

EPEAT Program

Continuous Monitoring Outcomes Report



Mobile Phones

MP-2023-02

June 15, 2023

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-2023-02 conducted for the Mobile Phones category.

2.0 Overview of Continuous Monitoring Round MP-2023-02

2.1 Investigation Activities

As per the published [Round Plan](#), Continuous Monitoring Round MP-2023-02 used Level 0 Investigations, which involve reviewing publicly available information to determine Participating Manufacturers' conformance with specific EPEAT Criteria. GEC-approved CABs had a discrete time period to locate and review publicly available information to determine conformance with EPEAT Criteria selected for investigation. CABs then made recommendations on conformity based solely on the publicly available evidence, and sent Investigation Reports to the EPEAT Program. The EPEAT Program made the final decisions on conformity for the investigations.

2.2 Criteria Investigated

Continuous Monitoring Round focused exclusively on Criteria that can be evaluated using publicly available information. While the EPEAT Program generally tries to focus on a specific impact or issue area in selecting Criteria for investigation, the focus in this Round was instead on Criteria which have requirements to make information publicly available.

Participating Manufacturers received up to three investigations: two of the Criteria selected for investigation were Required Criteria, and one was an Optional Criterion. As a result, all Participating Manufacturers received at least two investigations, and a third investigation was assigned if the manufacturer had selected the Optional Criterion.

Table 1: Criteria Investigated in Round MP-2023-02

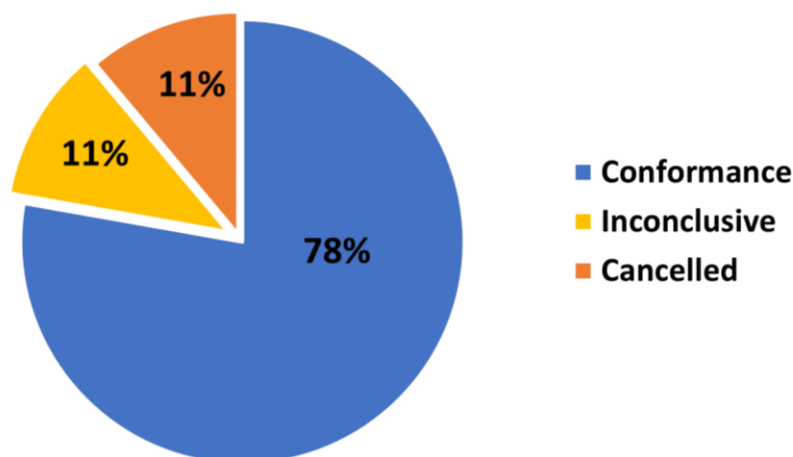
Criteria Number	Criterion Title
11.1.1	Take-back program
11.3.2	Battery removability instructions
11.6.1	Repair and refurbishment

3.0 Summary of Investigations and Final Decisions on Conformity for MP-2023-02

Highlights from this Continuous Monitoring Round are:

- **8** investigations completed
- **7** decisions of Conformance
- **1** decision of Inconclusive
- **1** investigation cancelled *[Investigation cancelled because product was archived]*

Figure 1: Final Conformity Decisions for MP-2023-02
(shown as percentage of total investigations)



Note: For inconclusive findings, the EPEAT Program may require the CAB to investigate the same Criterion in a subsequent Level 1 Round to definitively determine conformance.

4.0 Further Details on Nonconformances for MP-2023-02

All nonconformances must be categorized as either a minor error, nonconformance, or nonconformance due to CAB inaction or delay not attributable to the Participating Manufacturer. Minor errors are non-critical or clerical in nature and do not materially affect the validity of conformance with EPEAT Criteria. All nonconformances that do not meet the definition of minor errors are categorized as nonconformances (unless they are due to CAB inaction or delay).

No minor errors or nonconformances were identified in Continuous Monitoring Round MP-2023-02.

5.0 Actions to Restore Conformance

Where the final conformity decision is nonconformance (including minor errors and those due to CAB inaction or delay), 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”).

Since no nonconformances were identified in this Round, no actions were taken to restore conformance.

6.0 Key Findings

6.1 Requirements for Optional Criterion 11.3.2 – Battery Removability Instructions

Optional Criterion 11.3.2 – Battery removability instructions, requires information on how to obtain removal instructions in accordance with 11.3.1 to be posted on the manufacturer’s website. 11.3.1 requires instructions showing how the batteries can be removed. For 11.3.2, information for how the end user can obtain these removal instructions must be provided. Alternatively, the manufacturer can choose to post the instructions directly on their website.

6.2 Required Criterion 11.6.1 – Repair and Refurbishment

For Required Criterion 11.6.1 – Repair and refurbishment, Option 3, the manufacturer must publicly communicate a means to send or bring the product for service. It is acceptable for sales locations to also be authorized repair providers as long as information on how to send or bring the phone to these locations for repair is provided.

Document Control and Change History						
Issue	Revision	Owner	Approver	Description	Approval Date	Effective Date
1	0	Senior Manager, Ecolabels and Resources	Vice President, Ecolabels and Manufacturer Resources	Initial release	18 Apr 23	19 Apr 23