



**How to use this list of questions.** This represents a broad list of questions to ask recycling services providers. Since some of the service providers refurbish equipment for reuse, others disassemble the equipment for materials recovery, others act as a broker to arrange delivery of unwanted electronics to one or more third parties, and some offer more than one of these services, the general term “vendor” will be used.

### ***Materials, Logistics, Contracts***

Does the vendor accept the electronic equipment that you want to recycle? Do they provide services in your region?

Does your facility need a long-term arrangement for regular pick-up of unwanted electronics?

What are the fees for various types of used electronic equipment? Is there a fee schedule? How often is it updated?

Can the vendor help you identify specialty electronics you may have with greater value?

Does the vendor provide pick up services at your facility and/or do they allow drop off at their facility?

If there is a contract, review it carefully.

### ***How Your Facility’s End-of-Life Equipment is Managed by the Vendor***

*These questions are important because of concerns about environmentally risky practices or failure to comply with applicable hazardous waste regulations. Vendors frequently send electronic equipment or various components to secondary vendors for further processing. Your vendor should know how their secondary vendors are managing these materials and be able to answer these questions even though they may not be doing the work themselves. Be wary of vendors that can’t or won’t answer these types of questions.*

Can the vendor provide information on how they manage end-of-life electronic equipment? What percentage will be reused, refurbished, or disassembled for materials recovery?

Where will the equipment be processed? What secondary vendors are used for processing and where are they located?

Can the vendor provide a list of secondary markets they use as outlets for the processed and/or type-separated materials?

What regulatory classification of waste handler are the vendor and secondary vendors operating under? (Small Quantity Handler of Universal Waste, Large Quantity Handler of Universal Waste, Small Quantity Generator of hazardous waste, Large Quantity Generator of hazardous waste, other?)

Do the vendor and its secondary vendors have EPA identification numbers? (Large Quantity Handlers of Universal Waste and Small Quantity and Large Quantity Generators of hazardous waste are required to obtain an EPA identification number).

If the electronic equipment is managed as universal waste, does the vendor comply with the Universal Waste Rule requirements for handling, record-keeping, etc.? (See *Management of Electronics Waste Compliance Bulletin* at [www.cdphe.state.co.us/hm/electronics.pdf](http://www.cdphe.state.co.us/hm/electronics.pdf))

What training do their employees get? Does the vendor have written procedures for safe disassembly of the equipment? How do they ensure the procedures are followed?

**Cathode Ray Tubes (CRTs)**

Are working monitors reused, refurbished or resold? If so, through what venue?

If monitors are not reused or resold, what does the vendor do with them?

If the vendor dismantles monitors for materials recovery, what does the vendor do with the glass? Do they send the CRT glass to a smelter where the glass is made into new monitors or where the lead is recovered from the glass?

What does the vendor do with the rest of the material from the monitor? Do they recover the circuit board from the monitor? Do they recycle the plastic?

**Other Components and Equipment**

What percentage of incoming equipment does the vendor dismantle and resell as usable sub-components (example: disk drives, memory chips, circuit boards)?

What percentage of incoming equipment does the vendor dismantle and sell for materials recovery?

Where are the disassembled components sent for recycling or disposal? What records do they have?

Are any components sent for disposal as solid waste? If so, what and where?

**Non-Profit Reuse Organizations Taking Used Electronics**

*Non-profit reuse organizations may take electronic equipment in order to refurbish it and distribute it to people in need. The process of fixing the equipment may generate wastes that must be managed as hazardous waste when disposed.*

Where are the refurbished units redistributed (what is the non-profit's mission)?

How does the organization handle unusable equipment that cannot be refurbished? How do they manage non-working components removed from the equipment?

Can they provide a receipt for your donation for tax purposes?

**Good Business Practices**

Does the vendor have the necessary local and state business permits?

When was the most recent inspection of the facility by state regulatory agencies and local zoning, building and/or fire departments? What were the results of those inspections?

Have there been any federal, state or local enforcement actions against the company?

Does the vendor have environmental liability protection insurance?

How many years has the vendor been in operation providing the services requested?

Will the vendor allow you to audit its facilities? Will its secondary vendors?

Is the vendor a member of the Chamber of Commerce, Better Business Bureau, or other local business organization?

Can the vendor provide a list of companies that have used their services who will provide references? Check these references.

***Data Destruction***

Does the vendor offer assurances that data found on hard drives and memory chips will be protected against fraudulent use? Is the vendor aware of privacy protection practices required under the Gramm-Leach-Bliley and HIPAA Act (relevant only to banking and health care facilities, but good business practice for all)?

Does the vendor provide data destruction services for electronic equipment? If so, what method is used?

***For More information***

Contact the Hazardous Materials and Waste Management Division Customer Technical Assistance line at 303-692-3320 or 888-569-1831 ext. 3320 toll-free. You may also email your questions to [comments.hmwmd@state.co.us](mailto:comments.hmwmd@state.co.us).