



# PRODUCT-AS-A-SERVICE (PAAS):

## *AN ECONOMICAL WAY TO CIRCULARITY LEADERSHIP*

Frances Edmonds: Head of Sustainable Impact, HP Canada

Pascale Gonthier: Solutions and Services Leader, HP Canada

Stephane Pacquin: Enterprise Sales Manager

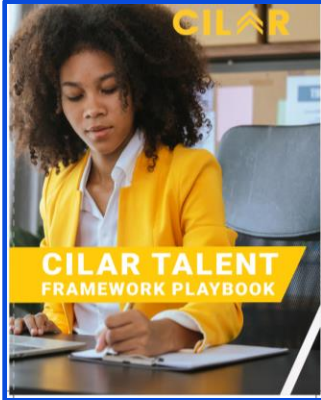
## Corporate Canada section 92 of the Truth & Reconciliation calls to action

Adopt UNDRIP as a reconciliation framework & apply its principles, norms and standards to corporate policy and core operational activities involving indigenous peoples and their lands and resources. Including:

- 1) Meaningful consultation, building respectful relationships & obtaining free prior & informed consent
- 2) Ensure that Aboriginal people have equitable access to jobs training and education opportunities in the corporate sector & that Aboriginal communities gain long term sustainable benefits from economic development opportunities
- 3) Provide education for management & staff on the history of aboriginal peoples, including the history & legacy of the residential schools & UNDRIP....  
See [more](#)



# Some of HP's Actions on Truth & Reconciliation



- Partnered with Chapter One to provide children living on or near reserves with one-on-one reading time with an HP employee volunteer and sponsored a digital children's book with Indigenous themes and language, written in collaboration with communities, an Indigenous writer, and an Indigenous Illustrator. Check out the *Weaving Cedar with Auntie* book.
- Co created the CILAR (Coalition of Innovation Leaders Against Racism) talent playbook to assist organizations in attracting and retaining diverse talent.
- Supported ComKids, an organization committed to providing limitless potential for youth from grade 7-12, many of whom identify as Indigenous, by providing technology, technical support, and mentorship to improve digital equity.
- Working with LSF to add Indigenous ways of knowing into a whole of school approach in the Sustainable Future Schools program.

**WE HAVE 40 NEW  
INDIGENOUS EDUCATIONAL  
RESOURCES AVAILABLE IN  
OUR RESOURCES FOR  
RETHINKING DATABASE!**

**SEARCH THEM USING OUR NEW  
INDIGENOUS RESOURCE TOOL**

FOR MORE INFO  
VISIT R4R.CA

A screenshot of a search tool interface. It features a dropdown menu labeled "Indigenous Knowledge:" with a list of categories: "Rituals, Spirituality and Worldviews", "TEK, Traditional Ecological Knowledge", "Indigenous Ways of Knowing", "Residential Schools and Reconciliation", and "Addressing Climate Change". Below the dropdown is a "Keyword:" input field and two buttons: "Search" and "Advanced Search".

A PROJECT OF WITH SUPPORT FROM HP



# Some of HP's Actions on Truth & Reconciliation



Chapter One



Indigenous pricing initiative

For details email  
HPIndigenousPricing@hp.com

Partnered with Chapter One to provide children living on or near reserves with one-on-one reading time with an HP employee volunteer and sponsored a digital children's book with Indigenous stories written in collaboration with communities, an Indigenous author, and an Indigenous Illustrator. Check out the with Auntie book.

Partnered with the CILAR (Coalition of Innovation Leaders Against Racism) to create a playbook to assist organizations in attracting and retaining Indigenous talent.

Partnered with ComKids, an organization committed to providing limitless opportunities for youth from grade 7-12, many of whom identify as Indigenous, by providing technology, technical support, and mentorship to improve digital equity.

- Working with LSF to add Indigenous ways of knowing into a whole of school approach in the Sustainable Future Schools program

WE HAVE 40 NEW INDIGENOUS EDUCATIONAL RESOURCES AVAILABLE IN OUR RESOURCES FOR RETHINKING DATABASE

SEARCH THEM USING OUR INDIGENOUS RESOURCE TOOL

FOR MORE INFO VISIT R4R.CA

A PROJECT OF WITH SUPPORT FROM HP

Learning for a Sustainable Future LSF hp



# Why Buying as a Service is the *single biggest impact* you can have to advance the circular economy

Session objectives : learn about

- the principles and relevance of acquiring technology as a service;
- operational, environmental, and economic benefits observed;
- main lessons from the new CELC and BCIT white paper on PaaS.
- concrete examples of implementing PaaS (Product as a Service) in an organizational context;

ADVANCING THE CIRCULAR ECONOMY IN CANADA

GOVERNMENT:



- Incorporating circular principles into public **procurement** criteria
- Developing **roadmaps** to support a CE transition
- Tracking progress on the CE through **data collection**
- **Investing** in CE-supporting infrastructure and research

BUSINESS:



- Implementing **circular business models**
- Contributing to **standards** for circular products
- **Partnerships** to facilitate circular supply chains and design
- **Investing** in refurbishing capacity and R&D

CIVIL SOCIETY:



- Addressing cost and practical barriers to **increase accessibility** of circular practices
- Increased **cultural** and **social visibility** of circularity
- Engage in **training** and **advocacy**



## ADVANCING THE CIRCULAR ECONOMY IN CANADA

### GOVERNMENT:



- Incorporating circular principles into public **procurement** criteria
- Developing **roadmaps** to support a CE transition
- Tracking progress on the CE through **data collection**
- **Investing** in CE-supporting infrastructure and research

### BUSINESS:



- Implementing **circular business models**
- Contributing to **standards** for circular products
- **Partnerships** to facilitate circular supply chains and design
- **Investing** in refurbishing capacity and R&D

### CIVIL SOCIETY:



- Addressing cost and practical barriers to **increase accessibility** of circular practices
- Increased **cultural** and **social visibility** of circularity
- Engage in **training** and **advocacy**

The transition towards a **CIRCULAR ECONOMY** requires collaboration among all levels of government, businesses/industry, NGOs, and civil society.



“Habitual purchasing practices are the single largest barrier to realizing a more sustainable economy.

Unless we innovate **the way we buy** & what we buy we will continue to reproduce the social environmental & economic impacts that we experience today.”

Sam J Hummel –  
former CEO of the Sustainable Purchasing Leadership Council

# DaaS has lower environmental impacts than retail for all Lifecycle Assessment categories

Compared with transactional sales, DaaS:

- reduces GHG emissions by 25%,
- improves resource efficiency by 28%,
- decreases ecosystems impacts by 28%,
- and reduces human health impacts by 29%.

Impact reductions range between 25-30% compared to the linear model.

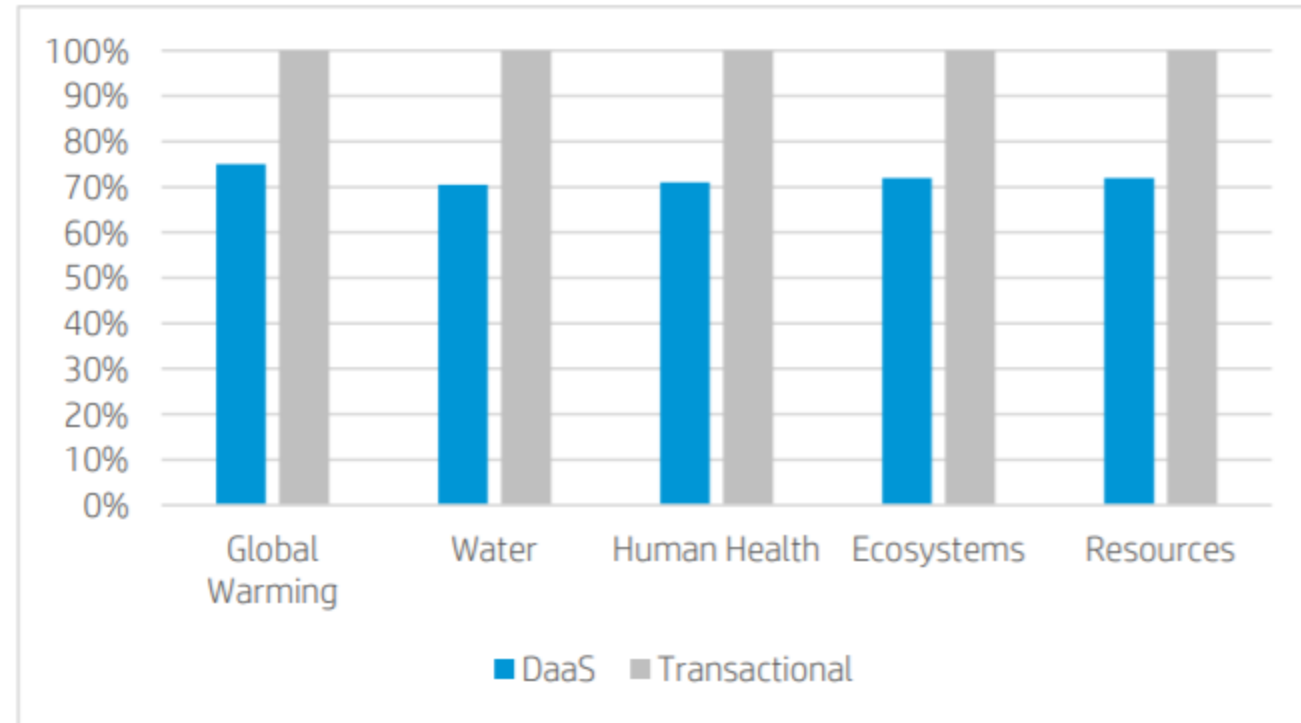


Figure 1: Comparison of Device as a Service to traditional transactional model

ADVANCING THE CIRCULAR ECONOMY IN CANADA

GOVERNMENT:



- Incorporating circular principles into public **procurement** criteria
- Developing **roadmaps** to support a CE transition
- Tracking progress on the CE through **data collection**
- **Investing** in CE-supporting infrastructure and research

BUSINESS:



- Implementing **circular business models**
- Contributing to **standards** for circular products
- **Partnerships** to facilitate circular supply chains and design
- **Investing** in refurbishing capacity and R&D

CIVIL SOCIETY:



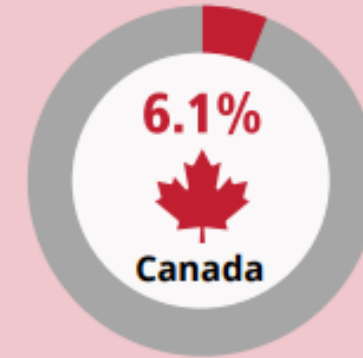
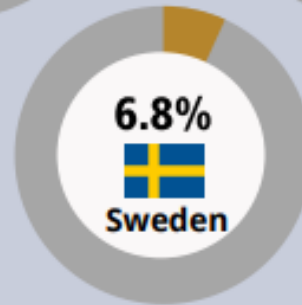
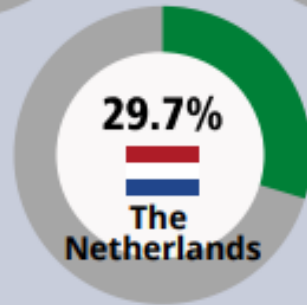
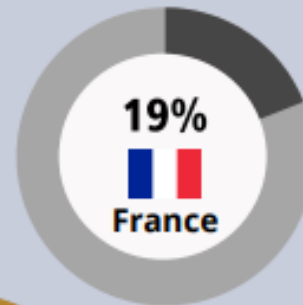
- Addressing cost and practical barriers to **increase accessibility** of circular practices
- Increased **cultural** and **social visibility** of circularity
- Engage in **training** and **advocacy**



# HOW CIRCULAR IS CANADA?

Indicators of the circular economy can include measures of material use, environmental impact, and socio-economic impact. The **circularity rate** is the percentage of the economy's material needs which are filled with recycled or recovered materials. For the first time ever, a circularity rate was calculated for Canada. Using a similar material flows approach to that of the EU, the Expert Panel estimated that the circularity rate of Canada is **6.1%**.

## CIRCULARITY RATES:



If Canada maintains a circularity rate of 6.1% for the next 20 years:

↑ 40%  
Total waste

↑ 40%  
Total resource use

↑ 40%  
Total emissions

The circular economy is an aspirational direction in which to move, and ultimately involves transformative, system-wide change.

**CCA EXPERT PANEL ON THE CIRCULAR ECONOMY**  
[HTTPS://CCA-REPORTS.CA/REPORTS/THE-CIRCULAR-ECONOMY-IN-CANADA/](https://cca-reports.ca/reports/the-circular-economy-in-canada/)

“The real reason  
HP exists is  
to make a  
difference.”



# HP is Canada's Most Sustainable Technology Company.

Here's why ↓

View our multi year story of sustainability leadership in our [milestones](#) document

View our annual sustainability performance in our 24<sup>th</sup> annual [Sustainable Impact Report](#)

## Value Chain & Society

## Customer

- Ranked 4<sup>th</sup> of 45 companies in [Know the Chain's ICT Benchmark 2025](#), a tool to understand and address forced labour in supply chains.
- HP offers employees 4 hours of paid volunteer time per month, dollars for doers, donation cash matching up to \$10,000 USD per year. HP employees [volunteered](#) 360k hours in 2024, reaching over one million hours since 2016.
- HP has been recognized for the 6<sup>th</sup> time on the [2025 World's Most Ethical Companies](#) list by the Ethisphere Institute.
- HP has the [world's most secure printers and PCs](#)<sup>1,2</sup>
- In January 2024, HP was the first of its competitors to update its [Global Human Rights policy to include UNDRIP](#) in accordance with Call to Action 92 of Canada's Truth and Reconciliation report.

- [HP Life](#) offers over 30 free skills training courses in 8 languages, enrolling over 2 million users since 2016.
- Developed long term partnerships with various Canadian NGOs that deliver digital equity to improve access to healthcare, education, and economic opportunity for marginalized groups.
- The [HP Digital Equity Accelerator](#) supports HP's goal of advancing digital equity for 150 million people globally by 2030. In Canada, as part of this program in 2024, three Canadian charities (Access to Success, Chapter One, & Jays Care Foundation) each received USD\$100,000 in grants and HP technology valued at USD\$100,000 together with six months of capacity building training to aid them in scaling digital equity impact.

- Listed on [Canada's Greenest Employers](#) list in 2025 for the 18<sup>th</sup> year in a row, the only PC vendor on the list.
- [HP Planet Partners Program](#) has recycled 1 billion+ HP print cartridges as of December 31<sup>st</sup>, 2022.
- Among the first 10% of companies with GHG emissions reduction goals approved by the Science Based Targets initiative and the first tech company globally to disclose full [carbon footprint](#) including Scope 3, [independently audited and verified](#).
- Most comprehensive [environmental education program](#) in Canada's tech industry that spans from kindergarten through higher education, and to Channel Partners and their employees.



- HP has used [2,876 tonnes of ocean-bound recycled plastic](#) in its products since 2016.
- In 2025, HP was given a Platinum rating (equals a score in the top 1% of all respondents) by [EcoVadis](#) for the 15<sup>th</sup> consecutive year in recognition of its sustainability performance.
- [1 billion+ pounds of recycled materials](#) have been used in HP products and packaging since 2019.
- HP sources only [sustainable fiber for all HP-brand paper and paper-based packaging](#) for home and office printers and supplies, PCs, and displays.

## Sustainable Impact

- The [Amplify Impact program](#) provides free resources to Partners to enhance sustainability performance. Since its launch in 2022, over 5,000 courses were taken in Canada. HP also met its FY25 goal of 50% Managed Partners sign-ups early.
- Ranked 8<sup>th</sup> as one of Canada's 2025 [Top 10 International Corporate Citizens](#) by Corporate Knights for the 11<sup>th</sup> year in a row, the only print company on the list.
- Listed on Corporate Knights 2025 [Global 100 Most Sustainable Corporations](#) for the 10<sup>th</sup> year in a row.
- Listed on Corporate Knights [Clean200 Companies](#) in 2025, a list of the world's largest companies ranked by clean revenue.
- Named the [Most Environmentally Progressive Technology Company](#) by the Canadian Printing Awards for FY24.



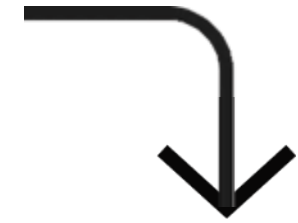
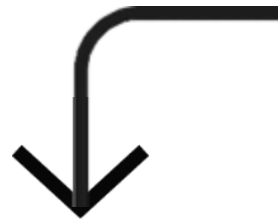
<sup>1</sup> HP's most advanced embedded security features are available on HP Enterprise-class devices with Future Smart firmware 4.5 or above and is based on HP review of 2024 published embedded security features of competitive in-class printers. Only HP offers a combination of security features for integrity checking down to the BIOS with self-healing capabilities. For more information visit: [HP Wolf Security - Computer and Printer Hardware Security](#) | HP® Official Site. HP most secure printer information found here. HP most secure PC information found here.  
<sup>2</sup> Based on HP's unique and comprehensive security capabilities at no additional cost and HP's Manageability Integration Kit's management of every aspect of a PC including hardware, BIOS and software management using Microsoft System Center Configuration Manager among desktop workstation vendors as of July 2018 on HP Desktop Workstations with 8th Gen and higher Intel® Processor



Scale of HP's Circularity Goal



# Materials strategy



High-usage in core materials  
to achieve the most sustainable portfolio

Innovative materials that  
create stories and impact customers

**NEW for 2026**  
HP closed-loop materials  
recaptured from HP's own recycled products



Post-consumer recycled plastic



Ocean-bound plastic & fishing nets



Copper



Reclaimed aluminum



Used cooking oil



Plastic



Reclaimed magnesium



Reclaimed polyester



Recycled glass



Automotive (2026)

On track to use

# +5 billion

pounds of recycled, reused, and renewable (circular) materials in our products since 2019<sup>10</sup>

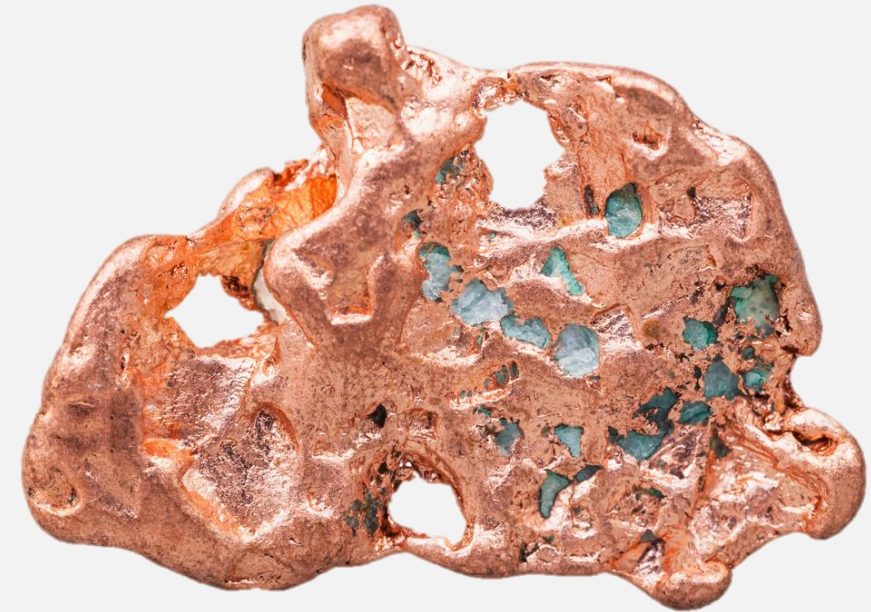
Recast with care. Made to endure.



In 2026 we'll launch the

# World's first AI PCs featuring TÜV-certified closed loop recycled metal

28



## What are certified closed loop metals?

HP's electronic waste is repurposed into raw materials to be used in new HP products.

## Benefits

- Preserve scarce resource.
- Quality is not compromised.
- Support reduce, reuse, and responsibly manage resources.

## TÜV-certified

Adheres to ISO 14021, EN 15343, & ISO 22095 standards, with TÜV Rheinland providing expertise in certification processes

[Click here for more information.](#)

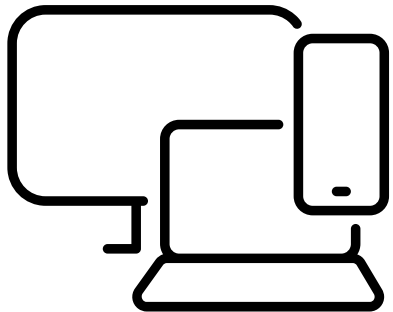
# We Know Product as a Service works!

Outcomes of Managed Services for HP Global IT<sup>10</sup>



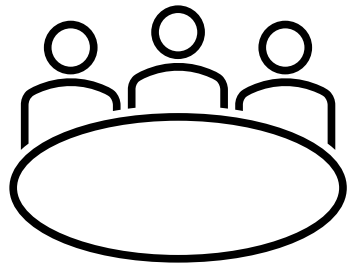
**81,000**

PCs managed

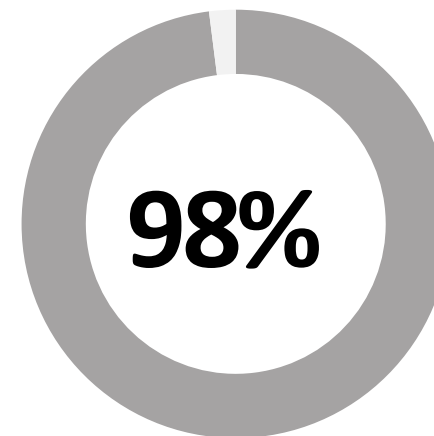


**1,600+**

Rooms managed



User satisfaction



Reduction in IT support tickets



# What's happening in global supply chains & tech procurement?

- 1) Chip shortages
- 2) Commodity prices rising steeply
- 3) Limited Product availability



# What's happening in global supply chains & tech procurement?

- 1) Chip shortage
- 2) Commodity prices rising steeply
- 3) Limited capacity

**Necessity becomes the mother of invention**

# The circular economy

Source: [The Guardian, 2020](#).

Wildlife Energy Pollution

## World's consumption of materials hits record 100bn tonnes a year

**Unsustainable use of resources is wrecking the planet but recycling is falling, report finds**



▲ Half of the 100.6bn tonnes of materials were sand, clay, gravel and cement for building, plus minerals quarried for fertiliser. Photograph: Zoonar GmbH/Alamy

**70%** of greenhouse  
gas emissions &  
**90%** of biodiversity  
loss and water loss

Are tied to material  
extraction, handling  
and use



# Paradigm shift



- Change in thinking
- Change in product design
- Radical collaboration
- Reverse cycle

# FIVE BUSINESS MODELS OF CIRCULARITY

## Circular Supplies



Renewable, recoverable, or biodegradable sources serve as inputs in design and production

## Product As Service



Purchase service or result rather than product or asset

## Product Life Extension



Prolong lifespan, utilization, and value through repair, remanufacture, resale

## Sharing Platform



Fully utilize assets by maximizing usage and value amongst several users

## Resource Recovery



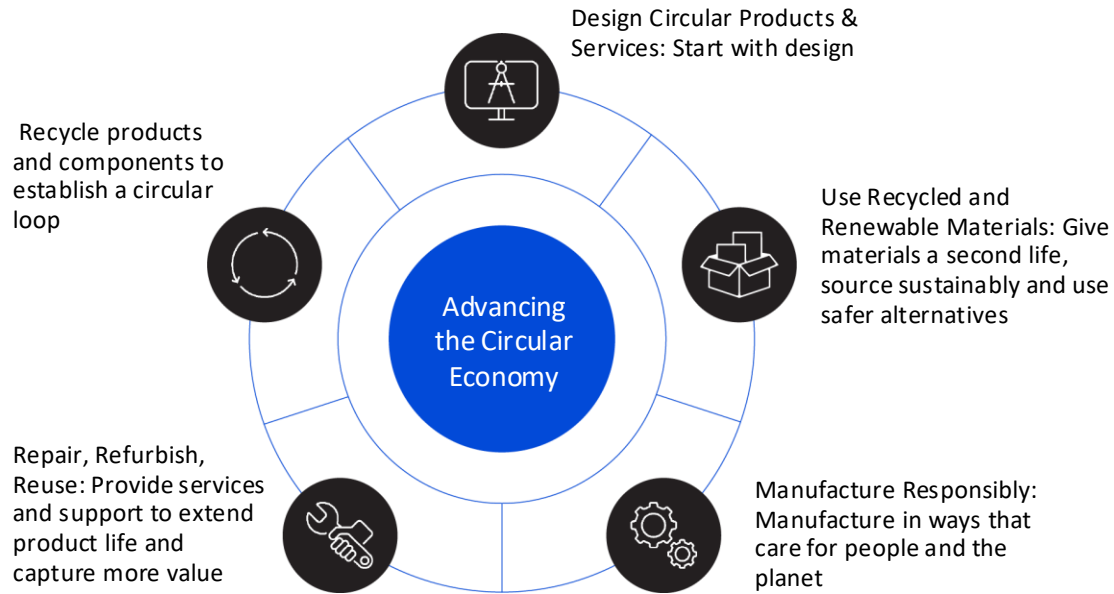
Acquire additional use and value from existing resources by avoiding disposal and impacts from new extraction



# Empowering Customer Sustainability

We focus on putting customers first with products that last. HP embraces the principles of the circular economy by prioritizing sustainable material choices, circular design, and the repair, recovery, and reuse of our products. Our goal is to reach 75% circularity for products & packaging by 2030<sup>33</sup>

## How we'll achieve it



**43%** Circularity achieved, by weight<sup>32</sup>

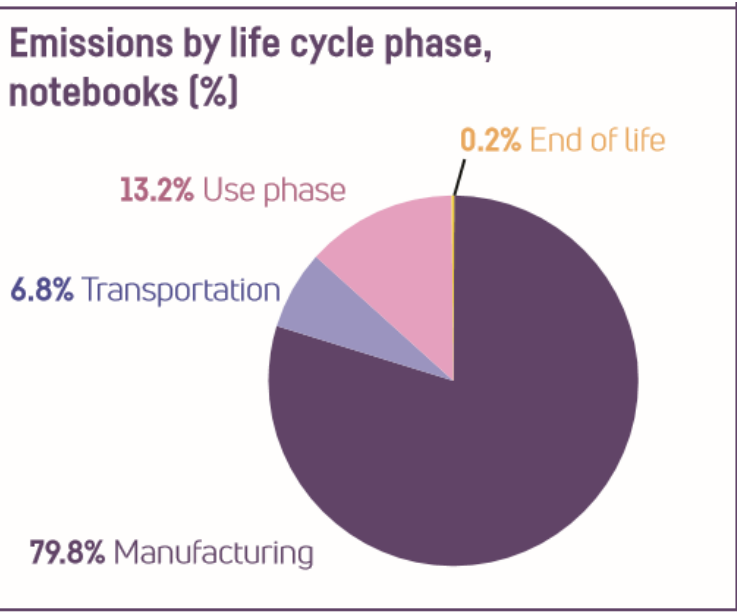
**+5B** Pounds of recycled, reused, and renewable (circular) materials used in our products since 2019.



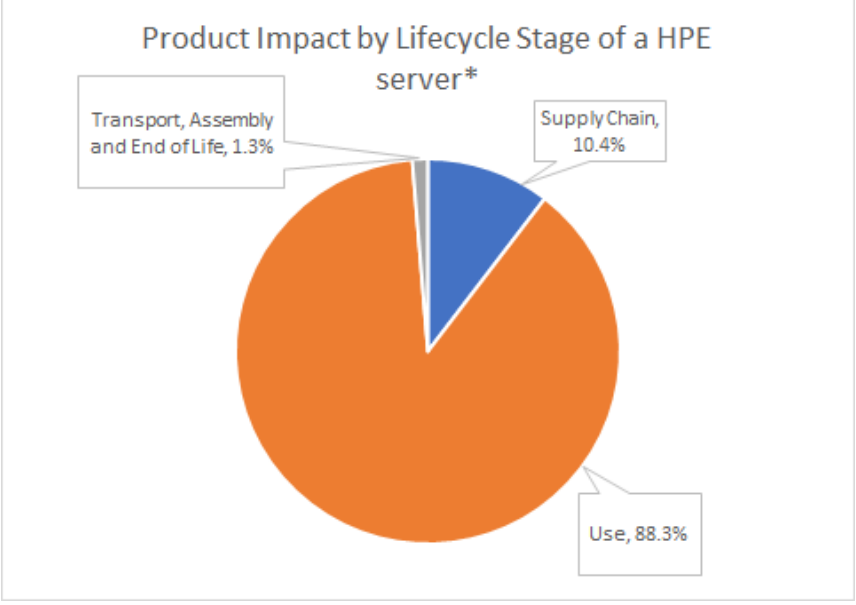
# Typical carbon footprints of common technology

Adding 2 years of use to an average PC reduces the carbon footprint by 30%!

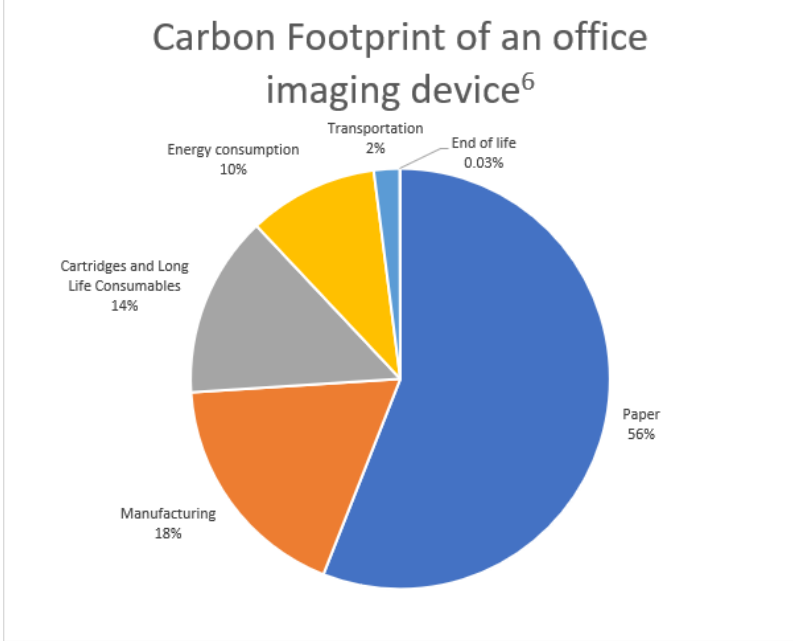
## Notebook computer



## Server



## Printer



**Biggest impact: manufacturing                      use phase                      paper use**

# How HP Supports You in your carbon reduction journey:

HP Carbon Emissions Sync:



## A trusted partner in carbon accountability

Partner with HP for credible, transparent carbon impact backed by rigorous lifecycle assessment<sup>1</sup> and validated offsets.



## Effortless offset services

HP helps estimate and offset devices lifecycle<sup>1</sup> emissions, supporting sustainability goals from day one.

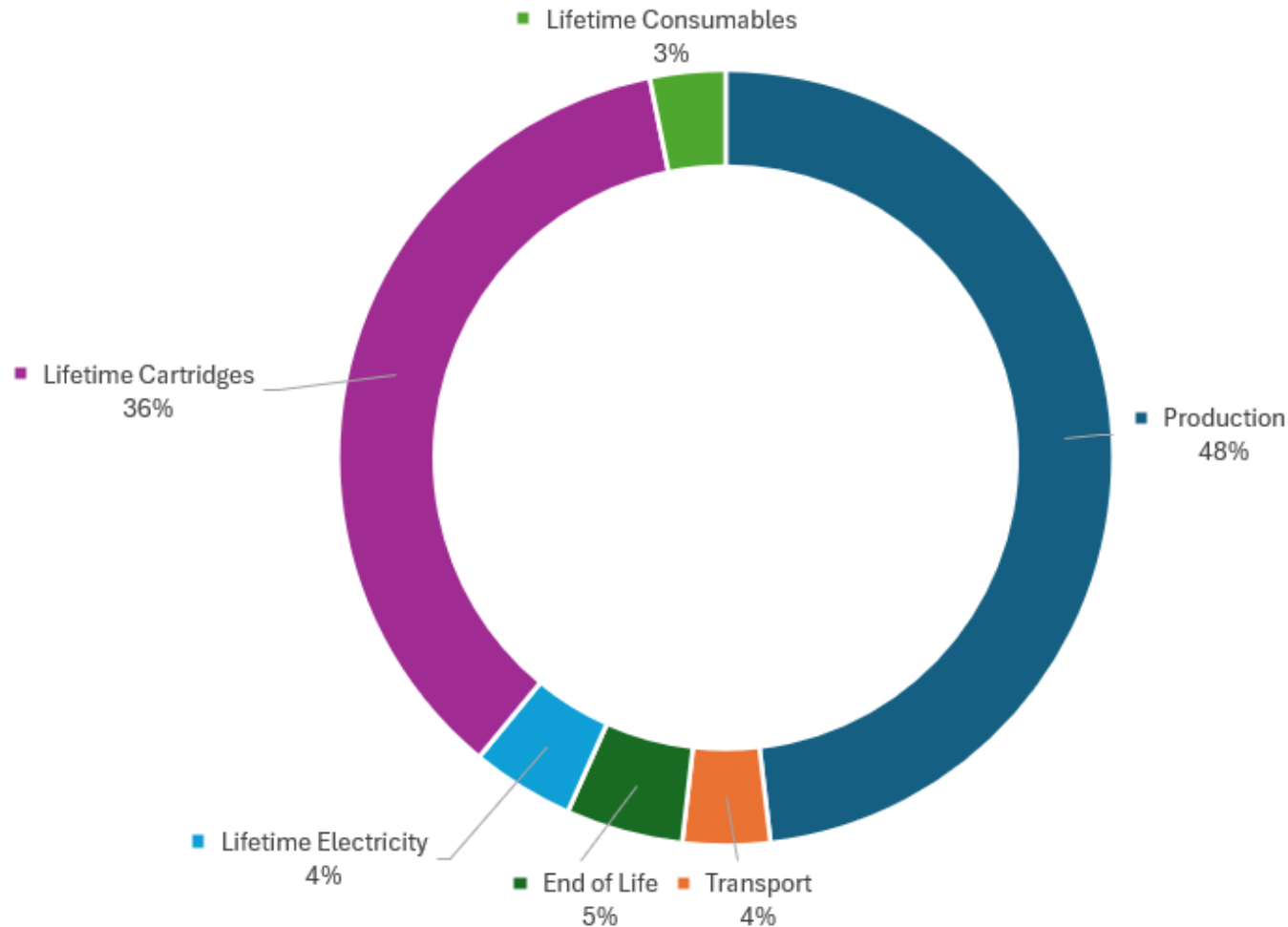


## Measurement Made Easy

Simplify carbon reporting<sup>2</sup> with HP— easily estimate, validate, and document device emissions for clear insight into your tech's climate impact.

# Print & reducing carbon impacts

HP LASERJET E60165DN PRINTER  
Product Carbon Footprint 321 KgCO<sub>2</sub>e



Once a customer has reduced the paper impacts as much as they can ..... the next largest category is **Toner cartridge recycling**

# Components with significant impact on CO2

Carbon footprint per lifecycle stage (in KG CO2 equivalent)<sup>1</sup>



Component	CO2 Weight
Solid State Drive SSD	36%
Mainboard, CPU & RAM	32%
Display	18%
Chassis	5%
Batteries	3%
Power Supply & cables	3%
Others	2%
Packaging	<1%

= **86,5%** of the CO2 of a PC.  
Life extension of these components is an **absolute priority**

# Circular or sustainable Procurement

*defn.*

Circular Procurement ensures that buyers...

---

...obtain the best value for money when purchasing

---

- the best & most sustainable services and goods from
  - the best & most sustainable suppliers,
- 
- in support of the organization's stated purpose and strategic goals

# What procurement criteria would encourage circular business models?



## Circular Supplies

- ✓ What are your recycled content goals and performance
- ✓ Do you use renewable energy in your supply chain & what are your goals for this
- ✓ How much recycled content is in your product (& packaging)
- ✓ If using virgin materials are they able to become circular (avoid substances of concern)



## Product as a Service

- ✓ Offer higher scores for PaaS
- ✓ Ask for total cost of ownership
- ✓ Require vendors to manage End of (first) Life of products
- ✓ Look for flexibility in provisioning
  - ✓ Ability to change fleet size based on changing needs such as number of printers or number of vehicles.



## Product Life Extension

- ✓ Ask for vendor's design for the Circular Economy program
- ✓ Require design for reparability = availability of:
  - ✓ Extended Warranties
  - ✓ Spare parts
  - ✓ Repair manuals
  - ✓ Refurbishment & reuse
- ✓ iFixit score?
- ✓ Require durability
  - ✓ Tested & Sanitizeable



## Sharing

- ✓ Is the product or service offered through a sharing platform
- ✓ Ask for cybersecurity assurance for digital sharing platforms
- ✓ Are products available for use short-term and on demand
  - ✓ i.e. HP 3D printing, Uber, Airbnb



## Resource Recovery

- ✓ Are products designed for disassembly & recycling
- ✓ Does the vendor take back everything they sell- what are their goals – transparency & performance
- ✓ Require vendors to manage End of (first) life of products and provide you with a sustainability benefit report

# New White paper

- Authored by BCIT /CELC & HP



# BUYING AS A SERVICE

## An Adoption Guide for Transitioning to Circular Procurement



## HOW TO USE THIS GUIDE


This document provides comprehensive guidance and context on the BaaS model. Please use the table below to guide you to the sections that are most relevant to your needed support.

Section Title	Description
<a href="#">Background</a>	Provides an overview of the circular economy and the role that circular procurement can play in advancing the necessary transition.
<a href="#">What is BaaS?</a>	Outlines the key differences between traditional purchasing models and Buying-as-a-Service.
<a href="#">Why Implement BaaS?</a>	Gives examples of potential benefits that organizations can expect from BaaS adoption across six categories.
<a href="#">How to Implement BaaS?</a>	Offers actionable steps using a proven change management model for implementing a successful BaaS model transition for potential customers.
<a href="#">Overcoming Challenges to Unlock the Benefits of BaaS</a>	Highlights common challenges, offers practical suggestions, and addresses key questions to help guide a more strategic and tailored adoption process.

JUNE  
2025

# Customize Sustainable Procurement to align with your goals

## Guide to Sustainable IT Procurement




**A model for change: The circular economy ecosystem**

Procurement is a critical driver for the economy, and it is especially important in the shift towards the circular economy, where products are designed to be repaired, reused, or recycled. For instance, the simple act of transitioning from buying a good to buying a service, such as managed print services, brings a host of sustainability benefits. In a circular economy, resources (e.g., materials or products) are maintained at their highest level of value for as long as possible. This minimizes the need to extract ever-increasing amounts of natural resources, and avoids discarding these resources into landfills, waterways, and oceans. The circular economy transition is critical for future-looking organizations.

End of life (EoL) means that an electronic device is heading for a second life, usually with another user. This is important because IT equipment requires a lot of investment of energy and materials by manufacturers. Extending product life avoids the extraction of new raw materials and instead keeps existing materials in circulation.


**Circular economy ecosystem**



**Purchasing the future you want**

**A guide to sustainable IT procurement**

Resources to help your organization advance sustainable impact through the power of procurement




Type	Explanation	Example	How to avoid it
Language	Making a claim that is technical but does not measure or define the requirement being made.	"Environmentally friendly," "natural" or "Green" products.	Support claims with evidence, such as third-party reviews. State whether claims refer to a specific product.
Jargon	Technical language that can be easily understood by customers.	Product is "biodegradable only."	Engage claims using language that non-experts will understand.
No proof	Making a claim that is not supported by verifiable, accessible supporting information and/or details that can be confirmed by a third party.	Claiming that a product is carbon-neutral without any evidence.	Verify claims with strong, independent, easily accessible evidence.
Product use	Setting requirements to be applicable to a specific use case, such as for use in a government or military environment.	Influencing regulations or government use by highlighting specific use cases or government sustainability goals.	Avoid labeling to avoid or block environmentally sound products that support sustainability.
Statistics	Employing statistics rather than substantiated facts.	State waste here to use more energy elsewhere in a facility.	Assess sustainability footprint using all the scope options. Include the environmental impact of the entire product lifecycle, including the environmental performance of the supply chain, including the impact of transportation.
Empty statements	Employing statements and promises that are not backed up by evidence.	A company highlighting its goal to be carbon neutral by 2030, but not providing a clear path to achieve them.	Only promise improvements you plan to achieve, without making unsubstantiated promises. Make sure you can do it. Don't make claims that are not backed up by evidence. Don't make claims that are not backed up by evidence. Don't make claims that are not backed up by evidence.
Indicators	Making statements that do not include, setting to default the best.	"CO2-free" or "carbon-free" despite the fact CO2 is a natural part of the atmosphere.	Avoid making statements that are not backed up by evidence. Don't make claims that are not backed up by evidence. Don't make claims that are not backed up by evidence.
Third-party certifications	Using voluntary certifications that don't provide clear evidence of a product's performance.	"This product is certified green."	Only rely on third-party certifications from independent bodies. Only use certifications that are transparent about their scope and objectives, whose criteria and objectives of standards are publicly available and regularly updated. Only use certifications that are not subject to change.
Lists	Making statements that are not backed up by evidence.	Industry claiming the strongest verified.	Don't make claims that are not backed up by evidence. Don't make claims that are not backed up by evidence. Don't make claims that are not backed up by evidence.

## Recommended sustainable Procurement Criteria for PC, Print and Supplies

### Sustainable Procurement Criteria for PC

Designed to support Procurers, both from Public and Commercial organisations extract information from this document to use, as written, in your tenders.

### Sustainable Procurement Criteria for Print

Designed to support Procurers, both from Public and Commercial organisations. Easily extract information from this document to use, as written, in your tenders.

### Sustainable Procurement Criteria for PC

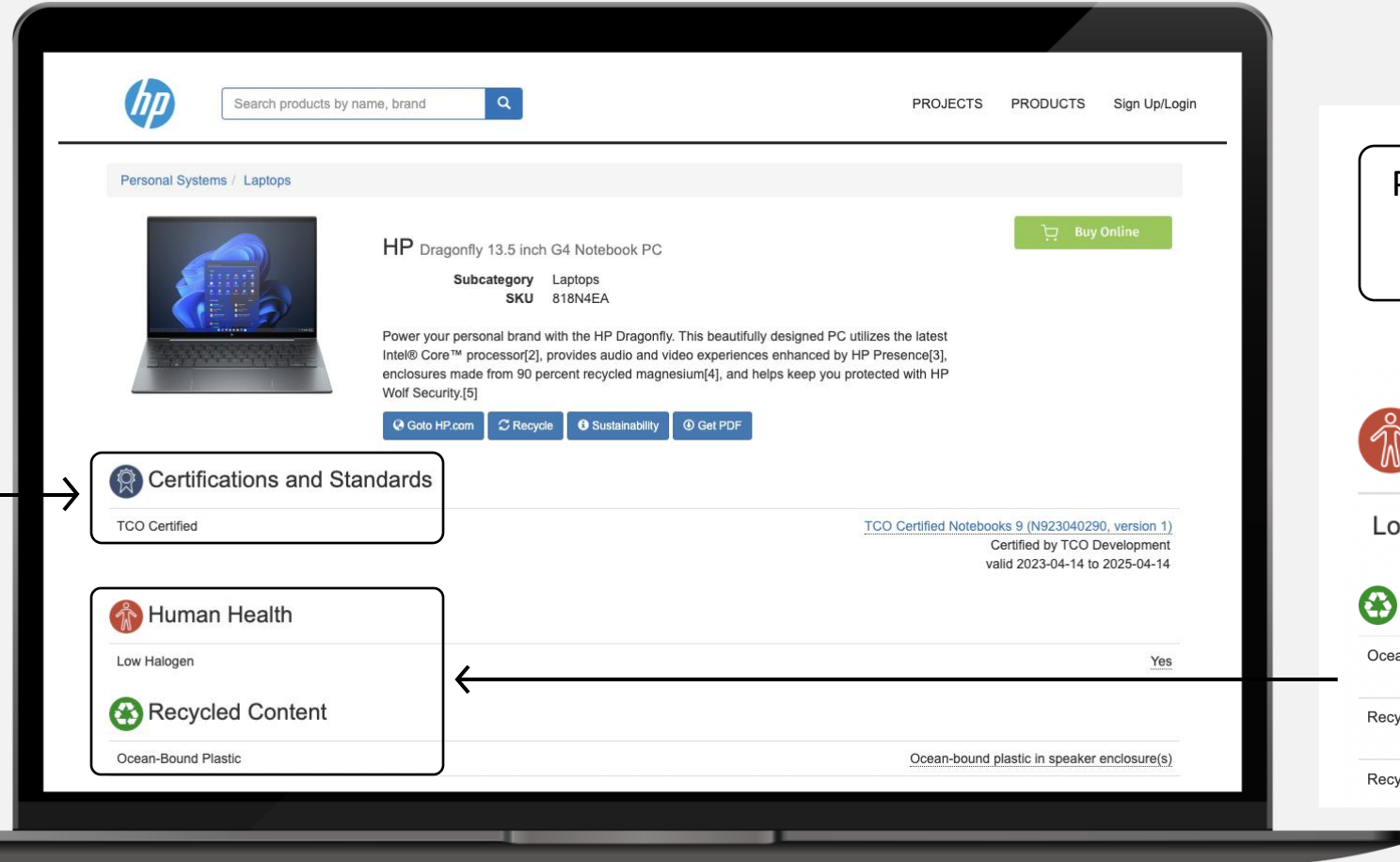
Topic	Suggested text to include in tender	Verification	Why this is important	SDG
1. Eco Labels	EPEAT: Offered computers and displays should be registered in the country where the bid is made and meet: - EPEAT Silver level (5x points) - EPEAT Gold level (6x points) TCO Certification: Offered computers and displays should be certified according to TCO certified ecolabel standard valid at the time when the product was put in the market. EnergyStar: Offered computers and displays should be certified according to ENERGY STAR ecolabel valid at the time the product was put in the market.	EPEAT: Listed for the relevant country at <a href="#">epeat.com</a> TCO Certifications: Listed in <a href="#">TCO Certified global product list</a> EnergyStar: Listed in <a href="#">ENERGY STAR global product list of certified products</a> NOTE: Very Eco Label applicability for local market. All EPEAT registered products are automatically Energy Star qualified.	Ecolabels are voluntary third party programs that ensure certified or registered products within those ecolabel organizations, meet a set of advanced sustainability criteria. Such criteria could include Environmental and Social aspects of the manufacturer with focus on product Design, Supply Chain, Use and Dispose.	12, 13, 15
2. Product Carbon Footprint	The Product Carbon Footprint (PCF) should have been analyzed and documented in accordance with ISO 14040 series.	The PCF analysis document performed according to ISO 14040 series has been provided for offered products. This criterion is included as a B.1.1 Option – Product life cycle assessment and public disclosure of analysis in EPEAT, IEEE 1680.1* Standard referring to the ISO 14040 series.	Product Carbon footprint is an estimate of the total climate change impact of a product throughout its entire life cycle, from extraction and manufacturing to end of life. The PCFs are important to guide design strategies as carbon dioxide equivalents are often referred to as the currency of the environment*.	13
3. Repairability	Service manuals should be made available by suppliers for relevant products. To further complement this, brands can submit external rating for reparability of their products to highlight their commitment and accessibility.	Brands should provide service manuals for relevant products. External ratings for products should be provided by independent agencies, notably that of iFix which rates the reparability of laptops across key brands. Ratings can be found <a href="#">here</a> .	Availability of replaceable parts and service manuals facilitate product repair and therefore help to extend product lifespans and reduce the frequency of replacing whole products. This supports a shift to a circular economy, as well as potentially lowering the cost for users.	12



# How to find product sustainability data

<https://hp.ecomedes.com/>

Ecolabels



Product tags provide green data to evaluate certifications and standards

 Human Health

Low Halogen

 Recycled Content

Ocean-Bound Plastic Ocean-bound plastic in speaker enclosure(s)

Recycled Content Molded paper pulp cushion inside box is 100% sustainably sourced and recyclable

Recycled Plastic (%) 71,6





“ The betterment of our society is not a job to be left to the few. It is a responsibility to be shared by all. ”

— Dave Packard  
HP Founder



# Common scenarios

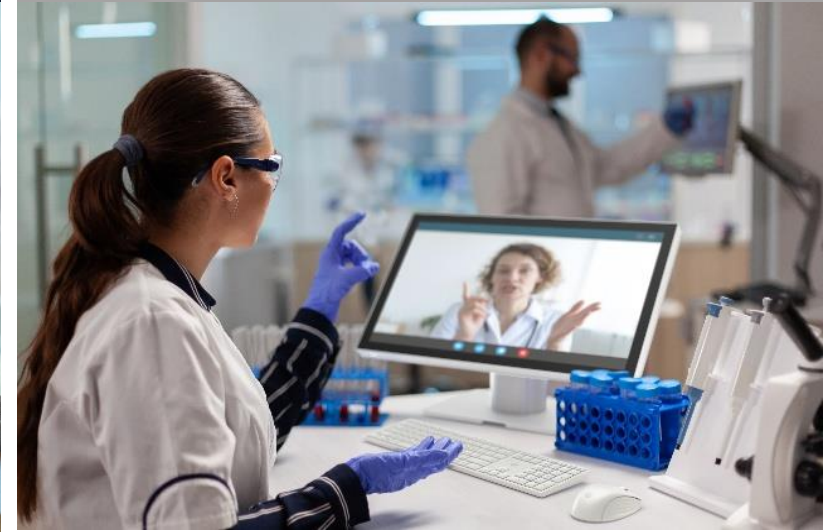
Mindset



Cost



End User Experience

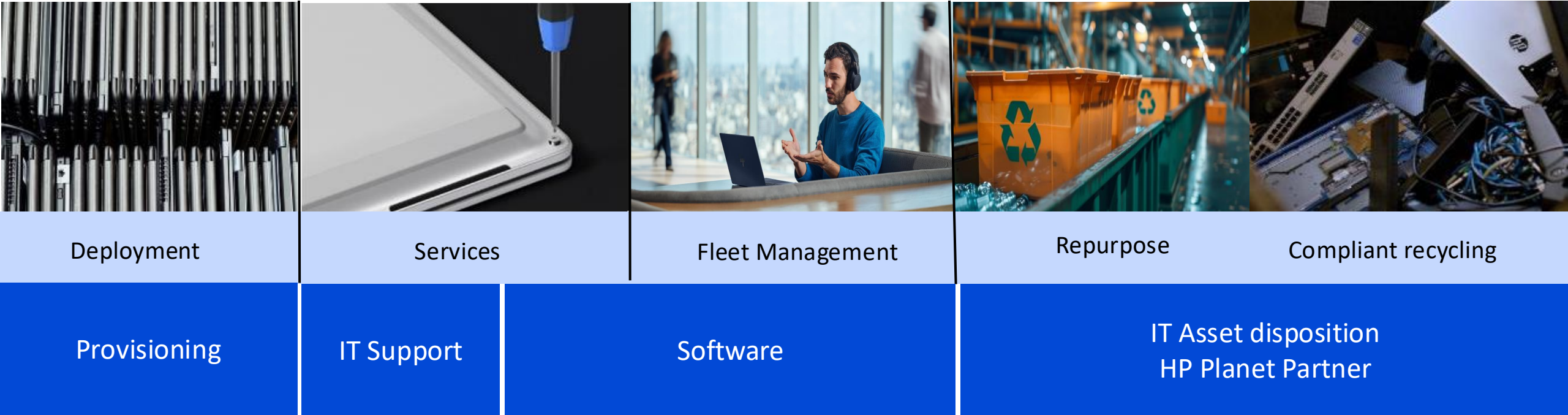


“Sustainability leaders no longer define procurement as buying goods at the lowest cost. They see it as shaping long-term systems — including digital and workplace systems — that enable sustainable behavior at scale.”

— *World Economic Forum, Chief Procurement Officers Leading on Sustainability (Jan 2025)*



# Service Solution Design Framework



## Managed Services

Account Manager  
Sustainability Reports  
Remote Fleet Engineers

Contractual / Leasing / Purchase

# Benefit from an Employee user experience

The advantage to PC lifecycle management is that we own the entire hardware, software & services solution stack.



## Easy & Secure Offboarding

End-of-life secure data wipe and re-purposing

## Personalized Experiences

Factory services & pre-provisioning with personalized apps & settings

## Convenient Delivery

Global logistics for home or office delivery - with peripherals included

## Effortless Onboarding

Out-of-box cloud provisioning for any location – options for device recovery too

## Fast Repair

Next business, or same coverage day, onsite repair & replacement, supported by SLAs.

## Uninterrupted Work

Proactive monitoring & sentiment tracking with AI-driven fixes, thanks to WXP.<sup>10,11</sup>

# Benefits – Sustainability lens

Optimize logistics for fewer touchpoints

Extending device life

Repair and Redeploy over replace

Secure & responsible end-of-life device disposition



# Examples



“We set out in the beginning to simplify our print environment, improve our security and increase our sustainability”

*Eric Behrend Senior Vice-President – Employee Tech Device Experience U.S. Bank*

Reduced 34.6M sheets of paper

Securely collected and recycle (12K printers)

1 Based on US Bank's internal analysis of HP Managed Print Services, HP Planet Partner recycling services, and HP Secure Print.



“Our ambitions were high. We wanted a collaboration that could make a difference in terms of scalability, delivery, total cost and end-of-life device handling”

*Koen Vandenberghe, Global Category Manager – Corporate Services and IT&T, Bakaert*

- Simplified device selection
- End of Life devices donated to local community groups
- Leased devices are returned to HP for repurposing or recycling
- IT staff removed from 9,500 device provisioning (82 business days)

**Let's talk about it**

