

Box Delivery and Collection Process

BOX DELIVERY AND COLLECTION REQUESTS

REQUESTING A BOX AND REGISTERING AS A COLLECTION POINT

If you would like to order our standard battery collection box (or boxes) for a single collection point only:

Please do so online at: <http://www.erp-batteries.co.uk/request-box/>

The box request will be processed and the box will be delivered within a maximum of 10 working days. If your box does not arrive within 10 working days, please call 0845 6852424* or send an email to ukoperations@erp-recycling.org

If you would like to order boxes for several collection points (or think you will be collecting a large quantity of batteries):

Please call 0845 6852424* and tell us your name, company name, email address and phone number. One of our specialists will then call you back within 48 hours to identify your needs.

REQUESTING AN EXTRA BOX

If you have already registered and would like to request an extra box, please call 0845 6852424* and tell us your:

Name
Company name
Address
Postcode
Phone number

The box request will then be processed and the box will be delivered within a maximum of 10 working days. If your box does not arrive within 10 working days, please call 0845 6852424* or send an email to ukoperations@erp-recycling.org

* Our opening hours are Monday-Friday from 9 am to 5 pm (excluding Bank Holidays)

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REQUESTING A COLLECTION

If you have already registered and would like to request a collection:

Please do so online at:

<http://www.erp-batteries.co.uk/request-collection/>

Alternatively, please call 0845 6852424* and tell us your:

Name

Company name

Address

Postcode

Phone number

The collection request will then be processed and the collection will be carried out within a maximum of 20 working days.

We will aim to collect your batteries sooner than this. However, to maximise the number of collections we make and improve carbon efficiency, this can sometimes take up to 20 working days. As our battery collection network grows, we expect this time to decrease.

* Our opening hours are Monday-Friday from 9 am to 5 pm (excluding Bank Holidays)

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FREQUENTLY ASKED QUESTIONS

Q. What is the size of ERP's standard collection box?

A. Our standard collection box has the following dimensions: 395 mm (l) x 235 mm (w) x 235 mm (h). The total height with the flap is 355 mm. The box can carry 25kg and has a volume of 21 litres.

Q. What will I receive when the box is delivered?

A. Each box comes with an explanatory letter, an A3 poster, an A4 sign and three plastic liners for the box.

Q. What should I do when I receive a box?

A. Please assemble the box and place the plastic liner provided inside it. All batteries deposited into the box will then be collected inside the plastic liner.

Q. Where do I need to place the box?

A. Please place the box in a convenient location for access to your customers, employees and visitors. Please ensure the box is placed in a flat, dry, ventilated area and that it does not pose a trip hazard.

Q. Do I need to carry out a risk assessment?

A. Yes, please take time to consider any risks associated with the storage at, and collection of, batteries from your premises. In particular, please use the plastic liners provided inside the cardboard boxes. Please ensure that battery collection boxes are placed in a dry, ventilated area on a flat surface; that they are clearly visible and do not pose a trip hazard. For further information, and access to ERP's risk assessments to help you carry out your own risk assessment, please visit our website at: <http://www.erp-batteries.co.uk/usefulinfo>

Q. Should I be aware any additional safety instructions?

A. Yes. Please be aware of the following:

- Do not accept damaged or leaking batteries as they are a hazard.
- Do not accept batteries with wires attached to them. Remove or tape down any wires as soon as they are identified.

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- Avoid large quantities of a single type of battery type being collected in the collection box at any one time.
- Please check the collection box regularly to make sure that it is in a safe position and that the batteries that it contains are not damaged or leaking; have no wires attached and that there is no predominant concentration of one single type of battery.
- Please plan regular collections to ensure that batteries do not spill out of the box and that the batteries are not stored for more than 12 months.

Q. Can the batteries in the box pose a threat of fire?

A. Some of the elements and chemicals within batteries are flammable so there is therefore a theoretical fire risk. In practice, portable battery waste is a stable waste stream and the risks are minimal. Any fire can be handled by standard fire fighting measures: the extinguishing medium is carbon dioxide, water spray, dry chemical powder or the appropriate foam.

Q. What do I do when the box is full?

A. Please request a collection online. Our collection teams will then come and collect the batteries by removing the plastic liner that is full of waste batteries and replacing it with an empty one. You do not need to handle the batteries directly at any stage of the process.

If possible, please request a collection when you have filled two liners with batteries. If we can collect as many batteries as possible at the same time, this is obviously better for the environment and makes our collection process more carbon efficient.

When you fill one liner, tie it securely at the top and place a new liner in the box. Again, you do not need to handle the batteries directly at any stage of the process. Please ensure all your full battery liners are ready for collection and are closed securely to prevent battery spillage.

Q. Will somebody contact me to confirm a collection date and time?

A. Unless you request this specifically, we will not contact you to confirm the collection date. We will come and get the batteries within 20 days of you requesting a collection. The collection will be made during the opening hours that you gave us when you registered as a collection point. Please ensure all your full battery liners are ready for collection and are closed securely to prevent battery spillage.

Q. How often will you collect the batteries?

A. We will come and collect the batteries when one or more box liners are full. Alternatively, please contact us at least once a year to arrange a collection.

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Q. What forms will I need to complete when the collection is made?

A. The person making the collection will ask you to sign the waste consignment note, which will already have been completed by our team, and will leave you a copy of this note. The following information will be given on the waste consignment note: date and time of collection, approximate weight of batteries collected, and the waste carrier licence number for the company that has carried out the collection.

Q. Can all types of battery be put inside the box?

A. Yes, all types of portable battery – disposable and rechargeable – can be recycled, including AAA and AA cells, sizes C and D, button batteries (e.g. watch or hearing aid batteries), mobile phone batteries, laptop batteries and power tool batteries