

Our waste in the UK

2014 – 2020



Customer premises equipment (modems & set-top-boxes)

	2014	2015	2016	2017	2018	2019	2020
Total taken back	2,439,568	1,843,274	1,695,552	2,149,458	1,966,608	1,871,158	1,506,406
Number reused	1,373,790	1,319,085	1,185,410	730,733	913,684	1,163,298	1,317,150
Number recycled	1,117,347	520,333	446,941	1,241,039	1,121,270	590,791	387,317

Mobile phones

	2014	2015	2016	2017	2018	2019	2020
Total taken back	158,576	96,487	84,484	68,356	63,132	58,637	57,402
Number reused	152,937	93,762	81,797	65,103	59,790	57,207	56,676
Number recycled	5,639	2,725	2,687	3,253	3,342	1,430	726

Operational waste

	2014	2015	2016	2017	2018	2019	2020
Total waste	-	-	-	-	-	5,553	4,422
Total sent to landfill (tonnes)	-	-	-	-	-	77	41
Total sent for energy recovery	-	-	-	-	-	1,259	843
Total recycled (tonnes)	-	-	-	-	-	4,217	3,538
Percentage to landfill (%)	-	-	-	-	-	1.4%	0.9%

Paper waste

	2014	2015	2016	2017	2018	2019	2020
Usage internal (tonnes)	83	73	68	54	48	39	15
Usage external (tonnes)	12,734	12,488	8,717	5,353	4,337	2733	1577
Direct marketing (tonnes)	12,329	11,769	7,994	4,741	3,680	2460	1340
Paper billing (tonnes)	405	720	724	612	658	273	238
Source external	98% FSC	83% FSC	100% FSC	83% FSC	87% FSC	91% FSC	81% FSC
	0% PEFC	16% PEFC	0% PEFC	17% PEFC	13% PEFC	9% PEFC	19% PEFC
	2% unaccounted	1% unaccounted	0% unaccounted	0% unaccounted	0% unaccounted	0% unaccounted	0% unaccounted
Source internal	73% FSC	99% FSC	100% FSC	82% FSC	78% FSC	80% FSC	89% FSC
	0% PEFC	0% PEFC	0% PEFC	18% PEFC	1% PEFC	0% PEFC	0% PEFC
	27% unaccounted	1% unaccounted	0% unaccounted	0% unaccounted	21% unaccounted	20% unaccounted	11% unaccounted