



**HOW TO STAND OUT IN THE ITAD WORLD**

# SUSTAINABLE ITAD

- MAXIMIZES AND LEVERAGES THE VALUE OF ELECTRONICS
- FINANCIALLY RESPONSIBLE
- PROTECTS BRAND EQUITY
- PROTECTS PEOPLE AND THE PLANET
- HELPS LOWER AN ORGANIZATION'S ENVIRONMENTAL IMPACT, ITS CARBON FOOTPRINT, AND SUPPORTS ESG AND SUSTAINABILITY GOALS



Sustainable





# HOW TO GET TO SUSTAINABLE ITAD

1

## STANDARDS

Identify and Document  
Best Practices to meet  
the goal

2

## CERTIFICATION

Create accountability  
to the Best Practices

3

## COMMITMENT

to Best Practices by  
everyone

# ELECTRONICS SUSTAINABILITY STANDARDS



EN 50625-1  
EN 50625-2-1  
EN 50625-2-2  
EN 50625-2-3

EN 50625-2-4  
CLC/TS 50625-4  
EN 50614



# BUILDING GLOBAL CAPACITY THROUGH ELECTRONICS SUSTAINABILITY CERTIFICATIONS



N. America & Brazil

**103** Facilities

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



16 EU Member States

**162** Certified Operators

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



40 Countries

**1000+** Facilities

<https://r2directory.org>



# What Makes R2 Different?



- Addresses **all aspects** of responsible refurbishing and recycling of used electronics at all points in the reverse supply chain.
  - Returns
  - Resell
  - Reuse
  - Brokering
  - Recycling
- **Free** to download R2 Standard
- **Free** training & educational resources
- **SERI** Team Support



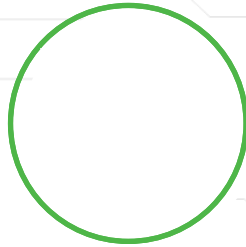
RETURNS



REPAIRS



TRADE-INS



UPGRADES

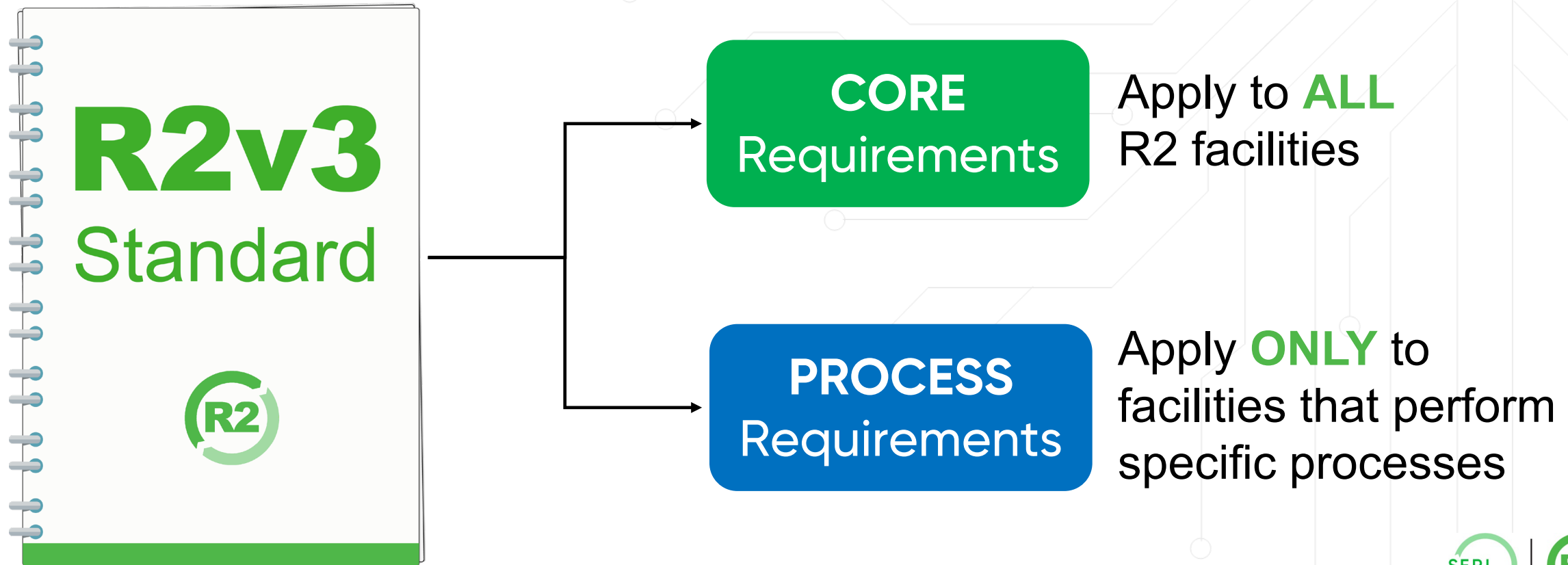


REMARKETING



RECYCLING

# R2 is Structured to adapt to many different business models





# 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

**Appendix G (pending)** - PV Panels



## Reduces Risk

- Data breaches
- Noncompliance
- Liability



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

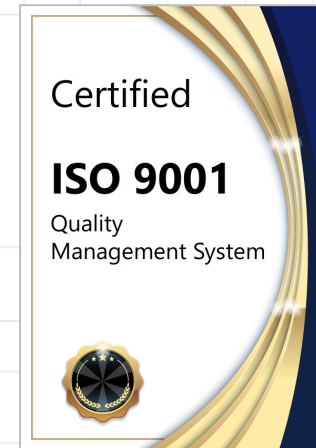
### ADDITIONAL Requirements in Appendix B

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

# Appendix C

# Strong REUSE requirements to ensure quality

- Quality Management Certification



- R2 Reuse Plan detailing...
  - Testing procedures
  - Quality assurance plans
  - Qualifications & Training

- Sanitization per **Appendix B**

- Detailed testing records



REC

LEVEL OF FUNCTIONALITY

Category	Product Functionality Description
F1	<p><b>Collectible or Specialty Equipment (Core Requirement 6.(e)(3)(A))</b></p> <ul style="list-style-type: none"> <li>- Collectibles are rare, vintage, and no longer manufactured or supported by the OEM</li> <li>- Specialty equipment are rare and specialized equipment not generally available in retail</li> <li>- May have broken or missing parts</li> </ul>
F2	<p><b>Verified Specialty Electronics (Appendix D)</b></p> <ul style="list-style-type: none"> <li>- Verified removed from operation with no known defects in functionality</li> <li>- No physical damage or defects</li> <li>- No corrosion</li> <li>- No missing parts</li> <li>- Part numbers and serial numbers verified accurate</li> </ul>
F3	<p><b>Key Functions Working (Appendix C – Test and Repair)</b></p> <ul style="list-style-type: none"> <li>- A subset of the primary functions of the device that an ordinary user of the device expects to function are verified working through manual or software tests</li> <li>- Software may not be loaded or configured</li> <li>- Hardware required for key functions to be tested may have been removed after testing (e.g. Hard Drive)</li> <li>- May be missing components or parts not essential to key functions</li> <li>- Secondary functions may not be tested or working</li> <li>- May not include Focus Materials (e.g. Battery) that are not working or not tested</li> <li>- All missing components or parts will be listed for each item</li> </ul>
F4	<p><b>Hardware Functional (Appendix C – Test and Repair)</b></p> <ul style="list-style-type: none"> <li>- All hardware is tested and verified working through manual or software tests</li> <li>- No missing or damaged components or parts</li> <li>- Software not loaded or configured</li> <li>- No hardware defects</li> </ul>
F5	<p><b>Refurbished (Appendix C – Test and Repair)</b></p> <ul style="list-style-type: none"> <li>- All functions tested and verified working through software tests</li> <li>- Loaded and configured with legally licensed software for full operations</li> <li>- Software test results are available</li> <li>- No hardware or software defects</li> </ul>
F6	<p><b>Like New (Appendix C – Test and Repair)</b></p> <ul style="list-style-type: none"> <li>- All functions tested and verified working through software tests</li> <li>- Repaired with OEM original parts</li> <li>- Loaded and configured with original manufacturer’s legally licensed software for full operation</li> <li>- Meets OEM specifications for full original functionality</li> <li>- Software test results are available</li> <li>- Zero defects</li> </ul>

## Core 5, Appendix A

# Strong Accountability throughout the entire reuse/recycling chain

**Annual Verification** of each vendor in the downstream chain

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

*\*Documented as working & sanitized **OR** commodity materials ready to be reintroduced into the manufacturing stream*





# Knowledge Base



## 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



## Transitioning to R2v3

- R2v3 Formal Interpretation #1.0 - Data Sanitization Software
- IMPORTANT MESSAGE for R2 facilities and consultants about auditor availability and transition timing
- A Successful Transition to R2v3 - Webinar & Resource Guide
- Podcast 10 - What Have We



## Video Library

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



## Podcast Library

- Podcast 1 - Using the R2 Appendix Determination Tool
- Podcast 2 - Helpful hints when scheduling your Internal Audit
- Podcast 3 - Writing your Data Sanitization Plan
- Podcast 4 - Writing Your R2 Reuse Plan



## R2 Training - CORE Requirements

- Translation instructions for R2 videos
  - Definitions & R2v3 Overview
  - Core 1- Scope
  - Core 2- Hierarchy
  - Core 3- Environmental, Health & Safety
  - Core 4- Legal & Other



## R2 Training - PROCESS Requirements (Appendices)

- Translation instructions for R2 videos
- R2v3 Appendix Applicability Guidance
- R2v3 Appendix Determination Tool
- The Scoop on Scope: What you need to know about scope for your R2 certification
- Appendix E Applicability Guidance



## Common Questions & Answers about R2v3

- Click Here to Submit Your Question
- Podcast 6 - Finding Guidance in SERI's Knowledge Base



## Code of Practices & Program Information

- Download R2 Standard / REC / Code of Practices
- R2v3 Formal Interpretation #1.0 -



## Auditor Training & Resources

- SERI R2v3 Auditor Course
- Audit Tools
- Auditor Videos

## RECENTLY ADDED...

SERI R2v3 Auditor Course: July 10, 11, 12 (online)  
May 1, 2023

Appendix E Applicability Guidance  
March 30, 2023

Appendix E Applicability Flowchart Guidance  
March 30, 2023

R2v3 Appendix Determination Tool  
March 30, 2023

R2v3 Appendix Applicability Guidance  
March 30, 2023

Common questions about Industrial Hygiene requirements  
March 29, 2023

R2v3 and IH Monitoring: A Quick Primer and Key Resources  
March 29, 2023

SERI R2v3 Auditor Course: May 30, 31, June 1 (online)  
March 24, 2023

Advisory 22 - Transition Plan for R2v3 (version 1.4)  
March 16, 2023

Podcast 19 - Most Common Nonconformances in R2v3 Audits  
February 27, 2023

Preview SERI License Agreement  
February 9, 2023

Podcast 18 - Legal Compliance Audits, with R2 Director Mike Easterbrook  
February 7, 2023

# 40+ Training Videos



**CORE 3**  
Environmental, Health & Safety  
Management System

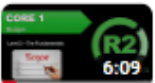


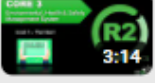
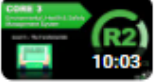
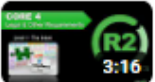
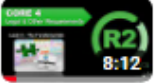

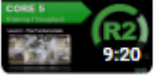

Level 1 – The Intent



## R2v3 Training Videos

Unlisted R2 Training - 8 / 40



- 5  Core 1.2 Scope  
R2 Training 6:09
- 6  Core 2.1 Hierarchy  
R2 Training 3:51
- 7  Core 2.2 Hierarchy  
R2 Training 7:13
- 8  Core 3.1 EH&S Management System  
R2 Training 3:14
- 9  Core 3.2 EH&S Management System  
R2 Training 10:03
- 10  Core 4.1 Legal  
R2 Training 3:16
- 11  Core 4.2 Legal  
R2 Training 8:12
- 12  Core 5.1 Tracking Throughput  
R2 Training 4:51
- 13  Core 5.2 Tracking Throughput  
R2 Training 9:20
-  Core 6.1 Sorting





# R2 Guidance & Knowledge Base

Powerful search tool

Search for guidance by keyword or topic

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



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May 1, 2023

Clarification on Appendix E Applicability  
March 30, 2023

Appendix E Applicability Flowchart Guidance  
March 30, 2023

R2v3 Appendix Determination Tool  
March 30, 2023

# Online Training Classes



- Intro to R2 webinars
- R2v3 Auditor Training

# R2 Trained Consultants



[About](#) [Join the Mission](#) [Making a Difference](#) [For Business](#) [R2](#) [Find An R2 Certified Facility](#)

 English

## GETTING CERTIFIED

### Find a Consultant

Many companies choose to enlist the help of a consultant to help them prepare for certification. If you decide to hire a consultant, be sure to thoroughly screen for experience, qualifications and references. We've compiled a short list of some questions to consider into a handy PDF.

[CONSULTANT QUESTIONS PDF](#)

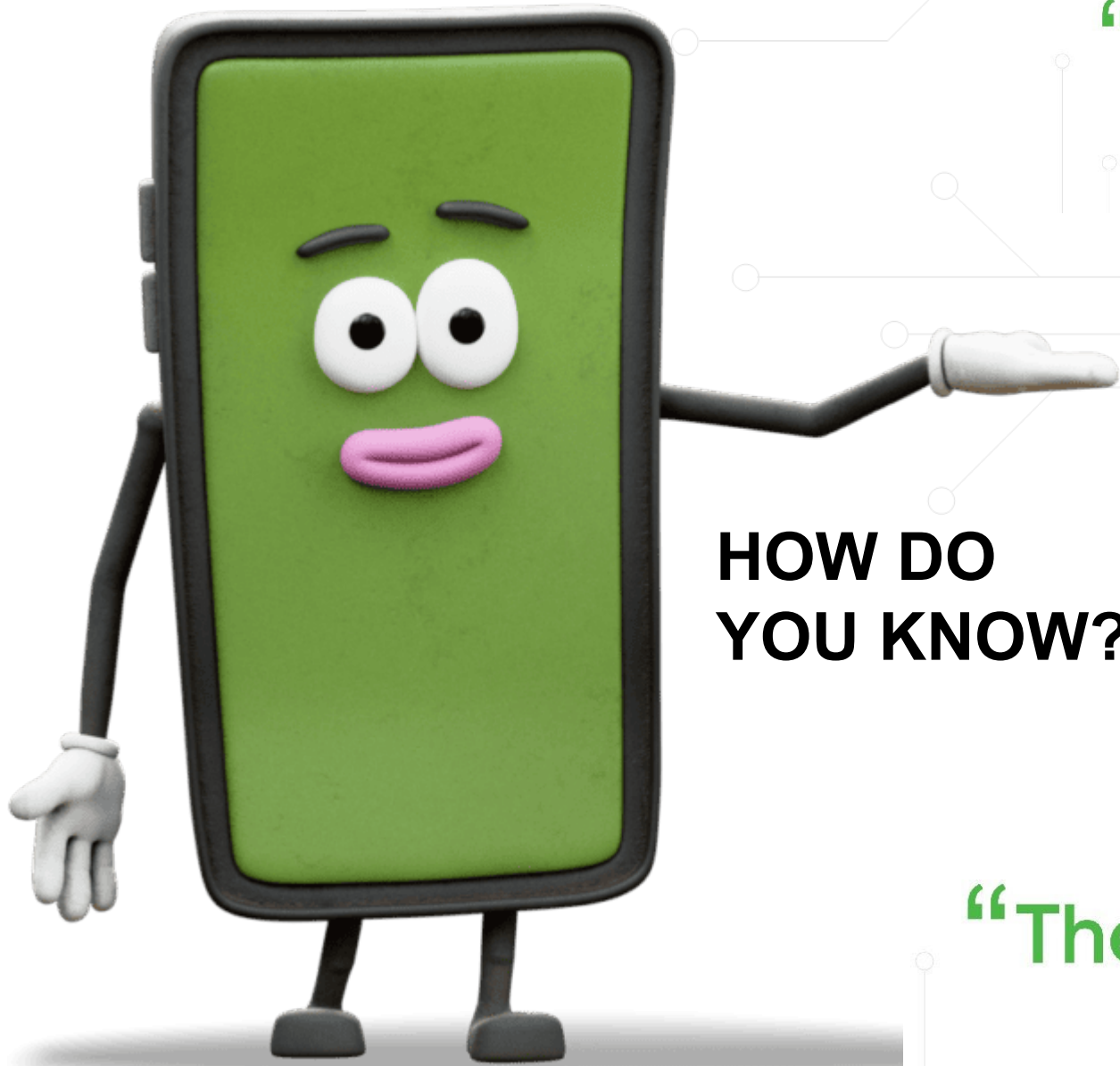
We also maintain a list of consultants that have taken SERI's R2 Auditor Training and passed the course's final exam. SERI's purpose in providing this list is to present options for facilities interested in retaining a consultant who has taken the R2 training. However, SERI does not endorse or recommend any consultants, including the consultants on this list. Facilities should conduct a thorough review of any consultant that they are considering hiring. SERI is not liable for any action or inaction on the part of any of the consultants listed below.

## Consultant Directory

The R2 logo features the letters "R2" in a white, bold, sans-serif font, centered within a green circular border.

# Live SERI support





“Trust us...  
we do it right”

“I got a guy!”

**HOW DO  
YOU KNOW?**

“Don't worry...  
**your data**  
is safe with us”

“They'll take it all,  
**for free!**”



# SUSTAINABLE ITAD FACILITIES

<https://R2Directory.org>

**Geographic Search** | **Advanced Search** | **Search by Name**

**SEARCH BY FACILITY FEATURES:**

**CERTIFICATE STATUS**

Active       Discontinued  
 Suspended       Closed  
 Revoked       Moved  
 Expired

**R2V3 BUSINESS WORKFLOW**

Returns/ Warranty/ Trade-Ins  
 ITAD/Remarketing  
 E-Scrap/Recycling  
 Telecom/ Medical/ Commercial  
 Data Destruction

**R2V3 PROCESS REQUIREMENTS**

APPENDIX	DESCRIPTION
<input type="radio"/> A	Downstream Recycling chain
<input type="radio"/> B	Logical Data Erasure
<input type="radio"/>	Physical Destruction
<input type="radio"/> C	Test & Repair
<input type="radio"/> D	Speciality Equipment
<input type="radio"/> E	Materials Recovery
<input type="radio"/> F	Brokering

**R2 VERSION**      **DROP OFF**

All       Yes  
 R2:2013       No  
 R2v3

**NARROW SEARCH RESULTS GEOGRAPHICALLY:**

Region

Country

State/Province

City/Town

**SEARCH**

**Search by business workflow OR specific capabilities**



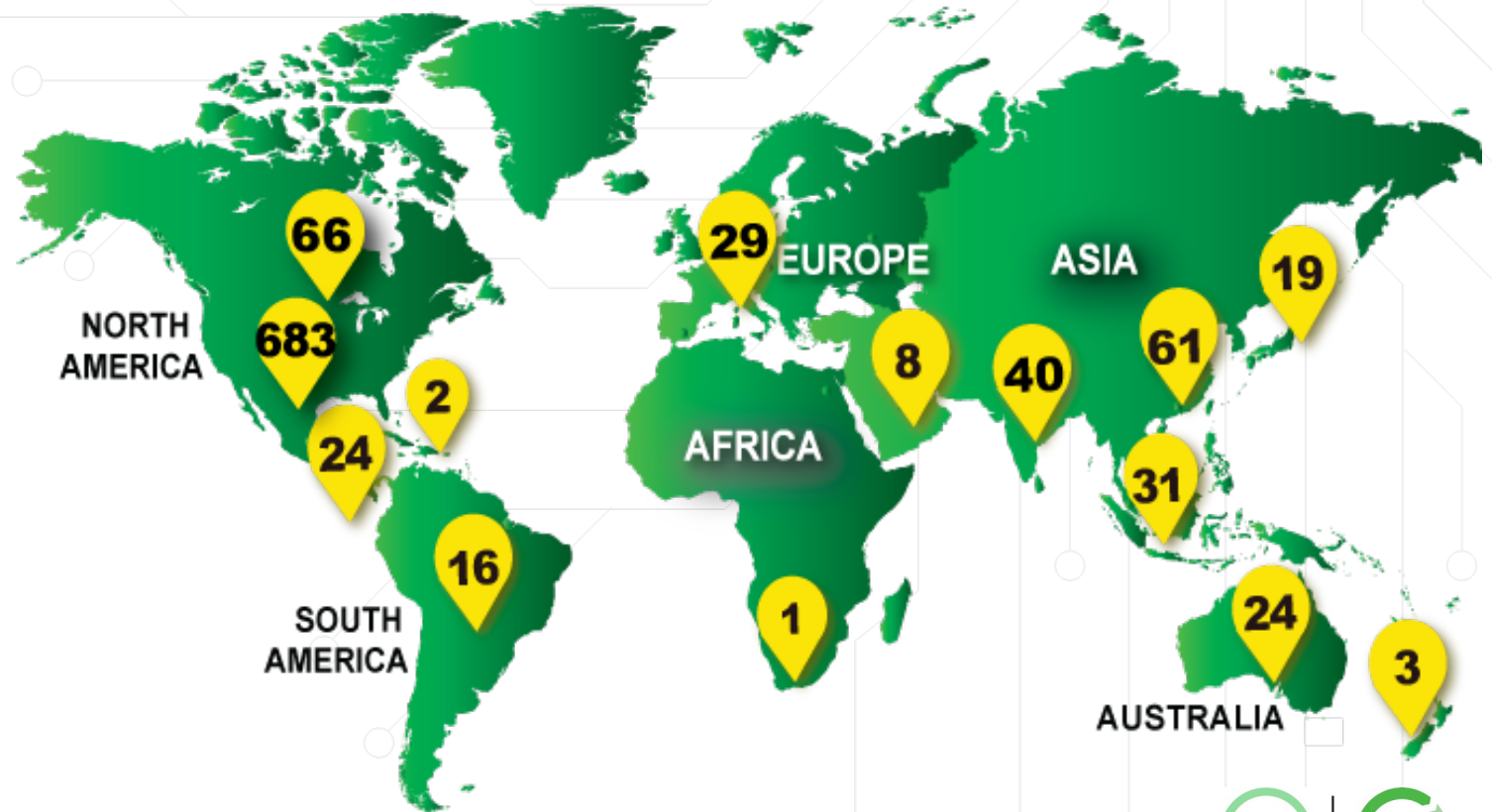
# SUSTAINBLE ITAD in EUROPE





# MOST WIDELY ADOPTED CERTIFICATION for **SUSTAINABLE ITAD**

**617** Facilities  
**36** Countries







**1020**

**FACILITIES**

**40**

**COUNTRIES**

**7**

**REGIONS**

