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## Top 10 Questions to Ask Any Manufacturer

**Q:** Does your product contain post-consumer recycled content made from your old products?

**A:** Mitel® does not currently track the percent content of recyclable material used in the manufacturing of our products. We do, however, specify that the manufacturers are allowed to use 100% recycled metals where ever metal is used and 10% recycled plastics (for the motherboards). We have added this question to our supplier assessment form and are in the process of getting all our suppliers to identify the amount of recycled content.

**Q:** Does your company have an existing “takeback / recycling” program to reclaim its products? Do you actively use the products you reclaim?

**A:**

- To reduce downstream waste associated with our products, Mitel offers an end-of-life equipment-recycling program to our channel partners and customers in the United States and the UK. Mitel has partnered with Rid UK and Global Investment Recovery, two ISO 14001 certified e-waste recycling companies, to ensure certified and proper disposition of hazardous and universal waste arising from the destruction of telephony-related equipment and electronics.
- Mitel Corporate Headquarters in Canada has implemented a comprehensive recycling program to ensure the diversion of up to 65 percent of our waste from day-to-day operations. As part of our ISO 14001 certification we track percent recyclable, reusable and package recyclability. Our current recyclability is 65% and reusability is 19%. Our packaging is 72% recyclable, and our disassembly time is 1554 seconds. This data is accurate as of Q1 FY08 when it was last evaluated.





