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Attn: Melissa Adler-McKibben via madler@deq.ok.gov

Please find below information regarding the recycling programs Microsoft intends to utilize to meet obligation in Oklahoma. This plan applies to the Microsoft Surface as well as Nokia's Lumia and 3G tablets due to Microsoft's acquisition of the Nokia Devices and Services division.

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Collection Methods:

Mail back

Consumers can fill out a form at <https://mshardwarerecycle.com/request.aspx> (or by emailing weee@microsoft.com or eRecycle@microsoft.com or calling 866-435-9223 and we will generate an E-label for return to our contracted recycler, Global Electronics Recycling, in Phoenix, AZ or Vintage Tech Recyclers.



Collection via Recycling Partner

Vintage Tech Recyclers will collect and recycle all CED's including: computers, computer monitors, and laptops from consumers at no cost. They have constructed a collection infrastructure surrounding Tulsa area within the State of Oklahoma in coordination with Natural Evolution. Our collection locations are open normal business hours and listed on the attached document.

Source of Covered Devices

| Natural Evolution | |
|--------------------------|--|
| Phone Number | (918) 836-2995 |
| Email | recycle@naturalevolution.com |
| Address | 5701 East 13th Street |
| City, State, Zip | Tulsa, OK 74112 |
| Certifications | e-Stewards, R2 RIOS |

Processing Facilities

| Vintage Tech Recyclers – Plainfield, IL | |
|--|--|
| Contact | Seth Smith |
| Phone Number | (815) 931-8318 |
| Email | Seth.smith@vintagetechnology.com |
| Address | 14110 S. Rt. 59 |
| City, State, Zip | Plainfield, IL 60544 |
| Certifications | e-Stewards, R2, ISO 14001, ISO 9001 |

| Vintage Tech Recyclers – Kansas City, MO | |
|---|--|
| Contact | Seth Smith |
| Phone Number | (815) 931-8318 |
| Email | Seth.smith@vintagetechnology.com |
| Address | 525 NW Parkway |
| City, State, Zip | Riverside, MO 64150 |
| Certifications | e-Stewards, R2, ISO 14001, ISO 9001 |



Retail Collection Sites

All our retail outlets offer take-back of any device customers bring in.

www.microsoftstore.com/recycle

Current Stores locations can be seen at

<http://content.microsoftstore.com/store/store-lookup/allstores>.

- Oklahoma City - Holiday Store, Penn Square Mall -
<http://content.microsoftstore.com/store/detail-holiday/Oklahoma-City-OK>
- Tulsa - Holiday Store, Woodland Hills -
<http://content.microsoftstore.com/store/detail-holiday/Tulsa-OK>

There are two paths via our retail collection

1. Refurbishment via Recycle for Rewards program – consumers are offered store credit for the value of their items via CExchange in Carrollton, TX. CExchange then refurbishes and sales the devices.
2. Recycle – devices that do not have value in the refurbishment market are sent to our scrap recyclers Global Electronics Recycling, in Phoenix, AZ. GER is R2 RIOS and ISO 14001 certified.

Sound recycling:

Microsoft's contracted recycling partners must meet the requirements pasted below which is excerpted from our specification *H09117 Microsoft Policy- Environmental Requirements for Proper Disposal*:

Recycling policy

The holder of Microsoft products must comply with the following recycling policy.

- Destruction and Disposal of Microsoft products and components must comply with applicable regulatory requirements.
- Landfilling of Microsoft products and/or major components is expressly prohibited.
 - Incineration ash, shredder dust, and other materials that cannot otherwise be Recycled must be Disposed at an approved hazardous waste processing site.



- Recycling of Microsoft products and/or major components is to occur within the country in which they become Waste. If recycling cannot be attained in-country, products must be returned to Microsoft or sent to a Microsoft Reviewed Recycler for recycling. No other exporting of products or components for disposal is allowed.
 - Reuse of Microsoft products or their components without direct authorization from Microsoft to do so is expressly prohibited on the grounds of product safety and piracy.
 - Recycling should utilize the best available recycling technology and techniques.

Recycling facility requirements

Recycling facilities processing Microsoft products or assets must:

- have the necessary regional, national and local permits and/or authorizations
- be ISO 14001 certified or in the process of becoming certified
- conduct internal audits of their processes and equipment to ensure safety
- allow Microsoft, or a third party acting on behalf of Microsoft, to audit their facility
- conduct assessments of Partner companies that receive Microsoft assets for further processing
- be able to track the material types and quantities that it processes to final disposition and provide a certificate of Destruction
- not employ prison or other involuntary labor
- have standards or policies for labor, ethics, health, safety and environmental practices that apply to their business
- have dedicated resources assigned to ensure labor, ethics, health, safety and environmental standards and policies are adhered to
- have a program to assess risks and manage any identified risks relating to the labor, ethics, health, safety and environmental practices of their suppliers

Consumer Education

You can find information about how to recycle our products at

<http://www.microsoft.com/hardware/environment>. We also routinely utilize social



media and blogging to share our green initiatives, including recycling. Our programs have been submitted for listing on www.earth911.com.

Vintage Tech also provides consumer education at <http://www.vintagetechrecyclers.com/consumer-education-mail-back/>. Consumers can also speak to a person by calling 866-435-9223 Monday through Friday between 7 am and 3 pm Central.

The email address weee@microsoft.com has been in all of our product manuals since 2005. We have added an additional address eRecycle@microsoft.com because many people outside of Europe were unfamiliar with the WEEE acronym. Both emails go directly to the people who manage our recycling programs worldwide. Microsoft recycling team can also be reached by phone: 866-217-7329

Please let me know if you have questions or concerns with this recycling plan.

Thank you,

Kimberly Braun

Table 1: Vintage Tech Permanent Collection Sites

| Site/Organization | Site Address | Phone |
|-------------------------------------|---------------------------------------|----------------|
| Natural Evolution | 5701 East 13th St Tulsa, OK 74112 | (918) 836-2995 |
| Metro Environmental Trust | 3495 S Sheridan Rd Tulsa, OK 74103 | (918) 584-0584 |
| Iowa Tribe Recycling Centers | 822 W Freeman Perkins, OK 75059 | (405) 547-5433 |