

# 4.0 Communication between treatment facilities and their stakeholders



## Contents

4.0 Communication

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**Audience:** This section is primarily of interest to treatment facilities.

**Benefits:** The benefit of implementing the guidance outlined below is that it encourages clear lines of communication between treatment facilities and sources of WEEE. This can help improve the quality of WEEE received and help reduce conflict.

**Summary:** This section of the guidance advises treatment facilities on how to liaise with sources of WEEE to ensure they inform them of what items they can accept and which items can pose a hazard.

Good communication links between treatment facilities and stakeholders is an important part of the treatment process. Stakeholders that treatment facilities must engage with include: other AATFs, ATFs, AEs, DCFs, PCSs, businesses and relevant authorities.

Within the context of the WEEE Regulations, the function of a treatment facility is such that they must be able to communicate well with their source provider of WEEE such as DCF site, business or compliance scheme in order to ensure that they are delivering a good standard of service. In addition, the treatment facility must also be able to communicate well with the client which may be a local authority, waste management company or PCS.

Treatment facilities also need to communicate well with other treatment facilities and AEs, which they may use to further treat or export WEEE (including WEEE for reuse) and WEEE derived materials, in addition to working with and communicating well with the relevant registering authority (which can undertake site audits).

#### Key benefit of taking action

Encouraging direct lines of communication between treatment facilities and sources of WEEE can help create good working relationships and encourage a smooth service delivery.

#### Good practice

Initiatives considered good practice for communication at treatment facilities include, but are not limited to:

- providing customers (DCFs / businesses) with information packs, which communicate requirements for storage, handling and collection, as well as advising the client on how to identify and manage potentially hazardous items, i.e. acceptance criteria. This helps treatment facilities get the WEEE in a format acceptable to them;

- establishing lines of communication with the relevant stakeholders at the start of any contract. In particular, face to face inception meetings are a good way to establish communication links and help speed up future communications with the relevant contact. The benefit is that it sets out a clear working relationship and lines of communication, aiding the smooth delivery of service to the client/stakeholder;
- encouraging direct lines of communication between treatment facilities and sources of WEEE. The benefit of this is that it helps to create good working relationships and encourage a smooth service delivery;
- arranging exchange visits between staff at DCF sites and treatment facilities to encourage positive communication between staff and highlight the issues they each experience in their roles. This helps organisations to develop an appreciation for each other's duties and the difficulties they experience, which can lead to good working relationships; and
- can help communicate the problem to the source of the WEEE to try and resolve any problems or any particular situation caused within the facility. Recording (e.g. taking photographic evidence) issues can help communicate the problem to the source of WEEE and help to resolve those issues. Where problems persist the evidence can be accurately communicated to the PCS for resolution.

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