

Electronics Recycling Report Card

Grading for: **DELL**



Dell earned the highest grade on this report card.

Category	Possible Points	Points Earned	Details
Scope of U.S. takeback recycling program			
<p>Free, convenient, national takeback program Does the company offer free convenient national takeback and recycling of their branded products for individual consumers?</p> <ul style="list-style-type: none"> - Convenience requires ongoing physical collection sites as well as mailback options. - Evaluates efforts made in states with no e-waste laws or laws with weak requirements 	13	10	Dell takes back all Dell products. They lead all manufacturers with 2490 collection sites in the states without strong mandates*, because of their partnerships with Staples and Goodwill. Dell has been consistently expanding its collection network each year. Their mailback system is free. You can have it picked up at your home (via Fedex).
<p>Significant collection volumes Does takeback program have significant collection volumes, and does the company have high volume even in states where the law does not require it?</p>	16	12	Dell had the highest takeback volume of any company in 2009 - at 97 million lbs for their "Americas" region, which is mostly the U.S. volume. We believe this is due largely to their extensive network of collection sites - with Goodwills and Staples stores. Dell gets credit here for being the only company in Texas to make a serious effort to provide takeback under that state's law, which requires companies to have a takeback program, but doesn't include requirements for how hard they must try to get back old products. Dell collected 13 million of the 15 million lbs collected under the TX program. Most companies collected very little. And Dell has not focused its efforts only in states with laws requiring takeback - they have been building their network of sites in many non-mandated states. Dell earned the highest marks for volumes.

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Transparent reporting Is the company transparent in reporting on collection volumes, including where they are coming from?	7	2	Dell reports takeback volumes in it's CSR report, but not at the state or country level. They report global volumes, and then by region. The US info is combined with all info from North, Central and South America. They do break down information according to return channel. (We know Dell is collecting a lot of volume in the U.S., and we wish we could see this data publicly from Dell.
Free not just for consumers Does company offer free national takeback recycling for other customers – not just individual consumers?	1	1	Anyone can use the programs. They steer business users to their asset recovery program, since businesses often want additional services. But business can use the regular takeback program.
Takeback other brands Does program take products from other brands for free or a nominal charge?	1	1	You can take back any brand of computer under the Dell/Goodwill Reconnect program.
Encourage reuse Does the program encourage responsible reuse of electronic equipment and parts?	4	4	Dell partners with the National Christina Foundation to encourage people to donate used equipment. They have also started working with Dealtree for a tradein program.
SUBTOTAL	42	30	
Does program provide responsible recycling?			
Are recycling vendors e-Stewards? Does company only use e-Stewards as vendors for all of its consumer recycling, including trade in/buy back programs? For more info, see www.e-stewards.org	22	0	Dell does not disclose its recycling vendors for either consumer or business streams. Dell has its own internal audit program but results are not public. While Dell has an excellent public policy (including not exporting to developing countries), there is no way for the public (or an NGO) to verify compliance.
Other public commitment to responsible recycling If the company is not using e-Stewards, does it have another public commitment to not export toxic e-waste* to developing countries, use prison labor or landfill/incinerate toxic e-waste?*	Up to 5 of the 22 pts above	5	Dell has a very strong public policy against exporting e-waste to developing countries.

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Publish vendor requirements Does company publish its full recycling standards (vendor requirements) on company website?	4	4	http://i.dell.com/sites/content/corporate/environment/en/Documents/Environmental%20Partner%20Performance%20Standard%20May%202009.pdf
Disclosure of recycling vendors Does company disclose all of the electronics recycling and refurbishing vendors, used by the company and its trade-in partners, on company website?	6	0	Dell does not publish its list of vendors.
Disclosure on business takeback streams Do the four disclosures above apply to business streams? While this report card is aimed at consumer streams, company takeback programs for businesses (asset recovery, business trade-ins, lease returns, etc.) comprise a huge volume of some manufacturers' takeback programs.	4	2	Recycling standards and vendor requirements apply to all vendors
SUBTOTAL	36	11	
Other			
Disclosure of what is closed loop recycled Does company disclose information about what streams from its takeback program are closed loop recycled or make a commitment to move in this direction? Closed loop recycling means recycling material streams back into other products the company makes or products of equal value (not down-cycling).	2	2	Dell discloses information about closed loop recycling of ink cartridges which contain materials from recycled OptiPlex 960 computers and at least 7 models of systems are built using at least 10% post-consumer recycled chassis plastic Dell has launched multiple displays that contain 25 percent post-consumer recycled chassis plastic.
Disclosure of how much is closed loop recycled Does company report on the volume of material that is recycled into closed loop recycling?	5	1	Information on the products using materials from closed loop recycling but no detail on the volumes involved.
Recycling info easy to find? Is it easy to find recycling information on company website?	3	3	Recycling link on the bottom of the home page.
Recyclable Packaging Does the company ship products using packaging made from materials that are typically easily recyclable for most U.S. households (cardboard, but not Styrofoam/ polystyrene)?	2	2	Report high percentage on curbside recyclability of packaging components
SUBTOTAL	12	8	
Public policy			

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Does company have a statement in support of strong state legislation for producer takeback, with drivers for manufacturers to collect high volumes, and does company actively support these bills in the States?	5	3	"Supports legislation consistent with our policy, under which all producers take responsibility for proper end-of-life management of their own electronic products, enabling internalization of the end-of-life costs of a producer's own brand that can in turn enable the continual review of the eco-design of the products. Dell doesn't earn full points here because they have not supported laws with strong performance mandates.
Does the company have a statement of support for federal legislation to ban the export of toxic electronic waste to developing nations and does the company actively support it?	5	5	Dell has publicly supported HR 6252
SUBTOTAL	10	8	
TOTAL SCORE	100	57	

Primary webpage on recycling: http://www.dell.com/content/topics/segtopic.aspx/dell_recycling?c=us&s=dhs

* Toxic e-waste means electronic equipment, parts, and materials destined for recycling or disposal but not for direct reuse, that contain, consist of, or are derived from:

- Cadmium-, lead- or beryllium-containing circuit boards;
- Cathode ray tubes (CRTs);
- CRT glass (processed and unprocessed);
- Batteries containing lead, mercury, and/or cadmium and/or are flammable;
- Components, lamps and devices containing mercury-, beryllium- and Polychlorinated Biphenyl antimony, barium, cadmium, chromium, lead, thallium, beryllium, arsenic, or selenium; and/or
- Non-working or untested parts and whole equipment or devices exported for repair or reuse

For an explanation of the questions and grading, see the [explanation of grading](#)