# Recycle a Device FAQ

**What is RAD?**

RAD is a nationwide not for profit that tracks down donations of old and outdated laptops and teaches high school students to diagnose and repair issues. Refurbished devices are then gifted to rangatahi who need them for employment, education, connecting with services, and general participation in society, but would otherwise have difficulty accessing them.

Participation in RAD encourages all communities involved (from businesses to schools to device recipients) to rethink their approach to waste and how they can participate in the circular economy, while also equipping students and community members with project management, responsibility, teamwork, problem solving and STEM skills to carry them into the future.

RAD supports businesses by offering a **low-cost, low effort and data secure option** for reducing e-waste and retiring ex-fleet laptops, making progress towards corporate social responsibility and sustainability goals, and supports the community by making a positive difference in the lives of young people - teaching tech and STEM skills, and providing the knowledge and equipment needed to help bridge the digital divide. Donations will generate positive PR, with donors joining the ranks of previous donors including Spark, Christchurch City Council, New Zealand Trade and Enterprise, Qrious, Catalyst IT, Verizon, Aurecon and InternetNZ.

What we ask for from our donors is devices (laptops and tablets only) less than 10 years old that come with a charger.

Our goal for 2022 is to get 5000 devices into the hands of those who need them, and then to scale this over future years to meet the growing need for devices (100,000+). Since March 2021, RAD has received donations of 443 laptops (over 300 have been distributed, and almost 150 are in the refurbishment process) - once refurbished these get given to community members.

**FAQ**

**How can we be sure our data will be securely wiped?**

We work with Entelar (formerly Telegistics) because they have a rigorous, transparent process and a trusted reputation. Entelar securely wipe laptops to an enterprise grade so that all personal and sensitive information is removed before it goes to a high school for refurbishment. Entelar provides a certificate to all donors to confirm the device has been wiped. We are happy to follow up on any further technical questions and get you in touch with Entelar.

Previous donors include Spark, Christchurch City Council, New Zealand Trade and Enterprise, Qrious, Catalyst IT, Verizon, Aurecon and InternetNZ and other companies with high standards of data security, and all have been satisfied with Entelar's process.

**What can companies that lease their devices do to help?**
When it comes to leasing devices and supporting RAD, one option is to put in a good word for us with lessors. RAD is keen to work alongside lessors to take on some or all of their retired devices, and a foot in the door is really helpful. A lot of lessors scrap ex-lease devices or send them overseas at end of life, and these are devices that RAD could use so if you were willing to let your lessor know you're keen for them to work with RAD that would be a huge help for us. RAD also is always looking for funding partners to cover our operational costs.

**What are the logistics of getting donated devices to RAD?**
We work alongside donors to make this as pain free as possible. Usually we ask donors to cover the costs of freight to Entelar themselves, however we can organise the pick up. For bulk donations RAD is happy to look into subsidising freight costs. We try to make sure there are as few costs associated with donating as possible and we don't require donors to donate on any particular schedule or in bulk, just whenever they have devices to get rid of or works best for them, and we make sure an MOU is signed so any liability for the devices is transferred to RAD.

**Step by step guide to process**
Donor identifies devices to be donated (and wipes them if this is their preference)
Donor packages up devices to be collected and informs RAD
RAD to organise courier pick up and send MOU to donor, as well as unique identification code to track donation
Entelar wipes devices and sends confirmation to donor
Devices get refurbished by high school students
Devices distributed to those in need by community groups, reports and updates are given to donor so they can know what impact their donation is having

**What do students do to the devices in refurbishment classes? Do they work on hardware and software?**
We accept laptops in all conditions and teach our students to diagnose and repair hardware issues - they work on everything that needs fixing on the donated device, from simple thermal paste application and cleaning heatsinks to tearing down a device and replacing hard drives, screens and keyboards. The software side of things is taken care of by our data sanitisation partner, Entelar who wipe devices (enterprise grade) and install an operating system before the devices are sent to schools for refurbishment. Students learn the skills to refurbish Windows, Apple, Chromium and Linux operating systems.

**If you get devices that can't be successfully refurbished what happens to them?**
We had budgeted for 10% of devices donated to not be able to be repaired or reused but we've found the actual % has been a lot less than this. Any device that can't be refurbished and used by a new owner is used for training or stripped for parts, with every useable piece saved and the rest responsibly disposed of by RemarkIT. We have a stringent e-waste policy and guidelines which dictate the handling for any e-waste created by the programme. This includes operating a parts library, and we're currently investigating how battery cell recycling can be part of the programme. We also partner with RemarkIT, the only AS/NZS 5377:2013 certified e-waste recycler in Aotearoa.

**Where do the refurb laptops go?**
RAD partners with schools and established community groups to identify individuals and whānau who are on the wrong side of the digital divide, to gift them a laptop so they are able to participate in the connected economy. We capture data on where devices are donated and the impact they are having through ongoing monitoring and evaluation processes alongside the community groups we work with to place devices with new owners. In this way we gather statistics but also more personal stories and testimonials (see below) on how the device has impacted the recipient's education, employment and life.

**Financial side/working alongside current system**
We have found with other companies that already have a system in place for getting rid of e-waste that it is easily possible for RAD to work in with that system (to complement it rather than replace it). As RAD only accepts laptops and tablets, we have found some companies prefer to continue to sell other end of life equipment to an e-recycling company to still recoup costs on ex-fleet devices while donating the rest to RAD - this way there is little change to the financial side of getting rid of devices at end of life and the added benefit of making progress towards CSR and sustainability goals (as well as good PR) by donating a fraction of available devices to RAD.

With those already donating hardware, again it is possible to work in with this system as companies similar to RAD take more than just laptops and tablets so diverting these devices to RAD means little change to the current system but even more support for the community - as RAD differs from other charitable organisations in several ways (see below).

It's worth noting that it can take a lot of (company paid) time and effort to actually get the money these assets are worth or set up an in-house system to donate them into the community. Donating to RAD can reduce IT labour costs for asset cleaning and data security. RAD is happy to discuss options for working alongside any processes currently in place.

**How is RAD different to other, similar organisations?**
RAD is completely non profit and we only work within New Zealand, meaning you know your donation will not be sold for profit or sent overseas. We aim to reduce e-waste as much as possible so scrapping a device is an absolute last resort, with reuse being the priority. We work with community groups for ongoing support of device recipients. Our main difference is that we work with students on refurbishing devices - in doing so these students gain skills not just in STEM, but in leadership, teamwork, problem solving (and many more), laying the foundation for a successful career but also more widely a successful relationship to technology, which is crucial for education, employment and participation in everyday life.

**Personal testimonials**
**Donor**
 "RAD is a fantastic initiative that is doing a part to help close the digital divide that exists within Aotearoa. Donating some of our laptops to RAD is doing a small part to close that gap"

**Recipients**
 "It has been a life saving change for me"

"I can prepare for and organise my life and that makes me excited because my dreams feel more achievable"

"Today my son was able to join his first Zoom class. It's wonderful. Wow, I can't believe we get to keep it [the Chromebook]. Thank you so much." Mother of 9year-old.

**How should we pitch this to governance teams or in external communications?**
RAD is happy to send any info or collateral, each potential donor knows best what would be most convincing for the people they're talking to (clearing out junk in the IT room, environmental vs community etc) so we can send info about RAD's processes that backs up that position. We are also happy to join any meetings or be involved in talks ourselves so you don't have to be the middle man.

**PR**
RAD is definitely keen to help donors to promote their work with RAD - it helps our reputation as a trustworthy end of life option for devices and increases our profile, plus we want donors to get as much benefit out of donating as possible. We are happy to provide a donor badge to be used on your website, along with social media collateral, social media shout outs from the RAD account, and anything else that will help you tell your story about working with RAD on internal and external communications.

RAD keeps records on the outcomes of your donation by tracking the serial numbers of donated devices. We use this to provide follow up reporting including an annual report to donors.