# Guide to Developing an Environmental Office Building Audit



Nova Scotia Youth Conservation Corps Sierra Club of Canada Atlantic Chapter



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# Introduction

Office buildings have the potential to consume substantial amounts of energy and other resources. Inefficient business practices can lead to excess waste. The goal of an environmental audit is to identify these wasteful practices and suggest ways to improve. The role of an environmental auditor is to show participating offices the link between actions taken in the office and their effect on the environment.

Although the consequences of inefficient offices may not be immediate or apparent, they are very real. These are a few examples of how common office procedures can have a large impact on our planet.

- Excess energy consumption in an office, for example leaving lights on unnecessarily, contributes to greenhouse gas emissions and climate change.
- Poor transportation choices, such as being the single occupant of a vehicle, use large amounts of non-renewable resources and also contribute to greenhouse gas emissions.
- Choosing not to recycle and compost generates needless of solid waste, which leads to overflowing landfills and a loss of a potential re-resource.
- The overuse of paper, such as only using only one side of a piece of paper, leads to deforestation and habitat degradation.
- The use and improper disposal of hazardous materials, such as most conventional cleaning products, is a factor in the pollution of freshwater and oceans.

This environmental audit is also an opportunity for employees to reflect on their own actions and find areas that could use improvement.

# Goals

The goals of the audit conducted at the Roy Building in Halifax were to:

- 1) Raise awareness of environmental issues with the organizations in the Roy Building
- 2) Develop an audit to assess environmental practices in each of the organizations and in the building as a whole
- 3) Deliver feedback and suggestions to improve practices relating to energy efficiency, composting, water consumption, waste reduction and general environmental responsibility.
- 4) Develop a guide that other buildings may use as a template for future environmental audits.

# 10 Steps to Developing an Environmental Building Audit

Although this is not an exhaustive list of things that must be done to develop and perform an environmental building audit, these ten steps are the major landmarks in the audit process. In some cases, some of these directives will not apply. In others, you will find you need to add additional phases. This is a good place to start!

1) State your goals

		What do you want your project to accomplish?
		Is it to raise awareness, encourage action and change, or both? Once you clarify the
		project goals, you will have a much better idea of how to proceed.
		Consider how much time you have to work with and try to establish an approximate
		(and realistic) <b>timeline</b> for the project.
2)	Meet w	rith building management
		Meet with the building manager to discuss project goals, scope and feasibility. It is
		important to have the permission and support of building management before
		embarking on this type of project.
		Create a <b>memo</b> and ask the building management to circulate a memo to tenants by
		email to introduce the project.
3)	Researc	ch other environmental audits
		Has a project similar to yours been done before? If so, you may not need to start
		from scratch.
		Get a feel for what the other audits investigated, how the research was performed and
		how they evaluated the data.
4)	Brainst	orm categories and topics of importance to be investigated in the audit.
		Based on your research and previous knowledge, create a list of topics you will
		further investigate in the audit. At this stage, write down everything that comes to
		mind. You can always remove sections later in the audit process.
		Within each category, develop a list of things you will 'audit'
5)		p an overall audit format. Some things to keep in mind:
		How will you <b>track commitments</b> from participating parties?
		Keeping in mind the number of potential participants and your time frame, will you
		use a survey, an 'in-person' visit, or a combination of the two?
		How will you evaluate the <b>individual offices</b> and the <b>building as a whole</b> ?
		How will you <b>record the responses</b> of participants?
6)	Develo	p and Evaluation Scheme
		How will you tell participants how they have done?
		Will you have an objective or a subjective <b>evaluation scheme</b> ?
7)	<del>-</del>	ch Potential Participants
.,		How you will <b>approach potential participants</b> and ask/convince them to partake?
		Develop a presentation to persuade them to participate!
8)		n the audit
,	Evaluat	
-,		Use the responses from the audit and the evaluation scheme to assess how
	_	environmentally aware each participating office is.
10)	Deliver	feedback
10)		Design a way to <b>give feedback</b> to participating offices
		Will you provide participants with a facts / tips sheet to suggest ways to improve
	_	their environmental practices?
		How will you make sure offices follow-up on tips and suggestions?
	_	110 w will you make sure offices follow-up on ups and suggestions:

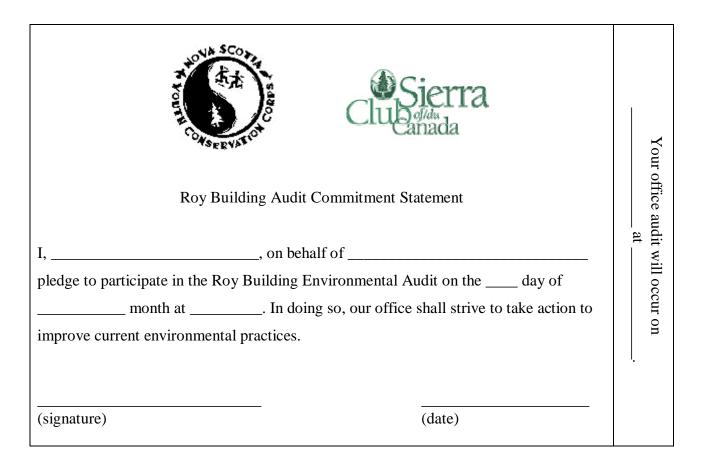
# **Sample Memo**

As mentioned in step 2 of the "10 Steps to Developing an Environmental Building Audit", writing a memo for distribution to all tenants from building management is a good way to introduce the project. Below is a template for a sample memo.

Greeti	ings!
We	are (position) working with the(organization). We are developing a voluntary environmental
audit e	of the offices in the (location) and the building as a whole.
For th	hose interested in participating, the process will include a meeting to discuss at office practices and a short follow up with results and suggestions.
The go	pals of this project are to:
1)	Raise awareness of environmental issues with the organizations in theBuilding
2)	Develop an audit to assess environmental practices in each of the organizations and in the building as a whole
3)	Develop an audit/document that other buildings may use as a template for future environmental audits
4)	Deliver feedback and suggestions to improve practices relating to energy efficiency, composting, water consumption, waste reduction and general environmental responsibility.
	ok forward to speaking with you in the next few weeks about your participation in oject. It will not require much of your time, but it will help you and your planet!
Cheer.	s,
	(names)

# **Sample Commitment Form**

Using a commitment form is an excellent way to track commitments from the participating tenants. Not only will it help you stay organized, it will also encourage participants to take the project seriously. Below is a sample commitment form.



# **Sample Audit Forms**

The forms used for the Roy Building Audit can be found in Appendix A. The overall audit was broken down into two main components: the building as a whole and the individual tenant offices. There is one form for the building audit, which should be completed with the assistance of building management and maintenance. There are two forms for the individual offices: a pre-audit office survey, which is left with the tenant upon initial commitment, and an office audit form to be completed at the time of the assessment.

# **Why...?**

When doing your audit, a tenant may question the purpose of this project. It is important to stress the connection between the tenant's day-to-day actions and their impact on the environment. To challenge environmental apathy you must have the facts; otherwise the likelihood that environmental change will occur decreases greatly. Below are some questions your may encounter.

# **Energy Efficiency**

Why should I care about my energy usage?

In some office buildings tenants will be responsible for their own energy bill. In that case, you can associate a decrease in energy consumption with a decrease in cost. If utility costs are included in rent payments, it may become more difficult to convince tenants to reduce their energy use. In either case the effect of over consumption on the environment can be used as a strong argument. Here are a few examples starting points:

- Nuclear energy: safe disposal of radioactive nuclear waste is still a prominent problem
- Hydro-electric energy: hydro-power dams have had disastrous effects on water systems and surrounding wildlife
- Fossil fuels or coal: burning fossil fuels or coal pollutes our air and releases damaging green-house gases into the atmosphere
- Greenhouse gas emissions contribute to climate change

# **Composting**

Why should I compost? Its just more mess for me!

All office buildings in the Halifax Regional Municipality are required by law to offer composting services, but many still refuse to comply. Tenants often see composting as messy, smelly and unbeneficial to them. Emphasize that composting is the law and that composting can drastically decrease waste going input to landfills.

For other office buildings outside the Halifax Regional Municipality, investigate if there are any laws regarding composting in place. If there are none, stress waste diversion as a primary argument for composting.

# **Water Consumption**

Why limit the water I use; it's not like it'll run out.

There is not usually an abundance of water usage in office buildings but awareness is still important because tenants will carry the information over to their personal lives. In Canada we are fortunate to have vast water sources. We should still try to conserve water because the more water we use, the more chemicals are needed to treat it, and the more energy is used to heat it.

# **Paper Reduction**

I need to look professional so watching my paper consumption is not an option.

Paper consumption is an enormous part of an office audit, as paper is often overused and disposed of incorrectly. Technology, such as sending documents by email in lieu of hard copies, should have reduced office paper consumption considerably.

Surprisingly, office paper use has doubled since 1960 (Mt. A check), as the convenience of copy making has skyrocketed. Reusing one-sided paper (even for scrap!) and using recycled paper will save trees and energy. Recycling used paper reduces material headed for the landfill. Although there are some instances where one-sided paper use cannot be avoided, there are many other opportunities in the workplace to reduce paper use.

# **Air Quality**

The air quality seems fine to me – what is all the fuss about?

It is difficult to gauge the air quality in your own office without sophisticated equipment; however, potential air pollutants can be identified. The average person spends about 90 percent of their day indoors, where air pollution - from diverse sources such as toxic cleaners, upholstery and carpeting - can be up to 100 times greater than the outdoor air. Poor air quality affects health, productivity of staff and the environment as a whole.

# **Hazardous Materials**

Why should I pay more for a less effective, less-toxic cleaner?

Contrary to popular belief, many alternative cleaning products do not cost more than conventional brands per use and are just as effective. In addition, switching to less-toxic cleaning products improves office air quality, reduces potential health risks and prevents hazardous waste water from improper disposal.

# **Environmental Purchasing / Ethical Investing**

My costs are high enough; why should I spend more money with no benefit?

Not all benefits are direct monetary gains. As a consumer, you are responsible to be aware of what you purchase and how it was made. There can be health, environmental and ethical advantages to adopting green procurement practices. This plan could be as simple as choosing to buy locally when possible.

I am looking to make money from my investments. Why should I limit my investing choices?

It is not a matter of limiting your choices; it is simply making educated choices. The returns from ethical investments funds have proven to be just as good as conventional investments. In choosing to invest in a socially responsible manner you are, in effect, holding the companies responsible for their actions. This creates pressure for companies to become more socially and environmentally responsible.

### **Evaluation & Feedback**

# Office

In the office survey and office audit, some questions seek information important for providing feedback as well as answers that show environmental awareness. The enclosed Office Survey and Office Audit show (in brackets) where points can be awarded to an office for responses that demonstrate environmentally sound practices and attitudes. Based on the responses from the survey, the audit and the waste audit, a score will help determine how "green" the office is. Each participating office receives specific feedback regarding areas of improvement. Sometimes, a particular question will not be applicable to an office. For example, if an office does not have any windows, it should not be penalized for *not* using windows as the primary light source when possible. In this case, the office total will be out of fewer points. The maximum possible points that can be awarded will vary from office to office, but the offices can be compared by calculating the percentage of possible points awarded.

Keep a record of who is interested in better composting and recycling programs, the boycotting of junk mail and a more organized carpool initiative. Note any concerns about heating, cooling and air quality and any trends in locations throughout the building. These should be discussed with the building management.

# **Building**

The building audit is composed of questions that seek information important for providing feedback as well as answers that show environmental awareness. The Building Audit document shows where points can be awarded to an office building for responses that demonstrate environmentally sound practices and attitudes. Based on the responses from the audit, a score will help determine how "green" the office building is. The building managers will receive specific feedback regarding areas of improvement. Again, particular questions do not always apply to a building. In this case, the total will be out of fewer points. The maximum possible points that can be awarded will vary from building, but the buildings can be compared by calculating the percentage of possible points awarded. Ideally, the audit should be tailored to each building to be most effective.

Percentage of possible points awarded	Grade
95-100	A+
90-94	A
85-89	B+
80-84	В
70-79	C+
60-69	C
55-59	D+
50-54	D
0-49	F

We chose to use traditional and relatable letter grades to deliver feedback to participants. Feel free to be creative to deliver your feedback!

# **Final Thoughts**

The prospect of researching and developing an environmental office audit sounded daunting when we began our summer positions. In our research of environmental audits, we came across two things: large-scale university campus wide audits and small-scale home energy evaluations. There were no audits developed for a mid-size operation, like an office building. Some of the questions we began to ask ourselves included,

- How detailed should the audit be?
- What issues are important to investigate?
- How will an office audit differ from previously developed audits?
- What inefficiencies will be most pressing for tenants?
- What should be discussed with building management/maintenance as opposed to tenants?
- How are we going to get all the information and report back to initiate action?

Planning, being organized, having fun and *staying on top of things* are all key to a successful project, particularly when there are many parties involved. For us this meant keeping an organized workspace, keeping up-to-date to do lists, practicing presentations, and writing feedback reports directly after performing the audit.

This project was a great learning experience for us and we had a lot of fun doing it. Although some of the people you will encounter may not share your enthusiasm for the project, keep your head up because many others will. Best of luck!

# Appendix A

		Roy F	Ruilding Env	ironmental Au	dit: Office Su	irvev	
Date		110, 1	diang Env	Organi			
Contact 1	Vame			Contac	t Number		
Contact	vanie			Contac	t Tullioei		
Auditor				Contac	t Email		
	enviro	onmental office au	dit! To get th	hings rolling, p	lease take a fe	and groundbreaking with minutes to complete uilding Audit Squad.	_
	Energ	У					
		How many light a. Do you have a b. If Yes, how m	ny dimmer sv	•			
		ances Do you use energe a. What?			ice equipment	? Yes No	
		a. Do you carpoo b. Would you co (e.g. a carpoo c. Do you use pu i. If Yes,	nsider carpoo oling club)? oblic transport how many da why not? ose enough to Yes No	oling if it was m Yes No Eation? Yes The same of the s	No — n-line skate to	work? Yes No	
	Air Qua				uilding as a w 4	Phole? Circle one; 1	
	be	b. How would young excellent?	ou rate the air	quality in your	office? Circle	e one; 1 being poor, 5	

Roy Building Environmental Audit: Office				
Date	Organization			
Contact Name	Contact Number			
Auditor	Email			
Energy				
Lights	Types of light fixtures installed (1)			
	Average # of hours / a day lights ON			
	Are all of these hours necessary? Yes No (1)			
	Hours of unnecessary light use			
Appliances	# of printers # of hours / day on Necessary Yes No (1)			
	# of faxes # of hours / day on Necessary Yes No (1)			
	# of computers # of hours / day on Necessary Yes No (1)			
	# of monitors # of hours / day on Necessary Yes No (1)			
	Equipment serviced/maintained regularly Yes No (1)			
Heat	AC Yes No # of hours / day on Necessary Yes No (1) Temperature comfortable to work in:(°C / °F)			
	Fan of fans Yes No # of hours / day on Necessary Yes No (1) Prefer fans to AC Yes No (1)			
	Know how to properly control radiator Yes No (1)			
Windows	Windows properly sealed Yes No (1)			
	If No,			
	Primary light source (when possible) Yes No (1)			
	Primary cooling technique Yes No (1)			
	Use of radiant energy as source of heat Yes No (1)			
Hazardous Materials				
	How much more would you consider paying for less-toxic products:  0% 5% 10% 15% 20% 25%+			

	Photocopier toner Yes No		
	How is it disposed of:		
	Use batteries Yes No		
	Rechargeable Yes No		
	How are they disposed of:		
Solid Waste			
	Do a waste audit now!		
	What are the 4 main waste streams? Correct Incorrect (1)		
	Do you sort your waste? Yes No (1)		
	Do you collect refundables? Yes No (1)		
	How do you dispose of dated technology?		
	Correct (1)		
Composting	1		
	Do you compost? Yes No (1)		
	Would you compost if removal were offered? Yes No (1)		
	Willing to contribute to compost removal costs Yes No		
	Willing to take compost home Yes No (1)		
Paper			
	Strategies to reduce waste:		
	E-mail (1) Centrally posted memo		
	Centrally posted memo		
<b>Environmental Purchasing Poli</b>	icy		
	Look to reuse / buy used Yes No (1)		
	Consider the environmental consequences purchases Yes No (1)		
	How much more would you consider paying for more environmentally sound products: 0% 5% 10% 15% 20% 25% <sup>+</sup>		
	Consider environmental reputation when choosing where to buy Yes No (1)		
	Choose to buy locally Yes No (1)		
Ethical Investing	<u> </u>		
_	Company/organization have investments Yes No		
	Environmental practices of the company affect choice to invest Yes No (1)		
TT7 11 11 .	eniversity of the Short and audit results by a mail? Vac. No.		

Would you like to receive your Tips Sheet and audit results by e-mail? Yes No

Roy Building Environmental Audit: Building				
Date	Organization			
Contact Name	Contact Number			
Auditor	Contact Email			
Energy				
Ask	Type of heating used:(1)			
	Regulations about heating system:			
	Building Temperature(°C / °F) (1)			
	Consider biofuel Yes No (1)			
	Primary cooling technique Fans AC (1)			
	Amount of electricity used last year			
Investigate	Type of light bulb: fluorescent incandescent compact fluorescent (1)			
	How are bulbs disposed of:			
	Lights on unnecessarily (sunny, nighttime) Yes No (1)			
	Condition of the ducts:(1)			
	Unnecessary AC in common areas (bathroom, elevator, etc.) Yes No (1)			
	Insulation around: water heaters pipes (1)			
	Properly sealed: windows doors (1)			
	Inappropriate position of: windows doors (1)			
Air Quality				
Ask	Air circulation/air exchange equipment			
	Equipment serviced/maintained regularly Yes No (1)			
	Building-wide scent free policy Yes No (1)			
	Pets permitted in offices Yes No (1)			
Investigate	# of plants (1) if they are any			
Hazardous Materials				
Ask	Cleaning products used in building:(1) if non-toxic			
	Disposal of alconing moductor			
	Disposal of cleaning products:			

	How much more would you consider paying for less toxic products:		
	0% 5% 10% 15% 20%	25%+	
	Paint type:	(1)	
	Environmental concern influence purchasing of building maintenance mater	rials	
	Not At All Sometimes Most Of The Time(1)		
	Not At All Sometimes Wost Of The Time(1)	Always(1)	
Solid Waste			
Ask	Encourage recycling Yes No (1)		
	How often is waste removed? Cost		
	Offer composting Yes No (1)		
	How could compost be disposed of?		
Investigate	# of recycling bins in common areas(1)		
Paper			
Ask	How much more would you be willing to pay for recycled paper products: 0% 5% 10% 15% 20%	25% <sup>+</sup>	
Investigate	Recycling option in the washrooms Yes No (1)		
	Opt for recycled paper towel Yes No (1)		
Water			
Ask	Amount of water used last year  • Does the amount vary from month to month Yes No  > Highest months:  • Has the amount increased in the last few years Yes No	_	
	Water reduction strategies that are in place:	(1)	
	Water disposal methods of the cleaning staff:	(1)	
Investigate	Low-flow toilets / toilet displacement devices being used Yes No (1)		
	Leaky faucets, toilets, pipes Yes No (1)  • If yes,%		
<b>Environmental Building Policy</b>			
Ask	Maintenance practices used to ensure maximum lifespan of tools, supplies,	building parts etc.	
	Interest for an urban garden Yes No (1)		

Roy Building Environmental Audit: Office Evaluation Form			
Date		Organization	
Contact Name		Contact Number	
Auditor			
Section	Points	Suggestions	
Lights	/		
Appliances	/		
Heat	/		
Windows	/		
Transportation	/		
Air Quality	/		
Hazardous Materials	/		
Solid Waste	/		
Composting	/		
Paper	/		
Environmental Purchasing Policy	/		
Ethical Investing	/		
Waste Audit	/		
TOTAL	/		

# **Helpful Hints**

The following are methods to reduce energy consumption in your office:

- Keep blinds, shades and drapes closed during the hottest part of the day in the summer.
- If you feel cool, put on a sweater rather than simply turning up the thermostat.
- Turn off unnecessary lights in the office
- Consider energy-efficient computer systems and monitors when you replace a system. Make sure you enable your computer's energy-saving features.
- Be sure to at least shut off the computer screen, as the monitor uses 60% of the power used by a computer!
- Keep light fixtures clean a cleaner bulb is a brighter bulb.

The following are methods to reduce waste in your office:

- Remove yourself from unwanted mailing lists
- When possible, receive email subscriptions and newsletters instead of paper
- Use reusable instead of disposable pens
- Circulate one copy of memos, letters, etc. instead of distributing individual copies
- Choose re-writable cds over single-use
- Use email for correspondence, memos, etc.
- Make double-sided copies
- Set up a "reuse centre" for reusable magazines, books, binders, CD-RWs, report covers, and other office supplies

Consider these questions before driving yourself somewhere:

- Is it close enough to walk/bike/In-line skate?
- Is public transit an option?
- Is carpooling an option?
- Is it really so hot that I need air conditioning?
- Do I need to leave my engine on while idling?

Before you munch on your lunch consider these questions:

- Can I pack this in a reusable container? Is this compostable?
- Can I buy this in bulk to avoid excess packaging?
- Can I use a reusable coffee mug instead of styrofoam or paper cups?
- Can I bring a plate for takeout?
- Is this food grown locally?

### Did You know?

70% of landfilled waste could be either reused or recycled.

≈67,000 tonnes of e-waste will be produced in 2005.

Only 11% of ewaste is recycled

More than 90% of printing and office paper is still 100% virgin paper!

One edition of the Sunday New York Times consumes about 75,000 trees.

Canadians take home over 55 million plastic shopping bags every WEEK

Mass transit uses 25 times less energy than driving a car.

North America has 8% of the world's population, consumes 1/3 of the world's resources and produces almost half of the world's non-organic garbage.

The average person spends about 90 percent of their day indoors, where air pollution can be up to 100 times greater than the outdoor air.

By the age of six months,

Consider these questions before making a final decision on purchasing any cleaning products:

- Is it nontoxic to both humans and aquatic life?
- Is it biodegradable?
- Does it have a low corrosivity factor?
- Is it sold in concentrated form?
- Can it work for multiple cleaning purposes?
- Is it effective when diluted with water at room temperature?

Consider these questions before making a final decision on any purchase:

- Do I really need this product?
- Can I buy it used?
- Could I repair or refurbish the old item instead?
- Can I loan or lease it from someone else?
- Does it contain recycled/recovered materials?
- Will this product reduce waste in my office?
- Is it made from nontoxic materials?
- What kind of packaging is used?
- Is it reusable or recyclable?

each Canadian has consumed as many resources as the average person in the developing world consumes in a lifetime.

The average office worker uses **10,000 sheets** of copy paper each year

#### Resources

### WORKING YOUR WAY TO A GREEN OFFICE

A Guide to creating an environmentally friendly office written by Environment Canada and Atlantic Green Lane.

http://www.ns.ec.gc.ca/udo/office/office.html

### ECO-EFFICIENCY CENRE

The Business Fact Sheets in the Business Resources Section provide issue-specific information and tips.

http://eco-efficiency.management.dal.ca/homepage.html

### GREENING YOUR BUSINESS

Running a Green Business: A Checklist for Action from the Environmental Building News

http://www.buildinggreen.com/auth/article.cfm?fileName=091001a.xml&checklist=1

# ENVIRONMENTAL AUDIT – A Simple Guide

The Environmental Protection Department of Hong Kong's comprehensive guide to conducting an environmental building audit.

http://www.epd.gov.hk/epd/english/how help/tools ea/tools ea.html

# REDUCE WASTE: IF NOT YOU, WHO?

An educational website developed by the state of Minnesota.

http://www.moea.state.mn.us/campaign/index.html

# WASTE REDUCTION WEEK IN CANADA'S BUSINESS KIT

The Waste Reduction Week in Canada Committee created this package to help businesses reduce their waste.

http://www.wrwcanada.com/businesses.htm

# MOUNT ALLISON UNIVERSITY ENVIRONMENTAL AUDIT 1998

Mount Allison's first campus-wide environmental audit. The document explains how the audit was executed and what suggestions were made.

http://www.mta.ca/clubs/audit/audit13.pdf

### MOUNT ALLISON UNIVERSITY ENVIRONMENTAL AUDIT 2000

Their follow-up audit.

http://www.mta.ca/climatechangecaravan/audit2000.pdf

### TECHNOLOGY RECYCLING PROGRAM

The Technology Recycling Program accepts usable computers to refurbish and redistribute to schools, libraries, and qualified educational organizations across Nova Scotia. This program only accepts computer over a Pentium 3. They also accept computer peripherals.

http://trp.ednet.ns.ca/about\_us.shtml

# LAKECITY EMPLOYMENT SERVICES

Lakecity Employment Services accepts and refurbishes computers to distribute to disadvantaged members of the community.

http://www.lakecityemployment.com/techrecycling.html

# DOWN EAST ENVIRONMENTAL HOME CARE PRODUCTS

A line of EcoLogo certified, scent-free, and hypoallergenic home cleaning products with low environmental toxicity.

http://www.bebbingtonindustries.com/down\_east.html

# THE ETHICAL FUNDS COMPANY

http://www.ethicalfunds.com/Do\_the\_right\_thing/

# NS MATERIALS EXCHANGE

The NS Materials Exchange is an online marketplace to buy, sell or donate useable materials. RRFB Nova Scotia operates the exchange in cooperation with the Eco-Efficiency Centre:

www.nsmaterials.com

You can also donate your older technology to your favorite non-profit organization (or church, community group, etc.).