

HP Boise Repair Café

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Agenda

Background

Why we did it

How we did it

Results and feedback

What we learned



Background

- HP Inc -- Boise, Idaho, USA
- LaserJet home
- 1500 employees



Why

- Sustainability core
- Repair awareness
- Employee engagement
- Fun
- Pilot



How

- Support
- Planning
- Call for volunteers
 - 27 fixers interested
 - 11 fixers able to commit
- Safety
- Setting expectations
- Fixer FAQ session
- Communication of event



Results

- 20 items
- 75% repair rate
- Typical items

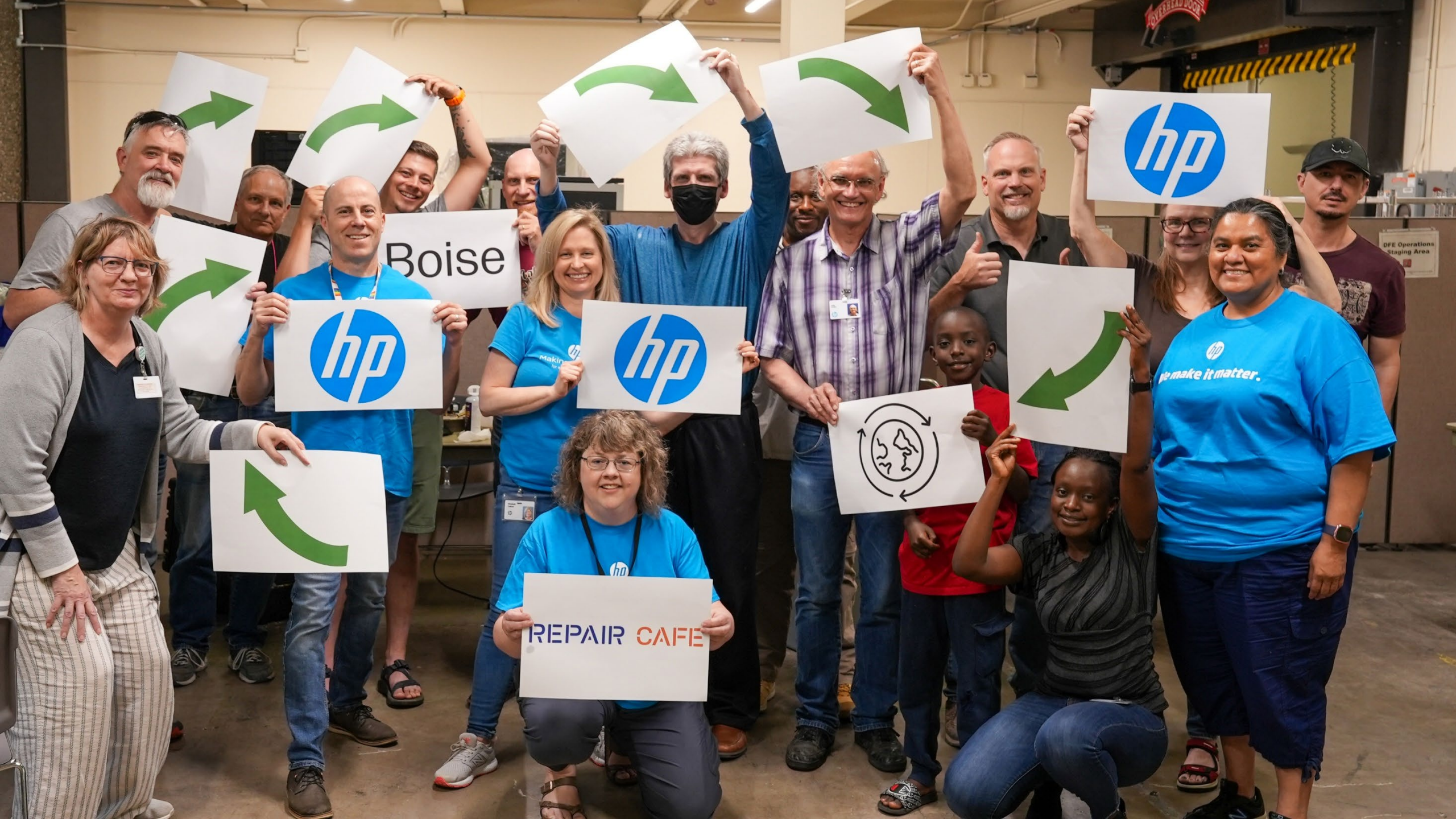
Pants (2)
Kindle Fire
Hair barrette
Sewing machine (2)
TV
NuWave oven head
Necklace
Chainsaw (2)
Dress
HP Laptop
HP inkjet printer
HP LaserJet
Guitar amp
Hand blender
Bluetooth speaker
Car seat fan
Women's shirt



Takeaways / Learnings

- Align expectations
- Leverage fixer talents
- Communicate
 - Concept awareness
 - Participation
- Low bar – even if in-house, small
- RC assets very helpful
- Feed and grow other RC events





Boise



REPAIR CAFE

we make it matter.

DPE Operations Staging Area

OVERHEAD DOOR

“This is one of the most authentic sustainability activities I’ve ever seen. Absolutely love it!”

-- HP Boise Repair Café participant

