



# E-Waste and Circular Economy

Ingram Micro is a global leader in technology and supply chain services and plays an integral role in a global supply chain that moves technology products from manufacturers to end customers. Across our lines of business, we ship approximately 1.5 billion units per year, represent more than 1,500 vendors and serve more than 170,000 customers in approximately 200 countries.

Electronic waste is a material impact of our business and the broader technology sector. Electronic waste or e-waste is a term used to describe electrical and electronic equipment (EEE) or any product with circuitry or electrical components, that has reached end-of-life or end-of-useful-life stage and has been discarded. E-waste is generated from a number of sources, including households, businesses and governments. In addition to traditional household and business uses like appliances, smartphones, and laptops, EEE is increasingly used in many other products like toys, sports equipment, clothing and soft goods, security and monitoring systems, and connected devices within the Internet of Things (IoT) network.

EEE has become an essential part of modern-day society but causes significant environmental impacts. According to a report from the Platform for Accelerating the Circular Economy (PACE), e-waste is the fastest growing waste stream across the globe, with only 20% currently being recycled. This means that large volumes of e-waste end up in landfills, posing significant risks to human health and the environment, while also preventing the extraction and reuse of metals like gold, iron, copper, and nickel. In 2019, approximately 54 million metric tons (MT) of e-waste was generated worldwide, with projections by The Global E-waste Monitor 2020 that this number will increase to around 74 million MT by 2030.



The absence of effective e-waste management has led to a rise in recyclers that do not adhere to strict e-waste management and processing standards (e.g., e-Stewards and R2), and who export e-waste to developing countries where laws protecting the environment and the health and safety of workers are either not enforced or are nonexistent. In such situations, e-waste is oftentimes treated using “backyard recyclers,” where crude processing methods (e.g., smashing or breaking open product casings, manual stripping and dismantling to remove electronic boards, and burning to recover materials) lead to devastating impacts on the

environment, the workers and the surrounding community. A circular economy model offers immediate solutions to the growing e-waste problem by extending the life of usable EEE through repair, refurbishment and resale, by recovering materials that can be reused in new products, and by responsibly recycling the remaining components.

We recognize the implications of the linear economy “take, make, waste” model on the environment and communities we serve, and the urgent need to shift away from current practices. Our goal is to be a leader in the transition to a circular economy through our Ingram Micro Lifecycle Business, which provides customers with IT Asset Disposition (ITAD) and Reverse Logistics (RL) services that are certified to e-Stewards and/or R2 standards.

## Our Strategy

As a technology distributor, we sell and distribute billions of electronic devices globally each year. We also invest in capabilities to manage reverse logistics, repair, refurbishment, resell, redistribution and responsible recycling of used electronics that originate within our reseller community and our circular economy partnerships. We are working to grow this effort by more closely integrating our ITAD and RL services with our array of solutions offered to resellers to ensure that dispositioned assets are taken back as part of the sale of new assets.

ITAD service providers have traditionally been sought out by businesses and governments to provide risk mitigation through secure data destruction. While this is still an important service, customers are also engaging with ITAD providers to help achieve their environmental sustainability goals. By providing a full circularity solution, we support customers as they embark on their environmental, social, governance (ESG) journeys by offering secure data sanitization, encouraging customers to reuse assets where possible, and recycling assets when equipment cannot be reused.

## IT Asset Disposition (ITAD) Service Solution

ITAD is the process of managing and decommissioning electronic assets in a way that ensures data security, regulatory compliance, and environmental and social responsibility, and which maximizes the residual value of assets through repair, refurbishment and resale. Our ITAD service has helped customers save over 334,438 MT CO<sub>2</sub>e. In 2021, we



processed 3 million serialized assets for customers across 80 countries.

Our ITAD model prioritizes reuse whenever possible; we work to get the most life out of devices before they are recycled. Each device we receive is evaluated to determine its potential for reuse within the customer’s organization or for the company to recover the residual value through resale on the secondary market.



Devices that have reached end of life are responsibly recycled according to local, national and international regulations surrounding e-waste handling, including the Basel Convention, and are certified to the highest environmental standards (e.g., e-Stewards and R2).

We are continuously working to expand our ITAD services and customer reach, and currently operate 17 ITAD processing facilities worldwide.

[Learn more](#)



## Reverse Logistics (RL) Service Solution

Our Reverse Logistics service provides customers with access to repair, parts reclamation and refurbishment solutions for their electronic assets. This service solution helps make products available for resale and reuse, which reduces the volume of usable electronics that are recycled before reaching end-of-life stage and delays the need for the production of new devices.



[Learn more](#)

## Circular Economy Partnerships

We partner with multiple organizations who share our commitment to reducing the amount of e-waste generated and sent to landfills.

### Closing the Loop

We continued our partnership with Closing the Loop, a company dedicated to helping the technology industry reduce e-waste. Through this

partnership, we annually collect 12,000 phones from African countries and responsibly recycle them.

## O2

We have partnered with O2 since April 2020. O2 is the principal commercial brand of Telefónica UK Limited and the U.K.'s largest telecommunications network and is working to drive progress toward a circular economy within the technology sector. To date, we have helped recycle an estimated 441,000 devices or 71 MT of e-waste to date through the O2 Recycle program. Of the devices that were recycled, approximately 179,000 were refurbished, cleared of data and redeployed for new customers to use.

## Stone Group

In 2021, we teamed up with Stone Group, a U.K.-based circular IT provider, to launch ITAD services in France, Germany, Holland and Spain. Through the Stone 360 app, organizations can request to have their broken or decommissioned IT devices picked up to be recycled in exchange for a rebate. These assets are then transported to our facilities for recycling, data wiping, refurbishment and reselling.

## Samsung

Samsung expanded our partnership in 2021 by launching a trade-in program in Borås, Sweden that we are managing on their behalf. As part of this program, we operate four collection sites where customers can trade in their used Samsung devices and earn credit toward a new device. We also offer our repair and refurbishment services to prepare products for resale.

## HP

Ingram Micro's Poland location has been partnering with HP for 12 years in the renovation and repair of printers for home and office. Ingram Micro handles repairs all over Europe and is one of the largest services of this type for HP customers.

Over the years, we have developed many methods of saving e-waste together. One of the most recognizable is "cannibalization" (the recovery of parts from non-repairable printers), which allows us to order fewer new spare parts by using spare parts from other printers. Another method is a new way of cleaning printheads, which has reduced the use of new ones for testing. We are currently working with global business units on the introduction of cleaned print heads for customers, which significantly reduces the need to purchase new print heads.

We are also in the process of matching various parts from older models that may be present in other models to increase product lifespan. In addition, we recycle motherboards at the level of 70%, which includes a repair, inspection, and testing process. These best practices result in saving opportunities on the purchase of new motherboards (electronics).

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[Learn more about environmental sustainability at Ingram Micro](#)