



2017 / 2018 SUSTAINABILITY REPORT

SUSTAINABILITY 2020: Putting Earth First by Making Products Last

Through repair, reuse and recycling, iQor maximizes product and materials lifecycles. We partner with our clients to empower a circular economy by creating low-carbon, closed-loop supply chains.

By 2020, there will be nearly 21 billion connected devices in the world. By 2021 global e-waste will total more than 62 million metric tons, releasing chemicals and substances that can contaminate ground water and jeopardize human health.

iQor's massive global footprint, huge volumes and human and technological resources put us in a unique position to take pressure off Earth's fragile resources. Last year we extended the life of more than 20 million products and recycled more than 900 tons of e-waste. We recycled or refurbished one million laptops, saving enough energy to power 3600 US households for a year.



Last year,
we recycled,
reused, or
recovered:



80+ tons
of metals



7,500 tons
of cardboard



265 tons
of plastic



210 tons
of foam



970 tons
of e-scrap

“I am excited to help companies meet our mission of creating closed-loop supply chains where 100 percent of materials are reused and recycled.”

- Jimmy Rodriguez, SVP Global Supply Chain and Chief Sustainability Officer

To broaden, intensify and measure our sustainability efforts, last year we launched Sustainability 2020. Through this initiative we are aligning clients, stakeholders, suppliers, employees and communities to empower a circular economy.



SUSTAINABILITY 2020

We are proud to report that our efforts in Sustainability 2020 have already been recognized.

2018 Silver Stevie® Award for Corporate Social Responsibility Program of the Year, American Business Awards®

2018 Responsible Recycling (R2) certification for electronics recycling earned by iQor Reynosa North

2018 appointment of James Rodriguez, iQor’s Chief Sustainability Officer, to QuEST Forum Executive Board.

2017 Sustainability Service of the Year, Business Intelligence Group

2017 Finalist, QuEST Forum Sustainability Awards





iQor is the only global managed services provider embedded in the flow between product, people and services, from point of customer acquisition to sustainable recycling. We partner with many of the world's best-known brands to deliver product and customer support solutions that span the consumer value chain, from customer care and receivables management to product diagnostics and repair services. Our award-winning technology, logistics, and analytics platforms enable us to measure, monitor and analyze brand interactions, improve business process and find operational efficiencies that lead to superior outcomes for our partners across the customer and product lifecycles. For more information, please visit us at www.iqor.com or follow us at www.twitter.com/iqor.


www.iqor.com