

# Softchoice S.A.F.E. Hardware Removal

## -10 Requirements for Refurbishers & Charities-

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Our goal is to provide customers with safe and environmentally responsible solutions for their end-of-life electronics. To this end, Softchoice will ONLY partner with refurbishers/charities that meet the “Secure and Friendly to the Environment” (S.A.F.E) requirements established in this document.

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**1. Secure Data Handling**

Offer data destruction services that meet all Federal Government Security/Data-wiping standards (DOD/RCMP).

**2. Indemnification**

Take ownership of all hardware before refurbishing and remarketing. This includes the removal of all asset tags to provide indemnification against data security and environmental liabilities.

**3. Quality Standards**

Have formal minimum system requirements for machines that can be remarketed or donated to avoid the transfer of obsolete hardware.

**4. End-of-life Recycling Credit**

Provide full recycling services or equivalent credit to the purchaser/recipient of any remarketed electronic equipment to ensure proper end of life disposal. The recycling service provided must meet all requirements in the “Softchoice S.A.F.E Requirements for Electronics Recycler” document.

**5. No Landfill**

DO NOT send any electronic waste generated in the refurbishment process to solid waste landfills or incinerators for disposal or energy recovery, either directly or through intermediaries.

**6. Environmental Management System**

Possess and maintain an “Environmental Management System” that is certified (ISO 14001) or otherwise adequate for the nature and size of the company’s operations, and ensures adequate control over the environmental impacts associated with the facilities operations.

**7. Hazardous Handling**

Follow appropriate procedures for the repair, removal and disposal of hazardous components such as mercury lamps, leaded glass and batteries throughout the entire refurbishing process.

**8. Community Microsoft Authorized Refurbisher (MAR)**

Possess and maintain Community Microsoft Authorized Refurbisher (MAR) registration.

**9. Charity Registration**

Possess and maintain charity registration with the Internal Revenue Agency (IRS) or the Canadian Revenue Agency (RCA).

**10. Proof of Insurance**

Possess Comprehensive or Commercial General Liability Insurance including coverage for bodily injury, property damage, complete operations and contractual liability.

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