Full Circle: HP’s Contribution to the Circular Economy

H-GAC Regional Recycling Roundtable
Ngozi Lawanson / September 8th, 2016
Agenda

• Materials Recovery and Reuse
  - HP Planet Partners Program
  - Ink Cartridge Recycling History and Milestones
  - Recycled Plastic in HP Products

• Reuse/Refurbishment
  - Refurbished Products

• Product-as-a-Service
  - HP Service Programs

• Maintenance/Upgrade
  - Durability and Repair-ability
  - Upgradability
  - Serviceability
Recycle
A landfill is a wonderful thing to waste!

HP Planet Partners
www.hp.com/recycle

- Recycling
- Trade-in
- Cash Return
- Donation

- Hardware
- Supplies
- Packaging
- Hardware

HP recovered 155,200 tonnes of hardware and supplies in 2015!
HP Planet Partners celebrates 25 years of supplies recycling...making a difference together

- 682 million recycled HP cartridges from 60 countries
- 3.3 billion recycled plastic bottles
- 50 million recycled hangers

3 billion new print cartridges

Used cartridges and other plastics you recycle are combined to make new HP print cartridges—3 billion of them.
Free and convenient supplies recycling options—medium and enterprise businesses*

Use your own box or order a box to recycle by the box

Recycle by the pallet for large office buildings

*service varies by country. See hp.com/recycle
Free and convenient recycling options - individual customers *

Drop off at one of HP’s 11,350 drop off locations worldwide

Order a free recycling envelope suitable for shipping up to 6 empty ink cartridges at a time

Print a free label at hp.com/recycle
Mail in your HP LaserJet toner cartridge using the free enclosed label (US)
You can strap up to 8 toner boxes together and use one label

*service varies by country. See hp.com/recycle
Materials Innovation: HP’s “closed-loop” process

1. Customers buy Original HP supplies

2. Customers recycle with HP Planet Partners

3. HP sorts

4. HP recycles

5. HP adds

6. HP reformulates

Original HP ink and toner cartridges
Closed-loop recycled plastic progression

Leveraging knowledge and extending leadership

- Recycled PET (rPET)
  - Five year development, 2005 start

- Recycled polypropylene (rPP)
  - Three year development, 2013 start
  - Implemented 2013

- Recycled high impact polypropylene (r2P2)
  - Less than 12 months development, 2014 start
Closed-loop plastic development results

How much and how many?

110M  2.7B

Pounds recycled content material used since program start

- More than 2,750 forty foot container loads of material*
- Over container RC material per day for past six years

Ink cartridges manufactured with recycled content material

- More than 3.3 billion PET water bottles
- More than 50 million PP hangers

* Assumes 40,000 pound container loads

Upcycling!
In 2015, HP Launched 5 EPEAT Gold LaserJet Printers

Nearly all HP Gold models feature:

- Recovered content in fiber-based packaging (required)
- 5% content of postconsumer recycled plastic
- 90% recyclable packaging
When it comes to Recycled Plastic Usage, Commercial Displays Lead the Way

• More TCO Edge certifications in 2015 than any other manufacturer (16 certifications)
  – Received TCO Edge certification through using 85% post-consumer recycled plastic (according to TCO definition)

• In 2015, 71% of HP commercial displays shipped with more than 10% post-consumer recycled plastic.

• 6 elite displays introduced in 2015 shipped with more than 30% post-consumer recycled plastic (according to EPEAT definition)
Reuse/Refurbishment
Refurbishing and Remanufacturing Recovered Product

• Computing products are refurbished and recertified to be sold through our business outlet
  – All refurbished products are backed by a 1 year warranty and care pack
Product-as-a-Service
HP Services

HP Subscription Services

HP's Device-as-a-Service program bundles the latest computing and imaging products for rent with HP lifecycle services and an account manager under one simple contract.

HP Managed Print Services

HP’s MPS program designs out waste by creating unique printing solutions to meet clients’ printing needs and practices, as specified through environmental assessments.

Reduces paper waste by 25% or more!

HP Instant Ink

A subscription service working to ensure customers never run out of ink, HP Instant Ink reduces waste, enforce recycling, and cost up to 50% less for customers.

Reduces cartridge-related materials consumption by 67% per page!

*As of September 1st, 2016.
Maintenance
Extending Product Life

Durability
- HP’s portfolio of MFPs and color printers won Buyer’s Lab’s 2016 “Line of the Year” award, partly due to great product reliability.
- Select printing and computing products are tested to the MIL810g standard, which measures product durability in a variety of environmental and atmospheric stress tests.

Repair-ability
- 3 HP Products have been awarded perfect scores for repair-ability by iFixit.

Predictive Support
- TouchPoint Manager for PCs
Designing for Upgradability - Workstations

Desktop workstation products employ a tool-less design, which allows users to easily take apart their devices and replace/upgrade certain parts.

HP Z1 G3 Workstation

HP Z840 Workstation
HP as a Serviceability Organization

HP Maintenance and Repair Offerings:

- Publicly available maintenance and repair manuals and videos for nearly every computing and printing product
- 3 year extended warranty for all commercial computing products
- Spare parts available for 5 years post-production for all commercial computing products
- Care packs available for computing products for further support
Summary

- **Materials recovery and reuse**: Product recycling, print supplies closed loop (rPET, rPP, rZP), hardware recycled content (PCs, printers)
- **Reuse/refurbishment**: HP Indigo Reconditioning Program, PC and printer reuse
- **Product-as-a-service**: HP Subscription Services, HP Managed Print Services, HP Instant Ink
- **Maintenance/upgrade model**: HP Indigo, HP PageWide Web Presses, modular design, freely available service manuals

HP Jet Fusion™ 3D printing solution a circular economy enabler