



HEWLETT PACKARD COMPANY

MANUFACTURER RECOVERY PLAN FOR
USED COMPUTER EQUIPMENT

OKLAHOMA

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INTRODUCTION - BACKGROUND

Hewlett Packard (HP) is a global technology solutions provider to consumers, businesses, and institutions. As HP has grown to become one of the world's largest IT companies, HP's responsibilities have become global as well. Global citizenship at HP is based on a foundation of strong corporate accountability and governance, a commitment to environmental responsibility and active investment in local communities. From a sustainability perspective HP is focused on three key priorities: supply chain responsibility, climate and energy, and product reuse and recycling.

PART 1 - MANUFACTURER RESPONSIBILITY

1.1. OKLAHOMA RECOVERY PLAN FOR USED ELECTRONICS

Oklahoma Senate Bill 1631 was signed into law on May 13, 2008 and went into effect on January 1, 2009. The law requires manufacturers to provide Oklahoma household consumers with reasonably convenient and available collection services for covered electronic devices.

PART 2 - HP RECOVERY PROGRAM

2.1 OVERVIEW

The Oklahoma law requires manufacturers to institute a recovery plan that shall provide for covered device collection services that are reasonably convenient and available, and designed to meet the collection needs of consumers in this state. Nonexclusive examples of collection methods that alone or in combination meet the convenience requirements of this section include:

- 1. A mail-back system, at no cost to the consumer, whereby the consumer can return a covered device through the mail, including, but not limited to, a system in which the consumer can go online, print a prepaid shipping label, package the product, and schedule an at-home pickup for shipment back to the manufacturer.*
- 2. The providing of staffed physical collection sites at which consumers may return covered devices, sited in locations that are geographically central to the consumers served; and*
- 3. Collection events at which consumers may return covered devices, sited in locations that are geographically central to the people served and conducted with sufficient frequency to reasonably meet the needs of the consumers served.*

2.2. HP CONSUMER BUYBACK AND PLANET PARTNERS RECYCLING PROGRAM

HP's free mail back recycling will leverage an existing US program called HP Consumer Buyback and Planet Partners Recycling Program. For this program, HP

has a partnership with Market Velocity, Inc. (MVI) to manage the Buyback option, provide shipping instructions for both Buyback and Recycling programs and to provide phone support.

When consumers visit www.hp.com/recycle and select Hardware Recycling and Oklahoma they will be directed to information on HP Consumer Buyback and Planet Partners Recycling Program. Consumers have the choice of receiving a buy-back quote for products which have market value, or consumers can choose to recycle their HP hardware at no charge. If the consumer chooses to recycle, they provide some information on the website and are e-mailed a pre-paid, pre-addressed shipping label within the next business day. They are instructed to package the product, print and apply the label and take the packaged product to a FedEx Office drop off location. They have 30 days to ship the product from the date the label is issued.

2.3 PRODUCTS AND BRANDS COVERED

Covered products under Oklahoma law include: computer monitors (including All-in-One or TouchSmart computers), desktop computers and notebook computers. HP will recycle the following owned brands at no cost to the consumer:

HP or Hewlett Packard	Compaq
Digital Equipment Corporation (DEC)	Apollo Computer
VooDoo Computer, Inc. or VooDoo PC	Netpliance/Tipping Point/3COM

2.4 REPORTING

HP shall submit a report to OK DEQ by March 1 of each year with the following information as stipulated by law:

- A summary of the recovery program implemented by the manufacturer during the previous calendar year, specifically describing the methods of recovery implemented by the manufacturer.
- The weight of covered devices collected and recovered during the previous calendar year.
- The location and dates of collection events during the previous calendar year, if any, and the location of collection sites, if any;
- Certification that the collection and recovery of covered devices complies with the provisions of Section 9 of this act [Section 9 states "All covered devices collected pursuant to the provisions of this act shall be recovered in a manner that is in compliance with all applicable federal, state, and local laws".]

2.5 TIMELINE

Item	Deadline
Annual manufacturer registration fee due	March 1
Annual manufacturer report due	March 1

PART 3 - DETAILED DESCRIPTION OF RECOVERY PLAN

3.1 ENHANCEMENTS TO HEWLETT PACKARD'S RECOVERY PLAN

HP has complied with the law by providing free mail-back of HP branded/owned equipment to Oklahoma consumers up to this point. In addition to our continued compliance with the law, HP would like to supplement our free mail-back program with additional in-state drop-off locations for Oklahoma residents. Details of the program can be found below.

3.2. STAPLES RETAIL STORES CONSUMER DROP OFF

Since the original program year, HP has significantly expanded our collection efforts nationwide. HP announced a nationwide partnership earlier this year with Staples that allows consumers to drop off any brand computer equipment at Staples store locations at no cost to the consumer. This will be in addition to our continued free mail-back program, which we will continue to provide to consumers. Details on the types and amount of equipment collected will be provided in the Manufacturer Annual Collection Report submitted to Oklahoma DEQ.

3.3. FEDEX OFFICE CONSUMER DROP OFF

HP's carrier for the mail-back program has switched from UPS to FedEx Office. The process remains very similar. Consumers simply print out a voucher that is provided to them, box their unwanted HP branded equipment, and drop it at any FedEx Office location for free recycling. If the consumer does not have a box, they can bring their voucher and their HP equipment to a FedEx Office location where a box will be provided to them. For a nominal fee, consumers can recycle non-HP branded equipment through the HP program.

PART 4 - RECYCLING STANDARDS

4.1 ENVIRONMENTALLY SOUND MANAGEMENT PRACTICES

HP is committed to environmentally responsible recycling of our products worldwide. HP works with a network of vendors to process, resell and recycle products returned to us. We audit vendors to ensure they conform to our standards and policies as well as our Supplier Code of Conduct. For more details on Vendor

Requirements for Hardware Recycling related to handling, storage, transportation, and processing go to:

<http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/finalrecstds.pdf>

The export and dumping of electronic waste is increasingly recognized as posing a risk to environmental and human health. To avoid illegal dumping of electronic waste, HP does not allow returned products to be exported from developed countries to developing countries for recycling.

4.2 CERTIFICATION STATEMENT

The recovery plan must include a statement that the manufacturer will not dispose of covered devices in landfills or transfer covered devices to computer equipment recycling facilities that dispose of covered devices in landfills other than necessary incidental disposal in de minimis amounts.

I, Antonio Morabito, certify that no computer equipment collected on behalf of Hewlett Packard by FedEx Office/Market Velocity, Inc. (mail back program) and by Staples/Electronic Recyclers International (Staples Drop-off Program) will be disposed of in landfills or transferred to computer equipment recycling facilities that dispose of covered devices in landfills other than necessary incidental disposal in de minimis amounts.

Please read the following section for more information on this topic.

4.3 HEWLETT PACKARD RECYCLE AND REUSE STANDARDS FOR VENDORS

For your reference, copies of our recycling and reuse standards have been provided as additional references to this recovery plan. Each vendor that HP evaluates must meet or exceed the standards referenced in these documents in order to be approved by Hewlett Packard. There is a section specific to landfill avoidance that reads:

"The following products and components must not be land-filled: whole monitors; central processing units (CPUs); televisions; printers; printed circuit boards containing lead; mercury lamps and switches; cathode ray tubes (CRTs); CRT glass; batteries; liquid crystal displays (LCDs); plasma screens; and any materials containing lead, mercury, cadmium, hexavalent chromium, or polychlorinated biphenyls (PCBs)."

Vendors must read, sign, and adhere to all standards listed by Hewlett Packard and are audited by both HP and an independent auditor to ensure compliance with our standards.

PART 5 - CONSUMER RECYCLING EDUCATION

5.1 CONSUMER EDUCATION PROGRAM

In addition to many educational documents, HP currently offers 39 videos on Environmental Sustainability at:

<http://www.hp.com/hpinfo/globalcitizenship/environment/education/eco-videos.html>

Twelve of these videos specifically cover Waste and Recycling, including the benefits of recycling discarded electronic products, video tours of recycling facilities, history of HP's recycling efforts, range of end of life options, etc. There is a link to the most recent five minute HP Reuse and Recycling video from www.hp.com/recycle to simplify consumer access to these educational resources.

5.2 OKLAHOMA WEB PAGE

Hewlett Packard has developed custom web pages specific to Oklahoma's Electronics Recycling law in order to provide consumers with specific information about the law as follows:

"Drop off locations" provides consumers with an online map showing all of the drop-off locations sponsored by Hewlett Packard. The page is searchable by address and will return a list of the locations nearest the consumer. They can also see the phone number and business hours in addition to the site address.

URL: <http://www8.hp.com/us/en/hp-information/environment/ok.html>

"Overview of the law" gives the consumer a brief description of the law and its requirements on manufacturers, a list of the HP owned brands, and links to the Oklahoma DEQ as well as a copy of the text of the statute.

URL: <http://www8.hp.com/us/en/hp-information/environment/ok-ovr.html>

"Accepted products" provides consumers with the products and brands accepted at our drop-off locations.

URL: <http://www8.hp.com/us/en/hp-information/environment/ok-products.html>

5.3 LAWS GOVERNING RECYCLING & REUSE OF COMPUTER EQUIPMENT

HP has a web page specific to every state in the U.S. that has passed a law regarding the recycling and reuse of discarded computer equipment. The web pages provide basic information about the law, its requirements on manufacturers, what consumers are entitled to, and links to the regulatory agencies and text of the statute. These web pages can all be accessed from the website:

<http://www8.hp.com/us/en/hp-information/environment/computer-hardware-recycling.html>

5.4 TOLL-FREE NUMBER

Consumers that want to discuss their recycling options can call 1-888-285-2009 between 8am and 8pm Eastern time, Monday through Friday.

HEWLETT PACKARD CONTACTS

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