



The HP Supplies
environmental programme
Delivering solutions for the common good

Inventing for an environmentally sustainable future

At HP, we believe that the development of environmentally sustainable products is not an option, but an imperative. That's why HP continually develops programmes to reduce our ecological footprint, as well as those of our customers and partners. Our vision and commitment are to develop high-quality and environmentally sound products, services and solutions, and conduct our operations so that we can lead global business towards a sustainable future. It is from these values that HP has become a leader in delivering environmental solutions for the common good.



HP innovation and environmental stewardship

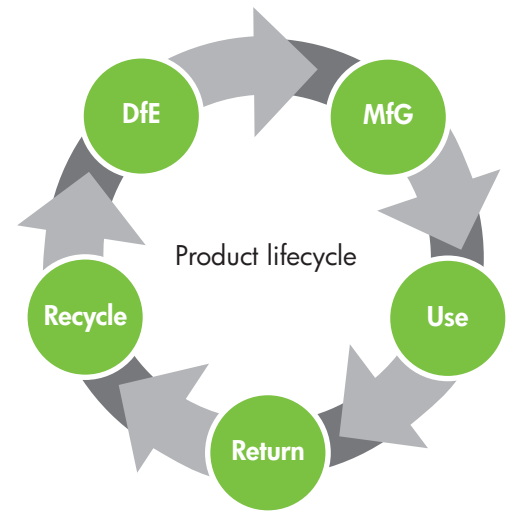
HP is both highly successful and ruthlessly uncompromising in making printing supplies that deliver excellent results while striving to meet your expectations for, and our own commitment to, environmentally sound products.

A key part of HP's product innovation involves developing and delivering printing supplies that conserve resources and are manufactured and recycled in an environmentally responsible way – promoting good corporate citizenship and enabling you to make conscientious purchases. Designed for your HP Printer, genuine HP Printing Supplies provide outstanding performance and results, and the reassurance of a wise environmental choice.

By embracing an industry-leading lifecycle approach that optimises the environmental characteristics of product design, manufacture, performance, packaging, use and end-of-life recycling, HP is able to reinforce our environmental commitment throughout the entire product lifecycle.

HP provides industry-leading environmental stewardship at every stage of the product lifecycle:

- Design for the Environment (DfE)
- Manufacturing and packaging (MfG)
- Customer use
- Product return and recycling (Planet Partners™)



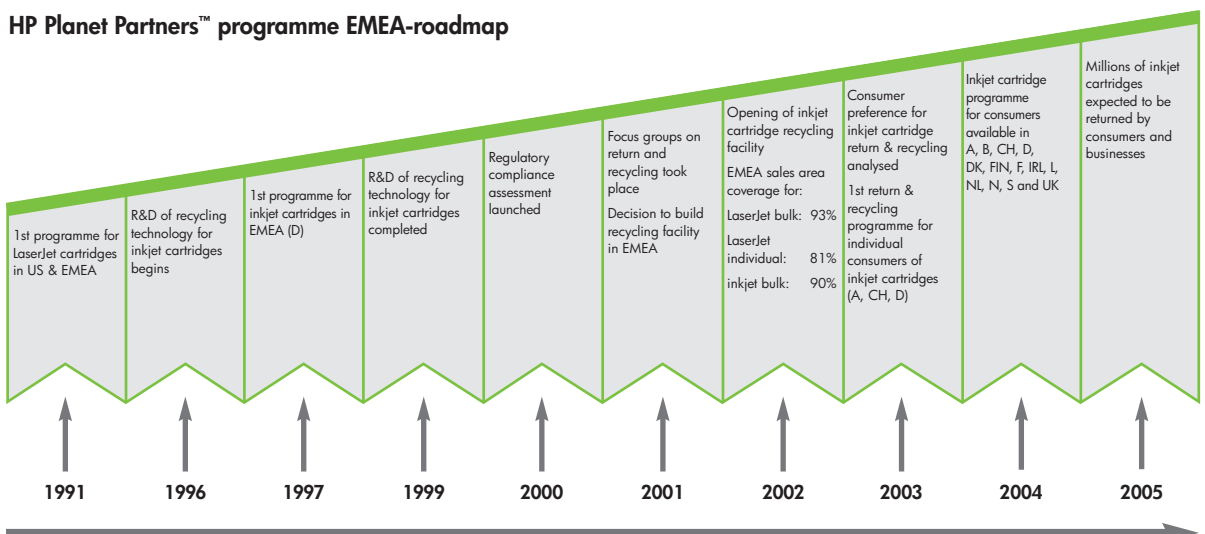
Effective return and recycling

Since the early 1990s, HP has led the way in combating the growth of electronic waste, enabling companies to consider the impacts of products at the end of their useful lives, and serving their demands for recycling options, adding value through innovative programmes such as HP Planet Partners™.

We've established strategic partnerships with leading recycling companies around the world, and we have requirements in place that ensure waste received for processing by HP at our facilities is managed responsibly.

So far, more than 70 million HP LaserJet Cartridges have been returned and recycled. That's about 80 million kg (175 million lbs) in weight – equivalent to the weight of 39 space shuttles at launch – or a total distance of over 21,300 km – spanning more than half of the Earth's equator!

HP Planet Partners™ programme EMEA-roadmap





Recognised for excellence

HP has received numerous awards in recognition of its environmental efforts, and many HP products also meet voluntary eco-label specifications that cover environmental criteria such as energy efficiency, minimised hazardous substance use and recyclability. In addition, several eco-label programmes include print cartridge criteria within the certification process, highlighting the role original cartridges play in optimal printing system performance.

Awards and qualifications



- 2004 Susanne Wilson Award for Pollution Prevention/Resource Conservation (Small Company), Acterra Business Environmental Awards



- Blue Angel German eco Label 2004: 3 HP PC's certified and 30 series of HP Printing Systems qualified for Blue Angel (revision 2002)



- 2003 U.S. EPA Environmental Achievement Award



- 2003 U.S. EPA Environmental Quality Award for the Business and Industry Category



- 2002 Corporate Responsibility Award, oekom research AG



- 2001 Ecohitech Product Award, Ecoqual'It Consortium



- 2001 Corporate Environmental Leadership Award, Green Cross Millennium Awards

HP Design for Environment programme (DfE)



HP has been leading the way in responsible environmental stewardship for well over a decade. The HP Design for Environment (DfE) programme, established in 1992, formalised our already longstanding policy guidelines to focus on creating environmentally sound printing supplies by introducing comprehensive and continual improvements in development and manufacturing processes.

In addition to meeting or exceeding environmental safety and regulatory requirements, our objective is to design products that offer high quality, performance and reliability, use fewer and less hazardous materials, are more energy efficient, and are easier to recycle, while maximising overall value for our customers.

As part of the HP Design for Environment programme, a robust network of product stewards in each of our businesses and geographies work with product designers, research and development teams, manufacturing engineers and customers to identify, prioritise, recommend and implement environmental design innovations and improvements.

HP Printing Supplies are manufactured in a way that minimises their impact on the environment. HP requires suppliers to certify that all HP Printing Supplies and their packaging comply with the HP General Specifications for Environment (GSE) – a set of guidelines which prohibits the use of specific substances that are potentially harmful to the environment. These guidelines:

- Ensures manufacturing processes for printing supplies and their packaging do not use ozone-depleting substances
- Ensures that PVC is not used in HP Transparency products
- Stipulates that external HP LaserJet packaging must be manufactured using elemental chlorine-free processes

Conserving resources

Materials reduction – or doing more with less – is a fundamental aspect of reducing the environmental footprint of HP Printing Supplies. Through the DfE programme, HP uses materials efficiently during the manufacture and packaging of printing supplies, lowering material costs and consumption, while maintaining the quality and reliability you expect. HP ensures resource conservation in a number of ways:

- Prints HP LaserJet monochrome cartridge installation instructions on the external cartridge packaging, replacing installation guide inserts and saving approximately 350 tons of paper per year
- Uses at least 30% post-consumer recycled content in external HP LaserJet Print Cartridge packaging, while maintaining box strength requirements
- Requires suppliers to certify that all uncoated small-format office paper, greeting cards, glossy paper, everyday paper and photo paper do not contain virgin wood fibres derived from old-growth forests
- Since 1992, HP has decreased the average number of parts per monochrome cartridge by 32%, and the average number of plastic resins by 55%
- Stipulates that all HP Transparencies contain 45% recycled content¹.

Designed for recyclability

Ongoing improvement in design and recycling is integral to our environmental stewardship over the entire product lifecycle. For this reason, the recyclability of HP Supplies remains a top priority during the design process.

What's more, HP continuously investigates the use of raw materials obtained from the recycling of our printing supplies in the manufacture of new products and packaging. Key achievements include:

- Postage-paid mailing labels and envelopes for returning used print cartridges available in many boxes and online at www.hp.com/recycle
- Recyclability of all uncoated office paper, greeting cards and glossy paper with normal office paper
- Packaging designed to be fully recyclable in areas where collection and recycling services exist
- Marking of plastic parts weighing more than 25 grams with internationally recognised ISO symbols to aid material identification

¹ A mixture of pre-consumer and post-consumer recycled material; percentages for both vary.

HP Planet Partners™ programme



Free and effective recycling for HP Print Cartridges

The HP Planet Partners™ programme provides customers with a free, convenient and environmentally conscious way of returning and recycling empty HP Original Print Cartridges.

First developed over a decade ago, HP Planet Partners™ pioneered a simple and free of charge system for customers to return their old LaserJet printing supplies for state-of-the-art recycling, diverting them from landfills. Today, this programme has expanded to include inkjet supplies, and is now available in every region throughout the world.

The success of Planet Partners™ within its 12-year lifetime has meant that, by 2004, over 80 million kg (176 million lbs) of HP LaserJet and Inkjet Print Cartridge materials had been returned and recycled worldwide. This incredible figure includes more than 70 million HP LaserJet Cartridges – and more than 6 million HP Inkjet Cartridges! At HP, we go the extra yard to ensure environmental stewardship that far exceeds that of our competitors.

While the remanufacturing process delays cartridges from entering the waste stream, it does not necessarily eliminate their overall impact on the environment. Consider the many print cartridges that remanufacturers cannot use—where do they end up? Or the used and worn parts—where do they go? Each remanufacturer discards a different percentage of cartridges as unfit for reuse. A good portion of these likely end up in landfills, lost to the recycling process.

In contrast, HP has a comprehensive, integrated commitment to protecting the environment by focusing on conserving resources during product development, manufacturing and use while maximizing opportunities for recycling.

HP Planet Partners™ programme offers customers a free, easy and environmentally sound way to return their empty HP Original Printing Supplies for recycling.

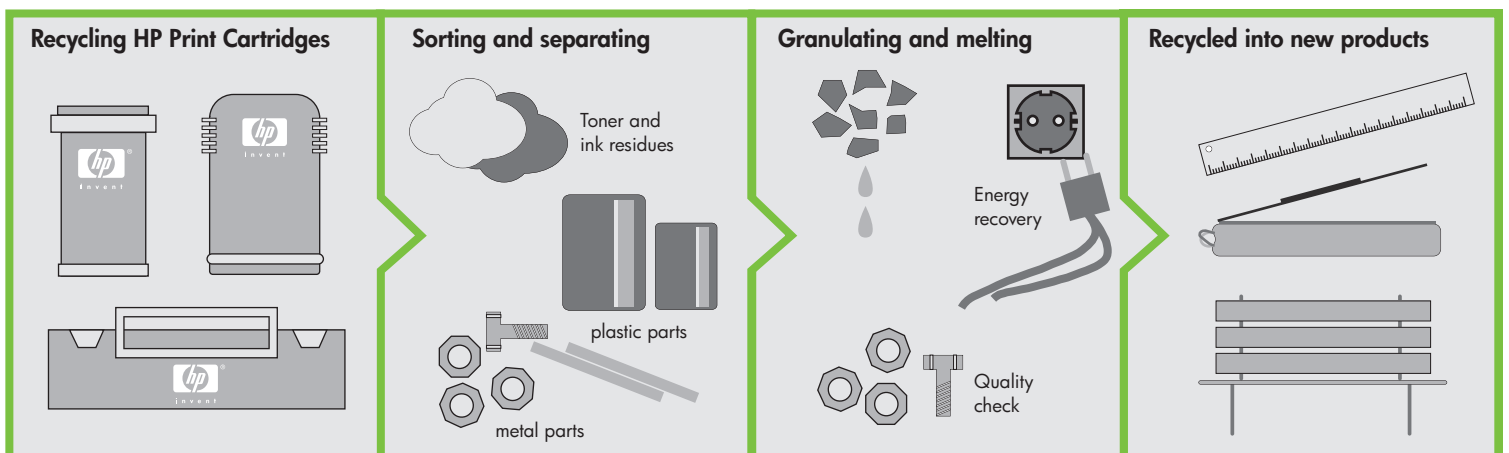
Free, convenient and state-of-the-art process

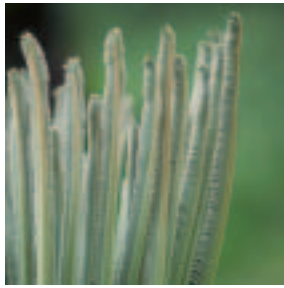
It's free, easy and convenient for businesses and individuals alike to participate in the HP Planet Partners programme. Pre-addressed, postage-paid shipping labels or envelopes and boxes are available for individual or bulk returns, either with your new HP Print Cartridge or via our online resources under:

www.hp.com/recycle.

Once received, used HP LaserJet and Inkjet Print Cartridges are recycled at separate facilities located within the same region, so please follow instructions on the shipping materials to help ensure the most efficient and effective recycling possible. HP LaserJet Print Cartridge recycling is conducted at facilities located in China, France and the U.S. HP Inkjet Cartridge recycling facilities are located in Germany, Australia and the U.S.

All returned HP Print Cartridges go through a multiphase recycling process. Patented and proprietary technology is used to sort and shred materials, separating them into plastics, metals and residuals of ink, foam or toner, and reducing them further into raw materials that can be used to make new products. Remaining materials and residual ink or toner are used in energy recovery, offsetting fossil fuel consumption, or disposed of in an environmentally responsible manner. Returned packaging is separated and recycled independently.





Capabilities and results

- In 2003, no HP LaserJet Cartridges returned and recycled through HP Planet Partners™ were sent to landfill.
- Up to 98 % of materials from returned HP LaserJet Cartridges and 90 % of materials from returned HP Inkjet Cartridges are recycled or recovered for energy by HP worldwide (by weight).
- HP continues to invent new ways of improving its recycling process.
- In 2003, more than 10 million HP LaserJet Cartridges were returned and recycled – over 3,000 km laid end-to-end, that's more than half the distance of the Amazon River!

Key benefits

- Free to companies and individuals alike – return materials pre-paid and ready for use
- Supports your business's desire to reduce waste and be environmentally responsible
- Promotes corporate citizenship and environmental sustainability among employees, customers and shareholders

HP shares your concerns about the sustainability of our environment and asks all our customers, whether at work or at home, to take advantage of this free and convenient recycling programme.

LaserJet cartridge return and recycling programme

Customers who use five or more HP LaserJet Print Cartridges per month can take advantage of this free bulk-return programme to order a collection container for their end-of-life cartridges and arrange for pickup at

www.hp.com/recycle.

The programme is currently operating in the following countries: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Russia, Slovakia, Spain, Sweden, Switzerland and U.K.

Customers who use fewer than five HP LaserJet Cartridges per month will find a recycling guide inside the packaging of every new cartridge, with a brief description of the programme and instructions on how to use it.

Inkjet print cartridge return and recycling programme

HP has developed a similar, customised, free-of-charge bulk-return and recycling service for original HP Inkjet Print Cartridges, with the ability to arrange for collection via the website.

In addition, HP also offers this service to home users, making it as convenient as possible for today's busy consumers. Initially, pre-paid in-box envelopes are supplied with two of the most popular inkjet print cartridges – HP No. 56 Black Print Cartridge and HP No. 57 Tri-colour Print Cartridge. Consumers need simply to put the cartridge into the envelope and post it. We plan to extend this for further popular print cartridges. For other print cartridges, customers can order free pre-paid envelopes at

www.hp.com/recycle.

The programme is available in the following 13 countries: Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Luxembourg, Netherlands, Norway, Sweden, Switzerland and UK.



To learn more about how HP supports your commitment to the environment, visit www.hp.com/environment

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