

# **Raya Holding**

## **Trade Line Of Business**

### **Best Service – Raya Maintenance**

**Our responsibility Towards Environmental Performance**  
**January 2009**

# Best Service - Raya Maintenance

## Highlights

- ✓ Started Nokia warranty services in 1996
  - ✓ Is a leading Nokia Service Partner in Egypt, the middle east and Africa
  - ✓ Nokia Regional Repair Factory (L4 repair services) in Egypt
  - ✓ Nokia Regional Training Center MENA & SSA regions
  - ✓ Quality Management System ISO 9001:2000 certified
  - ✓ **Environmental Management System ISO 14001:2004 certified**
  - ✓ Occupational Health & Safety Assessment System OHSAS 18001:1999 certified
  - ✓ 45K monthly repairs, 24x7 Operation
  - ✓ Service Network coverage all over Egypt
  - ✓ Over 350 specialist (different skills/background/certification)
  - ✓ Best Regional Service Partner Award NWA (July 2006)
  - ✓ Best Service Manager Award NWA (March 2007)
  - ✓ Biggest Service Partner Award MEA (November 2007)
- Company Confidential



# Best Service – Current Setup



Company Confidential



# Our Responsibility towards the Environment

## Highlights

- Effective End of life practices which include:

- In Warranty repairs – 75% of total repairs:

Electronic waste coming from our in warranty repair operation is shipped on monthly basis to Nokia Material Return Center in Hungary for Recycling & waste disposal process

-Out Of Warranty repairs – 25% of Total repairs:

Electronic waste coming from our out of warranty repair operation is shipped on monthly basis to a certified waste disposal agency according to the Egyptian Environmental Affairs Agency) – Ministry of Environment in Egypt for waste disposal process

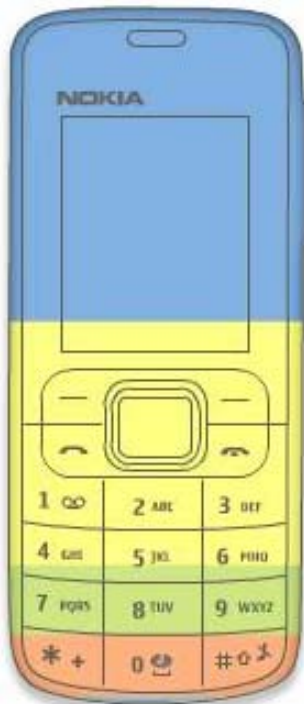


# Our Responsibility towards the Environment

## Highlights

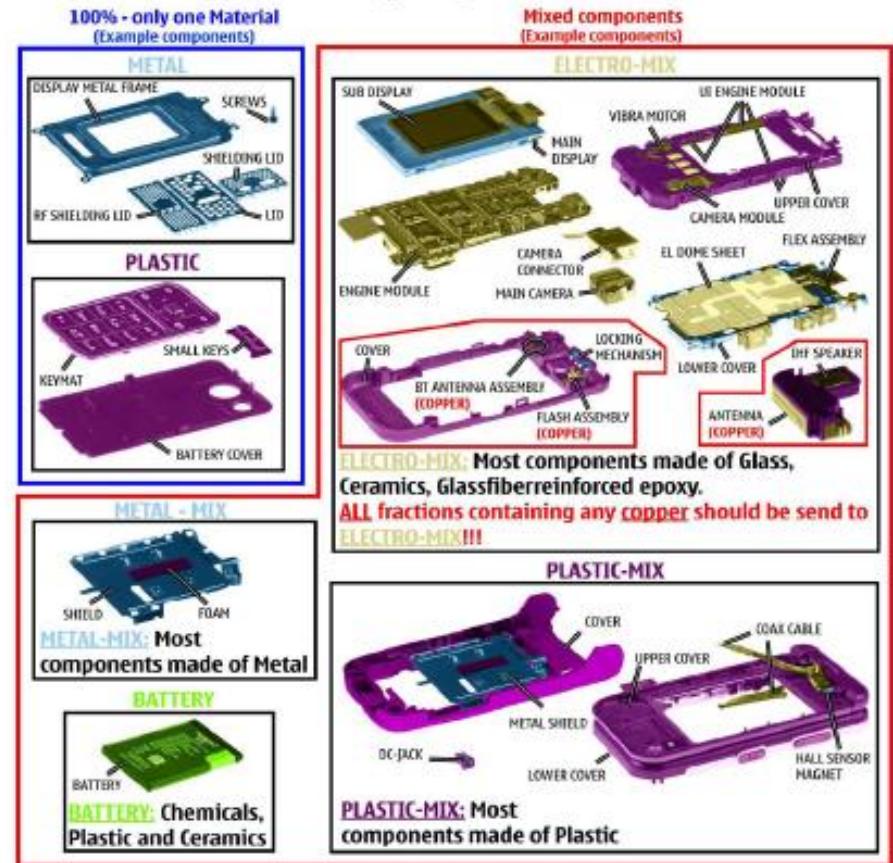
- Material classification:

All the waste coming out from our repair operation is classified according to the type of its material for easy recycling & disposal activity



■ Plastics	45%
■ Metals	35%
■ Glass and ceramics	10%
■ Battery electrodes	9%
■ Precious metals	0.11%
■ Other	0.9%

### General Recycling recommendation



Some of these options can be utilized directly and some need pretreatment as for instance dismantling, grinding, milling, etc. For sorting the waste into fractions for recycling, your recycler will offer you more specific information, but a **GENERAL RULE** is:

**Electronic Equipment:** There are recyclers that can process this "multimaterial" for high recycling yields.  
**Metals:** Fractions containing metals must always be collected and sent for (metal) material recycling.  
**Plastics:** Pure plastics fractions (i.e. covers) can be sent for (plastics) materials recycling.  
**Mixed Plastic/metals:** A metal fraction contaminated with plastics does not represent a problem for metal recycling/recovery whereas recycling/recovery of plastics is generally sensitive for contamination by other materials.

● ELECTRO ● METAL ● PLASTIC ● BATTERY

Ver. 3.0

Copyright © 2006 NOKIA Corporation. All rights reserved

# Our Responsibility towards the Environment

## Highlights

- Take Back initiative in All Raya branches – 3 steps to recycle your old un-used phone



### **We don't talk anymore – Get over your old phone**

If you're hanging on to your old mobile phone, then you're not alone. Research shows that 44% of old phones are sitting around unused. They'd be better off being recycled because 100% of the materials in your phone can be recovered. They can be used to make new products - from musical instruments to gold rings or even a park bench.

Saying goodbye to your old phone might be hard but it's worth it. If every mobile phone user recycled just one unused phone, together we would save nearly 240,000 tonnes of raw materials.

---



### **Spend the night together – backup what needs saving**

Don't forget to backup any memories before you say goodbye. Find out how you can store texts, photos, videos and more

---



### **Set your old phone free - recycle it**

Recycling your old mobile phone is easy. Just remove your old SIM and take your phone - along with old chargers, accessories or batteries

# Environmental Issues Awareness

- No recycling process for the Electronic waste in Egypt
- Very low level of end user awareness about Environmental issues
- Gray market performance against Environmental issues



**Thank You!**