

## Social Superstar Spotlight

### I.T. Refresh - Downstream Supplier Audits

I.T. Refresh's "Downstream Supplier Audit" initiative ensures that electronics are recycled in a manner that does not cause social or environmental harm.



Much of the electronic recycling industry lacks proper regulation to ensure that companies are recycling responsibly. I.T. Refresh President, Janice Oldemeyer, describes how the company's downstream audits have been important to solve this problem and have provided numerous benefits. Beyond the social and environmental benefits, the company receives the added protection of knowing that the facilities they use are unlikely to shut down and leave I.T. Refresh liable for any un-recycled product.

Janice believes that education and transparency are key features to ensure the social responsibility of a company. With the downstream supplier audits, I.T. Refresh ensures that employees are trained on the benefits of socially responsible recycling. As Janice explains, the employees know "we're doing things the right way" and "you can see the pride that they have in that." The employees also take pride in ensuring company transparency by educating customers on the audit process.

Although I.T. Refresh has always had downstream supplier audits, Janice said it was valuable to use Social Superstars reporting as a way to consider social initiative enhancements or additions. She has begun to further consider the supply chain as an entire process, taking into consideration both downstream and upstream suppliers.