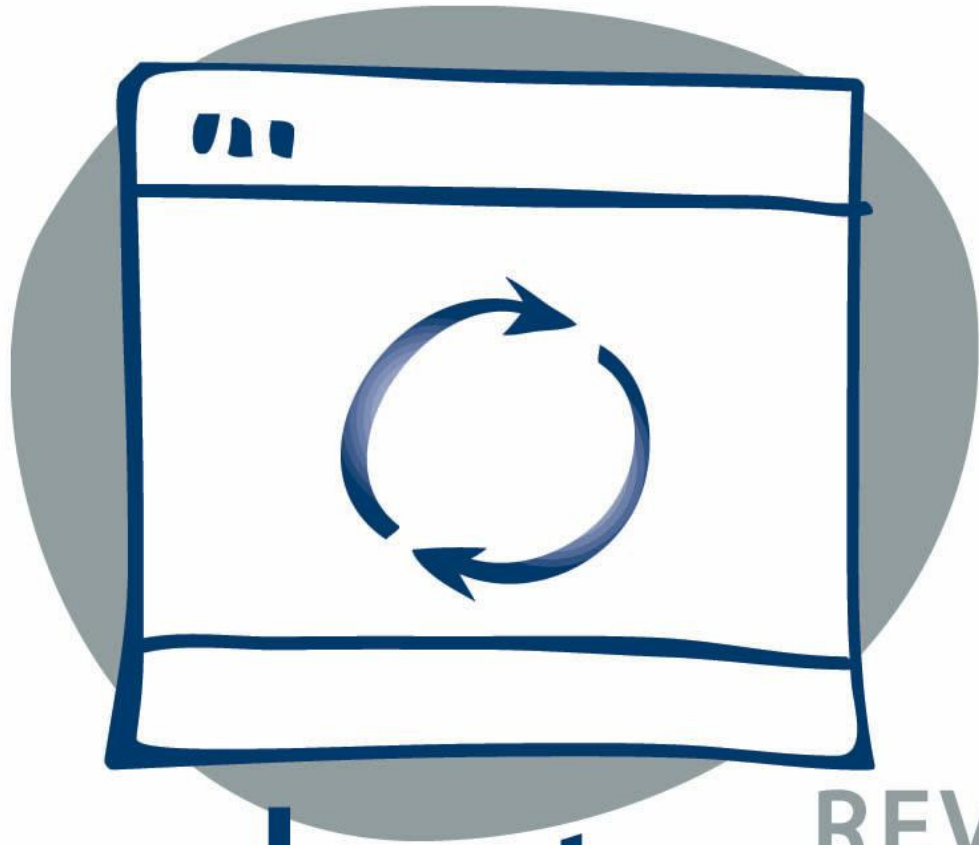




**Réseau des entreprises d'économie sociale
actives dans la récupération et le recyclage**

**Network of social economy enterprises
working on reuse and recycling**





electro^{REV}



- WEEE background
- the electroREV group
- key issues
- upcoming challenges and perspectives



RESSOURCES : a network

A preoccupation: *the environment*

A sector: *recycling and revalorization*

A value: *the social economy*

A wish: *to improve our members' professionalism*

- about 60 organizations in Walloon region and in Brussels area
- 1500 workers
- 80 000 tons a year
- a coordination team (8 people)



electroREV



Quality label for large household appliances (LHA) refurbished by social economy workshops in the Walloon Region and Brussels.

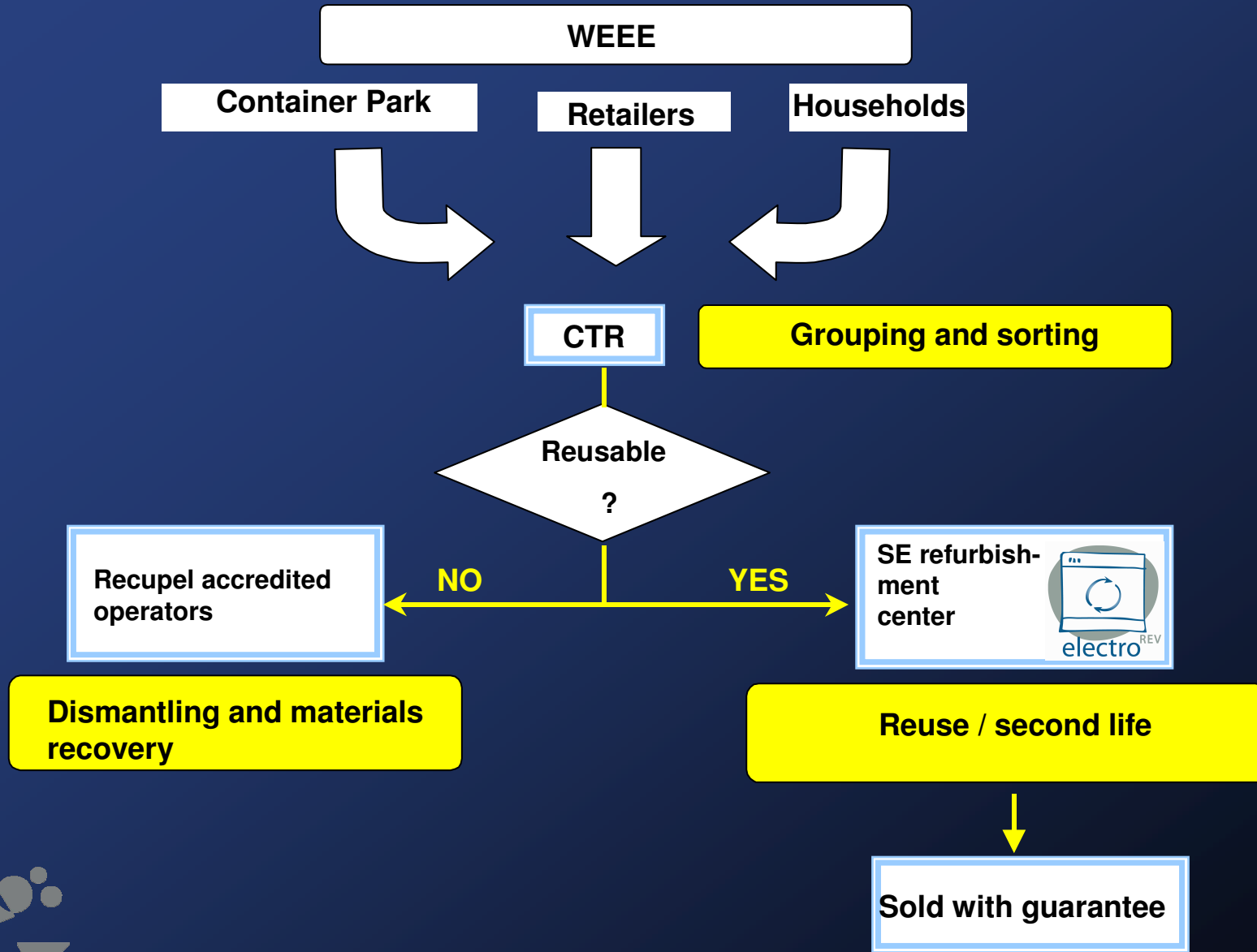


electroREV

- 15 WEEE members
- 6 accredited workshops
 - So.F.I.E (Liège)
 - R.APP.EL (Tubize)
 - Les Petits Riens (Bruxelles)
 - Trans 'form (Charleroi)
 - NSS technique (Namur)
 - Electro-Secours (Mouscron)



The WEEE flow



A summary of the WEEE cycle in Belgium

- **Buying a new appliance**
 - A recycling contribution is paid with the purchase of each new (household) electrical or electronic appliance.
 - This all-in contribution is used to finance the costs for the collection, sorting, transport and treatment of discarded
- **Collection in practice**
 - If the product can be reused, it can be given to a used-good center. The product will then be refurbished and re-sold at a reduced price. Quality = good
 - Products that no longer work can be disposed of in a container park. Quality = low
 - Consumers can bring their used appliances to retailers when they purchase new equivalent items. Quality = good
- **Sorting into 5 fractions:**
 - refrigerators and freezers
 - other large domestic appliances (washing machines, dishwashers, etc.)
 - picture tube TV and PC screens (CRT)
 - other appliances (mobile phone, iron, VCR, lighting appliance...)
 - gas discharge lamps
- **Recycling**
 - Appliances are dismantled, stripped of pollutants and recycled in an environmentally-friendly way at specialised treatment firms.



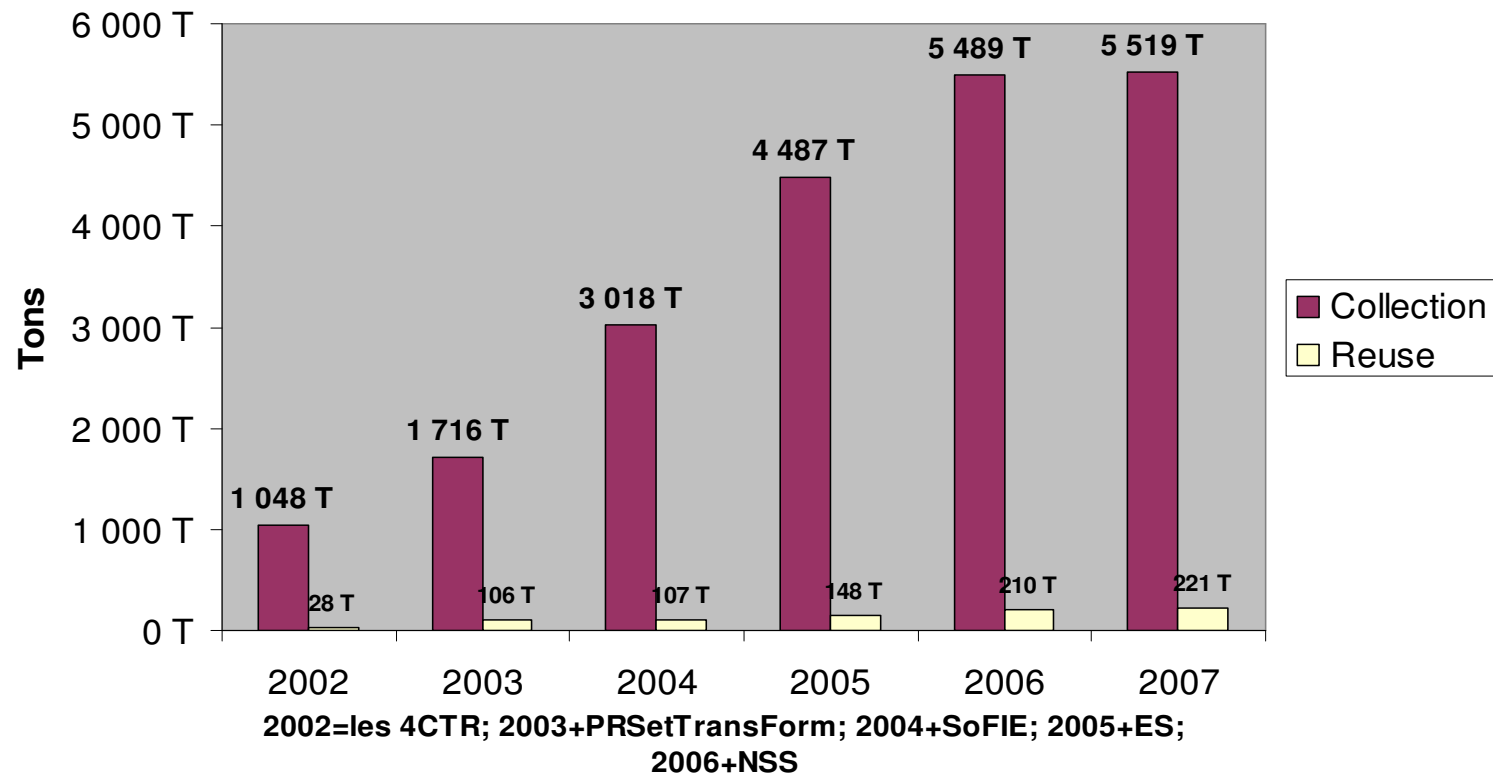
electroREV workshops

- SE enterprises active in job insertion or job training
- 2 main activities :
 - collection and sorting of WEEE (Regional Transshipment)
 - large volumes
 - financed by Recupel
 - refurbishment and sale
 - electroREV
 - low economic profitability
 - high demand from customers
- electroREV members combining RTS (Regional Transshipment Station) and refurbishment = sustainable model



electroREV background

Collection and Reuse of WEEE in Brussels + Walloon Region



electroREV background

- 2001: contacts RESSOURCES - ENVIE (France).

Aim: adapting the « ENVIE » model in W. + B.

- 2002/07: RECUPEL and CTR

4 Members of RESSOURCES become accredited CTR 's

- 2002/10: initiative of 3 members of RESSOURCES.

Setting up « electroREV » with support of ENVIE-France

- 2003/06: signing of electroREV Charter

- 2006/07: signing of official Recupel agreements

Ressources and KVK sign official agreements defining collaboration between Recupel and SE (CTR 's and Workshops)



electroREV principles

1. Motivation
2. Quality of technical work
 - Control procedures / Checklists
 - Training manuals
 - Registration software
3. Common sales policy
 - Common pricing and warranty
4. Sharing knowledge + experience



Inspection protocol : reception and control

Info vente	Nom et code opérateur:	Pris en charge le:	N° Entrée:
	Caractéristiques	avec séchoir sans séchoir	
	Marque:	Type:	N° de Série:

Contrôle visuel	Contrôle externe					
	Extérieur		OK	HS	Intérieur	
	Carrosserie, ...				Hublot, joint...	
	Contrôle interne					
	Mécanique et chauffage		OK	HS	Circuit vidange	
	Tension de la courroie				Pompe évacuation...	
	Moteur					
	Courroie				Filerie	
				Fiche secteur...	



Inspection protocol: refurbishment and QC

Travail de revalorisation	MISE EN PEINTURE: OUI / NON						
	TEMPS DE REPARATION ESTIMATION				ACCORD DE REPARATION (Date et signature chef d'équipe)		
	TRAVAUX EFFECTUES, pièces détachées...						
	TESTS DE DEROULEMENT DE PROGRAMMES EN CHARGE (par l'opérateur)						
		Programme	Date	Heure début	T°	Heure fin	Durée
	BON			BON			
		Cordon alimentation			Evacuation		
			

contrôle qualité	A	Programme	Date	Heure début	T°	Heure fin	Durée
	B	Contrôle technique		Bon		Contrôle propreté et contrôle températures	
		Fixation fils				Extérieur châssis	
		
	Observations				Signature du contrôleur		

Audit process

- Based on charter and technical procedures
- Motivation :
 - checking respect of procedures
 - guiding workshops in resolving problems/weaknesses
 - identifying innovations/best practices
 - strengthening ties in the group
 - improving quality and efficiency
 - respecting agreements with Regional authorities and Recupel



Audit process

- 2007 Development of audit procedures and content
- 2008/04 : completion of 1st round by pilot team :
 - 1 Ressources staff
 - 1 Workshop director
 - 1 Workshop technical manager (changes each time)
- 2008/05 : evaluation of 1st round



Audit process

- What we already learnt through the process :
 - identification of weaknesses : 2 or 3 cases with no direct solution
 - many best practices to be disseminated
 - probably some make up before audit team comes
 - some procedures not practical -> should be redesigned
 - most workshops achieve high ratings
 - importance of having 1 permanent coordinator for consistency of procedure and results



The social side of life

- 4500+ satisfied customers a year (TV sets & LHA)
- 50 people working professionally – and acquiring professionalism



Conclusion

- Professional workshops / staff
 - customer satisfaction
 - collaboration with Recupel
 - support from local authorities
- Group dynamics
 - exchange of best practices
 - mutual support (technical, appliances, training,...)
- Challenges :
 - access to WEEE = logistics issue
 - more workshops, closer to customers
 - increasing volumes / satisfying demand
 - collaboration with manufacturers



Thank you for your attention

Ressources : www.res-sources.be

