

OUR PARTNERSHIP IN ACTION

# Real impact. *Real change.*

Every number below represents a life touched, a community strengthened and a planet protected. Powered by 1,235 devices contributed to the National Device Bank from Telent's Warwick site across five collections.

**Telent made a straightforward decision** - to ensure old devices didn't go to waste. What followed was 1,235 devices collected, securely data wiped, processed, and redirected into the hands of people who needed them most. That's not a small thing. Across the UK, 1 in 4 adults feel digitally excluded. Every collection like yours is part of changing that.

## Your collection at a glance

1,235 devices · 5 collections · February 2025 – December 2025

**1,235**

Collected, data wiped & processed end-to-end, at zero cost to Telent

1,096 smartphones · 139 tablets

**86.1% reuse rate**

1052 Devices given a second life

170 responsibly recycled · nothing sent to landfill

**361 devices**

Powering digital inclusion, with 12-month warranties & Reconome aftercare

13 donated directly · 348 in the National Device Bank redistribution pipeline

**77,853 kg**

CO<sub>2</sub>e saved

≈ 94 London → New York economy flights

**343 kg**

E-waste prevented from landfill

Plastics, metals and components recovered

**100%**

Secure data erasure

1,123 to NIST 800-88 / IEEE 2883-2022 · 110 securely destroyed

## The power of circularity

Per smartphone given a second life

**54 kg**

of CO<sub>2</sub>e saved per smartphone

### Every reused smartphone is a climate win.

When a device is refurbished instead of manufactured from new, we avoid roughly 54 kg of embodied carbon per smartphone. Across the 1,096 smartphones in scope, that's roughly 59 tonnes of CO<sub>2</sub>e kept out of the atmosphere.

**= 340 miles of petrol-car driving avoided per smartphone**

# The journey. *Faulty devices repurposed.*

From a refresh fleet of smartphones flagged as waste, to value recovery and social impact

## 01 THE PROBLEM

### 1,031 Pixel 4a phones flagged for recycling

A mandatory firmware update materially reduced battery life on Telent's Google Pixel 4a fleet. Initial assessment: the devices were not viable for redeployment and would be routed to waste. Telent's Senior Contracts Manager confirmed the fleet had been written off as e-waste destined for material recovery only. Without intervention, 1,031 phones could have entered the waste stream.

Starting position: 1,031 Pixel 4a phones assessed as e-waste, with no viable redeployment route.

## 02 THE PIVOT

### A remarketing route changed the picture

Rather than write off the fleet, Reconome's secure refurbishment and remarketing process gave the devices a viable second life. Each phone was wiped to HMG IS5 / NIST 800-88 standards, graded, and remarketed to buyers who understood the specification. The value generated through remarketing flows directly back into funding the National Device Bank, turning a write-off into working capital for digital inclusion.

The pivot: secure data erasure to NIST 800-88 / IEEE 2883-2022, grade, remarket and channelling value back into digital inclusion.

## 03 THE OUTCOME

### An estimated 348 additional devices for the Device Bank

86.1% reuse rate achieved across the pilot. Above the industry-typical 70–75%. 1,031 Pixel 4a phones diverted from waste. The value generated through remarketing flows back into funding the Device Bank. On an indicative basis, equivalent to procuring 348 refurbished devices for digitally excluded people. What could have been a waste stream became one of the strongest social impact pilots we have run.

Result: 86.1% reuse rate. 348 estimated additional devices for digitally excluded people via the National Device Bank.

## Lives changed by your donation

We live in a country where 1.7 million households have no internet access, 8.5 million adults lack basic digital skills, and people without connectivity pay up to 25% more on essential goods and services. Meanwhile, perfectly reusable IT assets are leaving corporate offices every year with little traceability and never impacting the people who are being left behind in the digital world. Telent changed that.

### Main causes supported by the National Device Bank in 2025



## Your contribution could help people like Paule....

### Crossing the Digital Divide: Paule's Story

IN THEIR OWN WORDS

Paule was living in London when family problems left her suddenly homeless and without any digital access. Unable to contact her children or apply for work, she felt isolated mentally, physically, and digitally, with her dream of building a career as a chef feeling out of reach. Desperate for support, she turned to Digital Inclusion Hub Tech Together, a member of the National Digital Inclusion Network.



They provided Paule with a phone from the National Device Bank, free data from the National Databank, and digital skills support. The impact was immediate. Paule could reconnect with her children, manage her finances, search for jobs, and begin sharing her cooking on social media to grow her profile and reach.

*"I'm a chef. I'm a hard worker and I know I'm good at what I do. Having this phone and data will help me set up some social media channels where I can post everything I'm doing and about the recipes. It's given me a lot of motivation and I feel good - and now I'm also able to keep in touch with my family"*

## The UK-wide problem we are solving together

**1.6m tonnes**

of UK e-waste annually

Source: Statista

**92m devices**

in UK landfill (last 5 years)

Source: Virgin Media O2

**1 in 4**

UK adults feel digitally excluded

Source: Good Things Foundation

**We can change this. *And together, we already are.***

A heartfelt thank you for being a Reconome Partner alongside the National Device Bank. · [www.reconome.me](http://www.reconome.me) · [rethink@reconome.me](mailto:rethink@reconome.me)