



Battery box delivery and collection FAQs

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

A. Please request a collection online. 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. 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. How do I arrange for a collection?

A. Please request a collection via our website: <https://erp-recycling.org/uk/batteries/request-collection/>. The collection request will then be processed and the collection will be carried out within a **maximum of 30 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 30 working days. We will not contact you with a collection date. However if you have not received a collection within 30 days of your submission request, please contact us via ukoperations@erp-recycling.org quoting your reference number.

Q. I've arranged for a collection, will I need to order another battery box?

A. At the time of collection our supplier will only collect the batteries in the liner, this will be taken away and our supplier will leave you with an extra liner so you can start collecting again. The box will be left on the premises. If however you need to replace your battery box, please speak to our collections team on arrival who will be happy to supply a new one.

Q. How do I order a standard battery collection box (or boxes)?

A. Please request one or more battery boxes via our website: <https://erp-recycling.org/uk/batteries/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, send an email to ukoperations@erp-recycling.org quoting your reference number.

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 and two 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. I've run out of bin liners, how can I order more?

A. Should you run out of plastic liners feel free to replace them with any available plastic bin liner. We can work with you to understand your business, products, routes to market and raw data. Then, we determine your reporting requirements, collect item weights, calculate the data and prepare it for submission. Our bespoke software solution, with a large multi-sector product database, ensures accurate and timely reporting.

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: <https://erp-recycling.org/uk/wpcontent/uploads/sites/2/2017/10/ERP-UK-Battery-Box-Risk-Assessment-Oct-2017.pdf>

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.
- 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 firefighting measures: the extinguishing medium is carbon dioxide, water spray, dry chemical powder or the appropriate foam.

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.

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

