

EPEAT Program

Continuous Monitoring Outcomes Report



Mobile Phones
MP-2022-01
November 10, 2022

1.0 Background

EPEAT® is a comprehensive voluntary sustainability Type 1 ecolabel that helps purchasers identify sustainable technology products and services. Central to EPEAT are conformity assurance activities that meet the technical rigor and credibility needs of the institutional purchasers who rely upon EPEAT. The EPEAT Program ensures the ongoing conformance of EPEAT-registered products through an ongoing surveillance process known as Continuous Monitoring. Continuous Monitoring activities occur throughout the year and test the ability of Participating Manufacturers to prove conformance with EPEAT Criteria on an ongoing basis.

Some Continuous Monitoring activities require that Investigations be conducted in discrete timeframes called Rounds. The EPEAT Program develops an individual plan for each Continuous Monitoring Round, which specifies the EPEAT Criteria to be investigated, the method of investigation that GEC-approved Conformity Assurance Bodies (CABs) must use and the specific dates when the Investigation activities must be completed. The EPEAT Program also selects the Participating Manufacturers and EPEAT-registered products and assigns Investigations to CABs, which must fully participate in and are responsible for implementing Continuous Monitoring Round activities with their Participating Manufacturer clients. Participating Manufacturers are required to cooperate fully with their GEC-approved CAB during Round activities.

To maintain the level of transparency relied on by purchasers, the EPEAT Program publishes an Outcomes Report at the conclusion of each Round to summarize the activities conducted and to identify the products and Participating Manufacturers that received nonconformances and the actions taken to restore accuracy of the EPEAT Registry.

This document summarizes the activities and results of Continuous Monitoring Round MP-2022-01 conducted for the Mobile Phones product category.

2.0 Overview of Continuous Monitoring Round MP-2022-01

2.1 Investigation Activities

As per the published [Round Plan](#), Continuous Monitoring Round MP-2022-01 used Level 2 Investigations (laboratory evaluation of products to determine the products' conformance with specific EPEAT Criteria). GEC-approved CABs obtained the products, as identified by the EPEAT Program, from the open market without involvement of the Participating Manufacturers, where possible, and sent them for laboratory evaluation. The laboratories evaluated the products against the specified Criteria and produced reports summarizing the activities conducted and the results. GEC-approved CABs reviewed the reports, made recommendations on conformity, and sent the reports to the EPEAT Program. The EPEAT Program made the final decisions on conformity for the Investigations.

2.2 Criteria Investigated

Continuous Monitoring Round MP-2022-02 focused on circularity and the sustainable use of resources. The unsustainable use of resources has triggered raw material scarcities, contributed to climate change, and caused widespread environmental degradation, while also negatively impacting human health.

Sustainable use of resources to enable a circular economy is increasingly a priority for governments, institutional purchasers, and manufacturers around the globe. Institutional purchasers in both the public and private sectors are interested in procuring products and services that further sustainable consumption and production, and for these reasons, GEC identified Criteria which contribute to these goals for laboratory investigation in 2022. One product was randomly selected (using a random number generator) from a list of Participating Manufacturers. The product was investigated for the Criteria identified in the table below, however if the product had not selected a Criterion, that Criterion was not investigated.

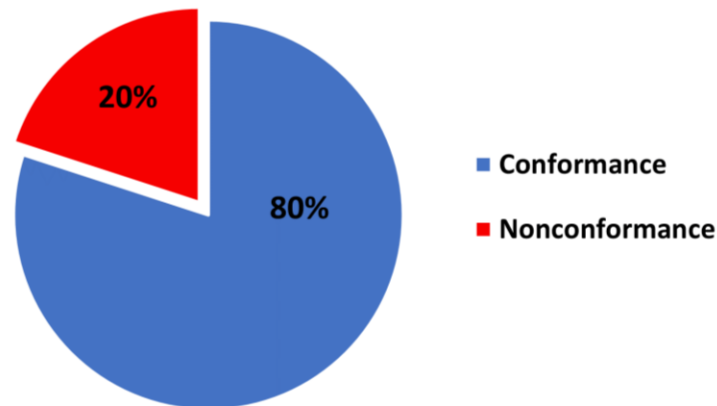
Table 1: Criteria Investigated in Round MP-2022-01	
Criteria Number	Criterion Title
11.3.1	Battery removability / replacement by qualified repair service providers or authorized repair providers
11.3.2	Battery removability instructions
11.3.3	Battery removability / replacement without use of tools
11.4.1	Ease of disassembling mobile phone
11.4.2	Further ease of disassembling mobile phone
11.8.1	Notification regarding and the identification of materials and components requiring selective treatment.

3.0 Summary of Investigations and Final Decisions on Conformity for MP-2022-01

Highlights from this Continuous Monitoring Round are:

- **5** investigations completed
- **4** decisions of Conformance
- **1** decision of Nonconformance *Further details provided in Section 4*

Figure 1: Final Conformity Decisions for MP-2022-01
(shown as percentage of total investigations)



4.0 Further Details on Nonconformances for MP-2022-01

Table 2 below provides a breakdown of the nonconformances by criterion.

Criteria Number	Criterion Title	Completed Investigations	Nonconformances	Nonconformance Rate
11.8.1	Notification regarding and the identification of materials and components requiring selective treatment	1	1	100%

There was only one nonconformance in MP-2022-01. The nonconformance was classified as a demonstrated nonconformance, which means evidence definitively showed that the criterion was not met.

4.1 Minor Errors Versus Nonconformances

All nonconformances must be categorized as either a minor error or nonconformance. For Level 2 Investigations, nonconformances may be categorized as minor errors if a GEC-approved CAB is unable to obtain a product from the market and the Participating Manufacturer indicated the product has reached end-of-life and is no longer available on the market. All nonconformances that do not meet the definition of minor errors are categorized as nonconformances.

No minor errors were identified in Round MP-2022-01.

4.2 Nonconformances

There was only one nonconformance identified in Continuous Monitoring Round MP-2022-01, and it was a demonstrated nonconformance for Criterion 11.8.1. This criterion requires Participating Manufacturers to provide or make information available to reuse and recycling facilities to identify the presence and location of materials and components requiring selective treatment, as listed in Annex VII in the European Union WEEE Directive 2012/19/EU.

5.0 Actions to Restore Conformance

Where the final conformity decision is nonconformance (including minor errors), Participating Manufacturers must make corrections to restore the accuracy of the EPEAT Registry during the Corrective Action Phase. These activities may include providing additional evidence to demonstrate conformance with the criterion or unselecting the criteria in the EPEAT Registry. Where the product was found nonconformant and is no longer available in the marketplace, the product must be archived.

During the Corrective Action Phase, Participating Manufacturers must also develop Corrective Action Plans for other EPEAT-registered products that may be affected by the same underlying issue causing the nonconformance but were not the subject of investigation (called “similarly affected products”).

The following action was taken to restore accuracy to the EPEAT Registry as a result of Continuous Monitoring Round MP-2022-01:

- 1 investigation Additional data provided by Participating Manufacturer, bringing the product into conformance with the Criterion

Table 3 in Section 7 identifies the Participating Manufacturer and product that received a nonconformance in Continuous Monitoring Round MP-2022-01.

6.0 Key Findings

6.1 Scope of Criterion 11.8.1

While the criteria for Mobile Phones define both “mobile phone” and “product”, the scope of the product category covers the mobile phone, accessories shipped in the box with the mobile phone, and packaging. Criterion 11.8.1 applies to the mobile phone and any accessories in the box that include materials and/or components identified in Annex VII in the European Union WEEE Directive 2012/19/EU.

7.0 Identification of Nonconformances and Corrections Made by Participating Manufacturers

In the interest of transparency, the EPEAT Program identifies the Participating Manufacturers and products that received nonconformances and the actions taken to restore accuracy of the EPEAT Registry. Minor errors are generally clerical in nature and do not materially affect the validity of products in the EPEAT Registry. As such, these are not identified in the table below.

Table 3: Summary of Nonconformances and Corrections Made by Participating Manufacturers

Participating Manufacturer	Product	Product Type	Country	Criterion Number	Criterion Title	Required or Optional	Underlying Reason for Nonconformance	Corrective Action Taken
Google	Google Pixel 4a	Mobile Phone	United States	11.8.1	Notification regarding and the identification of materials and components requiring selective treatment	Required	Demonstrated nonconformance	Manufacturer provided evidence demonstrating conformance.

<i>Document Control and Change History</i>						
<i>Issue</i>	<i>Revision</i>	<i>Owner</i>	<i>Approver</i>	<i>Description</i>	<i>Approval Date</i>	<i>Effective Date</i>
1	0	EPEAT Conformity Assurance Manager	Director, EPEAT Program	Initial release		
1	1	EPEAT Conformity Assurance Manager	Director, EPEAT Program		2018 Dec 11	2018 Dec 11
2	0	Senior Manager, Ecolabels and Resources	Senior Director, Ecolabels and Manufacturer Resources	Reformatting of document. Addition of standardized text.	2021 Mar 25	2021 Mar 30
2	1	Senior Manager, Ecolabels and Resources	Vice President, Ecolabels and Manufacturer Resources	Updated terminology for nonconformances to include "nonconformances" and "minor errors", in alignment with revisions to P66.	2022 Oct 1	2022 Oct 15