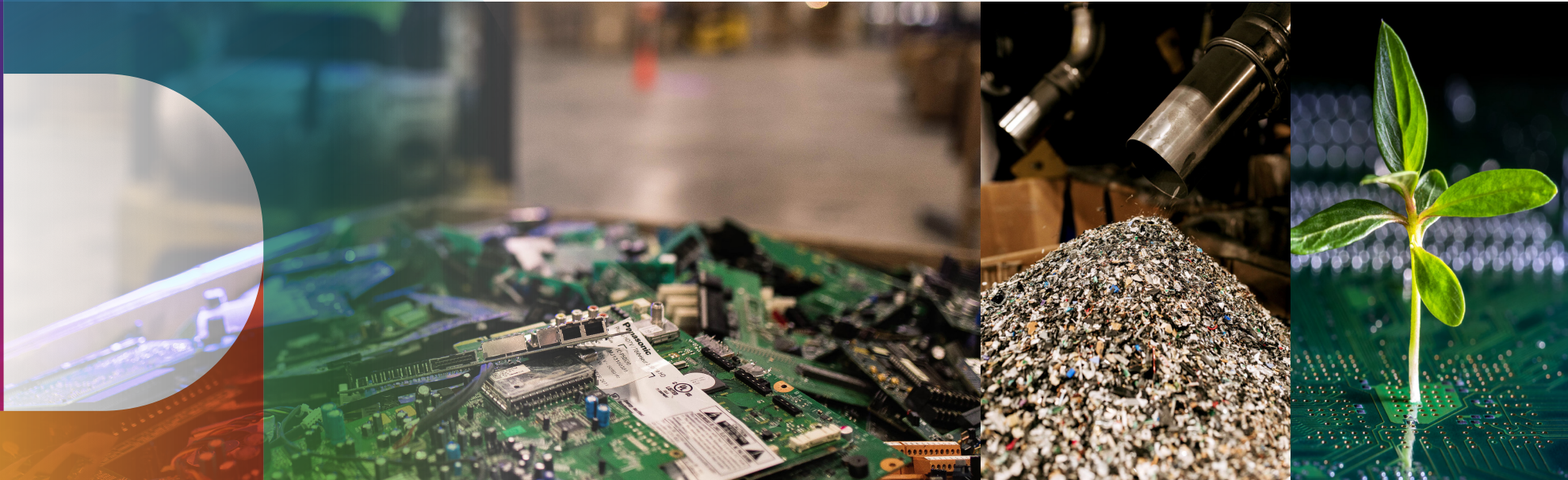


Recycling and Materials Recovery

Finding the Right Partner to Save You Time and Money



eBOOK



Table of Contents

- Situation Analysis.....3
- Six Key Criteria for Evaluating Potential Providers.....4
 - 1. Range of Capabilities.....4
 - 2. Ease of Use.....4
 - 3. Pricing and Value.....5
 - 4. Data Security.....5
 - 5. Environmental Practices.....6
 - 6. Responsiveness and Service.....6
- Summary of Evaluation Criteria.....8
- About Dynamic Lifecycle Innovations.....9



Situation Analysis

The old adage “put your time and energy into what you do best” is as relevant as ever. But it also leads to questions.

For many IT asset disposition (ITAD) companies and service providers specializing in takeouts, one question that frequently arises is: “How can we manage our customers’ electronic scrap without consuming a lot of our time?”

For ITAD and takeout service providers, recycling and materials recovery aren’t typically part of their core business. In fact, they may not even possess the capabilities and expertise to offer these services. The obvious solution is to work with a vendor that specializes in recycling and materials recovery. But, while outsourcing eases a significant burden, it also involves risk — and even the possibility of missed opportunities.

If your company is seeking help with recycling and materials recovery, you can get the ball rolling by considering these questions:

- Does the provider offer a **comprehensive set of services**? Can you expect one-stop service, or will you have to outsource to multiple vendors to meet all your needs?
- **How easy is it to work with the provider?** (You’re probably short on time, and you don’t want to be sidetracked from your core business.)
- Will you receive a **competitive price and good overall value** from your provider?
- What assurances do you have that any **sensitive data** contained on your customers’ devices will be **protected from breaches and theft**?
- Does the provider use **environmentally responsible practices** in the disposition of e-scrap, meaning the materials won’t end up in a landfill or illegally shipped to other countries?
- Will the provider **keep its promises** when it comes to responsiveness and customer service?

Lastly, the right recycling and materials recovery provider can actually enable you to offer an expanded or enhanced set of services. For example, by being able to accept difficult or complex scrap (instead of making a referral to another vendor), you may earn more repeat business and solidify customer loyalty.

This guide examines significant differentiators for the various companies that specialize in recycling and/or materials recovery services.

For ITAD companies and service providers, one question that frequently arises is: “How can we manage our customers’ electronic scrap without consuming a lot of our time?”



Six Key Criteria for Evaluating Potential Providers

The right recycling and materials recovery provider will possess the ability to save you time and make your life easier, while instilling peace of mind that your e-scrap is being competently and ethically processed and that you're being fairly compensated for these materials.

Let's spotlight specific attributes and capabilities needed to make it all happen.

1. Spotlight on RANGE OF CAPABILITIES

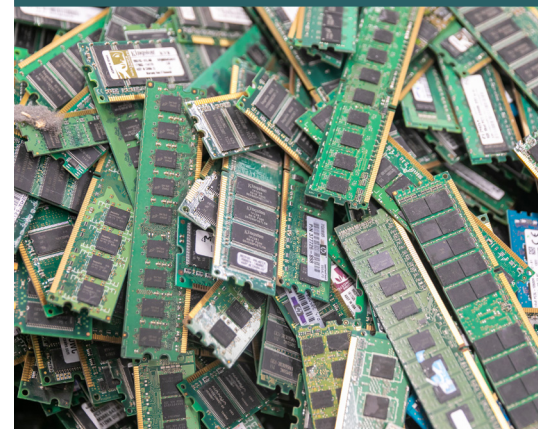
In all likelihood, recycling and materials recovery are not high on your list of priorities. You want — you need — someone to take this task off your plate. Moreover, you want to jump through as few hoops as possible. One of the first questions to ask prospective providers: “How comprehensive are your capabilities?” Find out whether they can handle all types of materials, from precious metals, to non-ferrous scrap and other non-metal materials. Even better is a provider that accepts difficult and complex scrap. A limited set of capabilities, on the other hand, means you'll probably need to work with multiple vendors.

Another good reason to find a provider with extensive capabilities is that it reduces or eliminates the need to refer your customers to another vendor when they have e-scrap that falls outside your comfort zone. By being able to count on your recycling and materials recovery provider to accept these items, you can say “yes” to the customer without hesitation.

2. Spotlight on EASE OF USE

Once you identify vendors that can accommodate a broad spectrum of materials, you want to find out how easy it is to work with them. Can you trust them to always pay you competitively, so you don't have to shop around every time you have a load? Do they offer nationwide point-to-point logistics, eliminating the hassle and uncertainty of arranging your own transportation? Do they have a compliance team that can advise you on regulatory requirements and even take care of mandated paperwork? The fewer tasks you have to complete yourself, the more time you can devote to your core business.

Find a provider that can handle all types of materials, from precious metals, to non-ferrous scrap and other non-metal materials, as well as difficult and complex scrap.



Six Key Criteria for Evaluating Potential Providers continued

3. Spotlight on PRICING AND VALUE

The price quoted by recycling and materials recovery vendors depends on a lot of factors. Look for a provider that has invested substantial time into understanding the markets for various commodities — and where they can get the best prices for these materials. Once you're satisfied with the vendor's price for a specific commodity, you should be able to lock in that price for an agreed-upon period of time, saving you from constant price haggling. You'll also want assurances that the prices you're quoted will be the prices you receive for materials (beware of "bait-and-switch" pricing!).

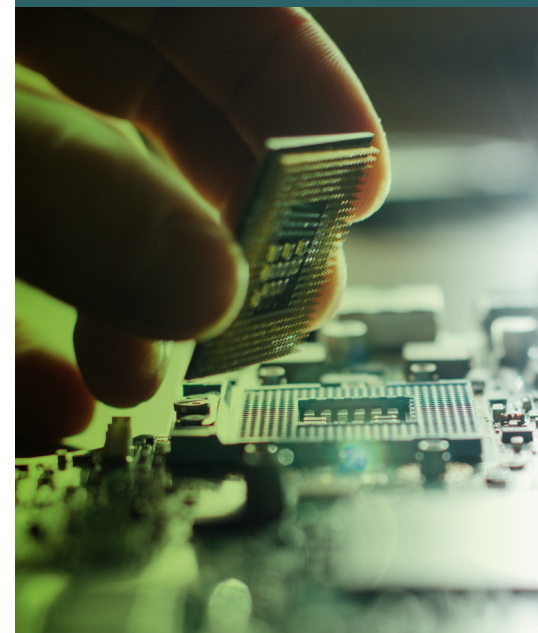
In addition, consider the total overall value you'll receive from the provider. For example, if the vendor offers compliance consulting at no additional charge, that's one less obligation you'll need to outsource to another vendor or handle internally.

4. Spotlight on DATA SECURITY

Breaches and thefts of sensitive data are becoming more commonplace, and this risk extends to data-bearing devices you acquire from your customers. The fact is, your company could incur liability for an incident, even if the device is in the custody of a vendor.

To minimize your risk, make sure prospective recycling and materials recovery providers adhere to industry best practices for data security, such as National Institute of Standards and Technology Guidelines for Media Sanitization (NIST 800-88). They also should possess the ability to wipe data according to National Association of Information Destruction (NAID) protocols upon request.

Breaches and thefts of sensitive data are becoming more commonplace, and this risk extends to data-bearing devices you acquire from your customers.



Six Key Criteria for Evaluating Potential Providers continued

5. Spotlight on ENVIRONMENTAL PRACTICES

Your company and its reputation also could be on the line if a vendor illegally or unethically disposes of e-scrap. At minimum, your recycling and materials recovery vendor should possess two certifications: Responsible Recycling (R2) managed by Sustainable Electronics Recycling International (SERI), and e-Stewards Standard for Responsible Recycling and Reuse of Electronic Equipment, developed by the Basel Action Network (BAN).

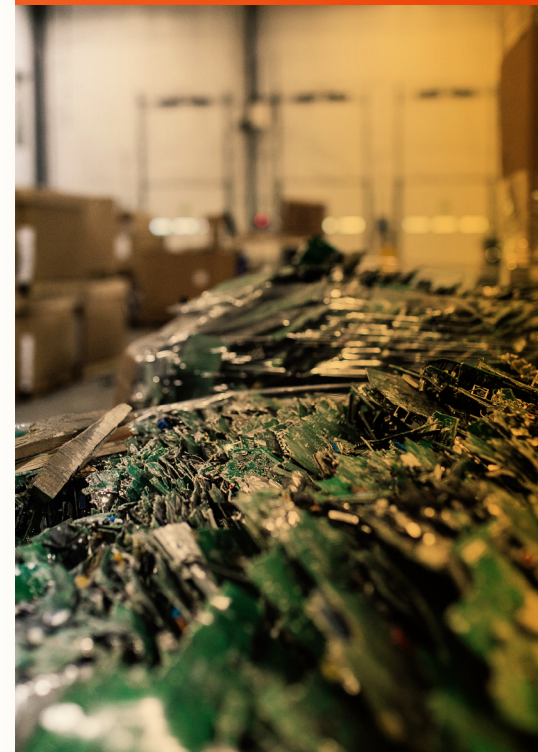
R2 certification spells out environmental health, safety, and security criteria pertaining to the handling of electronics containing hazardous levels of mercury, lead, barium, and other toxic materials. In addition, it prohibits these materials from being incinerated, dumped in landfills, or illegally exported. Likewise, the e-Stewards Standard forbids forced labor, and it outlines chain of custody and data protection requirements. Both certifications require annual audits to verify compliance.

6. Spotlight on RESPONSIVENESS AND SERVICE

Although it may be difficult to quantify, the quality of a vendor's customer service is reflected in its reputation across the industry. If possible, talk to a vendor's current clientele to gauge their experience. Must-ask questions include:

- How promptly does the vendor respond to calls and emails?
- How quickly do they pick up material from you?
- Do you receive timely payments for your e-scrap?
- Are they problem-solvers or strictly a point of transaction?
- Do they follow through on their promises to you?

Although it may be difficult to quantify, the quality of a vendor's customer service is reflected in its reputation across the industry.



Summary of Evaluation Criteria

You may not give a lot of thought to e-scrap recycling and materials recovery — and that’s understandable considering the other priorities in front of you.

However, by homing in on the right vendor to take those tasks off your plate, you’ll save yourself immeasurable time and hassle over the long term. In addition, the right provider will treat you fairly and possibly even elevate you to “hero” status in the eyes of your customers.

Following is a summary of the vendor evaluation criteria discussed in this guide:

- **Range of capabilities** — handles all types of materials, from precious metals, to non-ferrous scrap and other non-metal materials, as well as difficult and complex scrap
- **Ease of use** — saves you time and effort by offering consistently competitive prices, and by providing nationwide point-to-point logistics and compliance services
- **Pricing and value** — invests substantial time into understanding commodity markets and where to get the best prices for materials, and offers value-add services at no extra charge
- **Data security** — demonstrates a strong commitment to protecting sensitive data by adhering to industry best practices, including protocols spelled out in NIST 800-88
- **Environmental practices** — strictly adheres to standards for the legal, ethical disposition of electronics, as evidenced by [R2](#) and e-Stewards certifications
- **Responsiveness and service** — has earned an industry reputation for doing what they promise, from responding promptly to calls and emails, to paying on a timely basis



About Dynamic Lifecycle Innovations

Founded in 2007, Dynamic Lifecycle Innovations is a full-service electronics and materials lifecycle management corporation specializing in electronics recycling and materials recovery, as well as IT asset disposition, data security, product refurbishment, remarketing, resale, and legislative compliance.

Dynamic's capabilities include the processing of electronics, precious metals, non-ferrous scrap, and other non-metal materials, as well as difficult and complex scrap. The company's recycling operations span a full spectrum of services, from comprehensive data sanitization and device shredding, to the complete de-manufacture and dismantling of non-reusable assets. Value-add services include nationwide point-to-point logistics and regulatory compliance services.

Dynamic is headquartered in Onalaska, Wisconsin, with an additional facility in Nashville, Tennessee.

Visit thinkdynamic.com for more information about Dynamic Lifecycle Innovations. [Click here](#) to request a callback from a recycling and materials recovery expert, or call 608.781.4030.

