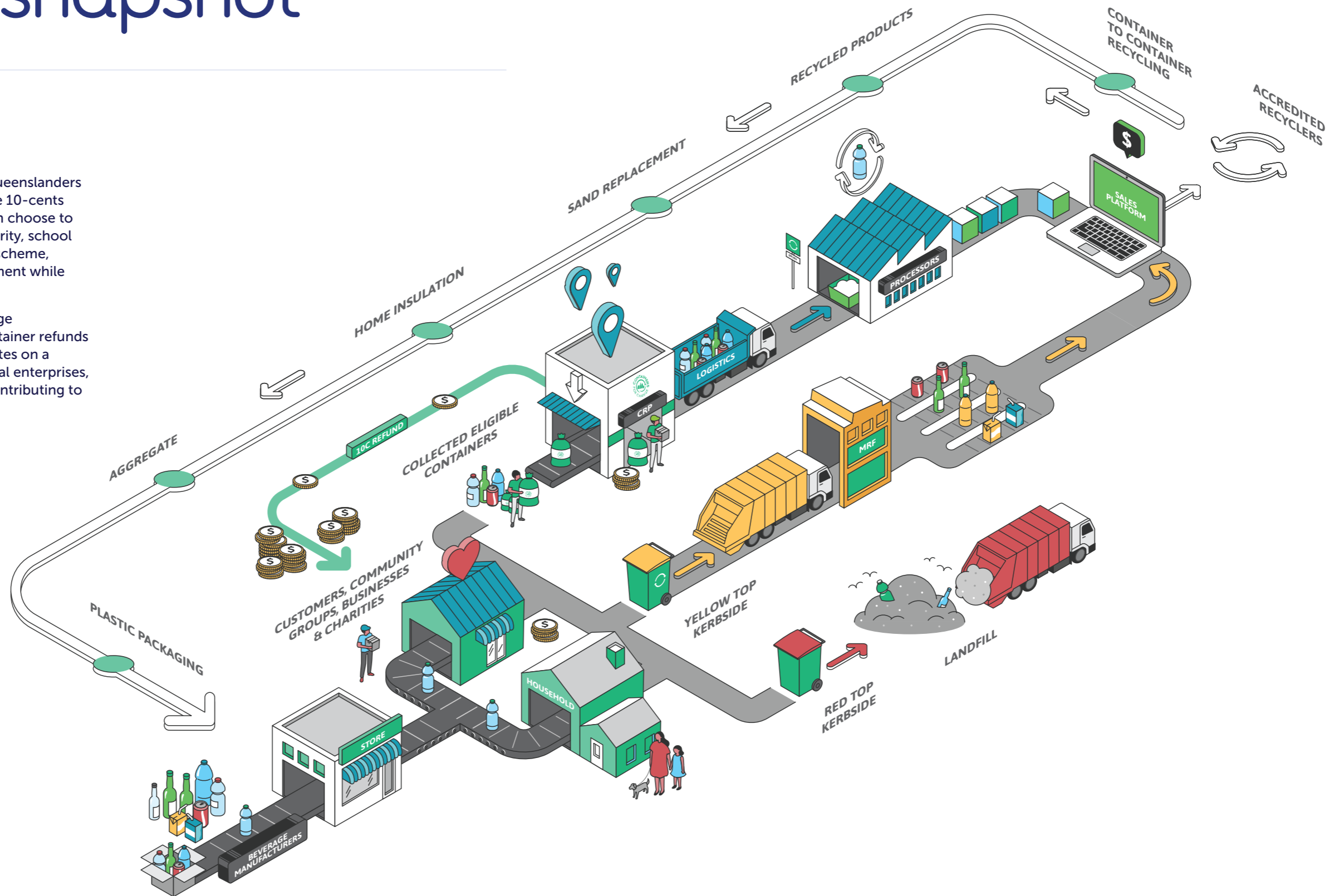


Scheme snapshot

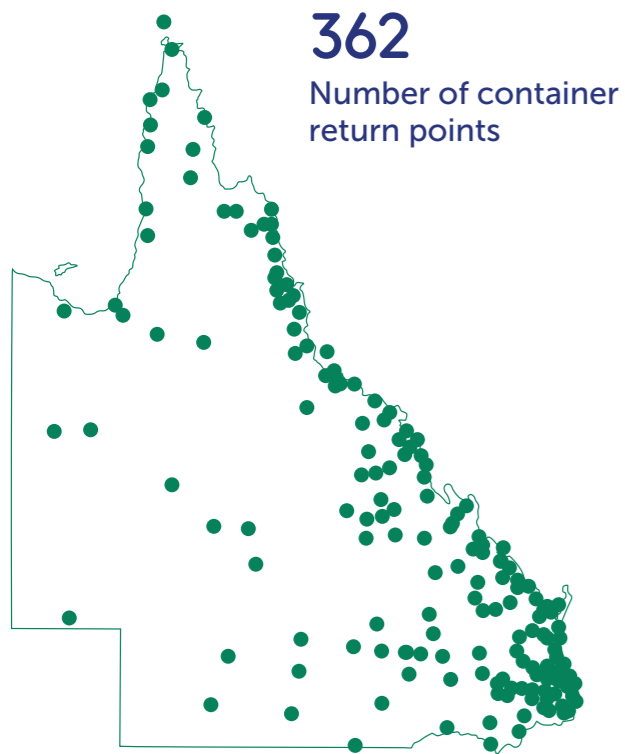
How it works

Containers for Change is designed so all Queenslanders can share in its benefits. Consumers receive 10-cents for each eligible container returned and can choose to keep their refund or donate it to a local charity, school or community group. By taking part in the scheme, residents are helping clean up our environment while contributing to a circular economy.

Containers for Change is funded by beverage manufacturers, who cover the costs of container refunds and scheme operations. The scheme operates on a not-for-profit basis focused on driving social enterprises, improving environmental outcomes and contributing to sustainability in Queensland.



Scheme snapshot



Types of return points

Depot	150
RVM kiosk	25
Bag drop	115
Mobile	72

FY23 collection rate

63.5%

Proportion of total volume collected:

Via container refund points	86%
Via material recovery facilities	14%

Collections by type

	Volume (millions)	Collection rate
Aluminium	933	66.7%
Glass	476	80.7%
PET	447	53.6%
Liquid paperboard	35	23.2%
HDPE	46	63.6%
Steel	1	29.5%
Total	1,938	63.5%

\$175.5m

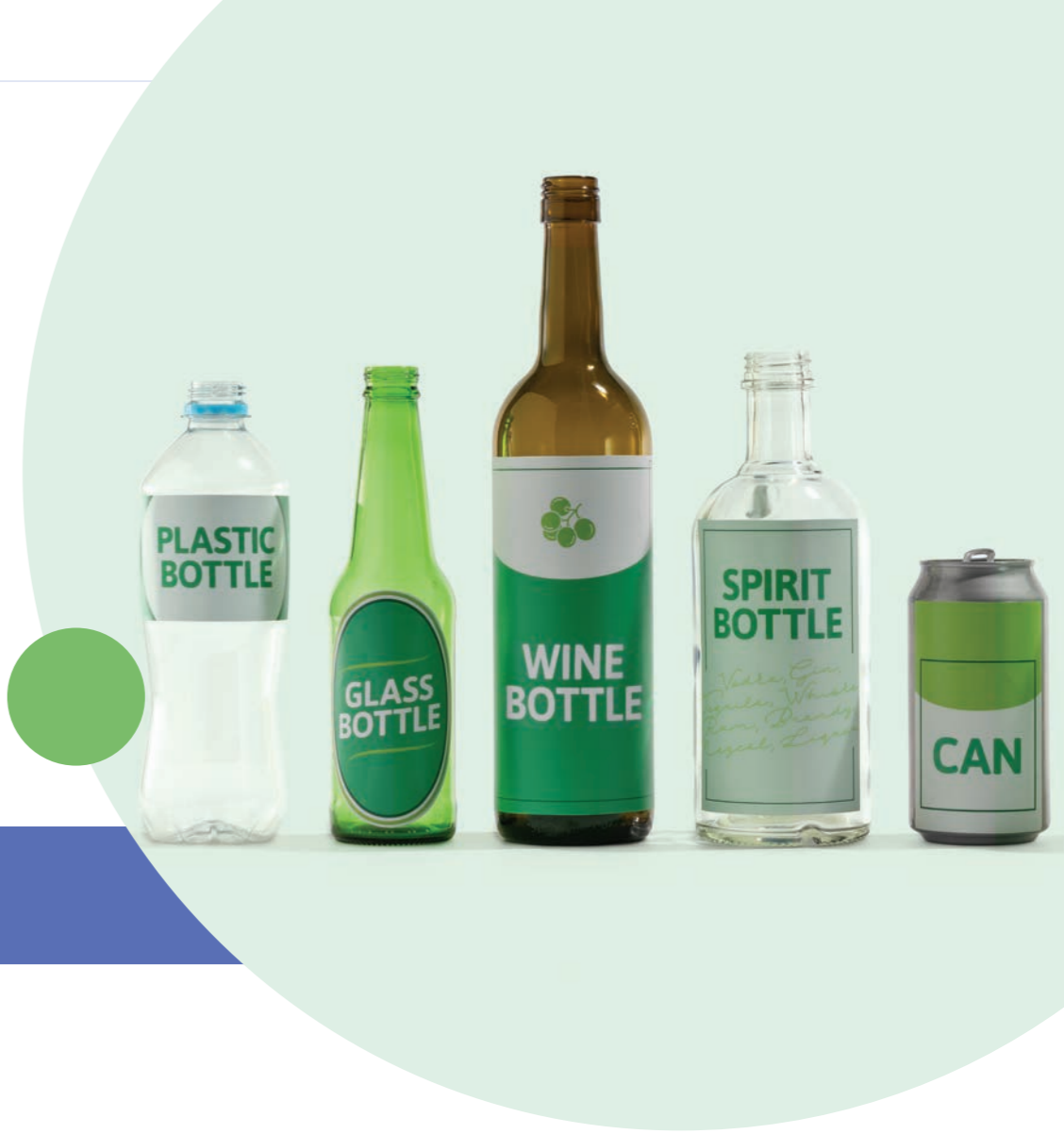
(inc GST) paid to operators, processors and logistics

\$27.9m

paid to MRFs and councils (including GST and MRF audit fees)

7.9m

record daily volume of containers



Leading the way

In April 2023 the Queensland Government announced a significant leap forward for container refund schemes in Australia with the news that Queensland would be the first state to accept glass wine and spirit bottles into a scheme.

The announcement followed a period of extensive consultation with customers and industry stakeholders conducted by the Queensland Department of Environment and Science. This showed 98.1 per cent of 6,600 Queenslanders consulted supported the expansion.

It is anticipated the expansion will increase recycling amongst existing customers while also attracting more Queenslanders to participate in the scheme. This in turn is expected to deliver even more environmental, economic and social benefits for communities across the state.

The momentous change will come into effect from 1 November 2023 to coincide with the five year anniversary of the launch of Containers for Change in Queensland.

Enhancing our impact

Our impact measurement journey

Last financial year COEX worked closely with independent consultant Think Impact to implement a more structured approach to measuring the social, environmental and economic impact delivered by the scheme.

This measurement approach adopted a social return on investment (SROI) model which calculates a financial value for the broader scheme impact.

In FY23 the scheme delivered \$293 million of value from an investment of \$410 million, giving an overall SROI of 71-cents to the dollar. This result is relatively stable compared with last year's result of 73-cents to the dollar.

This was a pleasing result given global trends indicate the SROI delivered by container refund schemes typically stabilises as schemes mature and the tangible impact of removing containers from the litter stream levels out.

Environmental Value

More than \$56 million in environmental value was achieved in FY23. The key driver of environmental value is the tonnage of material that is recycled, specifically volumes above and beyond what would have been recycled without the scheme. In financial year 2023 it was estimated 93,542 tonnes of material was diverted from landfill and from marine and aquatic ecosystems due to the scheme.

Social Value

In FY23 the scheme delivered more than \$66 million in social value. This is largely achieved through refunds customers received that supported their ability to meet their cost of living needs.

This is of particular importance for Queenslanders living in remote communities where employment opportunities are limited. The scheme also supported the state's charities, schools and community groups to raise more than \$3.1 million through fundraising opportunities.

Economic Value

The majority of the scheme's economic value falls to individuals who increase their disposable income through container refunds with customers receiving \$166.1 million in refunds in FY23. Employment through the scheme also provided benefit.

The scheme also delivered an estimated \$20 million of value to container refund points, material recovery facilities and other associated businesses. As of FY23, 937 jobs have been created by the scheme with an estimated 86 of these being held by First Nations peoples and a further 183 jobs held by people who had experienced barriers to employment.

Case study

Hearts of Purple: Raising funds for families at risk

Gold Coast-based not-for-profit organisation, Hearts of Purple, operates on the very frontline of domestic and family violence, providing life-saving support for families in high-risk situations. The charity's amazing results are an example of the power of partnership when it comes to harnessing the fundraising benefits of the Containers for Change scheme.

Supported by container refund point operators, including Express Recycling's sites across South East Queensland and ABC Recycling in Bundaberg, the Hearts of Purple team has collected over 2.1 million eligible containers, raising more than \$210,000 to fund life-saving crisis support and housing assistance for those experiencing family violence in Queensland.

Hearts of Purple's 'Purple Bin Program' saw eye-catching purple collection bins placed across the Gold Coast which resulted in a significant surge in container donations.

Funds raised from the program are reinvested, enabling the Hearts of Purple team to continue providing ongoing support services. The project has helped the organisation fund a block of land to build emergency housing for women and families in high-risk situations.

Hearts of Purple was celebrated for its achievements at the 2023 Change Maker Awards, recognised as both Community Group of the Year and overall Change Maker of the Year.

Scan the QR code below to watch Hearts of Purple's story and help them make change by donating via member number C10161243.



Our updated strategic plan

COEX's strategic plan is reviewed annually to ensure it remains optimally aligned with the organisation's goals. While the business's primary focus remains growing container volumes, COEX has identified key opportunities to support this overarching goal.

Our revised strategic plan sets the future direction of our organisation with a particular focus on:

- Driving the flow of scheme benefits to First Nations local government areas, social enterprise, charities and community group stakeholders
- Educating and influencing current and future generations of change makers
- Raising awareness and increasing participation through a better understanding of motivations and barriers
- Providing customers their channel of choice through maximised accessibility
- Broadening the scheme's circularity impact across the value chain

Progress toward these goals is already well underway. Over the past year we have increased participation through initiatives such as the Container Collect home collection service, out of home collection at major public events across the state and return to retail opportunities like Reverse Vending Machines (RVMs).

COEX has also invested in the Far North Queensland region to help build relationships with Aboriginal and Torres Strait Islander councils and communities in alignment with the Queensland Government's Respecting Country: A sustainable waste strategy for First Nation communities.

This has resulted in a permanent presence in the region with a Cairns office and dedicated relationship manager to foster partnerships between Aboriginal and Torres Strait Islander councils and COEX.



Case study

Badu Island depot leads Torres Strait recycling revolution

The Containers for Change scheme continues to place significant efforts into regional outreach, most recently welcoming the first ever container refund point into the Torres Strait region. The Containers for Change Badu Island depot began operating in December 2022, and was officially opened to the community in April 2023 with a celebratory welcome ceremony.

The newly established depot, named "Crystal Ailan" in the local language, provides the local community and its visitors with access to Queensland's container refund scheme. Previously, returning drink containers for recycling involved an 800km journey to Cairns. Through Crystal Ailan, the community now has local access to container recycling, enabling them to efficiently cash in their containers and retain the financial benefits within their community.

As at 30 June 2023, the Badu Island depot had processed more than 176,700 empty drink containers, resulting in more than \$17,600 in refunds being paid back to customers - an extraordinary achievement for a community of around 1,200 residents.

Containers for Change Badu Island operator, Edmund Tamwoy said the community is thrilled to be the very first Torres Strait community to have their own container refund point.

"Almost every resident of the island has returned drink containers since the site became operational in December last year, with the amount of litter reducing overnight," said Edmund. "Before we opened, if people had a party, you'd see glass or cans littering the street - and as soon as we started Containers for Change that disappeared completely."

"People are caring about Country more than ever, especially children walking around collecting containers to keep the environment clean because they have a rewarding incentive. We have even had a little boy around six-years-old who collected over \$600 in the first three weeks - that's more than 6,000 containers."

The success of the depot is testament to the depot's hardworking team of three employees who open the depot two days a week, with extended hours and additional staff expected in the year ahead.

The Badu Island achievement showcases the positive ripple effect the Containers for Change scheme can have in creating cleaner, more sustainable communities. At the end of FY23 plans were being finalised to open a container refund point in the Aboriginal Shire of Yarrabah, south-east of Cairns and another four First Nations local government areas (Doomadgee, Mapoon, Kowanyama, and Woorabinda) had submitted applications for their own local container refund points.

Understanding our customers

Listening to our customers has been crucial to the success of the Containers for Change scheme. A continuous feedback loop is actioned via point-of-sale surveys at container refund points and within the Containers for Change app. Feedback from these channels and other research projects has provided valuable insights. These insights are used to inform improvements around how and where current and future customers can access the scheme, ultimately helping to increase container recycling across Queensland.

72,800 customers were surveyed via the Containers for Change app in FY23. Of those surveyed:

94%

were satisfied with their experience

75%

were likely to recommend the scheme to others

In May and June of 2023 COEX conducted its most significant customer research project to date, surveying 2,500 Queenslanders to assess awareness and participation levels across regions, age groups and household types. Importantly participants who rarely used the scheme were asked to identify the barriers to their participation. This information will be used to develop more tailored customer messaging and niche collection solutions to increase participation and drive volume growth.

The results of this survey will also be combined with complex geospatial mapping, ABS and census data and land use and zoning regulations to help better inform network planning and design.

Throughout FY23 COEX continued to measure customer satisfaction through a range of feedback channels at key points through their return journey. This data was assessed at a scheme wide, regional and container refund point level with insights applied to continuously improve customer experience.



Case study

Scheme innovation: CBD workers and shoppers cash in

Throughout FY23, Containers for Change continued to explore new avenues for container returns with a particular focus on increasing return to retail options. This return method provides customers with a simple way to incorporate recycling into their regular shopping routines.

In a scheme first, July 2022 saw the launch of a Reverse Vending Machine (RVM) container refund point in the heart of Brisbane's CBD at The Myer Centre (now Uptown). Previously the only CBD container refund point had been a bag drop.

A new site was found next to the Myer Centre's major food retail outlet. An eye-catching custom fit out, the inclusion of an RVM option, plus online and onsite promotion, saw CBD recycling volumes increase from an average of 5,000 containers per week, to more than 20,000 containers per week. In FY23 the site returned more than 1 million containers, including many from nearby office workers.

The new site is staffed by team members from social enterprise Substation 33, which also collected and counted the containers returned via the RVM,

supporting job opportunities in both a retail and refund point environment.

Further afield seven new RVM kiosks were placed across Queensland's south-east at popular shopping centres - with locations strategically selected to meet gaps in the existing container refund point network.

Kiosks mobilised in Greater Brisbane, the Gold Coast and Sunshine Coast increased the number of RVMs across Queensland to 27, providing an appealing option for customers returning smaller numbers of containers more frequently.

Refunds at the kiosks are paid either via electronic funds transfer into customers' bank accounts, as an instant retail voucher, or can be donated to causes chosen by customers.

By meeting customer needs for convenience, the addition of the RVM kiosks contributed to an impressive 4,214,394 additional containers in FY23.



Our performance

Strategic goal 1: Environmental impact



Maximising accessibility to increase recycling

In FY23 the scheme achieved its greatest geographic expansion yet, with new container refund points at Badu Island in the Torres Strait and Birdsville in the far west of the state. A record number of containers were returned through the scheme's container refund points (CRPs) and material recovery facilities (MRFs) this year, with more than 1.9 billion containers returned in FY23 and more than 8.1 billion containers recovered since the scheme's launch. For Queensland, which was once one of Australia's most littered states, this is a significant impact.

As our collection network continues to grow, COEX is focused on meeting the varied needs of our customers by providing a range of options for container returns. From 'drop and go' bag drops, to home collection services and out of home solutions, we have engineered a range of container refund solutions that promote ease of accessibility.

COEX significantly expanded its popular free home collection service Container Collect with 124 new suburbs added to the program in FY23. More than 19 million containers were collected from 1,029 South East Queensland suburbs representing a substantial contribution to the scheme. 98% of South East Queensland homes now have access to the service. Importantly, 19% of those using the service being first-time participants in the scheme, citing physical and transport limitations as previous barriers to participation.

IMPACT Community Services launched the network's first solar powered mobile container refund point (CRP) at Qunaba (pictured) to provide even greater access to the scheme in Queensland's West.

COEX also launched the state's first Reverse Vending Machine (RVM) at a waste transfer station in conjunction with Noosa Shire Council. The Australian-made RVM which opened at the Doonan waste transfer station in June 2023 is part of a trial aimed at reducing containers going to landfill.





Case study

Recreation and recycling: out of home container refund solutions

Over the past 12 months COEX expanded its collection volumes through clever out of home container refund solutions that targeted one off events and commercial settings.

During FY23 COEX provided container refund solutions for 56 major events across Queensland. COEX worked closely with facility managers and waste contractors to deliver a holistic event solution that maximised volumes while minimising contamination rates.

“More than 3 million containers were returned via the out of home commercial initiative including 840,000 from stadiums across the state.”

Sizeable return volumes were recorded at Brisbane’s Knot Festival (152,115 containers), the Gympie Muster (134,606 containers) and Listen Out Festival (99,811 containers).

In addition to strong collection volumes the events delivered excellent scheme awareness benefits through branded bins and signage opportunities to further drive awareness of the Containers for Change scheme.

The Ekka alone was attended by more than 340,000 people providing a significant opportunity to grow scheme awareness. Collection at the event was also a success with more than 51,000 containers diverted from landfill over the nine days.

Through its Partners for Change program COEX worked with commercial entities across tourism, hospitality and retail, as well as corporate office buildings to design fit-for-purpose solutions for their sites.

Solutions such as custom storage bins and boxes, back-of-house consolidation bins, in-office collection boxes and tailored shopping centre RVMs were rolled out across Queensland. The team also worked to facilitate collection connections with local container refund point operators to service the sites.

“More than 1.47 million containers were collected at events hosted as far north as Cairns and as far west as Birdsville.”

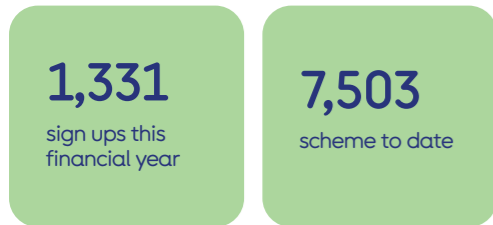
Strategic goal 2: Social impact



Investing in our communities

In addition to its environmental and economic impact, the scheme has delivered significant social benefits for communities across Queensland. In FY23 community groups, schools and other charitable organisations leveraged the scheme’s fundraising capabilities to inject more than \$3 million back into their communities at a grassroots level.

Charities and community groups registered with Containers for Change



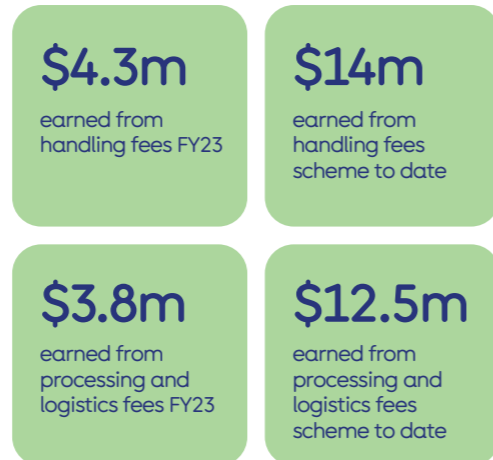
Refunds to community groups and charities registered with Containers for Change



Our impact through social enterprises



Revenue earned by social enterprises operating in the Containers for Change network



Keeping our network safe

The safety of our scheme, our customers and our operators remain a top priority.

- **344** external safety audits conducted in FY23
- **738** monthly safety data reports received from operators and contractors
- **19** safety alerts and notices issued to educate and inform scheme participants
- **2** notifiable Workplace Health and Safety incidents scheme-wide

In FY23 our investments in safety included:

- Psychosocial risk working group established to support compliance with the new Code of Practice for managing psychosocial hazards at work
- Austrace Investigations Group operator forums held to educate operators on preventing and responding to site-based crime including break-ins and robberies
- Austrace Investigations Group site security assessments of operator processes and controls for prevention of break-ins and robberies, as well as effective security and cash handling procedures



Stakeholder collaboration and partnerships

COEX works collaboratively with a broad range of stakeholders including customers, businesses, government, councils and beverage manufacturers to achieve the scheme's goals. Partnerships help us grow scheme awareness and increase collection volumes in high waste areas.

A landmark partnership with Australia Zoo, one of Queensland's most visited destinations, was announced in 2023. The collaboration presented a significant opportunity to boost scheme awareness, extend brand education and capture substantial collection volumes on-site at the zoo.

The partnership included naming rights for the 5,000 seat Crocoseum (now known as the Containers for Change Crocoseum), branded collection bins across the site, a Containers for Change recycling feature in 364 Wildlife Warrior shows a year, social content featuring Robert Irwin and regular features in Crikey Magazine and Australia Zoo newsletters.

Building on our partnership with Stadiums Queensland, COEX has strategically aligned with selected sporting clubs to leverage branding, signage and ambassador opportunities that help grow scheme participation.

Following a review of the audience profile of key Queensland clubs, Containers for Change became the 'official recycling partner' of the Brisbane Lions (AFL), Brisbane Heat (Queensland Cricket) and Queensland Firebirds (Netball Queensland).

Additional partnerships with P&C Queensland and BCF proved valuable in promoting the scheme's grassroots fundraising capabilities stream and in targeting 'on-the-go' collections around the Easter school holiday period respectively.

The Partners for Change program, which assists businesses and public spaces to promote recycling through the scheme at their sites, has continued to flourish over the past 12 months.

In FY23 more than 1.5 million containers were returned through the Partners for Change program, through more than 132 key partners including Virgin Australia.



CONTAINERS FOR CHANGE CROCOSEUM



Case study

COEX partnership with Virgin Australia takes flight

COEX continued to forge strong partnerships with businesses keen to foster a culture of sustainability within their workplaces, encourage employees and customers to participate in recycling and support the communities in which they operate. Partnerships with Virgin Australia and Flight Centre highlighted the capacity for quick growth and social and environmental impact.

The partnership started with the instalment of collection bins across the large-scale corporate building shared by the two businesses, with all refunds made onsite being donated to OzHarvest to provide meals for those affected by food scarcity. Since instalment of the bins, more than 7,710 eligible containers have been returned by Virgin and Flight Centre team members.

Building on the success of the initial launch, the partnership with Virgin Australia soon expanded into the airline's Brisbane Airport lounge. Scheme collection bins were placed back of house in the Lounge capturing containers used in this high consumption environment. The lounge extension supported OzHarvest, enabling travellers to provide two meals to those in need for every \$1 (or ten containers) donated. COEX also teamed up with Virgin Australia to collect containers at the Pride Flight boarding party at Brisbane airport (pictured).

Showing success from day one, the instalment of bins across the Virgin terminal and lounge saw over 31,400 eligible containers collected in FY23 providing a promising outlook for future growth and expansion. The partnership is proving a strong example of the potential for large-scale corporations to create meaningful change by incorporating sustainability initiatives into their business practices.

The Virgin partnership enhances work being done in the wider Brisbane Airport Corporation footprint to collect containers from the terminal as a whole.



Strategic goal 3: Economic impact



Driving a circular economy

Circularity is at the core of what we do. The Containers for Change scheme produces reliable streams of high-quality material for remanufacture in the circular economy.

Scheme material is sold to accredited recyclers on a Recycling Panel via our secure auction portal or direct sales agreements. To date, the scheme has been responsible for more than 438,199 tonnes of recyclables being diverted to the circular economy.

Bottle-to-bottle recycling is one of the most effective and efficient examples of recycling within a circular economy and it remains the cornerstone of COEX's glass recycling activities. In FY23, around 70% of all scheme glass was recycled into new bottles through direct sales agreements. Regionally scheme glass is recycled through local councils, such as Rockhampton and Cairns, for use in civil construction projects.

COEX PET is sold into the Australian market where buyers wash and flake the material before processing into pellets. These food grade pellets are used in recycled PET bottles and food packaging.

There are no suitable onshore re-processing facilities for aluminium used beverage cans (UBC). Rather than send this material to landfill, it is important that it can be exported to reach legitimate markets.

COEX sells scheme aluminium UBC to approved recyclers who on-sell the material to overseas-based smelters for processing, predominantly in South Korea. COEX strongly supports the industry practice of using UBC to make new containers. The material has a consistently strong commodity value, is infinitely recyclable and has strong end use consumer markets in Australia.

Given the current limited capacity of Australian based facilities able to recycle Liquid Paper Board (LPB), all Australian container refund schemes are required to engage with offshore companies to ensure scheme material can be recycled. LPB collected through the scheme is taken by members of COEX's Recycling Panel who export the material, predominantly to India, where it is used in construction materials.

In November 2022 Container Exchange sent 24 tonnes of LPB to a NSW based recycling plant owned by saveBOARD Australia to trial the material in their environmentally sustainable construction boards. In March 2023 saveBOARD announced it would build a new facility on Queensland's Gold Coast, further expanding its Australian based operations and providing increased opportunities for onshore recycling of this material.

COEX prioritises transactions with onshore recyclers and remanufacturers wherever possible and as these industries grow in Australia and Queensland it is expected that the levels of material recycled onshore will increase.

Tonnes of scheme material returned for recycling (FY23)

Material	Tonnes
Aluminium	11,538
Glass	78,206
PET	10,929
LPB	693
HDPE	946
Steel	37
Other	18
TOTAL	102,367

\$26.3m

revenue from sales of scheme material (reinvested back into the scheme to support growth and innovation)



Managing scheme costs

COEX is committed to providing beverage industry participants with an efficient and effective container refund scheme with stable pricing. COEX reviews scheme price twice a year and times any pricing shifts with other industry changes.

Since announcing a price increase of approximately 1.3 cents per container effective from August 2022, COEX has kept the price stable for two review periods. The COEX scheme price is determined each year by the administration and operational costs of running the scheme. Any surplus funds support scheme operations, future improvements, and enhance its social, economic, and environmental impact.

13.3*
cent average scheme
price across FY23

*weighted average



Case study

Employment opportunities with impact

COEX's guiding philosophy of 'making the change that matters' is perhaps best brought to life in the opportunities the design of the scheme provides Queenslanders to improve their lives and the lives of those around them.

As at 30 June 2023, 937 people were employed as a result of the Containers for Change scheme, including more than 870 at container refund points (CRPs) across the state. The growing network of container refund points provides employment opportunities in communities outside the traditional commercial hub of South East Queensland and empowers people from diverse backgrounds and abilities.

In FY23 COEX had a focus on creating meaningful partnerships with social enterprises across the state to further support employment opportunities in the scheme.

Bundaberg based IMPACT Community Services is one such example. The organisation employs 24 people of differing abilities through their material recovery facility (MRF) and CRPs. The CRP roles have proven to provide a wonderful opportunity for supported workers to develop skills while engaging with the broader community.

IMPACT Community Services also provides employment opportunities for individuals from vulnerable backgrounds, such as those experiencing mental health challenges or domestic violence.

COEX was pleased to recognise IMPACT for its efforts in creating job opportunities for Wide-Bay workers in 2023 by awarding the Change Maker Award for Small Operator of the Year.

Job opportunities for young Queenslanders are also being created through operators such as Substation33. Substation33 Founder Tony Sharp said the jobs created in conjunction with Containers for Change presented a meaningful way for young workers to learn useful tasks and gain confidence.

"Containers for Change is a great way for us to train, guide and coach our people to be a better version of themselves," he said.

"Our ideal model is to move a young person through our opportunities and have them leave with the confidence and experience to gain employment elsewhere, then we can start the cycle again."

Annual sustainability highlights

Delivering a sustainable scheme

In line with our commitment to sustainability and responsible business practices, COEX is pleased to report on our performance against key United Nations Sustainable Development Goals (SDGs) for the third consecutive year.

The United Nations SDGs serve as a global call-to-action, with a view to address five areas of critical importance by the year 2030: people, planet prosperity, peace and partnership.

Below are the five key SDGs COEX seeks to make a meaningful contribution to. Our progress towards these goals is detailed on the following pages.



Goal 5

Achieve gender equality and empower all women and girls



Goal 8

Promote inclusive and sustainable economic growth, employment and decent work for all



Goal 11

Make cities and human settlements inclusive, safe, resilient and sustainable



Goal 12

Ensure sustainable consumption and production patterns



Goal 14

Conserve and sustainably use the oceans, seas and marine resources for sustainable development

Sustainability progress



Goal 5

Achieve gender equality and empower all women and girls

Relevant SDG targets

- 5.1: End all forms of discrimination against all women and girls everywhere
- 5.5: Ensure women’s full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life

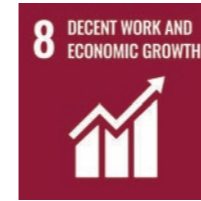
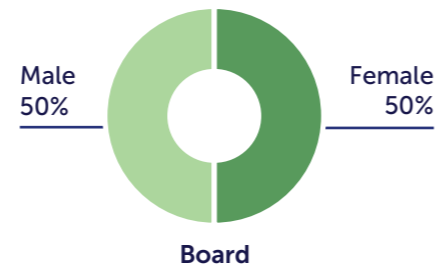
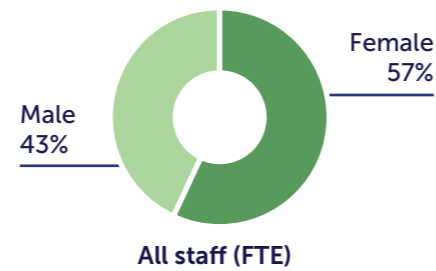
Our progress

COEX is committed to ensuring gender equality in the workplace through policies, practices and training.

In FY23 the COEX team undertook Respect@Work training conducted by the Queensland Human Rights Commission. The training equipped the team with tools to more effectively prevent, and respond to, workplace sexual harassment.

COEX continually reviews its policies, including flexible working and parental leave policies, to ensure they support key diversity and inclusion objectives.

COEX employee gender profile splits as at 30 June 2023:



Goal 8

Promote inclusive and sustainable economic growth, employment and decent work for all

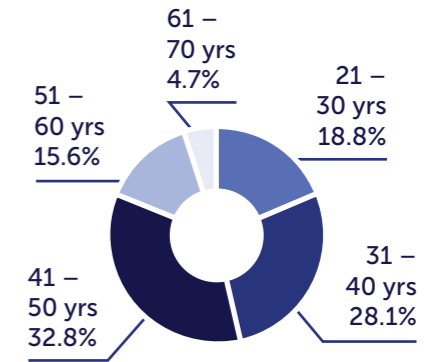
Relevant SDG targets

- 8.2: Achieve higher levels of economic productivity through diversification, technological upgrading and innovation
- 8.3: Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation
- 8.5: Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value

Our progress

In April 2023 COEX finalised the ‘Flexibility at COEX’ policy which outlines opportunities for employees to explore different ways of working to better support work-life balance and wellbeing. Options available to employees include hybrid work, flexible start and finish times, job sharing and the opportunity to work a nine-day fortnight. In addition, mentoring program Mentor Loop was launched to support the personal and professional development of team members at COEX.

A hybrid work approach is supported through the provision of mobile data enabled laptops to all employees, ensuring employees can work efficiently and effectively from any location.



Age profile of COEX FTE Employees as at 30 June 2023





Goal 11

Make cities and human settlements inclusive, safe, resilient and sustainable

Relevant SDG targets

- 11.3: Enhance inclusive and sustainable urbanisation and capacity for participatory, integrated and sustainable human settlement planning and management
- 11.6: Reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management

Our progress

The Containers for Change scheme makes a valuable contribution toward minimising the adverse environmental impact of human settlement by diverting containers from the litter stream and landfill and contributing to a circular economy. More than 8.1 billion containers have been returned through container refund points (CRPs) and material recovery facilities (MRFs) since the scheme commenced, including 1.9 billion beverage containers in FY23.

In FY23 we have been proud to extend the benefits of the scheme to some of the most remote corners of Queensland, including the far western township of Birdsville and Badu Island in the Torres Strait.

For every dollar invested in the scheme \$0.72 of social, environmental and economic value is created. In financial year 2023 it was estimated 93,542 tonnes of material was diverted from landfill and from marine and aquatic ecosystems due to the scheme.

Containers diverted from landfill (scheme to date)

Region	Volume
North Queensland	1.09 billion
Central Queensland	0.90 billion
South West Queensland	0.66 billion
Sunshine Coast and Wide Bay	1.16 billion
Brisbane and Gold Coast	4.33 billion
TOTAL	8.14 billion



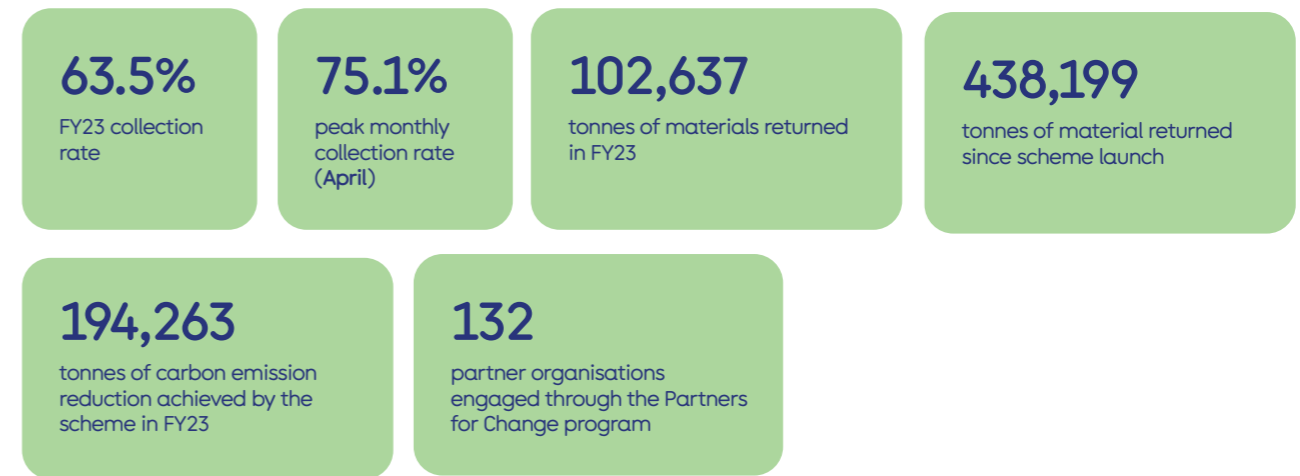
Goal 12

Ensure sustainable consumption and production patterns

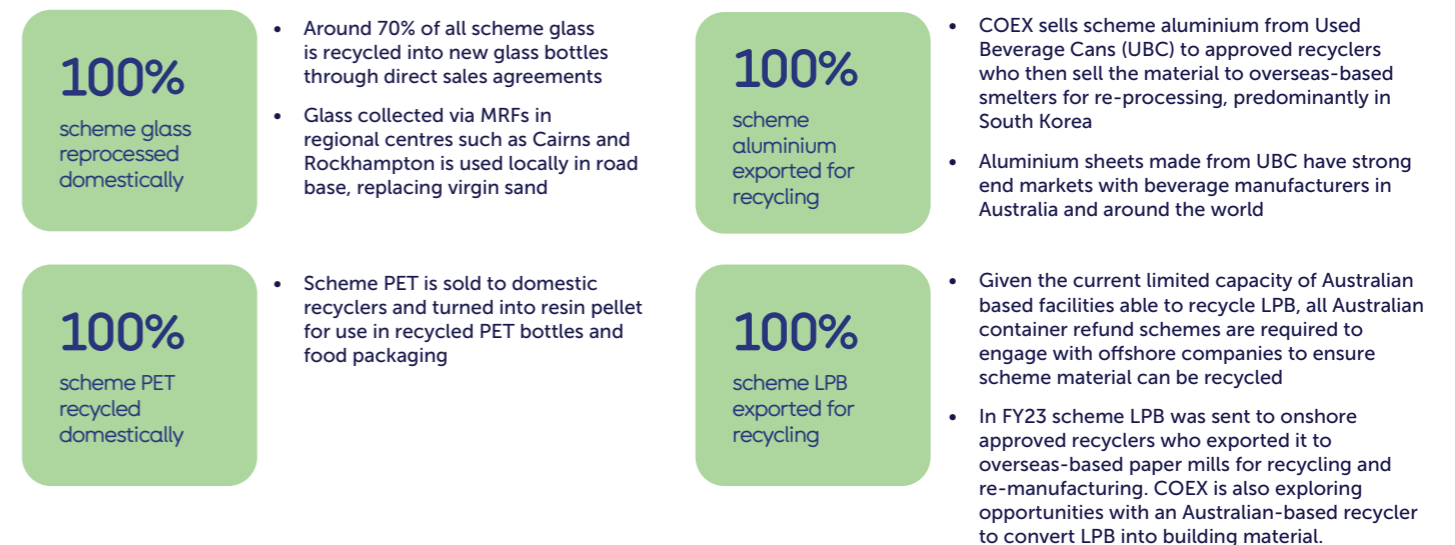
Relevant SDG targets

- 12.5: Substantially reduce waste generation through prevention, reduction, recycling and reuse – collection rates and materials returned
- 12.6: Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle

Our progress



What happens to the scheme material collected





Goal 14

Conserve and sustainably use the oceans, seas and marine resources for sustainable development

Relevant SDG targets

- 14.1: Prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution

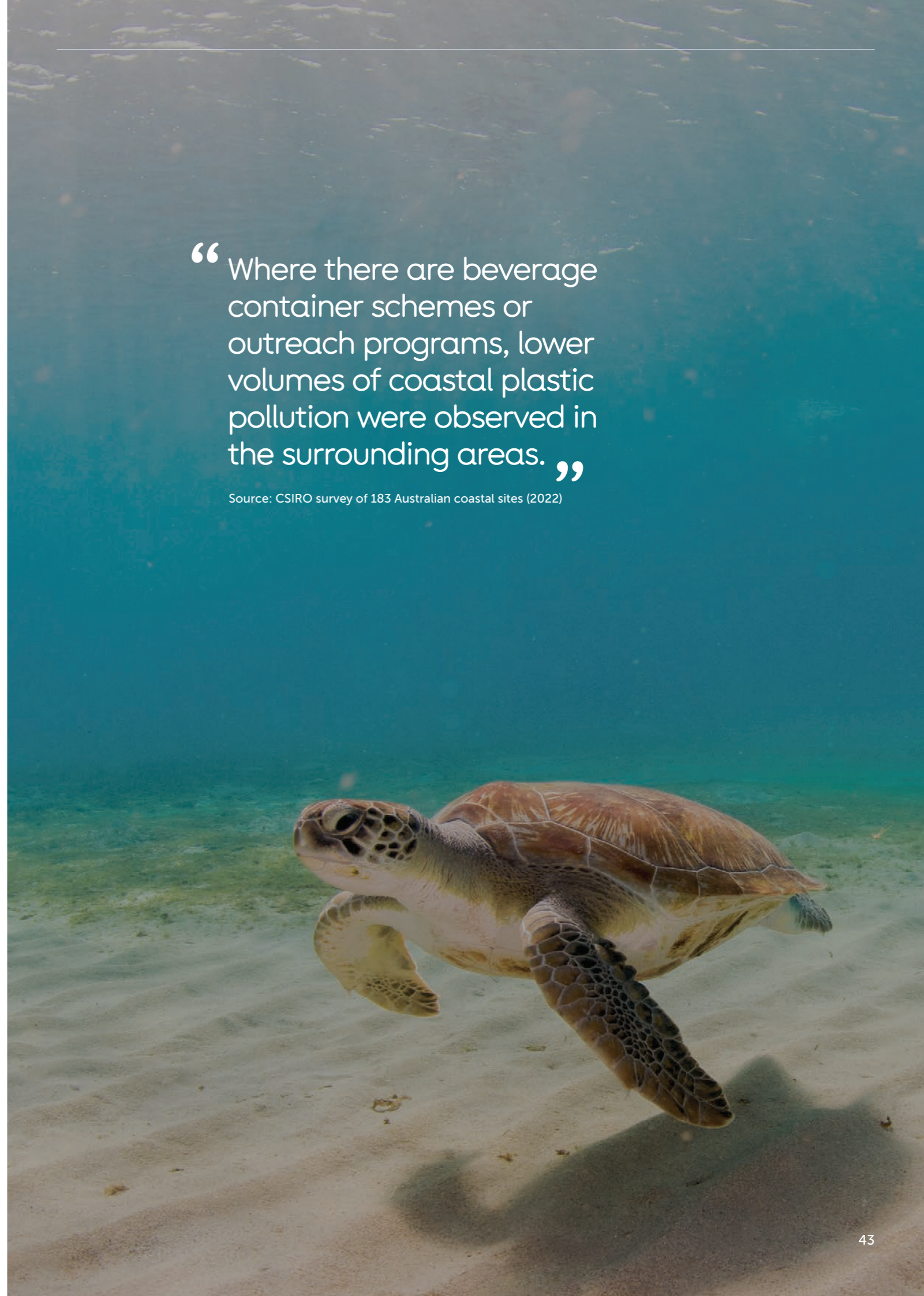
Our progress

Plastic drink bottles have historically been a big contributor to marine debris. Queensland, which was once one of Australia's most littered states, has seen beverage container litter roughly halve since the scheme's introduction.

In addition to actively diverting beverage containers from the litter stream, the scheme is proud to support the efforts of community organisations dedicated to supporting our oceans and the marine life within them. In FY23, 28 charities and community groups dedicated to these causes raised more than \$39,000.



Donate to Eco Barge via member number C10007059



“Where there are beverage container schemes or outreach programs, lower volumes of coastal plastic pollution were observed in the surrounding areas.”

Source: CSIRO survey of 183 Australian coastal sites (2022)

Governance and finance

COEX Board

The COEX Board is Chaired by Andrew Clark. Mr Clark was appointed to the Chair position in April 2023 following a tenure as Interim Chair.

In FY23 the Board met regularly and reported to the Minister for the Environment and the Great Barrier Reef on its strategic plan, operations and achievements.

Its members are representatives from the finance, legal, logistics, beverage manufacturing and community sectors.



Andrew Clark
Board Chair

Andrew Clark has more than 25 years' experience providing assurance, financial management, consulting, governance and risk management services in the private and public sectors and has held a range of executive finance positions. He currently provides assurance and client engagement services for business digitisation for clients across Australia and New Zealand. Prior to this Andrew was part of a national consultancy firm providing Enterprise Resource Planning (ERP) and digital twin implementation services.



Richard Ballinger
Director

Richard Ballinger is a highly experienced lawyer who has worked with consumer goods businesses both as general counsel and in large private practice law firms, as well as sitting on their management teams. He is skilled in partnering with business leaders to achieve their goals and manage issues including mergers and acquisitions transactions, regulatory and compliance, joint ventures and brand partnerships, supply and distribution arrangements, product liability issues and dispute resolution. Richard holds a number of director roles and is a graduate of the Australian Institute of Company Directors (AICD).



Monica Bradley
Director

Monica is a company director with sustainability, technology, and impact investment experience. She accepts board roles with ventures that directly contribute to the transition to a low carbon, inclusive impact economy. In addition to her role as independent Director and Chair of the People and Culture Committee at COEX, Monica is the Chair of Circonomy, a circular service provider to retail and real estate sectors and Chair of MI Global a sustainability services company specialising in sports, major events, and social infrastructure. Monica was on the Investment Committee of an \$80 million Queensland Business Development Fund managed by QIC, is a co-founder of the Australian Coralus group which provides no interest debt to women led businesses solving SDGs and is an Advisory Board member of the \$200 million Investible Climate Fund and Beyond Zero Emissions.



Ashley Chaley
Director

Ashley is a senior policy and public affairs advisor with diverse private and public sector experience. His previous roles include advising state government and Ministers on international trade (particularly world trade organisation law and policy), and consulting to the banking sector on ethical finance and sustainability policy. Prior to this, as a solicitor in private practice, he advised in the conduct and resolution of large-scale oil and gas infrastructure disputes at two international firms in Melbourne and Perth. Currently, he leads public policy engagement for Coca-Cola Europacific Partners (Australia) (formerly Amatil).



Cathy Cook
Director

Cathy Cook is a leading public affairs professional with decades of experience steering regulatory initiatives and advocacy in Australia, the US and India. As head of Corporate Affairs for the Australian Beverages Council Cathy is leading the industry's efforts in Container Refund Schemes (CRS) across Australia. Prior to this Cathy spent many years working with business and government in almost 30 countries, including as a diplomat. Working in the US private sector for 15 of those years with both corporates and trade bodies she managed high impact litigation, crisis response, influence campaigns and advocacy.



Edward Dowse
Director

Edward Dowse is an experienced finance and commercial leader with over 20 years of experience across a range of industries, including fast moving consumer goods, manufacturing and transportation. He has been with Lion for over nine years and currently leads their involvement in container refund schemes across Australia and New Zealand. Prior to Lion, Ed spent over 10 years at EY advising major lenders, investors and corporates in relation to business performance, strategic options analysis, financial restructures and turnarounds in both Australia and Europe. Ed holds a number of director roles and is a graduate of the Australian Institute of Company Directors.



Natalie Helm
Director

Natalie joined Coca-Cola South Pacific in 2020, and leads public affairs, communication and sustainability for Australia, New Zealand and the Pacific Islands. Prior to joining Coca-Cola Natalie worked as a consultant in the UK and Australia, advising on communication strategy, public affairs, brand communications and government relations for businesses and brands operating in the retail, food and beverage, alcohol, and energy and environment sectors. Natalie is a member of the Board of the Australian Beverages Council and is a member of the ANZPAC Plastics Pact Collective Action Group.



Dominique Tim So
Director

Dominique Tim So is a Senior Lawyer for James Cook University, having previously worked in private practice and as General Counsel for an ASX-listed company. She has practised extensively across a broad range of areas including property, corporate, commercial, healthcare, higher education and the not-for-profit sectors. Dominique has acted on behalf of small to large businesses, high-net-worth individuals, private and public companies, not-for-profit organisations and government corporations across a wide array of industries. Dominique also sits on the board of national not-for-profit Crohn's & Colitis Australia and has held previous directorships with government-owned corporation Port of Townsville Limited and statutory not-for-profit Townsville Hospital Foundation.



Natalie Roach
Chief Executive Officer

Natalie is an accomplished senior executive leader with more than 23 years' global experience in leading strategic change, transformation, operations and customer experience improvements in the aviation, rail, travel and early education industries. She has extensive experience in strategy development and implementation, operations, stakeholder engagement, communications, and crisis management.

Her previous roles include Chief Customer Officer at G8 Education, Group Executive Customer & Corporate Affairs at Queensland Rail, Head of Customer Experience and Operations at Qantas, and Head of Operations at Heathrow Airport.

Natalie is a Board Director of Mildura Airport Pty Ltd and a Board Committee member for the Royal Flying Doctor Service (RFDS) Queensland section. She is also a graduate of the Australian Institute of Company Directors.

Governance framework

COEX is the Product Responsibility Organisation (PRO) appointed to oversee the Containers for Change scheme.

The scheme operates under the legislative framework of the Waste Reduction and Recycling Act 2011 (the Act) and is funded by the beverage manufacturing industry through a product stewardship model.

The organisation's governing purpose is to reduce beverage container litter, increase recycling efforts and help the community to benefit through charities, community groups and not-for-profit organisations participating in the scheme.

COEX maintains ongoing membership of a number of peak industry bodies including the Australian Council of Recycling (ACOR), Waste Recycling Industry Queensland (WRIQ) and Waste Management and Resource Recovery Association of Australia (WMRR).

The Board charter can be viewed at containerexchange.com.au/board-and-executives.



Board composition

- Board Chair (independent, non-executive director)
- Two member representative directors from Lion Pty Ltd
- Two member representative directors from Coca-Cola Europacific Partners Australia (CCEP)
- One non-executive director representing small beverage manufacturers
- Three non-executive directors who are independent from the beverage manufacturer industry and experts in the fields of finance, legal and community



Audit and Risk Committee composition

Members are appointed by the Board. The Committee consists of:

- Minimum of two and maximum of four non-executive directors of the Board
- Committee members have accounting and financial expertise and possess knowledge of contemporary risk management principles and general accounting practices



People and Culture Committee composition

Members are appointed by the Board. The Committee consists of:

- Minimum of two and maximum of four non-executive directors of the Board
- Committee members possess knowledge of employment and remuneration practices

Financial performance

In 2023, an uncertain macroeconomic environment led us to navigate unprecedented inflation movements and softer prices for recycled materials.

The scheme's liquidity and scheme price continue to be actively managed in the best interests of all stakeholders. Several external factors impacted scheme performance in 2023 which is reflected in some key financial indicators.

Total collection volumes showed a steady year-on-year increase of 3.3%. Expansion of our network made a significant contribution to this growth with a 5.1% uplift on FY22 network volumes achieved. This growth however was tempered by high consumption and robust beverage sales. This was particularly evident in Queensland, where beverage sales achieved a new milestone of more than 3 billion units within a single financial year.

Despite higher-than-anticipated inflation movements, COEX managed the scheme costs effectively keeping the increase to cost per container collected below annual inflation rates.

Recycling revenue declined by approximately 21% compared to 2022. This was primarily due to the challenges in secondary markets, notably the softer PET markets affected by the introduction of the plastics waste export ban.

COEX is committed to providing beverage industry participants with an efficient and effective container refund scheme.

The Queensland container refund scheme price is reviewed twice a year and incorporates the aggregate costs associated with container collections and scheme operational costs for the next 12 months.

Further details regarding COEX's financial performance are outlined on the following pages.

Full financial statements, including the Independent Auditor's report and Directors' report, can be viewed at containerexchange.com.au/latest or by emailing enquiries@containerexchange.com.au.



Statement of comprehensive income

Container Exchange (QLD) Limited For the year ended 30 June 2023	2023 \$	2022 \$
Income	456,760,323	414,105,784
Expenses		
Container refund expenses	(151,005,680)	(143,306,416)
Container handling expenses	(114,628,738)	(102,129,108)
Logistics expenses	(26,129,540)	(22,888,228)
Container processing expenses	(18,802,301)	(19,075,369)
Material recovery facility expenses	(25,373,698)	(26,300,380)
Container export rebates	(23,415,307)	(21,762,757)
Administration support service fees	(15,933,401)	(13,929,465)
Professional services	(4,121,263)	(4,385,190)
Marketing and communication expenses	(10,895,308)	(11,016,825)
Employee benefits expense	(11,285,818)	(10,418,572)
Other expenses	(8,255,800)	(5,466,699)
Finance costs	(99,793)	(1,013,319)
Total expenses	(409,946,647)	(381,692,328)
Surplus before income tax expense	46,813,676	32,413,456
Income tax expense	--	--
Surplus after income tax expense for the year	46,813,676	32,413,456
Other comprehensive income for the year, net of tax	--	--
Total comprehensive income for the year	46,813,676	32,413,456

* For the full Annual Financial Report please visit containerexchange.com.au or contact us at enquiries@containerexchange.com.au

Statement of financial position

Container Exchange (QLD) Limited As at 30 June 2023	2023 \$	2022 \$
Assets		
Current assets		
Cash and cash equivalents	63,436,721	48,920,712
Trade and other receivables	12,642,293	14,762,700
Inventories	2,502,887	2,181,624
Financial asset held at amortised cost	80,000,000	50,000,000
Other assets	35,687,370	29,693,540
Total current assets	194,269,271	145,558,576
Non-current assets		
Property, plant and equipment	113,958	196,276
Intangibles	77,576	115,420
Right-of-use asset	645,959	459,783
Total non-current assets	837,493	771,479
Total assets	195,106,764	146,330,055
Liabilities		
Current liabilities		
Trade and other payables	27,895,117	26,175,467
Lease liabilities	337,759	250,422
Total current liabilities	28,232,876	26,425,889
Non-current liabilities		
Lease liabilities	299,916	226,248
Employee benefits	155,775	73,397
Total non-current liabilities	455,691	299,645
Total liabilities	28,688,567	26,725,534
Net assets	166,418,197	119,604,521
Equity		
Accumulated funds	166,418,197	119,604,521
Total equity	166,418,197	119,604,521

* For the full Annual Financial Report please visit containerexchange.com.au or contact us at enquiries@containerexchange.com.au

Glossary of terms, abbreviations and acronyms

COEX	Container Exchange
CRP	Container refund point
CRS	Container refund scheme
HDPE	High-density polyethylene
LPB	Liquid paperboard
Member number	A unique alphanumeric number assigned to scheme participants that is used to facilitate electronic payments, track collection goals and more. Member numbers were previously known as 'scheme IDs'
MRF	Material recovery facility
Network	Container refund points across Queensland, including depots, bag drops, reverse vending machines and mobile sites
Operator	Operator of a Containers for Change container refund point
PET	Polyethylene terephthalate
PRO	Product responsibility organisation
RVM	Reverse vending machine
Scheme	Queensland's 'Containers for Change' container refund scheme, incorporating containers collected through container refund points and material recovery facilities
SDG	Sustainable Development Goal
SROI	Social return on investment



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