



Equipment Recycling policy | Reusing and recycling our kit

At Virgin Media we're working hard to make sure old customer equipment is disposed of properly and responsibly.

Most electrical and electronic items can be recycled and reused – saving natural resources, and helping reduce the environmental and health risks associated with using landfill.

We do our best to repair and reuse as much old kit as we possibly can. Unfortunately, not all our products can be reused in their current form but that need not be the end of its useful life. In these cases, we work with waste partners across the UK to break down and dispose of each item responsibly, minimising waste and recycling useful materials.

What this means for our customers

Whether joining us, leaving us or upgrading

- 1) If we can reuse the equipment we will want the old equipment back so it can be refurbished.
 - a. If customers receive equipment via Quickstart, they can send the equipment back to us in your Quickstart box by following the instructions provided
 - b. If customers receive equipment via a manned installation – they can give their old equipment to the technician
 - c. Customer can take equipment to their nearest Virgin Media store. This only includes the 52 main stores.
- 2) If we can't reuse the equipment we ask our customers to take it to a waste electricals facility at their convenience. We help fund the provision of these facilities through the Distributor take Back Scheme. More information can be found at virg.co/recycling

Supporting the UK's e-waste infrastructure

Virgin Media provides financial support for the UK's network of WEEE collection facilities. This is what's known as being a member of the Distributor Take-back Scheme (Virgin Media Ltd 9585).

This means that customers who have old Virgin Media equipment, that we can't redeploy, can take it to their nearest electrical waste recycling centre where it will be disposed of in a responsible way to it can be reused and recycled for other products.

Reusing and recycling equipment returned to us

Where we are able to redeploy old equipment we will actively seek the return of the equipment to us.



Over the last year we've managed the collection and return of more than 2.1 million set-top boxes and modems - of these we refurbished, repaired and reused over 700,000, meaning that if a box is returned to us with a fault, we work with our repair partners to do everything possible to ensure it's as good as new for our next customer to use.

In addition to this, any boxes that cannot be fixed are recycled. Last year we recycled over 1.2 million set-top boxes, modems and mobile phones in the UK, equating to over 1,600 tonnes - that's nearly 6 Airbus A380 passenger aeroplanes.

Where it does not make sense for the old kit to be returned to us for re-use, because we have hit the volume we require or the product has been superseded by a new model, we will always make sure there is a clear route for customers to take it to a facility that can dispose of the equipment in the right way.

Our facilities

Our national distribution centre is a fully approved authorised treatment facility (AATF) for WEEE. This means we can treat all electrical equipment that we take back in line with UK waste legislation.

From here we provide the equipment to a number of specialist UK recycling partners, where it's broken down into its component parts and materials: this can then be used to support the manufacture of further products.

Virgin Media's producer registration numbers under the WEEE Regulations 2013 are: Virgin Media Ltd WEE/KA0136ZT / Virgin Mobile Telecom Ltd WEE/JJ0135ZT

Mobile Phones

It's easy to forget your old mobile when you get a new one, but with Virgin Media, it's really easy to turn those old mobiles into cash – and do something good for the environment while you're at it.

Virgin Media Recycle makes recycling old mobiles easy. Customers can simply go to our website, <http://recycle.virginmedia.com>, enter their details and tell us about the condition of their mobile to get a competitive, fair price in no time. If they're happy with what we've quoted, we'll send them a Freepost bag.

Packaging

In recent years we've increased the volume of packaging returned through our supply chain infrastructure. All materials are recycled using our UK downstream partners.



Packaging recycling is something that we are always looking to improve - whether it's by changing our collection techniques, working with recycling partners or upgrading bailing equipment to save space in our fleet.

In addition, we're constantly working to minimise the packaging materials that we use in order to be compliant to the Packaging (Essential Requirements) Regulations 2015.

Virgin Media's registration numbers are: Virgin Media Ltd NPWD231730 / Virgin Mobile Telecoms Ltd NPWD248581

For more information on the Packaging regulations please visit <https://www.ecosurety.com/compliance/packaging/additional-packaging-compliance-guidance/>

Batteries

At Virgin Media, we also provide funding for the treatment of the batteries in our remote control units and mobile phone handsets once they become waste under the Waste Battery and Accumulator Regulations 2009.

Virgin Media's registration numbers are: Virgin Media Ltd BPRN00566 / Virgin Mobile Telecoms Ltd BPRN01997

For more information on the Battery regulations please visit <https://www.ecosurety.com/compliance/batteries/additional-batteries-compliance-guidance/>

Date effective: 24 January 2018