

Zero Landfill Initiative Quality Assurance

equipment **HQ**

Reducing Our Environmental Impact, One Product at A Time

METHOD OF DISPOSAL

Equipment HQ fully dismantles and segregates any non-functional equipment or equipment with little to no financial value on UK markets. We segregate waste electronics and electrical equipment to component-level of the following materials:

- Ferrous Metals
- Copper
- Aluminium
- Cleaned Plastic
- Chopped Cables
- Clear Glass
- High-Grade Circuit Boards
- Low-Grade Circuit Boards
- CPUs
- Small Batteries
- Lead/ Acid Batteries
- Cardboard & Paper

Separated materials are distributed to the UK- only Authorised Treatment Facilities where they are processed further before entering national or international manufacturing markets. All Authorised Treatment Facilities that Equipment HQ operates with are UK based and are audited to ensure they hold relevant Environment Agency licensing and are not approved exporters.

Working equipment with residual value goes through our vigorous testing procedure before being refurbished and repackaged into new, bespoke, plain packaging and given our Industry-Leading Lifetime Warranty.

RECYCLE PROGRAMME

Equipment HQ operates as a Registered Waste Carrier (Reg. CBDU139943) and supplies materials to a WEEE (Waste Electrical and Electronic Equipment) Authorised Treatment Facility as part of a primary upcycling process. The materials processed within this facility include 12 categories of WEEE: Ferrous Metals, Copper, Aluminium, Cleaned Plastics, Chopped Cables, Clear Glass, High-Grade Circuit Boards, Low-Grade Circuit Boards, CPUs, Small Batteries, Lead/Acid Batteries, and Cardboard & Paper.

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ENVIRONMENTAL CONSIDERATIONS

The volume of WEEE in the EU is increasing rapidly year on year and our processes at Equipment HQ are designed to maximise the reclamation of materials and aims to provide an ethical solution for the disposal of WEEE products.

To aid in improving the UK's socio-economic standing, we ensure waste remains in the UK until sufficiently treated to prevent the use of manual labour and open landfill in developing countries, regarding the treatment and disposal of these products and materials. Manually separating these products into raw materials before re-distribution into secondary treatment facilities allows us to increase the volume of recyclates, reduce cross-contamination, and reduce the losses of raw materials themselves.

We are continuing to ensure our WEEE management efforts are as efficient and sustainable as possible. We are therefore working towards validating our compliance with ISO standards for our clients. This is an utmost priority.

WASTE MANAGEMENT

Our waste management procedures cover a range of material recycling processes that include the transfer of waste into sorted recycling storage that is then gathered and distributed by localised collections. By utilising the logistical aspect of our operation in the collection of equipment and materials from clients, we aim to offset the cost of delivering plastics and therefore uphold the reduction of our carbon footprint.

Creating additional waste streams has enabled us to reduce volumes of landfill products and materials by significant margins. As remaining landfill space across the UK has become a premium and concerns about UK waste volume have risen alongside media scrutiny, we at Equipment HQ believe that it is important to provide WEEE process solutions that encompass a significant emphasis on Corporate Social Responsibility.

Some of the process solutions that we incorporate can be seen in the following examples:

- **Cardboard & Paper:** As part of our collection process, cardboard, paper, storage boxes, and high volumes of waste packaging are received and packed for specialist reprocessing. As of high importance, any confidential paper waste is first shredded before entering the waste distribution process.
- **High-Grade & Low-Grade Circuit Boards (PCBs):** Due to the intrinsic material makeup of PCBs, dismantling these products for reprocessing can involve a complex process. We practice traditional PCB recycling methods that include the dismantling, crushing, and physical separation of these products using magnetic or high-voltage electrostatic at a low environmental cost. Although PCBs can also be recycled using thermal or chemical recycling to obtain the purified metals, this process requires high processing temperatures and pressures which can lead to pollution through hazardous fumes.
- **Central Processing Unit (CPUs):** CPUs can be recycled through the dismantling and extraction of raw materials to deter toxic materials and a mix of plastic waste from entering landfills. Although this process is complex, Equipment HQ strives in our ability to offer recycling methods for a range of electronic equipment and ensures each method is efficient and sustainable.
- **Metals and Precious Metals (Ferrous, Copper, Aluminium, Gold etc.):** All redundant or scrap metal that come through the doors of Equipment HQ is recycled. Conveniently located next to a metal recycling plant, Equipment HQ can ensure that there are absolutely no issues following the strict recycling procedures set out. We take pride in making sure that NO recyclable goes to landfill, and there's never a moment where metals can't be recycled! *Gold is transferred to another off-site refinery for recycling.
- **Plastics:** Plastics are collected twice weekly and transferred to a local authority recycling plant.

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DATA PROTECTION ACT 2018

1. Prior to equipment being collected, a data destruction tracking sheet created. Top and rear copies of these tracking sheets are provided to the processing department and office. Each copy includes the quantities of storage media received alongside the date of SO and the SO number.
2. Individual goods are accepted at a singular point in the depot.
3. Equipment is separated from any associated data storage media, labelled with Sales Order numbers/make/model of machine that data was removed/separated from, and locked in a storage area with the corresponding Sales Order number with the top sheet present. We ensure that all equipment quantities are accounted for and match the original volume quoted and that any discrepancies/amendments are reported to the customer/client. This process prohibits hard drive access as a user would have to be re-installed in the machines that the hard drive originated from before use.
4. In the Data Destruction Area, storage media is wiped/shredded without having to access the media within the device itself. The data destruction process is then logged alongside the outcome of process is logged.
5. An Excel spreadsheet that includes the wiping process is produced and provided to Head Office. The top copy of the data wiping form is then signed and dated accordingly.
6. The data wiping certificate is submitted to the customer/client and both tracking sheet copies are stapled together and stored for future reference in the office.
7. As part of our risk minimization strategies, we ensure that any confidential customer/client information is stored on the computer only. We have implemented these strategies to prevent access any such information that could compromise or damage a customer/client's reputation.
8. At Equipment HQ, we fully comply with the General Data Protection Regulation (GDPR) as part of the Data Protection Act 2018.



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AUDIT TRAIL

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3. Equipment is separated from any associated data storage media, labelled with Sales Order numbers/make/model of machine that data was removed/separated from, and locked in a storage area with the corresponding Sales Order number with the top sheet present. We ensure that all equipment quantities are accounted for and match the original volume quoted and that any discrepancies/amendments are reported to the customer/client.
4. To ensure storage media matches the original volume quoted, storage media is re-counted. This assures that any that any hard drives cannot be accessed/used by any unauthorised personnel. Please note, any employees engaged in the data destruction process are NOT permitted to simultaneously process computers/servers.

Killdisk and Certus Erasure software are both fully certified and used in both corporate and domestic erasures. These software's are used to erase data on storage media in our data erasure/wiping process to remove all information whilst leaving the existing hard disk operable for repurposing.

5. Any drivers that fail the data wiping process are logged and placed in the "failed drivers" bin inside the data wiping area. Reasons for failure can include failed circuit boards, failed drive heads or driver motors, bad sectors, or bad blocks. These drivers are then destroyed through removing the circuit board, top case, drive heads, and storage platter. To prevent further access to residual media, the storage platter is then chopped.
6. After being logged on the data destruction certificate, CDs, DVDs, and any tape-based magnetic media are granulated into in plastic granules.
7. USB solid state media is crushed, and circuitry recovered and, manually destroyed before being sent to the refinery.
8. Before being sent to the refinery any USB solid state media has its circuitry recovered and is then crushed and manually destroyed.
9. An Excel spreadsheet that includes the wiping process is produced and provided to Head Office. The top copy of the data wiping form is then signed and dated accordingly.
10. The data wiping certificate is submitted to the customer/client and both tracking sheet copies are stapled together and stored for future reference in the office.

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