CONS1: Provide End of life Management

Time of Effectiveness	Mid-Term Long term
Repeatability	75% (15 reports out of 20)
Level of Confidence	**7.59/10**
Category	Consumer Issues
Outcomes	• Increased customer satisfaction • Reduction of customer waste generation • Possibility to apply circular economy to reduce raw materials costs
Metrics	• Customer satisfaction (survey) • Waste diverted from landfill (tons) • E-waste collected (tons) • Proportion of recycled e-waste
Problematic	• UN SDG 9: Industry, Innovation, Infrastructure • UN SDG 12: Responsible consumption
Additional Components	**NONE**

Description

E-waste generation is one of the most negative impacts that IT companies can have on environment, especially for manufacturers. Moreover, this is an issue for customers to recycle their different IT equipment since they do not really know to whom give it. To reduce this generation, three quarter of the companies created an end-of-life management system. This system allows customers to send back their obsolete IT equipment to the company which will take the recycling under its responsibility. The application of this strategy can be combine with a circular economy policy (**ENV3**) that will give the opportunity to companies to reuse their old equipment and then reduce their raw materials' costs.

Example: Avnet (p.12)

In order to help their customer to manage their devices along their lifetime, Avnet implemented different services to repair or refurbish the different devices of their users in order to extend their lifetime, as well as disposal services which allows users to return their obsolete device, in that case Avnet takes charge of the recycling of the product. This center helped Avnet to avoid around 126 tons of e-waste to enter landfill. They also took the opportunity to implement some circular economy policies (**ENV3**) in order to reuse the materials they recycled from old products.