



Lenovo United States Product Recycling Q&A

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SUMMARY

- Lenovo offers recycling programs worldwide for both consumer and business customers.
- In the United States, Lenovo offers free recycling of Lenovo products for home users.
- Lenovo offers Asset Recovery Services (ARS) to business customers in over 40 countries worldwide including the U.S.
- Lenovo's suppliers have processed nearly 90 million pounds of customer returned equipment since May 2005 through Lenovo's worldwide programs.
- Since Lenovo entered the U.S. consumer PC market in 2008, the current quantity of recovered older consumer PCs is comparatively low.
- All Lenovo ARS supplier facilities located in the U.S. are ISO 14001 certified and currently have third-party certification to either Responsible Recycling (R2) or e-Steward.
- Over 80% of Lenovo's US Consumer recycling programs have achieved R2 or e-Steward certification.
- For more information on Lenovo's environmental programs: www.lenovo.com/environment
- Lenovo is a leader in the use of post-consumer recycled plastics in computer products.
- Since May 2005, Lenovo suppliers have used > 85 million pounds of recycled content plastics in the manufacture of Lenovo products with net post-consumer recycled content of over 31 million pounds.

RECYCLING PROGRAM OFFERINGS

Q1: What recycling programs does Lenovo offer to U.S based consumers?

A1: Lenovo offers free recycling (with free shipping) to consumer and home based small businesses in the U.S. Lenovo has partnered with AERCCR, a leader in environmentally sound recycling and management. This program includes free home pickup through the USPS, or drop off at any of the USPS's over 10,000 locations nationwide.

For more information on consumer recycling:

www.lenovo.com/social_responsibility/us/en/usconsumerrecycling.html

Q2: What recycling programs does Lenovo offer for commercial business customers in the U.S.?

A2: Lenovo's Asset Recovery Service (ARS) provides large organizations seeking secure, cost effective and environmentally sustainable solution for technology disposition of larger quantities of Lenovo and non-Lenovo branded equipment.

For more information on ARS:

www.lenovo.com/services_warranty/US/en/asset_recovery.html

For more information on the topic of product recycling:

www.lenovo.com/recycling

Q3: Does Lenovo offer physical collection sites for consumers in all states?

A3: Lenovo continually evaluates the convenience of its recycling programs and has added a number of physical collection sites in several states, including New Jersey, New York, and Oregon. For full details on these locations and others, please visit www.lenovo.com/recycling for the most up to date recycling program information.

Q4: What recycling certifications do our U.S. based recycling suppliers have in the United States?

A4: Lenovo's recycling suppliers have achieved or are pursuing the following certifications:

- Eight of nine Lenovo supplier facilities have achieved ISO 14001 certification.
- Eight of nine Lenovo supplier facilities have achieved either R2 (seven) or e-Steward (two) or both certifications.
- All nine Lenovo supplier facilities have been successfully audited by Lenovo or a contracted third party and approved through Lenovo's extensive auditing and approval process.

Q5: What requirements does Lenovo place on its recycling vendors? How are we communicating these requirements externally?

A5: Supplier requirements include:

- Each facility is required to complete an acceptable Lenovo pre-audit form which serves as a supplier self declaration of operations, controls, and compliance.
- Proof receiving (first tier) facility is in compliance with all applicable local, national and international legal requirements and Lenovo environmental requirements.
- Each facility is required to complete an acceptable Lenovo downstream supplier form documenting the total chain of custody of received equipment and waste until reused or disposed as a waste. This documentation includes confirmation of downstream compliance and first tier supplier onsite audits.
- Successful Lenovo onsite environmental audits of facilities and processes before approval and use.
- Lenovo approval of each facility through an extensive review process.
- Establishment of Lenovo contract agreement with specific Lenovo environmental terms and conditions.
- Regular follow-up Lenovo onsite audits of approved facilities.
- Semiannual environmental performance reporting documenting total quantities received, reused, recycled, and disposed.

Lenovo is in the process of publishing these requirements externally so that interested stakeholders can learn more about Lenovo's extensive requirements.

Q6: What is done to restrict the shipment of hazardous waste to other countries?

A6: Lenovo prohibits the shipment of hazardous waste to non-OECD countries. This is a fundamental component of Lenovo's audit and approval process and is included in the Lenovo contract with the supplier. Any failure or noncompliance could result in the termination of the supplier relationship.

ENVIRONMENTALLY RESPONSIBLE PRODUCTS

Q7: Does Lenovo utilize environmentally preferred materials in its products?

A7: Lenovo is a leader in the use of post-consumer recycled plastics in computer products, and since 2005 has used more than 85 million pounds (gross) plastic materials containing post-consumer and/or post-industrial plastics. Lenovo hopes to build upon this success by increasing the amount of recycled materials used in Lenovo products. Lenovo also plans to phase out the use of PVC and BFRs from new products starting in 2011.

Q8: What does Lenovo do to help extend the life of computers?

A8: As part of Lenovo's Environmentally Conscious Products design program, all Lenovo products are designed with consideration for extending the product's useful life, including upgradeability and modular design. This encompasses designing products so that they can be upgraded with common tools and ensuring that major components such as drives, memory, etc., can be upgraded.

Q9: What is Lenovo doing to support closed loop recycling?

A9: Lenovo is a leader in the use of post consumer recycled content in the design and manufacture of new products. Many of the metal and plastic materials used in Lenovo products have been recycled from a variety of consumer recycling streams, including used IT equipment. Lenovo works with our materials suppliers to connect them with Lenovo's recycling suppliers and sources of closed loop recycled material. Also, Lenovo completes environmental qualification and onsite audits of recycle plastic suppliers to ensure compliance with established definitions and Lenovo environmental requirements.