

# Sprint Electronics Stewardship Policy

## Overview

Sprint's vision is to be a leader in environmental responsibility within the U.S. information and communication technology sector. Sprint's mission is to work toward minimizing the impact that Sprint services, products and operations have on the environment while protecting current and future generations' quality of life. As such, Sprint has committed to address issues related to our impact on climate change, to wisely manage our use of natural resources, and to enhance the environmental sustainability and social responsibility of the electronic products that we sell and use.

Sprint recognizes the key role that we play in offering environmentally sustainable electronic products and in collecting retired products from customers for reuse and recycling. As a consumer of electronic products that enable our operations, Sprint also recognizes the importance of procuring eco-friendly equipment and handling its end-of-life disposition responsibly. This electronics stewardship policy was developed to ensure Sprint reduces the level of environmentally sensitive material in the electronics we design and purchase while managing electronic waste (e-waste) in a manner consistent with Sprint's overarching social and environmental goals.

## Commitments & Goals

1. Design and procure electronics that are more environmentally sustainable  
**Goal:** At least 70% of Sprint-branded devices launched annually will meet our environmental scorecard criteria by 2017
2. Maximize equipment useful life
3. Boost collection of equipment  
**Goal:** Collect nine phones for reuse or recycling for every 10 we sell annually by 2017 – a 90% collection rate  
**Goal:** Collect 100% of Sprint's annual e-waste for reuse and recycling by 2017
4. Maximize reuse of electronics through redeployment and remarketing
5. Responsibly recycle e-scrap
6. Use environmentally and socially responsible vendors for recycling and remanufacturing  
**Goal:** 100% of Sprint's electronics recycling vendors certified by end of 2012  
**Goal:** 100% of Sprint's electronics remanufacturing partners certified by end of 2013

### 1. Design and procure electronics that are more environmentally sustainable

We are committed to designing Sprint-branded electronic products with the end disposition in mind. We have provided each of our handset and accessory manufacturing vendors with a [vision and specifications](#) for environmentally sustainable design that will reduce the ecological footprint of these devices, extend their usable life, and make them easier and safer to reuse and recycle. Sprint's vision includes offering products that are:

- Created through an environmentally sustainable manufacturing process
- Easily upgradeable – extending the average life per device
- Fully and easily recyclable (e.g., use of recyclable material, ease of data removal, ease of disassembly for parts recovery and material separation, etc.)
- Free of potentially hazardous materials (e.g., polyvinyl chloride, brominated flame retardents, phthalates, beryllium, etc.)

**Goal:** At least 70% of Sprint-branded devices launched annually will meet our environmental scorecard criteria by 2017

- Sprint evaluates its handset and accessory manufacturing vendors on a quarterly basis using a scorecard that covers key performance expectations. The scorecard includes basic elements of the aforementioned vision for environmentally sustainable design. Additional performance expectations will be incorporated into the scorecard over time. Sprint will establish interim goals for scorecard compliance by end of 2011.

Sprint is committed to procuring “greener” electronics for its Network, IT and Real Estate operations, as well. Sprint’s sourcing process will broaden the supplier selection criteria to include “environmental sustainability” as a key component for award decisions. By the end of 2011, Sprint will develop bid evaluation criteria for electronic equipment and the assessment process used to score bid responses. All of the environmental sustainability information will be factored into understanding the “total cost of ownership” and ultimately the supplier selection. The criteria will focus on areas such as:

- Energy consumption – greater efficiency can extend product lifespan
- Potentially hazardous material – reduced levels decrease risk to health and safety during processing for reuse and recycling
- Easily upgradeable – extending the average life per device
- Use of renewable or recycled materials – reduces pressure on non-renewable materials
- Ease of reuse/recycling – vendor trade-in programs, design for disassembly, etc.
- Packaging design – reduced packaging can decrease resource consumption and carbon emissions from shipping
- Greenhouse gas emissions – lifecycle analysis of the product’s carbon footprint
- [Commitment to corporate social responsibility](#) – including human rights and fair labor standards
- Use of conflict-free minerals – working to ensure products do not contain minerals whose extraction and trade have illegally contributed to funding armed groups, such as some sources of coltan from the Democratic Republic of Congo

## **2. Maximize equipment useful life**

According to the U.S. Environmental Protection Agency, cell phones are only used for an average of 18 months before being replaced. Sprint offers equipment protection solutions to help customers extend the life of their device. We are committed to providing service and repair for most Sprint-branded handsets for three (3) years or more after they are introduced.

In addition, Sprint’s sourcing process seeks to ensure a long, serviceable life for the electronic equipment that we purchase for our IT and Network operations. Suppliers are required to manufacture or offer equipment of similar form, fit and function, for at least seven (7) years after the time of purchase. Suppliers also must continue to repair and provide replacement parts to support the equipment for at least five (5) years after notice of their intent to discontinue products.

Sprint also seeks other means to maximize the life of our IT and Network equipment. For example, Sprint Network has deployed server blade ecosystems. Such intelligent technologies, which include low-voltage CPUs as well as power supply and fan throttling based on need, result in reduced energy consumption and dynamic power capping. Also, Sprint IT has extended the life of many company-owned desktops and laptops by using technology that enables applications to be virtualized, centralized, and managed within the datacenter rather than on the desktop. Sprint will continue to seek additional opportunities like these to maximize the useful life of its electronics.

Sprint Real Estate procurement decisions are based on a lifecycle analysis for equipment which includes placing a high value on longer lengths of service, greater energy efficiency (e.g., ENERGY STAR certification), and low maintenance.

## **3. Boost collection of equipment**

Worldwide, the collection of electronics for reuse and recycling remains low. According to the

[e-Waste Recovery and Recycling report](#) published by ABI Research, some 53 million tons of electronic waste was generated globally in 2009. Only about 13% was recycled. Sprint is committed to providing solutions that will boost the collection of used electronics from customers and employees.

We offer customers easy, convenient and rewarding takeback programs that reuse and recycle the following equipment regardless of make, model, carrier or condition: cell phones, smart phones, PDAs and mobile broadband cards. Sprint-branded routers and femtocells are also accepted, as are any other electronic devices sold by Sprint (e.g., netbooks and tablets). In addition, Sprint will take back for reuse and recycling any batteries, electronic accessories, user manuals, and packaging associated with the aforementioned equipment. For more details on Sprint’s takeback programs and how to participate, visit [Sprint.com/recycle](http://Sprint.com/recycle).

In 2010 Sprint collected 3.6 phones for reuse or recycling for every 10 we sold – a 36% collection rate. We plan to increase participation in our takeback programs by investing in increasingly innovative collection strategies and incentives, greater convenience, and additional marketing and promotion.

**Goal:** Collect nine phones for reuse or recycling for every 10 we sell annually by 2017 – a 90% collection rate

Sprint also offers a robust set of programs to collect company-owned electronic equipment for reuse and recycling. For instance, by typing “pcpickup” into their intranet web browser, Sprint employees can request to have used laptops, desktops, monitors, peripherals and more picked up from any office and delivered to Sprint’s IT group for disposition. The IT organization also collects servers through a decommissioning process. Likewise, Sprint’s Network and Real Estate organizations collect and decommission equipment (e.g., circuit boards, switches, routers, cabinets, audio visual equip-

ments, power distribution equipment, microwave ovens, etc.) through the use of a materials request form process.

**In total, 1,180 metric tons of Sprint e-waste was collected for recycling in 2010.** Another 500 metric tons of equipment was collected and reconditioned and/or sold for reuse. There is still room for improvement. Sprint is committed to establishing defined exit points for all of the company's e-waste, to providing employees with the tools, processes and training necessary for proper collection of the material, to conducting regular audits to evaluate compliance, and to continually improving and refining this system. By the end of 2011, Sprint will establish and publish a timeline with milestones for achieving each of the steps above and develop a means to measure the following goal:

**Goal:** Collect 100% of Sprint's annual e-waste for reuse and recycling by 2017

#### **4. Maximize reuse of electronics through redeployment and remarketing**

Reusing electronics reduces the need to manufacture and buy new equipment. This conserves more energy and raw materials than recycling, and helps to reduce Sprint's operational costs. As such, Sprint seeks to maximize the reuse of electronics received through our collection programs. Equipment is repaired and/or reconditioned for reuse to the extent that it is technically and economically feasible.

- Data Destruction – Sprint's goal is to thoroughly eradicate user data from all electronics received through our collection programs that will be reused, resold or donated.
  - Sprint's own equipment with data storage capability (e.g., desktops, laptops, servers, printers, faxes, routers, etc.) is wiped using a U.S. Department of Defense compliant process. Samples of erased drives are collected from vendors and sent to Sprint Security for analysis and verification to ensure that no residual data exists.
  - In addition, Sprint and its vendors work closely with the original manufacturers to erase user data from consumer devices collected through its takeback programs. Vendors are contractually obligated to thoroughly remove this data and are regularly audited by Sprint to confirm compliance.
  - As an added layer of protection, Sprint continues to recommend that customers erase all personal and work-related data from their device before sending it to Sprint.
- Remanufacturing – Collected equipment is rebuilt, repaired, and/or restored as needed prior to being reused, resold or donated:
  - This activity is conducted by Sprint vendors in developed (OECD) countries.
  - Sprint seeks to reclaim as many parts as possible from non-functioning devices for use in the repair of other equipment.
  - When new parts must be purchased to complete this activity, only components that meet or exceed original equipment manufacturer specifications will be used.
  - Any e-scrap generated by this activity will either be returned to Sprint for final disposition, or handled by the vendor, in the manner prescribed within Section 5 below.
- Testing – All collected equipment is tested before it reused, resold or donated.
  - Sprint's own equipment is tested to ensure it is in full working condition.
  - Customer equipment reused as device replacements in Sprint's Service and Repair operations are tested and certified by Sprint to be in full working condition.
  - Much of Sprint's excess customer equipment is resold in full working condition. Some devices, though, are sold specifically as candidates for remanufacturing. These units are tested to ensure that they at least power on.
- Trans-boundary shipments – Sprint's International Compliance Policy applies to all shipments of equipment or components from one country to another; this includes the respective roles and responsibilities of Sprint and its vendors and customers to ensure compliance with any applicable export, import, and customs duty requirements.

#### **5. Responsibly recycle e-scrap**

Sprint is committed to keeping all of the equipment that we receive through our collection programs out of the waste stream. These programs inevitably generate e-scrap – electronic devices or parts that are obsolete or broken and beyond economic repair. By responsibly recycling this e-scrap, we alleviate the risk of toxins entering our water and air through landfills and waste incinerators.

- Zero e-Scrap Landfilled
  - Sprint and its vendors will make every reasonable effort to control e-scrap and prevent it from entering landfills and waste incinerators or being dumped
- Maximize Material Recovery
  - To the extent technically and economically practical materials are manually separated for recovery (e.g., plastics, glass, batteries, etc.) prior to the extraction of precious metals.
- Trans-boundary Shipments
  - e-Scrap is not shipped from developed countries (OECD) to developing countries (non-OECD).

#### **6. Environmentally and Socially Responsible Vendors**

Sprint is committed to using vendors for remanufacturing and recycling that meet the following environmentally and socially responsible criteria.

- Worker Rights, Health & Safety
  - Sprint’s vendors are expected to employ fair labor practices and to provide safe and healthy working environments as outlined in the [Sprint Supplier Code of Conduct](#), as well as avoid use of prison labor for the handling of e-scrap that may result in the release of potentially toxic chemicals
  - Mercury and batteries are removed prior to shredding
- Recycling Vendor Certification Goal
  - All of Sprint’s electronics recycling vendors will be certified as meeting one of the following three options for standards by the end of 2012:

**Option A:**

- [Responsible Recycling \(R2\)](#)
- [ISO 14001 Environmental Management System](#)
- [OHSAS 18001 Health & Safety Management System\\*](#)

**Acceptable alternatives include:**

- [OSHA Voluntary Protection Programs \(VPP\)](#)  
or [OSHA Safety & Health Achievement Recognition Program \(SHARP\)](#)

– or –

**Option B: [R2 / RIOS](#)**

– or –

**Option C: [e-Stewards](#)**

- Remanufacturing Partner Certification Goal
  - All of Sprint’s electronics remanufacturing partners (i.e., select original equipment manufacturers and vendors) will be certified as meeting one of the following three options for standards by the end of 2013:

**Option A:**

- [Responsible Recycling \(R2\)](#)
- [ISO 14001 Environmental Management System](#)
- Documented health and safety management system (by end of 2013)\*
- [OHSAS 18001 Health & Safety Management System \(By end of 2015\)\\*](#)

**Acceptable alternatives include:**

- [OSHA Voluntary Protection Programs \(VPP\)](#)  
or [OSHA Safety & Health Achievement Recognition Program \(SHARP\)](#)

– or –

**Option B: [R2 / RIOS](#)**

– or –

**Option C: [e-Stewards](#)**

\* Health and safety management systems will ensure appropriate measures are taken to protect e-waste recycling workers including identification of the toxic chemicals with which they are dealing (e.g., cadmium, beryllium, hexavalent chromium, lead, mercury, brominated flame retardants, polyvinyl chloride, phthalates, and organotins), potential hazards of the chemicals, and appropriate tests for exposure.

- Auditing & Documentation
  - Sprint reserves the right to conduct audits and assessments of all vendor, sub-vendor and sub-contractor sites and operations used for handling, storage and processing of Sprint products and materials.

## Transparency and Continuous Improvement

At a minimum, Sprint will report progress on the goals set forth within this policy annually on our web site ([Sprint.com/responsibility](http://Sprint.com/responsibility)) as well as within a Sprint Corporate Responsibility Report that will be published periodically. Along with these metrics, we will share specific examples of the challenges and successes that we encounter along the way.

Sprint will review this policy and our goals on a regular basis to ensure they reflect the current state of the industry and are based on the best scientific evidence to help minimize the social and environmental impact of our sourcing decisions and end-of-life equipment management. As appropriate, we will update our suppliers of any new developments affecting our policy or goals.

Sprint will continue to engage in policy discussions with key stakeholders, including government organizations as well as consumer and environmentally-focus non-government organizations, to promote increased collection of e-waste and socially and environmentally responsible disposition of end-of-life electronic products.

## Glossary

- e-Scrap – Electronics devices or parts that have reached the end of their useful life. They are either obsolete or broken and beyond economic repair. e-Scrap is a subset of e-waste.
- [e-Stewards](#) Standard for Responsible Recycling and Reuse of Electronic Equipment – Developed by the Basel Action Network (BAN), e-Stewards certification is based on an electronics recycling standard that is consistent with international waste trade rules, social accountability standards, rigorous health and safety requirements, and environmental management system norms.
- e-Waste – Any retired electronic devices or parts that can be reused or recycled.
- [ISO 14001](#) – Management tool that enables an organization to identify and control the environmental impact of its activities, products or services, to continually improve its environmental performance, and to implement a systematic approach to setting and achieving environmental objectives and targets.
- OECD (developed countries) – The Organisation for Economic Cooperation and Development (OECD) coordinates policy among [developed countries](#). OECD member countries exchange economic data and create unified policies to maximize their countries' economic growth and help nonmember countries develop more rapidly.
- [OHSAS 18001](#) – Occupation Health and Safety Assessment Series for health and safety management systems. It is intended to help organizations to control occupational health and safety risks. It was developed in response to widespread demand for a recognized standard against which to be certified and assessed.
- [OSHA Voluntary Protection Programs \(VPP\)](#) – Recognizes employers and employees who have achieved exemplary occupational safety and health. In the VPP, management, labor, and OSHA establish cooperative relationships at workplaces that have implemented a comprehensive safety and health management system.
- [OSHA Safety & Health Achievement Recognition Program \(SHARP\)](#) – Recognizes small employers who operate an exemplary safety and health management system. Among other requirements, participating businesses must engage employees to help plan, implement and maintain a safety and health management system that, at a minimum, addresses OSHA's 1989 Safety and Health Program Management Guidelines
- [R2 / RIOS](#) – Developed by the Institute of Scrap Recycling Industries (ISRI), R2 / RIOS certification combines the EPA's Responsible Recycling (R2) guidelines with ISRI's Recycling Industry Operating Standard (RIOS). Together they provide a framework for an integrated management system that includes key operational and continual improvement elements for quality, environmental and health and safety performance
- Recycling – The breakdown of electronic material for metals, plastics, glass and other materials for incorporation into new products.
- Redeployment – Moving or allocating equipment to a different use or function within Sprint.
- Remarketing – Selling or donating equipment to interests outside of Sprint to continue using for its intended purpose.
- Remanufacturing – Rebuilding, repairing, and restoring electronic equipment to meet or exceed Original Equipment Manufacturer's (OEM) performance specifications.
- [Responsible Recycling \(R2\)](#) – Guidelines for accredited certification programs to assess electronics recyclers' environmental, worker health and safety, and security practices. R2 guidelines were created through a multi-stakeholder process with facilitation funded by the U.S. Environmental Protection Agency.
- Useful Life – Period during which equipment is useful for the purpose it was acquired. It may or may not correspond with the item's physical or economic life.