

Our waste in the UK

2014 – 2019



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

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

Mobile phones

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

Logistics waste

	2014	2015	2016	2017	2018	2019
Total waste	3,558	3,287	3,229	4,094	3,381	3,389
Total sent to landfill (tonnes)	-	-	-	-	-	-
Total sent for energy recovery	431	398	157	395	446	343
Total recycled (tonnes)	3,126	2,889	3,071	3,699	2,936	3,047
Percentage to landfill (%)	0%	0%	0%	0%	0%	0%

Office waste

	2014	2015	2016	2017	2018	2019
Total waste (tonnes)	1,431	1,421	1,517	1,462	1,256	1,214
Total sent to landfill (tonnes)	504	241	408	220	111	41
Total recycled or incinerated (energy from waste) (tonnes)	927	1,180	1,109	1,242	1,145	1,173
% to landfill	35%	17%	27%	15%	9%	3%

Paper waste

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