

The Solution to Waste Electrical  
and Electronic Equipment



**environcom**

E-WASTE DOESN'T HAVE TO COST THE EARTH



“ Reducing waste in today’s society is a huge concern and a subject about which I am passionate. I firmly believe we should reuse where ever possible, and, where not, recycle the material to take the place of finite resources currently used in the manufacturing processes.

*Cris Stephenson*

Cris Stephenson - CEO Environcom

I cannot overstate the importance of any recycling or reuse programme that prevents waste products going to landfill. In the case of electrical and electronic waste, it is essential. Over time, these products decay and leak toxins into the earth and our water systems. These toxins can enter the food chain, and ultimately, us.

The Waste Electrical and Electronic Equipment regulation (WEEE) is a directive from the European Union that designates the safe and responsible collection, recycling and recovery procedures for all types of electronic waste (e-waste).

Environcom is the largest independent Waste Electrical & Electronic Equipment recycling and reuse business in the UK. It’s our aim to divert 100% of waste otherwise received at landfill by reusing and recycling it.

Demonstrating our commitment to the circular economy, we first reuse all possible appliances, then farm for all usable spares. Only when we are unable to reuse an appliance any further do we compliantly recycle all remaining products.

We fully protect our customers’ reputations by ensuring we manage their e-waste products to the highest ethical and legal standards. Our sites operate under an Environmental permit from the Environment Agency, our facilities are fully licensed for the treatment of e-waste and we now exceed Government levels for waste processing.

Environcom has contracts with many leading High Street retailers and key Local Authorities across the UK for ethically and responsibly handling their electrical and electronic recycling and reuse requirements. We want to expand our reach, bringing the benefits of our services and expertise to an even wider range of companies, ensuring we all work to the highest environmental standards. It’s our aim to be the UK service provider of choice for all e-waste.

The future of our planet depends on responsible action today. Join us on our mission to do the right thing with all e-waste and our environment. I look forward to working with you and managing your e-waste requirements.



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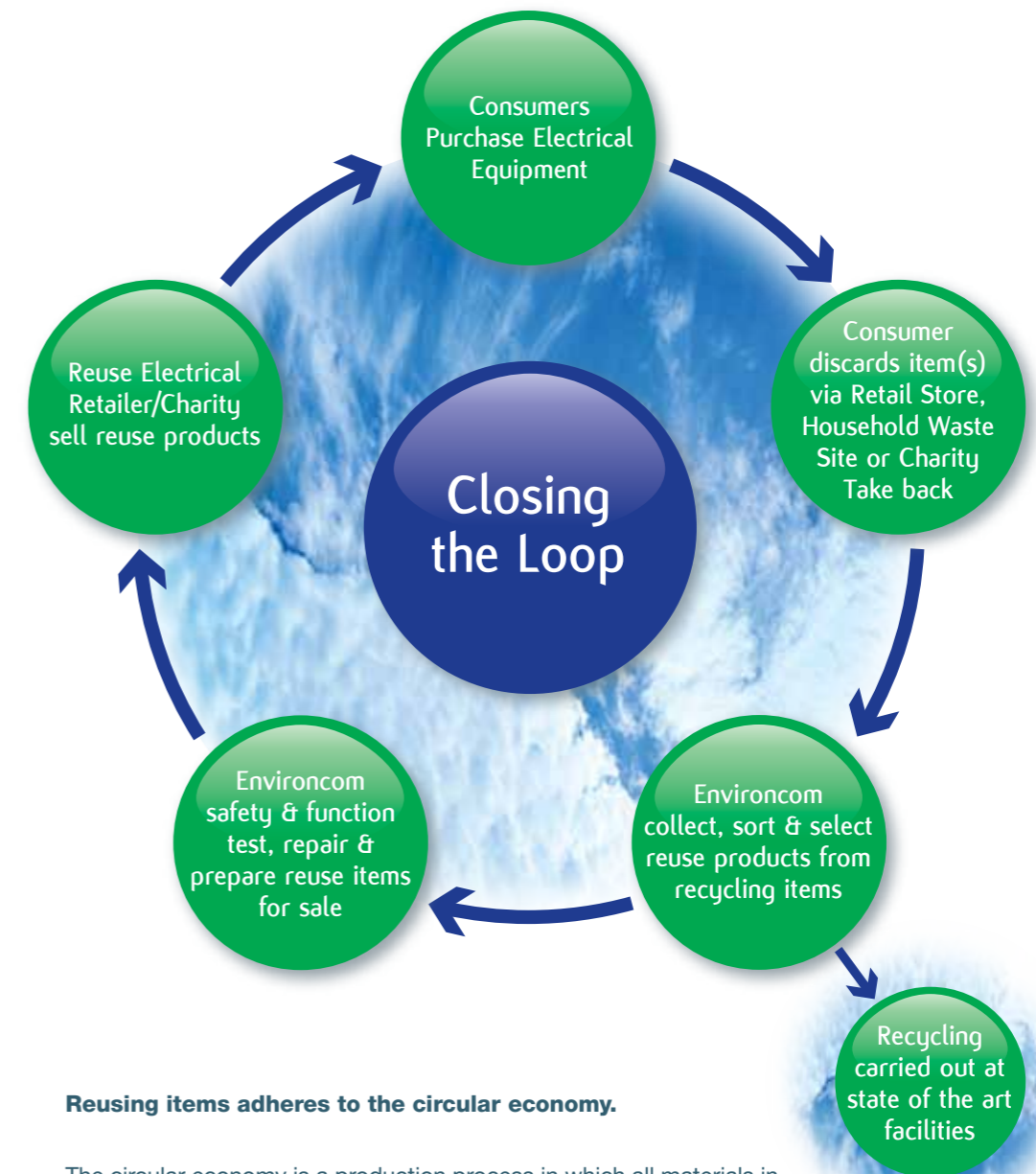




To maintain the current appetite for resources, we will need the equivalent of **1.7 Earths**.

Source: Global Footprint Network 2019

## Closing the Loop

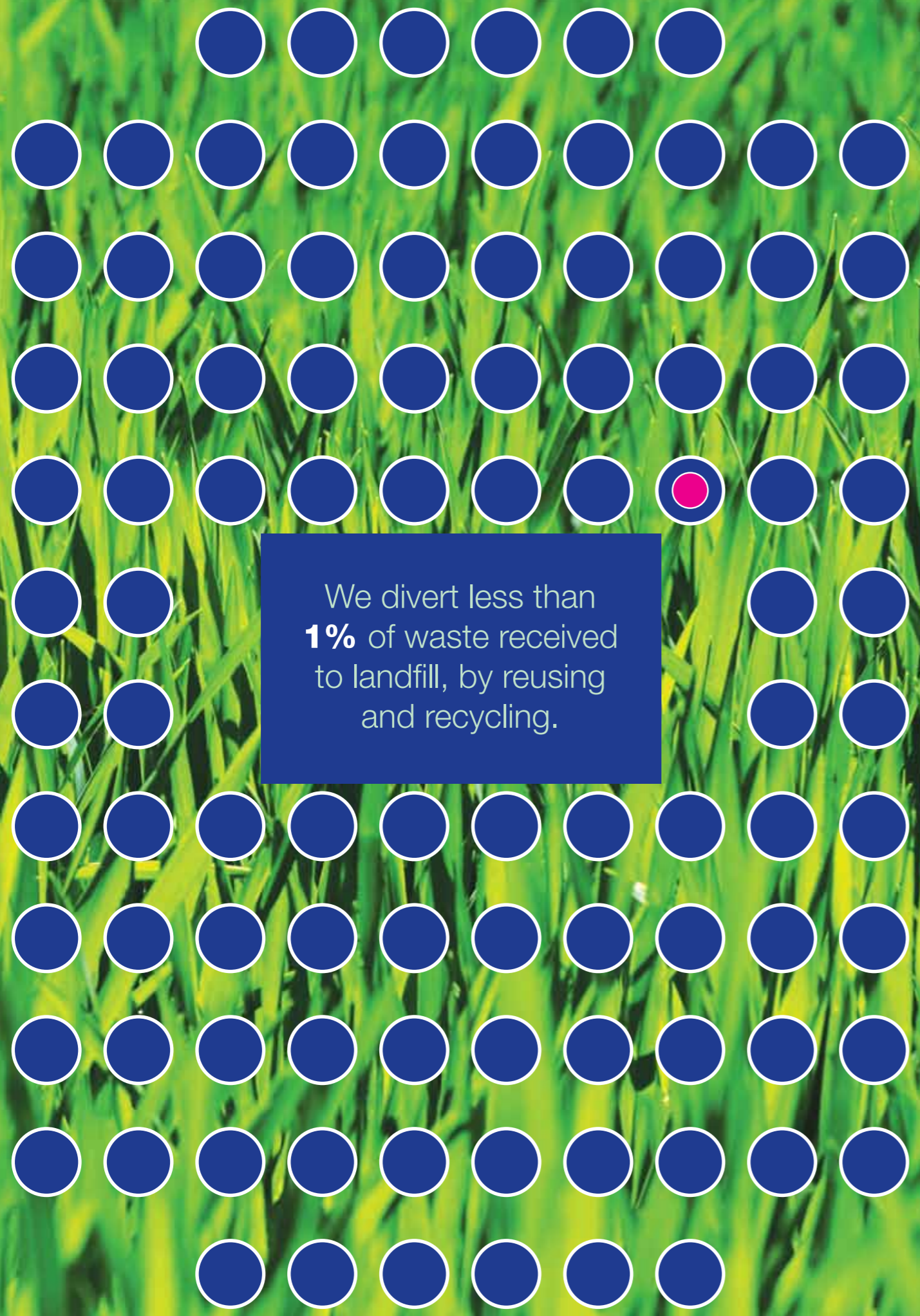


### Reusing items adheres to the circular economy.

The circular economy is a production process in which all materials in manufactured goods are processed and repurposed to create new items. Consumer waste is collected and reused or recycled, bringing back products to the original industry of manufacture and ending the cycle of waste by reusing as many materials as possible and ensuring the Earth's finite resources are maintained rather than totally used up.

Environcom is committed to a future in which we close the loop when it comes to e-waste. We reuse and recycle waste electrical and electronic items, transforming them into reusable products or manufacturing materials, changing the way we manage e-waste in a sustainable and future-proof way.

In recognition of our commitment to reuse and harvesting of parts, we were presented with the Green Innovation & Finance Award for Circular Champion of the Year in 2017.



We divert less than **1%** of waste received to landfill, by reusing and recycling.

## About Us

Environcom is the largest independent Waste Electrical & Electronic Equipment recycling and reuse business in the UK, with two strategically placed sites at Grantham and Stourbridge. Both have 2019 British Safety Council 5 star accreditation. We take in or collect unwanted appliances and either repair and resell them; harvest them for parts to repair other products; or reduce them to fragments of raw materials to feed back into manufacturing.

We can reuse or recycle literally anything with a plug or charger and bearing the crossed out wheelie bin symbol. This ranges from fridge freezers, washing machines, kettles and styling tongs to televisions and IT equipment. It takes far less energy to repair a washing machine than to build a new one from scratch.

**Our aim is to prevent these products going into landfill and, over time, leaking toxins into the earth.**

We reuse and recycle all types of WEEE including:

- LDA (large domestic appliances)
- SDA (small domestic appliances)
- Refrigerators: domestic and commercial
- CRT (Cathode Ray Tube) televisions
- IT Equipment, phones, tablets, etc.
- Flat panel televisions
- Mixed small WEEE
- Commercial catering equipment

### The Waste Hierarchy:

- **Reduce**  
We strive to divert 100% of the waste destined for landfill into reuse and recycling.
- **Reuse**  
Our first priority is to reuse items that are fit for purpose: a highly trained team of Environcom engineers repairs, tests and approve products for re-distribution into the UK & European market only. (This is to ensure once they become unusable they will be compliantly recycled within the WEEE regulations).
- **Recycle**  
Appliances unsuitable for reuse are harvested for key components to be used in other reuse appliances. Any remaining components are converted into raw materials for use in the manufacturing and construction industries.



Environcom. Enabling over **50,000** large white appliances & **1,000's** of technical items to be reused each year.

## What We Believe



### We believe in the future of the planet.

2011 saw the dawn of a new approach to e-waste, led by Environcom. This strategic refocus saw a shift in emphasis away from mining waste electrical goods for their components in favour of reuse. As a result, we now take an approach that goes beyond recycling and doesn't cost the earth.

It also means we do things very differently to our competitors. Firstly, we aim to reuse rather than recycle, which is almost unique in our industry, and are already hitting more than 10% reuse. Secondly, as e-waste specialists we work in close synergy with our customers and play an integral role in their supply chain solutions, giving us a genuine opportunity to close the loop on e-waste.

### Our mission:

- We aspire to create value for customers by reducing mankind's impact on the earth
- We aim to be the service provider of choice for e-waste processing throughout the UK
- We believe that what is good for the planet is good for the wallet
- We know that WEEE doesn't have to cost the earth

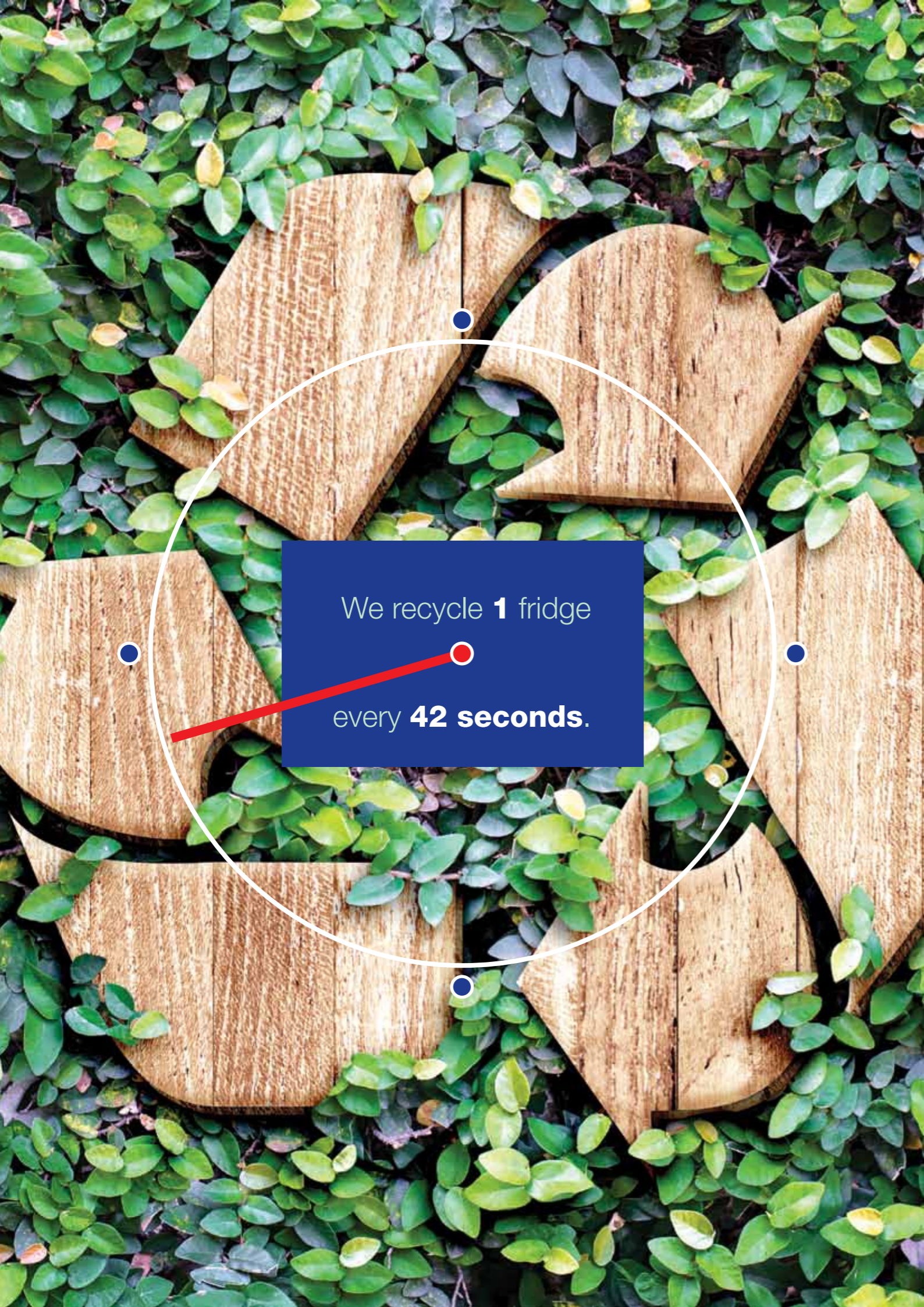
Whether you are a major retailer, local authority, corporate organisation or SME, Environcom can provide a complete e-waste solution that complies with legal requirements, helping you to:

- Control costs
- Reduce landfill
- Cut your carbon footprint
- Enhance your Corporate Social Responsibility

### We can help and assist with:

- Recycling your unwanted e-waste
- Reuse
- Commodity Sales
- Local Authority Contracts
- Retailer 'Take Back' Schemes
- Air Conditioning 'Take Back' Schemes
- Ammonia fridges
- CRT glass
- Commercial electrical equipment





We recycle **1** fridge  
every **42 seconds**.

## Our Recycling Services



### Fridges

To make sure fridges are safely recycled, we process each unit through our two dedicated fridge recycling plants. These complex plants ensure any harmful refrigerants and blowing agents are collected under controlled conditions, thereby negating any impact they might have on the environment. Once processed, fridge components become clean streams of plastic and metal, ready for onward processing and re-use as new products.

### Televisions

We process all types of televisions that are beyond economic repair. CRT televisions contain leaded glass so we use a state-of-the-art, German-built technology to dismantle and separate the two glass streams and plastics to produce clean streams. Using glass cleaning technology, we produce a glass sand known as RSA 6, suitable for use in bound concrete products. For more information on this product, please contact us. We are only UK operation that processes leaded glass from CRT's.

### Small Domestic Appliances

We operate dedicated SDA processing lines, processing up to 1.5 tonnes of small appliances per hour. Our sites have sophisticated separation technologies that ensure the majority of streams derived from the SDA are re-used.

### Air Conditioning

We offer a one-stop solution to recycle end-of-life air conditioning units, from mobile to rooftop chillers, providing a competitively priced, national collection and recycling service for any number or size of units from contractor sites or depots.

### Water Coolers

For companies that supply, install and replace water coolers, we provide a collection and recycling service to ensure compliant disposal of units.

### Ammonia Fridge Recycling

Using fully compliant and regulated operation to degas the fridge units and extract the blowing agent within the insulation material.

### Other services offered

- One-stop compliant solution
- Certificates of Destruction
- Bespoke reporting for clients
- Pallet collections available



## Our Recycling Services



### Why Choose Environcom?

Environcom offers a highly reliable and cost-effective recycling service. We understand the complexities of the 2006 UK WEEE regulations and can ensure your business fully complies. We also offer a regular collection service via our own fleet of transport, from a single item to an artic load.

Fully committed to the recycling process, our aim is to:

- Control costs
- Reduce landfill
- Reduce carbon footprint
- Enhance Corporate Social Responsibility (CSR)
- Provide compliant Solutions
- Ensure safe working practices

### Local Authorities

Working in partnership with local authorities and WEEE Compliance Schemes, we can determine the best solution for Household Waste & Recycling Centres. With the advantage of our own fleet of vehicles, we can provide services to suit your requirements, from one off collections to high volume contracts.

### Retailers

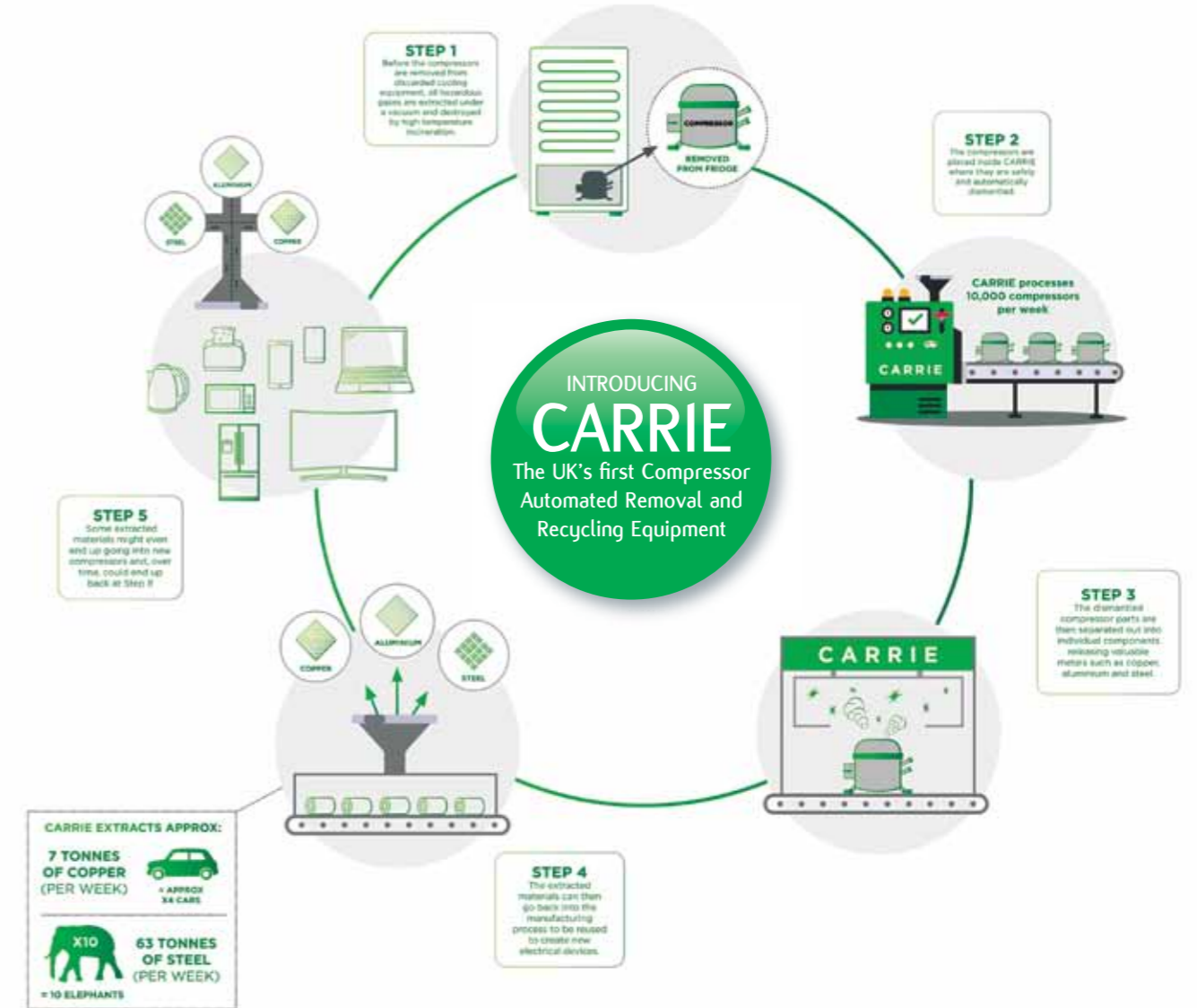
The Environcom Commercial Team is already working with major players in the highly competitive retail sector and has experience of researching, developing, presenting and delivering a personalised strategy to minimise costs, streamline provision and maximise opportunities for reuse, maximising Corporate Social Environmental Responsibility.

### Safety Achievements

In recognition of our commitment to safety in the workplace, Environcom has twice been presented with the British Safety Council International Safety Award, in 2017 and 2019. We were the only recycler to receive the International Award in 2019.



## Our Recycling Services



### CARRIE

Environcom has installed the UK's first compressor dismantling facility at our site in Grantham, in partnership with the compliance scheme REPIC. Only the second of its kind in Europe, the machine, known as CARRIE (Compressor Automated Removal and Recycling Equipment) enables the safe dismantling of compressors from refrigerators and other cooling appliances.

Compressors are ball-like black metal components at the bottom of a fridge and are often stolen as they have a scrap metal value. Improper removal can release harmful gases into the environment. CARRIE can process around 10,000 compressors a week and is expected to generate up to 28 tonnes of copper and 252 tonnes of steel every month, to be returned to manufacturing.

The process is fully automated and carried out within a controlled environment, achieving the highest standards for environmental control and employee health and safety. The introduction of CARRIE will raise standards in compressor recovery in the UK and reduce the number of compressors exported abroad. Until now, there was no capacity to dismantle compressors within the UK.



Each item undergoes  
**at least 15 tests**  
 by experienced  
 engineers.

## Our Reuse Services



**Low cost, high quality**  
 We aim to provide goods of the very highest quality at an affordable price. Each product goes through an extensive checking process, in which trained engineers repair, PAT test and approve products for re-distribution into the market. Each item is deep cleaned, issued with a warranty guarantee and fully tracked by bar code from unloading to final resale.

**Leading company, longest guarantees**  
 Environcom is the UK's largest independent E-WASTE recycling and reuse business. Working in partnership with major retailers, we are Europe's leading white goods refurbisher, providing the longest guarantees in the sector.

**Our products are graded either Gold or Silver:**

- |   |  |
|---|--|
| <p><b>Gold Grade</b></p> <ul style="list-style-type: none"> <li>• Premium product for the UK market</li> <li>• Fully tested</li> <li>• Newer product with little or no cosmetic damage</li> <li>• 6 months guarantee</li> </ul> | <p><b>Silver Grade</b></p> <ul style="list-style-type: none"> <li>• Value product for the UK market</li> <li>• Fully tested</li> <li>• Older product or with some cosmetic damage</li> <li>• 3 months guarantee</li> </ul> |
|---|--|

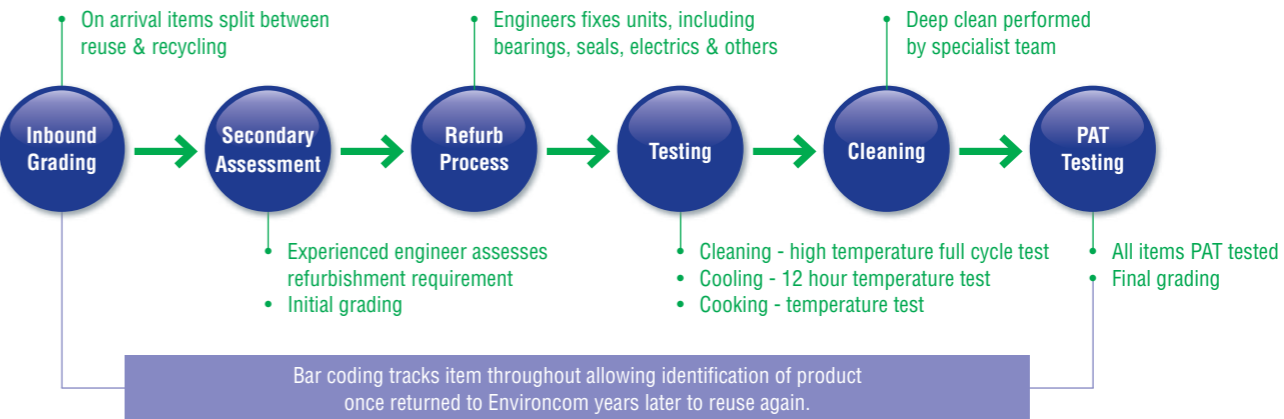
**Stock Includes...**

- Fridges
- Washing Machines
- Televisions
- Tumble Dryers
- Dishwashers
- Freezers, etc.

**The Brands We Offer**



**Our Refurbishment Process**





## Our Reuse Services

### Why Choose Environcom Products?

- Good for the environment
- Refurbished by expert engineers
- PAT tested
- Fully guaranteed
- Availability and choice
- Outstanding value



### General Public

Members of the general public can visit us at our Grantham and Stourbridge sites to hand-pick products from our vast selection of items, which includes some of the best brands in the industry. If you are unable to travel, we can arrange to deliver and install items in your home, and remove old units.

### Retailers

We understand that retailers are busy. Simply place an order with us and we will prepare items ready for collection at a time that is convenient or deliver the goods straight to your store. With an extensive range of stock and immediate availability, you can rely on us to keep your stock levels full and help make your shop profitable.

### Charities

Stocking Environcom's products can add a valuable revenue stream to your business, while giving your customers access to top branded domestic appliances. All goods are backed by a guarantee, with separate call Centre and at home repair service, ensuring shop staff do not need to handle any fault issues. Simply place your order and, if you wish, we can deliver straight to your store.

### Landlords

Buy a large domestic appliance bundle from us and we can not only reduce your costs but also arrange fitting and removal of old, unwanted items. Browse our selection of items online and select at your leisure.

### Trade Buyers

Whatever your customers' requirements, however detailed, we can tailor an order to suit your needs, whether for a few items or a truckload. Our sales managers are happy to assist, and with such choice, quality and availability, you can totally rely on us.

### Housing Associations

With a team of experienced engineers and extensive stock, we can tailor a Large Domestic Appliance solution to your specific requirements.

### Overseas Customers

We have the ability to supply volume orders across Europe. With over 500 quality items in stock, we can easily meet your demands, whether you require a few items or a few truckloads. As required, we can supply transport, or you can use your own transportation company. Contact us today to find out more about this exciting opportunity.



## Some of Our Clients





## BECS - Bagged E-Waste Collection Service

### For Retailers

By law from the 1st January 2021, all retailers who sell over £100,000 of electrical goods a year and have retail stores, are obliged to take back end-of-life electrical items, commonly known as e-waste from customers.

### For Businesses

Does your company have a stockpile of useless, end-of-life electrical/electronic items. Are you aware it is illegal for a business to dispose of e-waste at Household Waste Recycling Centre sites or place e-waste in a bin?

### For Our Planet

Environcom offer a compliant solution – Bagged E-Waste Collection Service (**BECS**) – to make sure that all e-waste is collected and either reused or recycled by Environcom, an Environmental Agency accredited e-waste facility.

### We Can Collect

- Any small electrical appliance powered by a battery or plug

### We Cannot Collect/Accept

- Please remove accessible batteries and place in a dedicated battery recycling location
- Any items powered by liquid fuels
- Items containing pressurised containers
- Light bulbs of any kind
- Loose plastic or packaging
- General waste

### How To Arrange A Collection Of Small Electrical Appliances

#### Collect

**Bag Collection:** Environcom will send you a supply of bags for you to fill with your end-of-life electrical items and supporting paperwork. Bags branded with your company logo available upon request.

**Pallet Collection:** For larger quantities/items Environcom will send you a supply of larger bulk bags and supporting paperwork for you to safely secure, ie. shrink wrap, on a pallet ready for collection. Pallet prices and postcode zones available upon request, please email: [customer.service@environcom.co.uk](mailto:customer.service@environcom.co.uk) for details.


#### Send

Arrange a collection through the Environcom web-link, [customer.service@environcom.co.uk](mailto:customer.service@environcom.co.uk) or call **0844 736 0071**, from as little as £30.00+vat per collection nationwide.

#### Recycle

**BECS** guarantees your business is doing the right thing and supporting the global challenge to reduce the impact that e-waste has on our environment. For more information please visit: [www.environcom.co.uk](http://www.environcom.co.uk)

To arrange a BECS collection:

 **0844 736 0071** (Press option 1 for further details about this service)

 [customer.service@environcom.co.uk](mailto:customer.service@environcom.co.uk)





**Environcom  
Transport Fleet.**  
Covering the whole  
of the UK and available  
**24/7.**

Environcom Transport Fleet



Environcom transport fleet of vehicles from 3.5 tonne to 18 tonne, all with tail lifts and with either a single or double manned collections or delivery service.

Artic fleet with Tautliners, walking floors or tipper trailers.

Both fleets operate around the UK and available 24/7.

Contact **John Broomfield** at Environcom if you have any transport requirements.

E: [john.broomfield@environcom.co.uk](mailto:john.broomfield@environcom.co.uk)

M: +44 779 143 2374

T: 0147 656 4942.





## Introducing GERI...

**GERI** (Gas Energy Recovery Incinerator) is our £1m investment, the most modern plant of its kind in the UK and designed and built by UK manufacturer AIC Group (environmental engineering).

As a fridge plant, Environcom must by law collect all the refrigerant gas and the gas used to create the insulation and then ensure these gases are destroyed by high temperature incineration. Prior to GERI's installation, we used one of the only two UK incinerators capable of this. These are located hundreds of miles away and often have very serious capacity issues. This waste is also very inefficient to transport.

GERI supplies hot water and heating to our site, whilst at the same time significantly reducing our carbon footprint, and substantially improving our business resilience.

### How GERI Works

The secondary chamber gets to 1,200 degrees and this high temperature process destroys the hazardous (to the environment) compounds found within these gases. The very hot gases pass through a heat exchanger and then through the totally autonomous computer-controlled pollution control system. The only product emitted, which comes out of the stack is water laden warm air.

It is a fact that more and more waste streams need destroying by high temperature incineration through the awareness that persistent pollutants never go away and remain to pollute future generations and not just ours and are present in many different waste streams.

So, whilst it may seem counter intuitive to incinerate, it is the best solution environmentally and with suitable abatement systems (as our has) very clean too.

GERI has the capacity to process all the UK fridge plants refrigerant and blowing agent gasses thus potentially making the whole industry more secure.

## Customer Testimonials

**Environcom has a number of contracts with leading retailers of electrical goods, including Dixons and Sainsbury's Argos, as well as key Local Authorities across the UK, and is responsible for their electrical and electronic recycling and reuse requirements in the UK.**

"I have been utilising Environcom's services for many years now, ensuring our e-waste is destroyed and recycled down the appropriate channels. Our operation is unique within the business, and we handle some very high end stock that requires the services of Environcom to destroy and recycle the stock, in a swift and controlled environment, with the relevant evidence and documentation to support it. The Environcom team are always positive and responsive towards my needs within this evolving retail industry we operate in. Thank you for your ongoing professional support."

**Distribution Centre Manager, Sainsbury's Argos**

"We take great pride in offering our customers good quality, reliable domestic appliances at affordable prices. Our entire business is based upon this one simple principle. Environcom has become a key supplier to AA Domestic in ensuring our promise is delivered, day in, day out. They are responsive to our wants and needs and never fail to impress us with their "can do" attitude. I do have other suppliers, but only Environcom offer the continuity of supply throughout all the seasons. May this continue for many years to come."

**Chris Gibbons, Owner, AA Domestic**

"Abbey Rentals specialise in supplying the West and East Midlands conurbations with high grade refurbished white goods and our reputation is squarely based upon, reliability, quality and speed of service. Environcom have managed to support our aims on a continuous basis throughout the year and importantly, supply us with quality goods that are fully tested and under warranty. More often than not, Environcom will call us with updated stock availability and help us to plan in advance for seasonal items that they know we need. Excellent service and truly reliable suppliers"

**Abbey Rentals**

"It is quite clear that thanks to companies like Environcom, the UK now has the capability to give our unwanted electrical items a new lease of life, which benefits the whole supply chain. But some parts of the industry are not seeing the true benefit of re-using e-waste. It's obvious that more needs to be done to address this in order that all recyclers are able to operate in the same responsible way as Environcom and within the law."

**Labour MP Alan Whitehead, Co-chair of the Associate Parliamentary Sustainable Resource Group**

"Environcom is making great gains in putting more and more of our old washing machines, fridges and other electrical items to reuse, rather than simply breaking them down for scrap. It is changing the way we think about our unwanted electrical. I'm delighted they have achieved the magnificent reuse milestone of 100,000 electrical items being given a new lease of life."

**Grantham MP, Nicholas Boles**

"Our implementation of the WEEE Directive and the store support network we have in place makes it the easiest place for customers to recycle and return their electrical and electronic equipment. We're looking forward to working with the Environcom team on a variety of new and exciting opportunities."

**Sarah Geddes, DSG Operations Director, Reverse Logistics**



For assistance in determining the right solution for your **e-waste** needs, ensuring **e-waste** doesn't have to cost the earth, contact our dedicated Customer Service Team on 0844 736 0071, internationally: 00 44 (0)1476 564 942 or email: [customer.service@environcom.co.uk](mailto:customer.service@environcom.co.uk)



**environcom**

E-WASTE DOESN'T HAVE TO COST THE EARTH

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Brochure design by [www.hobindesign.com](http://www.hobindesign.com)