

# CASE STUDY

## PwC: THE SUSTAINABLE OFFICE

This case study describes how PwC has used circular thinking to close the loop on the amount of IT waste that is generated by the company.

### What was the issue?

With thousands of users, PwC generates about 27 tonnes of IT waste each year. This is a combination of laptops, mobile phones and data servers which, naturally, results in a lot of end-of-life waste to manage.

**27 tonnes**

*of IT waste was generated annually*

### What did PwC do about it?

As part of its commitment to keeping the waste levels as low as possible, the company has created the #GoingCircular campaign. Now, 100% of PwC's IT is either reused or recovered so nothing goes to landfill, and nothing goes to incineration.

PwC has teamed up with Tier1 and S2S to responsibly dispose of all their laptops, mobiles and tablets that are no longer required. Wherever possible, these organisations will refurbish and reuse any hardware, as reusing is less time consuming and more cost effective than recycling.

If a piece of hardware has reached the end of its life, then every component is recovered – meaning that nothing goes to landfill.

### Outcomes and impact

**50%**

*of discarded IT equipment is re-used*

**90%**

*Saving of CO2e on IT equipment*

### What did PwC learn?

PwC analysed the impact on the greenhouse gases associated with 'end-of-life waste treatment' but – due to the emphasis on material consumption choices in carbon measurement – this only made incremental improvements to PwC's, operational carbon footprint.

Rather, the benefits are made on behalf of society by obviating the need for new items made of virgin materials and purchased by another organisation.

**“THIS IS SUCH A FANTASTIC IDEA. I HAVE THREE DEFUNCT LAPTOPS SITTING IN MY DRAWER AT HOME AND DIDN'T KNOW WHAT TO DO WITH THEM. SUCH A WIN-WIN INITIATIVE”**

*Ben Combes, Consulting, PwC UK*

Based on information from:

<https://www.tier1.com/goingcircular-our-partnership-with-pwc/>

<https://www.pwc.co.uk/corporate-sustainability/going-circular/pwc-going-circular-fourth-edition.pdf>

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