

Partnership between the *Réseau québécois des CFER* and Recyc-Québec

Since September 12, 2007, **BUREAU EN GROS** has been partnered with **CFER** who salvages deposited hardware at participating BUREAU EN GROS stores, and sorts it, disassembles it and disposes of it as per environmental standards. All **non reusable** hardware is sorted, disassembled and sent to recycling facilities for plastics, metals or glass.

As part of its mandate to promote, develop and encourage people to recycle, reduce and reuse from a resource conservation perspective, **Recyc-Québec** (www.recyc-quebec.gouv.qc.ca) has enabled *Mission Zéro déchet électronique* (MZDÉ) to reach its fourth year, saving **more than 2,400 tons of electronic waste** from landfills!

ACCEPTABLE HARDWARE

Desktop computers and accessories (mouse, keyboards, cords)
Laptops
Monitors
Printers
Fax machines
Scanners
Digital cameras
All types of phones and electronic organizers

*All other items or products not identified as “acceptable” will be refused,
Included in refused items are: TVs, sound systems, household appliances, small office items and others.

FREQUENTLY ASKED QUESTIONS

Q : Why did BUREAU EN GROS take up the challenge from MZDÉ?

A : In March, 2007, BUREAU EN GROS took a significant turn towards a social mission and decided to support initiatives which focus on three main elements: education, environment and entrepreneurship. MZDÉ, in partnership with BUREAU EN GROS and the CFERs, represents a perfect blend of these three elements and especially given of the objectives of the CFERs.

Q : What are the CFERs?

A : The CFERs are centres for business and recycling training which are business-like schools whose objective is to train students from the ages of 15 to 18 who have difficulties becoming independent young adults, engaged citizens and productive workers. In combination with their high school education, the students take part in activities involving recycling different types of hardware. These activities vary depending on the CFER. The *Réseau québécois des CFER* has existed for over ten years and have about twenty centres across Quebec. You can visit our website (French only): www.reseaucfer.ca.

Q. What hardware is accepted?

A : We accept desktops, laptops, monitors, printers, fax machines, scanners, accessories like a mouse, cords or keyboards, telephones and cell phones, answering machines, electronic organizers, digital cameras and other similar devices. **We refuse all other items or products which are not included in this list.**

Since we offer this service to individuals, we ask that people **respect the limit of two (2) complete computer sets per person**. We define a complete computer set as a monitor, a processor, input devices (mouse, keyboard and cords) and one output device (printer, scanner or fax machine). Since telephones and answering machines are often sold in groups (a group of 3 cordless phones, for example), we accept a larger quantity of these items, yet it must be a reasonable amount.

Q : What happens to the hardware that gets dropped off at participation BUREAU EN GROS stores?

A : As part of its mission, BUREAU EN GROS does not do the actual recycling itself. Actually, the participating BUREAU EN GROS are the intermediary between people dropping off their hardware and the organization doing the recycling, providing **an easy and accessible drop-off site** for all Quebec residents. It is the *Réseau québécois des CFER* (www.reseaucfer.ca) who picks up the hardware, sorts it, disassembles it and determines how to recycle it.

Q : What happens to the personal information that is in the hardware that I drop off at BUREAU EN GROS?

A : The CFERs ensure that all **reusable hard drives** are processed for recycling and that all data on the hard drives are completely deleted using a software program provided by the RCMP. All **non reusable hard drives** are perforated and disposed of in an environmentally friendly way. This procedure ensures that all personal information left on the hard drive, if any, does not fall into the wrong hands.

In all cases, we ask that you sign the “Declaration and Release” form. With this document, we inform the public that turned-in electronic or computer hardware may contain personal, confidential or sensitive information, and we suggest that you delete such information yourself.

For a reasonable rate, our technical advisors can also recuperate personal data and transfer it to another hard drive, CD-ROM, DVD or any other storage media, if desired. You can bring us your computer trash and get your data back when you leave!

Q : How long will the Mission go for?

A : BUREAU EN GROS set off on this big adventure to be Quebec's drop-off site for computer-related hardware. BUREAU EN GROS does not currently see a reason to end the Mission.

Q : Why is a retail store taking on this kind of project?

A : The goal of the MZDÉ is to connect the public with recycling. BUREAU EN GROS has more than 70 stores in Quebec and by dedicating nearly all of them to the Mission, BUREAU EN GROS provides Quebec residents with a simple and accessible way to get rid of old hardware.

Q : Why are there stores that aren't participating in the Mission?

A : There are several reasons why a store does not participate in the Mission : for example, a simple lack of space or accessibility for someone to put large and cumbersome hardware, among other reasons. These decisions are made based on environmental factors and our commitment to the public.

Q : Is there specific scheduling or a time period when you can bring in hardware?

A : Old hardware can be brought to any participating BUREAU EN GROS at any time during store hours.

Q : Can small or medium-size businesses bring their old hardware to a participating store?

A : The MZDÉ is a service we only provide for individuals and not to businesses. If a company wants to get rid of a large amount of electronic or computer-related hardware, they should contact the *Réseau québécois des CFER* directly. (www.reseaucfer.ca)