

EXTENDED PRODUCER RESPONSIBILITY PLAN Submitted by iQor Global Services India Pvt Ltd Company

iQor Global Services India Pvt Ltd being the producer as per E-waste (management) Amendment Rules, 2018, hereby submits detailed EPR plan. As a responsible corporate citizen iQor Global Services India Pvt Ltd would always ensure strict adherence to compliance and follow all e-waste management regulations amended from time to time by government authorities. In-line with the requirement of new E-waste (Management) Amendment Rules, 2018 we propose to take several steps to implement the same as per guidelines issued by CPCB. We hereby submit our EPR plan detailing general scheme of collection, channelization plan, RoHS compliance details, etc.

Brief on general scheme of collection

Global Services India Pvt Ltd has entered into agreement with 3R Recycler registered with HSPCB and CPCB for management, dismantling and disposal of E-waste.

1. 3R Recycler would collect E-waste generated at iQor Global Services India Pvt Ltd collection points across India and dismantle it to dispose the same at their plant located in IMT, Manesar, Haryana.
2. 3R Recycler has confirmed to possess all mandatory authorisations from HSPCB/CPCB related to e-waste management and has all consents related to Air/water/Hazardous waste. They have a capacity of 1,800 MTA per annum. 3R Recycler has also granted an NOC of 14,500 MTA from HSPCB.
3. In view of projected sales volume and E-waste targets we have planned to follow below mentioned process for collection of e-waste.
4. As per our agreement with 3R recycler our customer can handover their old product by contacting at 3R Recycler's Toll free numbers mentioned below.

North India-**1800-102-8632**

South India – **1800-843-3303**

East India -**1800-843-3301**

West India-**1800-843-3302**

3R Recycler representative would explain our customers about process of disposal and make them aware about nearest drop point available to drop the e-waste and would also give them information about incentive that are being offered to them for handing over their end of life products.

iQor Global Services India Pvt Ltd would also offer e-waste pick up facility to our customers should they desire so and process the same at 3R Recycler's e-waste plant for final processing.

iQor Global Services India Private Limited
(Formerly known as Jabil Global Services India Private Limited)
CIN U64200HR2008PTC038078
147, Sector – 5, IMT Manesar, Haryana 122051, INDIA
Phone +91.124.302.99.22, Fax +91.124.302.99.28
www.iqor.com



Details of collection centres/Points

iQor Global Services India Pvt Ltd in association with its after sales service provider would have following collection points to enable collection of material from customers/end users to further channelize it to our E-waste management service provider. In those states where we don't have any collection point we will arrange special pickup for reverse logistics through our logistics partner Blue Dart Express Limited and Gatikwe of 3R Recycler

S.N O.	Collection Centre	Address	State	Contact No.
1	iQor Global Services India Pvt Ltd	First Floor Door No. 40-6/2-3, Revenue Colony, Moghalrajpuram, Vijaywada, Andhra Pradesh-520010	Andhra Pradesh	8886626108
2	iQor Global Services India Pvt Ltd	PlotNo.30/31, SRB Road,Bora Service,Near BSNL Office, Guwahati, Assam-781007	Assam	9127752773
3	iQor Global Services India Pvt Ltd	Shop-P, Mall "B" Block, Exhibition Road, Patna-800001	Bihar	9599882492
4	iQor Global Services India Pvt Ltd	1st & 2nd Floor, A-74, Fiee, Okhla Phase-II, New Delhi-110020	Delhi	7290072165
5	iQor Global Services India Pvt Ltd	Office No. 309 & 310, Sakar Seven Complex, Near Nehru Bridge, Ashram Road, Ahmedabad-380009	Gujarat	7069069111
6	iQor Global Services India Pvt Ltd	Plot No. 147, Sector-5, IMT Manesar, Gurgaon-122051	Haryana	0124-3029900
7	iQor Global Services India Pvt Ltd	Shop No.1, 2nd floor, Super Centre, Opposite Basant Cinema Hall, Kalimati Road, Sakchi,	Jharkhand	7290032652



		Jamshedpur-831001.		
8	iQor Global Services India Pvt Ltd	Plot No 478,479, Off Magadi Road, Behind Laxmi Multi speciality hospital, Sunkadakatte, Bangalore – 560091	Karnataka	9448533081
9	iQor Global Services India Pvt Ltd	Door No 32 /104 - E & 32/104 - E1, Puthiya Road, Thammanam P.O, Cochin - 682032	Kerala	9871153766
10	iQor Global Services India Pvt Ltd	Plot No.D-9, Cosmos Mall, Dhanvantri Chikitsa Kendra Yojana, Nanakheda, Ujjain, Madhya Pradesh.	Madhya Pradesh	7290080410
11	iQor Global Services India Pvt Ltd	Plot no.114 & C-115, GF, UF, MIDC, TTC Industrial Area, Pawane, Navi Mumbai, Thane.	Maharashtra	8448781336
12	iQor Global Services India Pvt Ltd	Jalandhar F-2, 1st floor, MBD Mall, G.T. road, BMC chowk, Jalandhar.	Punjab	8130833446
13	iQor Global Services India Pvt Ltd	Shop No.AJSF04, 2nd Floor, E-city Bioscope Entertainment Pvt. Ltd, G-Mall Anaa Circular road, Vaishali Nagar, Ajmer-305001	Rajasthan	7230059758
14	iQor Global Services India Pvt Ltd	No.3,1st Floor,AKR road,New colony, Koyambedu, Chennai - 600107, Tamil Nadu.	Tamil Nadu	9599006127
15	iQor Global Services India Pvt Ltd	Shop No. 11, Midtown , 6-3-348, Road No. 1, Dwarakapuri	Telangana	8886626087



		Colony, Punjagutta, Hyderabad -500082		
16	iQor Global Services India Pvt Ltd	Plot No.A-27D, Sector-16, Noida, UP.	UP	7290072154
17	iQor Global Services India Pvt Ltd	244 Badu Road, Opposite BSF Camp, Digberia, Madhyamgram, Kolkata -700128	West Bengal	8100065439

S. No.	States	Cities	Address	Name Of Collection Point	Contact Person Number
1	Gujarat	Ahmedabad	Plot No. 59, Ajit Mill Industrial Estate, Opposite Maniar Tailor, Rakhiyal, Ahmedabad	3R Recycler	1800-843- 3302
2	Daman & Diu	Daman & Diu/ Covered By Gujarat	Plot No. 59, Ajit Mill Industrial Estate, Opposite Maniar Tailor, Rakhiyal, Ahmedabad	3R Recycler	1800-843- 3302
3	Rajastha n	Jaipur	Plot No.: 318, Jalupura, Sansar Chand Road, Jaipur	3R Recycler	1800-102- 8632
4	Chandiga rh	Chandigarh	Plot No.: 9, Kajheri Village, Sector-52, Chandigarh	3R Recycler	1800-102- 8632
5	Karnatak a	Bengaluru	C- 73, Cottonpet Main Road, Cottonpet, Bengaluru, Karnataka-560053	3R Recycler	1800-843- 3303
6	Tamil Nadu	Chennai	22/24, Subhia Street Periamet, Chennai	3R Recycler	1800-843- 3303
7	Kerala	Kochi	CMRA-5, Pottakuzhi Road, Elamakkara, PO Kochi, Kerala	3R Recycler	1800-843- 3303
8	Madhya Pradesh	Indore	Plot No.: 280/B Sector-E, Sanwer Road Industrial Area, Indore	3R Recycler	1800-843- 3302
9	Chattisga rh	Chattisgarh	17/998 Modhapara, Near Vrindavan Apartment, Raipur, Chattisgarh	3R Recycler	1800-843- 3301



10	New Delhi	New Delhi	B-42/21, Ground Floor, Jhilmil Industrial Area, Near Railway Line, Delhi- 110095	3R Recycler	1800-102-8632
11	Uttar Pradesh	Ghaziabad	G-175-176, MG Road Industrial Area, Ghaziabad G-175-176, MG Road Industrial Area, Ghaziabad	3R Recycler	1800-102-8632
12	Haryana	Gurgaon	Plot No. 266, Sector 8, IMT Manesar, Gurgaon, Haryana- 122052	3R Recycler	1800-102-8632
13	Odisha	Covered By Chattisgarh	17/998 Modhapara, Near Vrindavan Apartment, Raipur, Chattisgarh	3R Recycler	1800-843-3301
14	Uttarakh and	Covered By Uttar Pradesh	G-175-176, MG Road Industrial Area, Ghaziabad G-175-176, MG Road Industrial Area, Ghaziabad	3R Recycler	1800-102-8632
15	Jammu & Kashmir	Katra	Jai Mata Di E-waste collection centre, Pardhal, Jammu Road, Katra	3R Recycler	1800-102-8632
16	Goa	Covered By Karnataka	C- 73, Cottonpet Main Road, Cottonpet, Bengaluru, Karnataka-560053	3R Recycler	1800-843-3303
17	Punjab	Covered By Chandigarh	Plot No.: 9, Kajheri Village, Sector-52, Chandigarh	3R Recycler	1800-102-8632
18	Himachal Pradesh	Covered By Jammu & Kashmir	Jai Mata Di E-waste collection centre, Pardhal, Jammu Road, Katra	3R Recycler	1800-102-8632



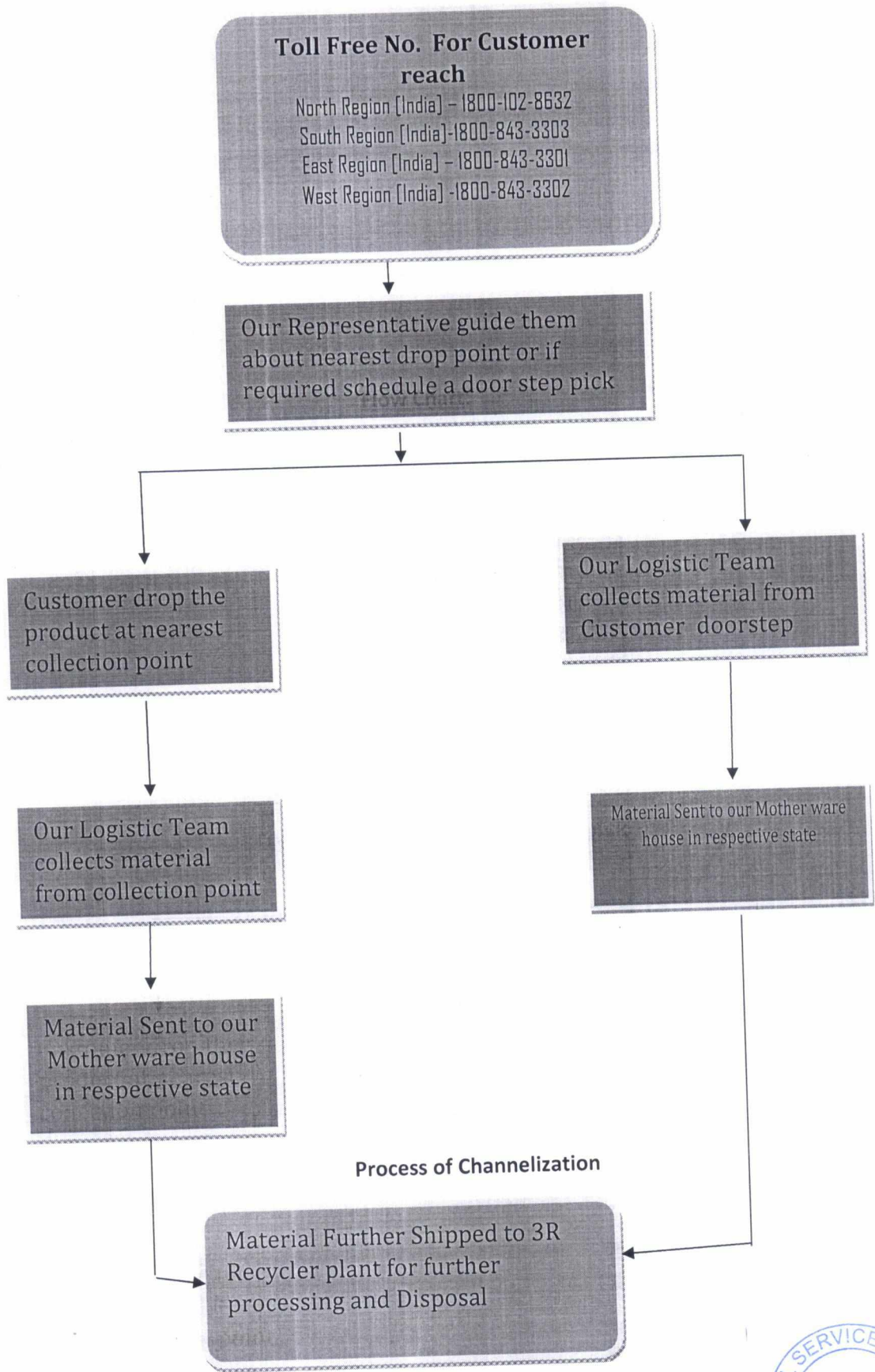
Flow-chart of channelization

The process to be followed by iQor Global Services India Pvt Ltd for E-waste collection would be:

1. **iQor Global Services India Pvt Ltd** would be contacted by end users through Toll free numbers:
 - North India-**1800-102-8632**
 - South India – **1800-843-3303**
 - East India -**1800-843-3301**
 - West India-**1800-843-3302**
2. **iQor Global Services India Pvt Ltd** /3R Recycler representatives would direct end users to the nearest e-waste collection centre/point or would arrange for a pick up facility.
3. Awareness among end users will be generated by including E-waste management information on our website, newspaper advertisements, user manual, product packaging and banners at iQor Global Services India Pvt Ltd Service centres about hazardous or improper handling of E-waste as well as to enquire about nearest E-waste collection centre/point or to schedule a pickup from their door step with the help our pan India logistics partner.
4. **iQor Global Services India Pvt Ltd** will install Collection Bins at all Service Centres for collection of old Electronic products and their accessories, and for further channelizing to our e-waste management service provider.



Flow Chart:



Process of Channelization



Whether all States are covered?

Yes, iQor Global Services India Pvt Ltd will cover all states in India for collection and channelization of E-waste either through collection centre's/points. 3R Recycler is having its association with Gati KWE for reverse logistics and iQor Global Services India Pvt Ltd is associated with BLUE DART EXPRESS LIMITED.

1. Specific collection schemes (buyback, exchange, DRS, etc.)

iQor Global Services India Pvt Ltd wants to encourage E-waste management by incentivising customers/end users who want to discard end of life product(s) (e-waste). Customers/end users are supposed to call toll free numbers:

- North India-**1800-102-8632**
- South India – **1800-843-3303**
- East India -**1800-843-3301**
- West India-**1800-843-3302**

to make an arrangement to collect the end of life product from their door step and depending upon life of product we incentivise our customer.

a. Buyback

We propose to incentivize customers/end users who wish to return their end of life product(s) (e-waste) Customers/end users should call toll free numbers 1800-102-8632 (**North India**), 1800-843-3303 (**South India**), 1800-843-3301 (**East India**), 1800-843-3302 (**West India**), to know the process of disposal and the nearest Collection center/point to drop the E-waste. Customers/end user will also get information about any incentive or exchange offer that may be on offer, at that time, against their end of life product. If any customer wants to handover the material at their doorstep we will arrange for either the logistics team or 3R recycler team to collect the item and channelize the same to our E-waste partner plant for final processing. We will incentivize our customer depending upon the remaining Life of the Product.

b. E-waste Exchange:

We propose to run an E-waste exchange program whereby we will encourage our customers/end users to deposit any of their old absolute products (spare parts) and their accessories (irrespective of brand). We propose to exchange the same with a promotional voucher or any other lucrative offers depending upon the remaining Life of the Product.

c. DRS

We have not opted for 'Deposit Refund scheme'.



2. Agreements with Authorised Dismantler/ Recycler

We have partnered with 3R Recycler for channelization as well as disposal of all our e-waste generated across India.

Details of vendor are as follows:

Name of Vendor: 3R Recycler

Address: Plot No- 266, Sector-8, IMT Manesar, Grugram, Haryana- 122052

Contact Details: 011-43026362

Capacity:

1800 MTA from HSPCB for Dismantling.

14,600 MTA (approx.) NOC from HSPCB for Dismantling/Recycling of E-waste



Estimated budget for Extended Producer Responsibility and allied initiatives to create consumer awareness.

iQor Global Services India Pvt Ltd has decided to allocate a budget Per annum for EPR and allied initiatives as below:

S. no.	Particulars	Amount (in Rs.)	Remarks
1	Awareness	50,000.00	This amount will be utilized by Company for installation of banners and e-waste bin in collection centers and offices, hosting e-waste page on website
2	Specific Collection Schemes	75,000.00	This amount is budgeted in terms of incentives to customer to return the e-waste/exchange. This is a proposed figure and it may vary as per the actuals figures.
3	Collection center/points	75,000.00	This amount is intended for warehouse rent to be incurred by Company for allocating e-waste space in its warehouse.
4	PROs	-	Company is not appointing any PRO's.
5	Channelization (including cost of reverse logistics)	1,00,000.00	This amount is the estimated cost of logistics expenses to be incurred by Company in collecting e-waste from clients.
6	Recyclers / Dismantlers	1,25,000.00	This budget amount includes expenses to free toll free no. set-up and channelization of e-waste through recyclers.
7	Testing	-	We agree to bear all financial expenses relating to ROHS testing and sampling.
8	Any other schemes	-	-

iQor Global Services India Private Limited
 (Formerly known as Jabil Global Services India Private Limited)
 CIN U64200HR2008PTC038078
 147, Sector - 5, IMT Manesar, Haryana 122051, INDIA
 Phone +91.124.302.99.22, Fax +91.124.302.99.28
 www.iqor.com



PROPOSED AWARENESS PROGRAMME

1. **iQor Global Services India Pvt Ltd** has associated with 3R Recycler registered with HSPCB for management and disposal of all our E-waste.
2. **iQor Global Services India Pvt Ltd** will mention all the details related to management of e-waste/ toll free numbers/collection centres/points on iQor Global Services India Pvt Ltd website to educate customers/end users on how to hand over end of life products to us.
3. We have established a Toll Free number for our customers if they want to give their End of life product for recycling they call on toll free number and handover the same to us, finally our E-waste management partner 3R Recycler collect those from across India branches and dispose the same in environmentally sound manner.
4. We shall encourage our customers/end users to deposit any of their old EEE products and their accessories (irrespective of brand).
5. We shall have collection centres/points for collection of e-waste material from customers/end users to channelize it through our e-waste management partner.
6. We shall print E- waste related information on job sheet, product and general publicity material.
7. We shall install E-waste Bin at our Collection centres/points across India and partner with 3R Recycler for its collection and recycling.
8. We propose to regularly conduct awareness drive at all our offices and provide proper training to employees about handing of E-waste.
9. Affixing a visible, legible and indelible symbol (non-disposal as ordinary waste) on the products or information booklets to prevent e-waste from being dropped in garbage bins containing waste destined for disposal.
10. We will create awareness about e-waste management by mentioning it on our website, product publicity posters, and information booklets accompanying the equipment with regard to:
 - a) information on hazardous constituents (like lead, mercury, cadmium or chromium) in electrical and electronic equipment;
 - b) information on hazards of improper handling, accidental breakage, damage and/or improper recycling of e-waste;
 - c) instructions for handling of the equipment after its use along with the Do's and Don'ts; and
 - d) Affixing a visible, legible and indelible symbol (non-disposal as ordinary waste) on the products or information booklets to prevent e-waste from being dropped in garbage bins containing waste destined for disposal.



Website Information

iQor Global Services India Pvt Ltd published below mentioned content on its website to generate awareness among customers/end users regarding hazardous and improper handling of e-waste and about how to dispose of their end of life products.

Website:- www.iqor.com

Web link: <http://www.iqor.com/iqor-ewaste-2018>



www.iqor.com/iqor-ewaste-2018

iQOR

iQor Global Services India Pvt Ltd has been working in the area of safe disposal of electronic waste. Since Parts of Computers, laptops, Notebook, Parts of all type Printers, Scanners, Parts of Telecommunication, IT and Networking Equipment, Parts of Smart Phones & Feature Phones and their components are made of hazardous constituents under our global policy as well the legislation passed by the Ministry of Environment and Forests (MOEF), called E-waste (Management) Rules, 2016, which came into effect from 1st Oct 2016.

- iQor Global Services India Pvt Ltd will seek shared responsibility and cooperation from customers in reducing the environmental impact of their products.
- iQor Global Services India Pvt Ltd will comply with all the applicable laws related to e-waste management.

As a part of e-waste recycling initiative, iQor Global Services India Pvt Ltd has partnered with 3R Recycler, India's leading electronic asset management and Disposal Company to comply with E-Waste management and Handling Rules in providing environmentally sound management of end of life electronics.

3R Recycler - As part of this partnership with 3R Recycler, the company will provide e- waste drop off centres and ensure environmentally sound management of electronics that have reached their end of life phase. 3R Recycler has obtained all the necessary authorizations from the appropriate governmental agencies for their processing facilities. 3R Recycler ensures proper recycling and disposal of e-waste. This helps us protect the environment from any hazardous consequences, which would be otherwise caused by the inappropriate waste management of e-waste.

