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**Canon**

## **Toner Bottle Recycling**



### **Frequently Asked Questions?**

**Attached are FAQs which will help you understand the eReco Toner Bottle Recycling scheme and how it can help your customers fulfill their environmental obligations and support Canon Customers Satisfaction.**

## Who is eReco?

eReco are an IT and Electrical Waste Management company headquartered in the South of England.

## What is the relationship between eReco and Canon?

Canon has entered into a referral partnership with eReco for the provision of Toner Bottle Recycling in order to support our customers in their quest to recycle waste. The Canon business is also a direct customer of eReco who dispose of the Toner Bottles that we use as a business.

## How does the relationship work?

eReco contracts directly with our customers to provide them with a toner bottle recycling service. In the first instance a Canon Account Manager may wish to introduce eReco to our customers via a face to face meeting or forward eReco's details to the customer for them to initiate a direct contact – **Under the data protection act, we should not pass any customer details direct to eReco without the customers prior consent.**

## Who do I Contact at eReco to discuss resolving my customers Toner Bottle Recycling Issue?

Bryan Thomas at eReco is our dedicated Account Manager – who will support you on customer visits or contact your customers directly to explain the service they are offering.

Bryan Thomas  
Project Manager  
T: +44 (0) 1342 833033  
M: +44 (0) 0791 8684919  
W: [www.ereco.co.uk](http://www.ereco.co.uk)

## From a customer perspective what is it that makes eReco stand out from the crowd?

eReco are able to offer a 100% environment-friendly, cost effective, toner bottle and cartridge recycling service, with all of the material being utilised in the manufacture of other products. As far as we are aware, eReco is one of a few if not the only company in the UK that will take on board the complete process of toner bottle and cartridge recycling, in particular to provide a “green” result without any component ever ending up in a landfill site. Within this scheme eReco is able to provide customers with detailed asset tracking reports and associated waste transfer paperwork in order for them to comply with current waste duty of care legislation. eReco operate a 0% landfill disposal policy and their service is 100% auditable. No “downcycling” – the high quality polymer that is produced as part of the process they provide can be re-manufactured a number of times, other recycling methods (such as the production of plastic wood) can only be used once, hence eReco provide sustained recycling capability.

## What is eReco's experience?

eReco are a highly experienced team of recycling professionals and have a fully trained in-house team dedicated to looking after clients needs. They have clients in many sectors of industry both public and private including, but not limited to, Government departments, financial institutions, oil and shipping, telecoms', media and marketing, accountants, lawyers, automotive, travel and leisure, manufacturing and construction.

## Is the service chargeable?

YES! eReco contracts with and bills the customer directly. Canon does not resell this service – Any failure to follow this process would be considered in line with Canon's Conduct Policy which is available on the HR intranet.

## What is the advantage of the proposition to our customers? Why should they consider this service? Why recycle?

The recycling scheme eReco provides does involve a cost to the customer, the cost is however small when compared to cost of a new bottle or cartridge and, most importantly, assures an environment-friendly end result. The benefits of recycling far outweigh the cost.

### The short term benefits are;

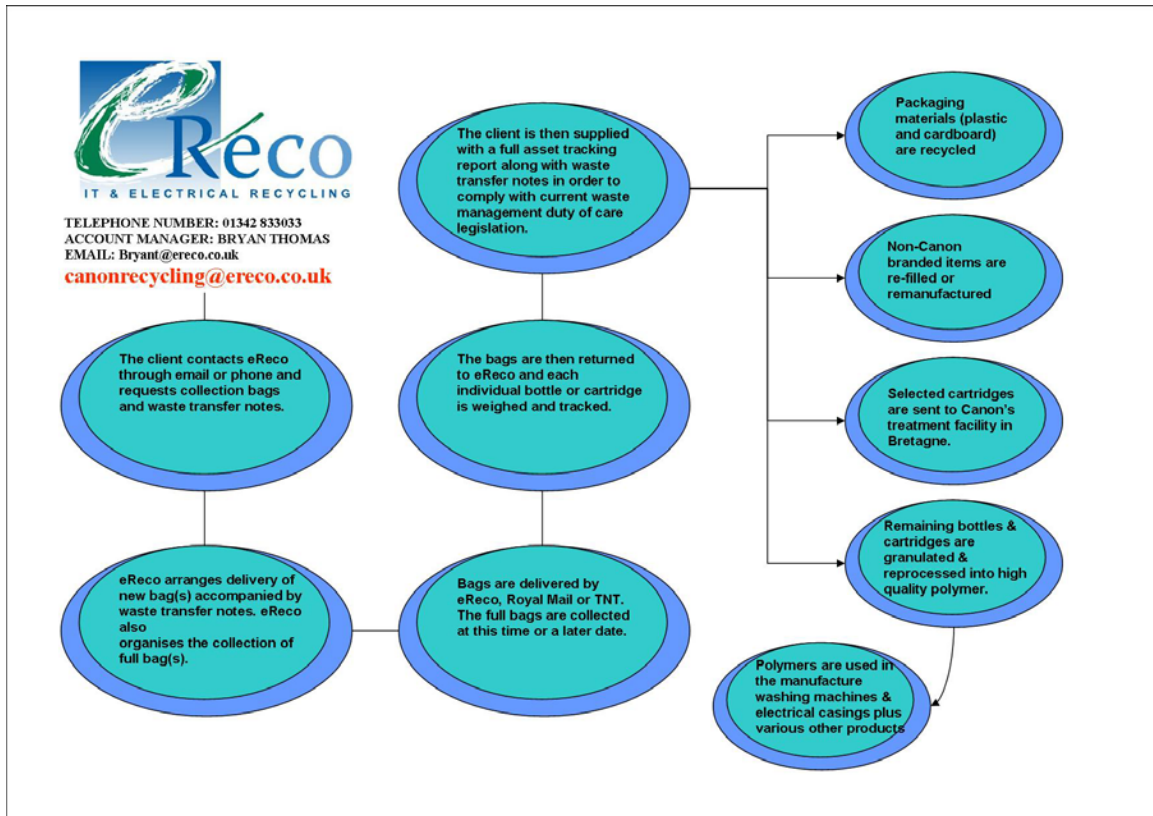
- eReco will collect ALL toner bottle waste including competitor cartridges and bottles
- Detailed assent tracking report
  - gaining and maintaining ISO14001 or EMAS approval
  - environmental audit purposes
- Fulfils corporate, social and environmental responsibility
- Reduces the cost of business waste disposal
- Bottles are removed from the general waste stream
- eReco's recycling scheme ensures a sustainable and ethical end result.

### The long term benefits are;

- Playing an active part in protecting the Earth's resources for future generations
- Adds weight to any environmental claims an organization may make

## What is the recycling process?

See Attached workflow diagram



## Why is the process chargeable?

eReco's service is fully managed from the initial point of contact, administration (including all asset tracking reports and waste transfer paperwork) and logistics, to the environment-friendly end product that has been produced in a responsible and ethical manner.

eReco has a team that is dedicated to the Toner Bottle and Cartridge Recycling Scheme, to ensure they are able to provide and maintain an extremely high level of client service. eReco provides a 24-hour emergency helpline and will deal with your enquiry immediately upon receipt during working hours.

eReco currently provides a national service utilising either their own fleet of licensed vehicles and also work in partnership with licensed logistics providers.

eReco is committed to Research and Development to further reduce the cost of the service and provide even greater reclamation of reusable product. This will have a positive impact on the environment.

## How does your customer engage with eReco?

- The relationship is directly between eReco and your customer
- The Customer must contact eReco directly for pricing
- To benefit from this service your customer should contact eReco directly on **01342 833033** or you can facilitate a meeting between yourself, your customer and eReco.

Do any Canon Customers currently utilise and pay for this service provided by eReco?

Yes. Canon customers from both SME and corporate environments in both the commercial and public sector are using this service.

Further questions regarding Canons environmental policies should be directed to:

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**Environment & Product Safety Manager**  
**Environment**  
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