



Waste Reduction

Dial A Geek is committed to protecting the environment from the significant impacts of our operations and services. We recognize that technology (especially data storage and hardware) come with a heavy carbon footprint and E-Waste. Here are some ways that we ensure that the products we sell are as sustainable as possible:

1. Company device management:

We keep asset lists and monitor device health for all the clients we sell equipment to. That way whenever a client offboards a staff member, we know whether their laptop/PC can be assigned to a new starter straight away or if additional work needs to be done on the device first. If there is no person replacing the old employee, we offer the client to store the spare device for them, until a new person joins their team.

Whenever the client has a new staff member joining their team, we refurbish the old device (at no additional cost to the client) to provide their new recruit with a 'brand new' computer – used, but working as new.

We believe that refurbishment that extends device life, is the most sustainable/ethical and most cost-efficient way of managing business IT.

2. End of life programs:

When a client decides that they don't need their device anymore, we offer them the following options:

a) If the device you no longer need is a laptop with a functional camera, we will wipe the data from your laptop (at no cost) and donate it to a local charity, DigiLocal, that passes those devices on to youth from underprivileged backgrounds.

b) If the device you no longer need is a PC, a non-functional laptop, or any other piece of equipment (like a server), we will wipe your data (at no cost) and recycle the device for you (we use a local company, Byteback, for all of our WEEE recycling).

c) Some of our suppliers, like HP, Dell, and Apple offer trade in programs – if you require any additional equipment from the same brand as your old unwanted device, we will look into a trade in program for you. Again, we will wipe your device clean at no additional cost.

d) If your unwanted equipment are Jabra headsets, we will recycle those for you using our supplier's refurbishing and recycling program.

e) You can drop off any batteries or other hazardous IT waste at our office and we will safely dispose of them, using Byteback's hazardous waste program. This may come at a small admin cost, depending on what it is that you're trying to get rid of.

Please note that all the above activities, except for hazardous waste disposal*, are always free of charge to our customers – we believe that it is **our** responsibility to manage the waste **our** operations create.

If you'd like to request more information on how we manage, refurbish, and recycle IT equipment, email Nina on office@dialageek.co.uk or call us on 0117 369 4335.

*In case of products that we sell, hazardous waste disposal mostly applies when disposing of batteries. If the equipment was specifically recommended by Dial A Geek, we will cover the costs of disposing of it. However, in case of any additional equipment requested by the customer that we didn't flag as essential at the time of purchase, the disposal charge will be passed on to the client. This is to further encourage our clients to opt in for more environmentally friendly solutions when possible.