

Why Certify?



Association of Service, Communications, Data & ITAD Providers

Fall 2021 Webinar Series

Why Certify?

December 8th
11:00 AM - 12:00 PM EST



Home of the R2 Standard

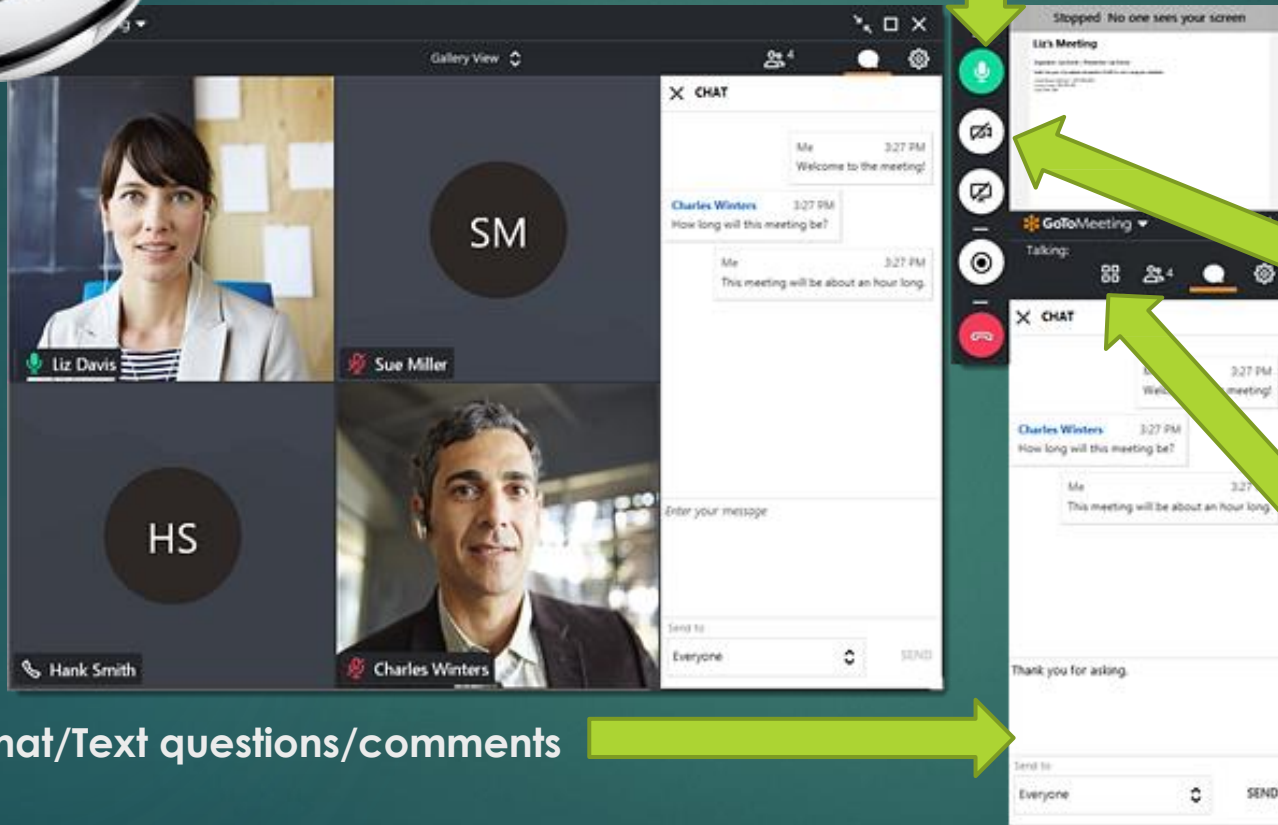


Patty McKenzie
SERI - R2 Education
& Outreach Director

A promotional graphic for a webinar. The background is a red brick wall. At the top left is the ASCDI logo in orange and white. To its right is the text 'Fall 2021 Webinar Series'. In the center is the title 'Why Certify?' in large white letters with a black outline, followed by the date and time 'December 8th 11:00 AM - 12:00 PM EST'. Below this is a white box containing the R2 and seri logos. At the bottom right is a portrait of Patty McKenzie, with her name and title 'SERI - R2 Education & Outreach Director' written below it.



Mute Button



Camera on/off button

View speaker or all button

Chat/Text questions/comments



Kelsey Cameron
Sales Executive



the**vestedgroup**



TEST. REPAIR. REUSE. RECYCLE

Certification... is it worth the investment?



- ▶ The who & why behind R2
- ▶ Trends driving the growth of R2
- ▶ Overview of R2 requirements
- ▶ The benefits & costs of certification

R2 was developed in response to growing concern about the unsafe recycling & disposal of used electronics



2020



2013



2008



2005





R2 Technical Advisory Committee (TAC)





- ▶ The who & why behind R2
- ▶ **Trends driving the growth of R2**
- ▶ Overview of R2 requirements
- ▶ The benefits & costs of certification

60%

experienced breaches caused by
3rd Party service providers

**3rd-Party
Data Risk Study**
by Ponemon Institute

*Surveyed **1000+**
CIOs & Security Professionals*



Residual data recovered from remarketed devices

48% of hard drives

35% of mobile devices



Ineffective attempts made to remove data

75% of hard drives

57% of mobile



Self-made
claims cannot
always be
trusted





A powerful tool
for evaluating
3rd-party service
providers



Growth driven by more reliance on third-party service providers



RETURNS



REPAIRS



TRADE-INS



UPGRADES

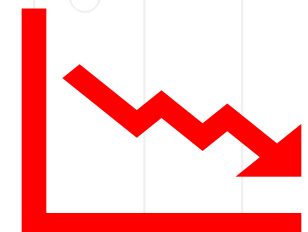


REMARKETING



RECYCLING

Growth driven by customer / supplier need to reduce non-compliance risks



Growth driven by multi-national corporations wanting to harmonize & simplify



Growth driven by other R2 facilities choosing to use R2 downstreams



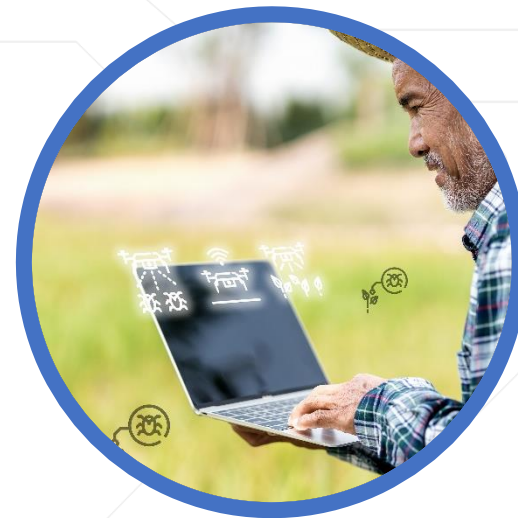
Annual verification & tracking of entire downstream reuse-recycling chain

VS.



Streamlined verification for R2 vendors that have been verified through certification process

Growth of R2 driven by heightened awareness of corporate responsibility



Growth driven by other entities requiring R2 Certification

Example:

Canada's Recycler Qualification Office



RECYCLER QUALIFICATION OFFICE (RQO)
LE BUREAU DE LA QUALIFICATION DES RECYCLEURS (BQR)

RQP 2015 AUDIT PROCESS RECYCLER AUDIT PROTOCOLS APPROVED RECYCLERS FAQS RESOURCES CONTACT

EPRA  **ARPE** 

English ▼

ANNOUNCEMENTS



- ▶ The who & why behind R2
- ▶ Trends driving the growth of R2
- ▶ **Overview of R2 requirements**
- ▶ The benefits & costs of certification

NEW STRUCTURE



CORE
Requirements

Applicable to **ALL**
R2 Facilities

PROCESS
Requirements

Applicable **ONLY** to
facilities that perform
specific processes

CORE REQUIREMENTS

**APPLY TO ALL
R2 CERTIFIED
FACILITIES**

1. Scope
2. Hierarchy of Responsible Management Strategies
3. EH&S Management System
4. Legal and Other Requirements
5. Tracking Throughput
6. Sorting, Categorization and Processing
7. Data Security
8. Focus Materials
9. Facility Requirements
10. Transport



PROCESS REQUIREMENTS

**APPLY ONLY TO
FACILITIES
ENGAGED IN THESE
SPECIFIC PROCESSES**

Appendix A - Downstream Recycling Chain

Appendix B - Data Sanitization

Appendix C - Test & Repair

Appendix D - Specialty Electronics Reuse

Appendix E - Materials Recovery

Appendix F - Brokering*

*Core 3 and Core 9 may not apply for brokers who do not physically receive or handle equipment



Core 1

Transparency about Scope of Certification

- Includes all R2 Certifiable operations (collection, processing, resale...)
- At the facility ***and*** under its control (collection points, warehouses...)
- Does not include non-certifiable processes (scrap, appliances, new equipment...)



Mobile Traders Inc.
(DBA) Second Life Phones

1234 International Street - Suite 101
Your City, State/Province,

SCOPE:

Logical sanitization, testing and repair
of mobile phones

Appendix A - Downstream Chain

Appendix B - Data Sanitization

Appendix C - Test & Repair



Issued: __/__/__

Expires: __/__/__

Core 2

R2v3 addresses
FULL LIFECYCLE
of electronic products

PRIORITIZES REUSE
to support a circular
and sustainable economy



Core 4, 5, 8, 9,

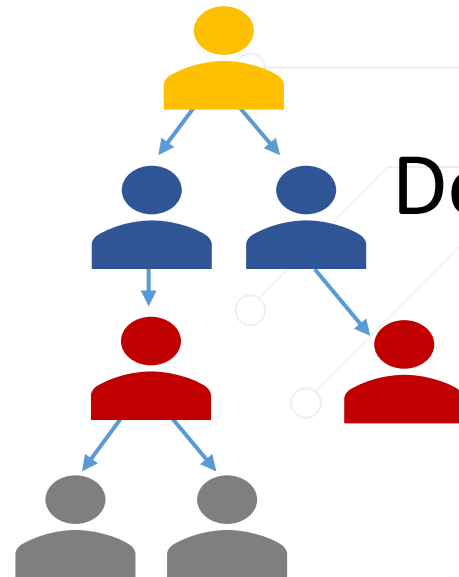


OR



Reduces Risk
of noncompliance
and environmental
incidents & liability...

Strong EH&S requirements
Risk Assessments & Controls

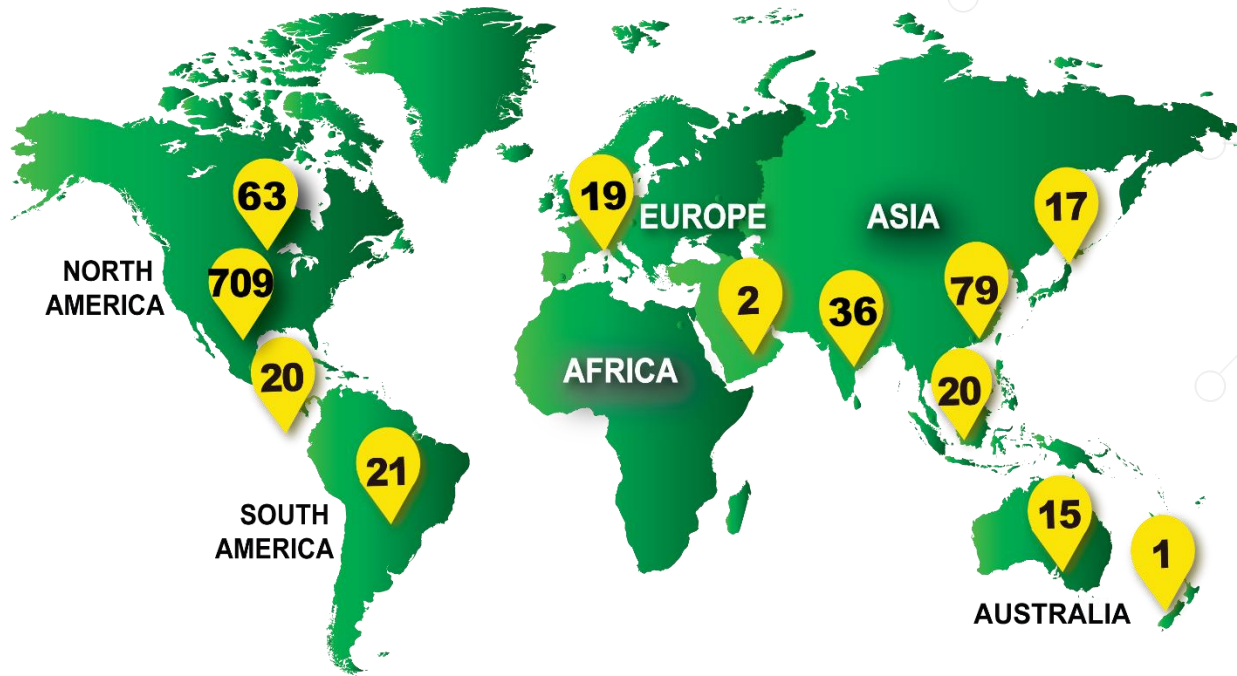


Downstream tracking &
due diligence throughout
the downstream chain



Core 3, 4

R2 Harmonizes & Simplifies oversight and legal compliance for multi-national corporations



Core 7, Appendix B

Reduces Risk
of data breaches,
noncompliance
and liability...



- Strong Data Security Controls
- Data sanitization plan
- Effective data sanitization methods & quality controls
- Data Protection Representative

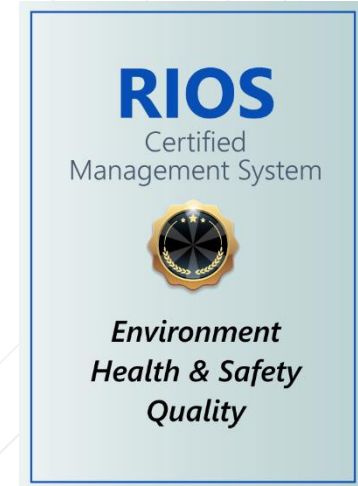
ADDITIONAL Requirements in Appendix B

- Traceability by device
- Sanitization Software w/electronic records
- Enhanced quality controls & data audits
- Enhanced security controls & video monitoring

Appendix C, D

Strong REUSE
requirements to
ensure quality

Certified Quality Management System



R2 Reuse Plan detailing...

- Testing procedures
- Qualifications & Training
- Quality assurance plan

Sanitization according to Appendix B

Detailed testing records



R2 Equipment Categorization (REC)

Processing Categories:

R2 Applicability

- R2 Controlled Streams
- Unrestricted Streams

Data Sanitization Status

- PRE-Sanitization
- Non-Data

Functioning Product Categories:

Cosmetic

9 levels describing physical condition of items destined for reuse

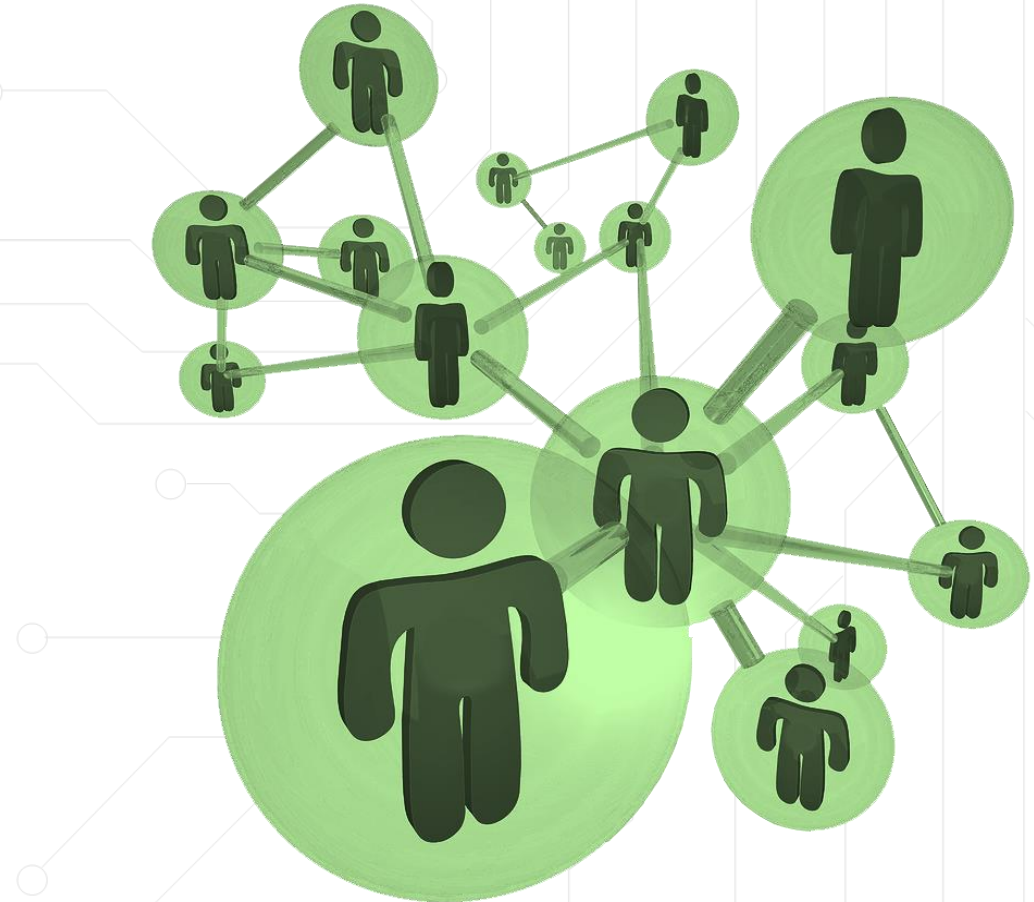
Functioning Product

6 levels describing level of functionality of tested and working devices.

Strong Downstream Accountability

Annual Verification of each vendor in downstream chain

Tracking flow of equipment, components, materials throughout the *entire* downstream until final disposition



Auditing R2v3



- R2 is more than a Management System, it's a Sustainability Standard
- Focus on **effectiveness** of systems
- Focus on **outcomes** and impacts
- Qualifications & training of facility personnel
- Qualifications & training of Auditors



- ▶ The who & why behind R2
- ▶ Trends driving the growth of R2
- ▶ Overview of R2 requirements
- ▶ **The benefits & costs of certification**

R2 is practical and comprehensive

Independent

R2 is not created or managed by membership organization that pays dues

Accredited

Consensus Standard written by an ANSI Accredited Standard Developer

Comprehensive

Includes all the necessary elements for responsible reuse & recycling of electronics

Universal

Applicable for all points in lifecycle of used electronics. Complements national & local regulations. Fills in gaps where regulation and oversight are lacking

Benefits of R2v3 for Suppliers/Customers

- Improved quality in certification and credibility of results
- Addresses the needs of many and diverse market sectors.
- Provides transparency into the specific activities and operations audited

R2 accounts for 78% of Certifications



USA and Mexico

90 Facilities

<http://e-stewards.org/find-a-recycler/>



16 EU Member States

192 Certified Operators

<https://www.weeelabex.org/operators-list/>



34 Countries

1000+ Facilities

<https://r2directory.org>

Benefits of R2v3 for Certified Facilities

- Access to auctions and increased supply
- Increased credibility with customers
- Improved quality and consistency in operations
- Safety improvements

R2v3 Training & Resources



A screenshot of the SERI R2 Guidance & Knowledge Base website. The website has a black header with the SERI logo and navigation links: ABOUT, JOIN THE MISSION, MAKING A DIFFERENCE, FOR BUSINESS, R2, and FIND AN R2 CERTIFIED FACILITY. Below the header is a green banner with the title "R2 Guidance & Knowledge Base" and a search bar. A link "Take A Quick Video Tour of the Knowledge Base -> Click Here" is visible below the search bar. The main content area is divided into several sections: "Getting Certified" (with links for downloading the R2 Standard, webinars, and finding a consultant), "Video Library" (with links for translation instructions and definitions), "Podcast Library" (with links for three episodes), "R2 Training - CORE Requirements" (with links for translation instructions and definitions), "R2 Training - PROCESS Requirements (Appendices)" (with links for translation instructions and applicability), and "Common Questions & Answers about R2v3" (with a link to submit a question). On the right side, there is a "RECENTLY ADDED..." section listing various documents and podcasts with their dates.



R2 Guidance & Knowledge Base

Search for guidance by keyword or topic

[Take A Quick Video Tour of the Knowledge Base → Click Here](#)

R2 Knowledge Base provides free training videos, podcasts, articles, and other resources



Getting Certified

- Download R2 Standard / REC / Code of Practices
- Intro to R2 webinars
- Summary of R2v3
- Key Steps in the Certification Process
- Find a Consultant



Video Library

- Translation instructions for R2 videos
- Definitions & Overview
- Code of Practices
- Core 1 -- Scope
- Core 2 -- Hierarchy
- Core 3 -- Environmental Health



Podcast Library

- Episode 1 - Using the R2 Appendix Determination Tool
- Episode 2 - Helpful hints when scheduling your Internal Audit
- Episode 3 - Writing your Data Sanitization Plan



R2 Training - CORE Requirements

- Translation instructions for R2 videos



R2 Training - PROCESS Requirements (Appendices)

- Translation instructions for R2



Common Questions & Answers about R2v3

- [Click Here to Submit Your](#)

RECENTLY ADDED...

- Guidance for developing and R2v3 Reuse Plan
October 20, 2021
- "Verify" versus "Validate"
October 15, 2021
- Difference between "Data Security" vs "Data Sanitization" requirements
October 15, 2021
- Episode 3 – Writing your Data Sanitization Plan
October 15, 2021
- Episode 2 – Helpful hints when scheduling your Internal Audit
October 1, 2021
- October 12-14 (Online Course)
October 1, 2021
- Episode 1 – Using the R2 Appendix Determination Tool
September 23, 2021
- Appendix Determination Tool
September 21, 2021
- Sample Downstream Flowchart

**SMALL PHONE
REFURBISHER**

Mobile Phone Reseller

- CORE - **2 employees** (6 by end of year)
- Appendix A-Downstream Recycling Chain
- Appendix B-Data Sanitization
- Appendix C-Test and Repair

Audit Time Guidelines

1
.25 (<5 non-R2v3)
.25 (logical only)
.5 (w/QMS audit)
2 - R2 Audit Days

R2 & RIOS → Approximately 3.5 Audit Days

**MID-SIZE
PHONE
REFURBISHER**

Mobile Phone Reseller

- CORE - **27 employees**
- Appendix A-Downstream Recycling Chain
- Appendix B-Data Sanitization
- Appendix C-Test and Repair

Audit Time Guidelines

1.25
0 (only R2v3)
1 (logical/physical)
1 (w/QMS audit)
3.25 - R2 Audit Days

R2 & RIOS → Approximately 5.25 Audit Days



SMALL, FULL-SERVICE REPAIR & RECYCLING FACILITY

Full-Service Repair & Recycling

- CORE - **12 employees**
- Appendix A-Downstream Recycling Chain
- Appendix B-Data Sanitization
- Appendix C-Test and Repair
- Appendix E- Materials Recovery

Audit Time Guidelines

1
 .25 (<5 non-R2v3)
 .50 (logical & physical)
 .50 (w/QMS audit)
 .25 (manual)
.50 (other processing)
 3 - R2 Audit Days

R2 & RIOS → Approximately 5 Audit Days

LARGE, FULL-SERVICE REPAIR & RECYCLING FACILITY

Full-Service Repair & Recycling

- CORE - **150 employees**
- Appendix A-Downstream Recycling Chain
- Appendix B-Data Sanitization
- Appendix C-Test and Repair
- Appendix D-Specialty Electronics Reuse
- Appendix E- Materials Recovery

Audit Time Guidelines

1.25
 .5 (6+ non-R2)
 1 (logical & physical)
 1 (w/QMS audit)
 .5
 .5 (manual disassembly)
.75 (other processing)
 5.5 - R2 Audit Days

R2 & RIOS → Approximately 9 Audit Days

**BROKER OF
SMARTPHONES**

Mobile Phone Broker

- CORE - 4 employees
- Appendix A-Downstream Recycling Chain
- Appendix F-Brokering

Audit Time Guidelines

1
.25 (<5 non-R2)
.75 (w/QMS audit)
2 - R2 Audit Days

R2 & ISO QMS → Approximately 3.5 Audit Days

Thank you!



Patty McKenzie

Director of Education & Outreach

Patty@SustainableElectronics.org

(202) 921-2261



Why Certify?

Upcoming

January 20, 2022 –
Newport Beach, CA Micro
Meeting (Live)



Thank you for joining us today.

Why Certify?



Thank you for joining us today.