



# UL RESPONSIBLE SOURCING

## *"An Interview with Annukka Dickens, HP's Director of Human Rights and Supply Chain Sustainability"*



UL Consumer and Retail Services (CRS) Responsible Sourcing team would like to thank speakers and guests joining us for UL's 12th Responsible Sourcing summit in Los Angeles on March 1-2, 2017. Speakers from the Alliance for Bangladesh Worker Safety, Ropes & Gray LLP, Business for Social Compliance Initiative (BSCI), ICTI CARE, Richline Group, prAna, Textile Exchange, Landesa, BJ's Wholesale Group, Columbia Sportswear, MillerCoors, HP, Eileen Fisher, and the International Labor Affairs Bureau of the U.S. Department of Labor gave insights in panels discussing "The Unintended Costs of Regional Responsible Sourcing Issues", "Success Stories – Positive Impacts from Responsible Sourcing Initiatives", "Product Traceability – Approaches That Can Be Applied from Agriculture to Jewelry", "Supply Chain Risk Segmentation – Where to Focus Your Energy" and "How Repair, Reuse, and Recycle Programs Can Enrich Responsible Sourcing Efforts".

If you were unable to join us for this event, UL shares a series of "An Interview With..." conversations with some of our guest speakers.

### **"An Interview with ANNUKKA DICKENS, HP's Director of Human Rights and Supply Chain Sustainability"**

UL Responsible Sourcing's Jude Mackay spoke with Annukka Dickens, HP's Director of Human Rights and Supply Chain Responsibility, at UL's annual Responsible Sourcing Summit recently, in sunny Los Angeles, to discuss the global challenge of post-consumer waste in the ever-growing electronics sector.

**Jude Mackay:** Annukka, we were introduced to one another when planning our "How Repair, Reuse, and Recycle Programs Can Enrich Responsible Sourcing Efforts" segment for UL's annual Responsible Sourcing Summit. We just heard the U.S. Department of Labor's International Labor Affairs Bureau speak about the impacts of e-waste collection and treatment in the developing countries. Why is this topic so important to you?

**Annukka Dickens:** "HP has long been committed to responsible processing of used electronics. [The company has been actively recycling computers and printing hardware since 1987.] If not processed correctly, e-waste can harm landfill communities, landfill workers and their environment. Well-intended consumers bringing their used goods to recycling centers often are not aware of what happens to the equipment and if it is responsibly recycled. Consumers should know how and where their equipment is recycled."



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**Jude Mackay:** How do you influence those beyond your own corporate structure to follow your vision and become part of your responsible recycling value chain?

**Annukka Dickens:** "Transparency is key to ensuring responsible electronics recycling. HP has world-wide recycling standards and a recycler audit program in place and we disclose those standards as well as the list of recycling vendors we employ through our global Planet Partner program. HP requires every specialist vendor to execute environmentally-responsible processing techniques, comply with relevant government regulations, and achieve additional commitments like ethical labor practices and conformance to the Basel Convention, which limits shipment of non-functional electronics between countries. HP requires recycling vendors to attain third-party certification of ethical and environmentally-responsible processing techniques, where it makes sense."

**Jude Mackay:** Beyond the traditional supply chain, you showed us how HP is working in Haiti in collaborative partnerships with Thread, Timberland, Team, Tassy and ACOP (Association des Collecteurs des Objets en Plastique), to address the working conditions of the Truitier landfill, vulnerable informal sectors workers three thousand miles from your corporate offices.

**Annukka Dickens:** "An estimated 200 children between the ages of 8 and 12 currently collect recyclable materials from the Truitier landfill. These children and their families are exposed daily to unsafe and hazardous working conditions. This joint initiative aims to improve the lives of the children by providing them with educational opportunities, including more than 200 scholarships, as well as full physical exams and health and safety trainings. HP purchases recycled plastic made with raw materials collected at the Truitier landfill as an expansion of its closed loop ink cartridge recycling program. By opening a new market opportunity, generating a steady revenue stream and partnering to improve conditions for the workers, HP is helping to create sustainable jobs and bring opportunity and dignity to the Truitier community."

**Jude Mackay:** What advice do you have for others?

**Annukka Dickens:** "Responsible recycling is very important for our customers not only from an environmental point of view, but also for data and privacy protection. My recommendation for everyone is to consider product lifecycle impact including product reparability and end-of-life disposal when purchasing IT equipment. We encourage customers to ask questions about what really happens to the equipment they are returning and use their purchasing power at companies that are transparent about their repair and recycling processes."



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## **About Annukka:**

Annukka Dickens leads HP's Human Rights and Supply Chain Responsibility team. She is responsible for driving the overall vision and strategy of the company supply chain social responsibility program, including supplier environmental performance and fair and ethical treatment of workers. She manages end-to-end supplier assessments, auditing, continuous improvement processes and capability-building programs. Annukka joined HP's Sustainability function in 2000 and during this time she has lived and worked in 4 different continents leading social and environmental responsibility compliance, market access, customer and partner engagement programs impacting supply chain operations, product design, packaging and product recycling.

## **About UL Responsible Sourcing:**

UL is a leading global provider of responsible sourcing auditing and advisory services, which include supply chain monitoring, research, program development, and training. UL's Responsible Sourcing team has the global footprint to provide services in several countries.

For more information on all the ways you can rely on UL to help you manage sourcing risk, contact [RSinfo@ul.com](mailto:RSinfo@ul.com)