

# How your old mobile is recycled

For over ten years now, Telefónica in Germany has been committed to mobile phone recycling and championing their proper disposal. The cooperation partners are AfB non-profit GmbH and NABU e.V.

**01 Handing in your old phone**  
Pack your old mobile – any accessories such as charging lead, headset and data cable are also welcome – in the dedicated recycling box at your company. For safety reasons, please do not put the rechargeable battery separately in the box. The battery must be firmly inserted or fitted in the device.



**02 Collecting and taking stock**  
The recycling boxes are collected by our partner, AfB (initiative giving work to people with disabilities) and transported to the nearest branch. The manufacturer, type and IMEI number is recorded there in the inventory control system. Business customers can track the progress of the old mobiles using a web login. At AfB all processes are ISO 9001 certified.



**03 Testing and deleting data**  
AfB subjects any marketable devices to a function test and repairs them if required. All the data in the mobiles is deleted with the certified 'Blancco' software. This process is logged at AfB.



**04 New life for old mobiles**  
AfB supplies fully-functioning mobile phones from its shops and online shop in Europe, with a guarantee of at least 12 months. This reduces the production of new devices, saves on resources and protects the environment.



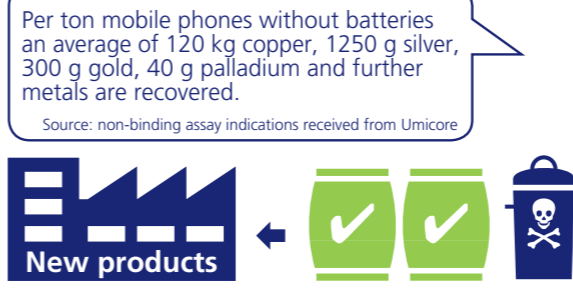
**BONUS** Business customers receive a collective certificate from AfB and Telefónica. This documents the number of mobile phones collected and the remarketing quota, along with the type and quantity of raw materials recovered.



**07 Doing good with mobile recycling**  
As well as extending the lifecycle of the phones and recovering raw materials, AfB is committed to integrating people with disabilities. Telefónica donates the proceeds from each old mobile received to NABU (the Nature and Biodiversity Conservation Union, Germany) for nature conservation projects in Germany.



**06 Recovering raw materials**  
The shredded mobile phones are melted down in the certified Umicore smelting works. Valuable resources such as gold, silver, palladium and platinum are separated from the electrical waste and routed back into production through the raw materials market. Any toxic components are intercepted and separately disposed of.



Per ton mobile phones without batteries an average of 120 kg copper, 1250 g silver, 300 g gold, 40 g palladium and further metals are recovered.  
Source: non-binding assay indications received from Umicore

**05 Destroying unusable devices**  
Any devices that are no-longer in working order or fit for re-marketing are mechanically destroyed in a shredder. This is documented with a proof of destruction certificate at AfB.

