



## Frequently Asked Questions

### **What is the process to participate in the Full Circle program?**

- + The customer or dealer contacts ANEW and fills out an engagement form with key information about the project, including an inventory of the surplus furniture, fixtures and equipment (FF&E).
- + ANEW works with the customer or dealer to strategize the best solution(s) – resell, repurpose, recycle and/or convert to clean Energy-from-Waste (EfW). The client may choose one or more of the proposed solutions.
- + ANEW conducts a site walk and issues a proposal for review and approval.
- + ANEW schedules and coordinates removal of the surplus FF&E.
- + ANEW delivers a report to the customer upon completion of the project.

### **Is any project too small or too large?**

Any size project is applicable, from one workstation to an entire office building.

### **What is Energy-from-Waste (EfW)?**

Energy-from-Waste is a greener alternative to creating energy than by coal and oil. It is classified as renewable by the U.S. Department of Energy, the Energy Policy Act of 2006, and 23 states. The EPA has stated that EfW produces electricity “with less environmental impact than almost any other source of electricity.”

EfW takes solid waste and transfers it into combustion chambers where it is combusted at high temperatures (higher temperatures mean fewer emissions). The heat generated from the combustion chambers heats up water in steel tubes that form the walls of the chambers. The water is then turned into steam that generates electricity.

It is estimated that existing EfW facilities prevent 30 million tons of carbon dioxide from entering the atmosphere. Or, combusting one ton of waste in an EfW facility prevents the equivalent of one ton of CO<sub>2</sub> from entering the atmosphere.

### **Is the EfW process safe?**

EfW facilities are highly regulated with strict emission limits. The facilities require constant process monitoring and are tested regularly for compliance.

### **Are there any material restrictions for the EfW process?**

Yes, there are certain restrictions around fluorescent lamps and polyvinyl chloride (PVC) waste.

- + Fluorescent lamps are excluded from the EfW process because they contain mercury, a hazardous substance that when released to the environment can contribute to neurological impairment in child development. For this reason, they should not be sent to landfills, either. Through the Full Circle program, fluorescent lamps are safely recycled.
- + Polyvinyl chloride (PVC) is strictly limited in the EfW process. Covanta has a high tech scrubber process that removes toxic gas emissions from combusting PVC so they don't enter the atmosphere. To prevent overburdening the scrubbers, Covanta has strict limits on how much PVC can be processed. Some vinyl may be sent to the landfill for safer disposal. Through the Full Circle program, in some cases vinyl-backed carpet can be recycled into the carpet backing for new carpet tile.

### **Do you accept carpet?**

Yes, carpet may be donated, recycled or converted to Energy-from-Waste, depending on carpet type (tile or broadloom), condition, material content, capabilities in the region, and client preferences.

### **Where are the EfW facilities located?**

Covanta has EfW facilities across the U.S. Considering the environmental cost of transporting waste, we recommend using EfW on projects that are within 300 miles of a Covanta or other EfW facility. In the US, major facility hubs are in Huntsville, AL; Crows Landing, CA; Preston, CT; Okahumpka, FL; Kapolei, HI; Indianapolis, IN; Agawam, MA, Haverhill, MA; Rahway, NJ; Niagara Falls, NY; Westbury, NY; Tulsa, OK; Brooks, OR; Chester, PA. Other facilities may be available depending on the project.

### **Are there costs associated with the Full Circle program?**

There is no fee to do the initial assessment. Once a proposal is agreed upon, there are costs involved for services rendered, including – for instance – FF&E removal and coordination. These fees typically reflect prevailing market rates. In some cases, these costs can be offset by the resale of quality, usable surplus furniture. A client may even have a cost savings through Full Circle as compared with other means of decommissioning a space.

Every project is unique and has variables that affect the determination of potential costs. These variables include: Customer Priorities: economic, social and environmental; Used Product: type, quantity and condition; Schedule; and Building: type, access and union/non-union. ANEW gathers this information and develops a strategy using the following service(s) as appropriate: resell, repurpose, recycle and/or recover clean Energy-from-Waste.

### **What does a cost proposal look like?**

A proposal outlines the scope, schedule and services required to achieve a customer's desired outcome. It is issued to the customer for review and approval prior to commencement of the project.

### **Do you have to buy Knoll product to use the Full Circle program?**

Yes, we expect that customers who use Full Circle plan to purchase Knoll product as part of the process to update their space. We worked hard to develop this comprehensive program and have an exclusive agreement with ANEW to provide it to our customers. Existing Knoll customers can use the program as well.

### **Why did Knoll decide to develop the Full Circle program?**

In researching ways to offer a take back program for our new Generation by Knoll work chair, we evaluated the impacts of such a program, which often require customers ship a product across the country for it to be recycled. We found this was not the most economic or environmentally-sensitive solution. Our simple quest turned into the most comprehensive program in the industry for extending the life cycle of surplus FF&E in an economically, socially and environmentally responsible way.

### **Do any competitors have this program?**

Full Circle is the only “one-stop-shop” that allows customers with surplus FF&E to resell, repurpose, recycle and/ or recover clean Energy-from-Waste. Existing take back programs are often specific to select new products and, in many cases, require shipping across the country to recycle them. Some competitors do help identify reuse options but only for their own products.

### **Does Full Circle help with LEED® credits?**

Various aspects of the Full Circle program, including donation and recycling, can contribute to achieving LEED Material Resources, Construction Waste Management credits.

### **How does the Knoll Trade Up program fit in?**

The Trade Up program takes usable furniture and provides payment or credit toward a new Knoll purchase. Full Circle can create a proposal that includes the Trade Up option.

### **Who manages the Full Circle program?**

ANEW manages the projects with the customer and dealer, bringing in InstallNet service providers and Covanta EfW facilities as required by the project.

To find out more information or request a proposal to participate in a pilot project, contact:



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