



# E-waste Recycling

Electronic waste (e-waste) continues to be one of the fastest growing waste streams on the planet and improper disposal is a worldwide problem. If not managed properly, e-waste that is landfilled or incinerated contributes to the depletion of valuable natural resources, and increases the demand for mining and processing of raw materials, a leading source of environmental pollution.

## **One Billion Pound Goal Achieved**

To address the issue of e-waste, in 2009 we established our recycling program. Consumers can bring most electronics into our stores (with a few restrictions), no matter where it was purchased or who made it, and recycle it for free. In addition, with a qualifying large appliance or TV purchase, Best Buy will haul away old appliances or TVs larger than in-store limitations for free from customers' homes.

Today, consumers in the U.S. recycle more electronics and appliances through Best Buy than any other retailer. In 2009, we set a U.S. goal to collect 1 billion pounds of consumer electronics and appliances for recycling by the end of 2014. In June of 2014, we met this goal. Best Buy renewed our commitment to the challenge of e-waste by setting a new goal to collect an additional 2 billion pounds of consumer electronics and appliances for recycling by the end of 2020. In fiscal 2015 alone, we collected about 125 million pounds of consumer electronics and 109 million pounds of appliances.

## **Our Recycling Standards**

At Best Buy, we provide a responsible way for our customers to recycle their old electronics. We promote environmental stewardship by requiring all of our recycling partners to comply with the highest industry standards regarding the reuse, refurbishment or recycling of products collected through our programs and the disposal of waste generated from the recycling process. In addition to our own standards, we require all electronics recycling partners to maintain an ISO 14001-certified (or equivalent) environmental management system, R2® and eStewards® certifications. These certifications ensure that all materials, including cathode ray tubes, are managed in an environmentally responsible manner.

## **Customer Data Privacy and Recycling**

Another concern when recycling electronics is ensuring that any customer data left stored on such products is handled appropriately. To ensure our customers' data is protected, we have strict data privacy protection requirements for our employees and our partners. We only work with pre-qualified companies in our secondary markets and we regularly audit our recycling partners to ensure compliance with our data privacy standards. Visit [BestBuy.com/Recycling](http://BestBuy.com/Recycling) for more information about how to recycle electronics at Best Buy stores. See page 35 for further discussion on customer data privacy.

## **Challenge: Cathode Ray Tube (CRT) TVs**

One challenge we face in the electronics recycling space is ensuring the proper handling and disposal of the materials contained in Cathode Ray Tube (CRT) TVs. CRT TVs contain an average of six pounds of lead as well as other hazardous materials. The leaded glass of CRT poses a particular challenge that even the most responsible recyclers struggle with as there is not a sizable market for re-use of the glass now that flat-panel TVs have replaced the CRT technology. According to a study conducted by the Consumer Electronics Association (CEA), an estimated 49 million U.S. households have CRT TVs today.

We are working with the industry to help solve this issue through our participation in the following working groups:

- EPA's Sustainable Material Management Working Group
- R2 Technical Advisory Committee

## **Battery Recycling**

Best Buy stores, service centers and distribution centers collected more than 143,000 pounds of used rechargeable batteries for recycling in 2014. The recycling kiosk located in each store accepts used rechargeable batteries as well as other recyclable items, making it quick and easy for customers to recycle. Best Buy partners with Call2Recycle<sup>®</sup> - North America's first and largest consumer battery stewardship program. For the past three years, Best Buy has been named a Call2Recycle Leader in Sustainability for our strong commitment to sustainability through our consistent participation in the program.

## **Recognition**

In 2014, Best Buy was awarded the EPA's Sustainable Materials Management (SMM) Electronics Challenge Champion and Gold Level Participant Awards. Award recipients at these levels are regarded as having the highest level of vision, coalition-building, and execution of programs and policies related to responsible used-electronics management. Best Buy received the award because of our convenient and accessible recycling locations, internal and external communication efforts about the value of recycling, comprehensive and successful recycling program and using certified third-party recyclers to handle all of our collected product.