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| Circularity Toolkit: E-waste Blueprints |
| **Blueprint SOP** |
| Standard Operating Procedure for e-waste management in an OGS company |

**About the Circularity Toolkit: E-Waste Blueprints:**

GOGLA, with the support of Swedfund, has developed these E-waste Blueprints as part of our Circularity Toolkit to help off-grid solar companies implement and improve e-waste management across their operations.

The Blueprints build on the knowledge and best practice identified in phase 1 of our Toolkit. Wherever possible, we have sought to ensure that the Blueprint documents are applicable to a broad cross-section of OGS companies, regardless of company stage, product type or country of operations. However, companies should adapt the Blueprints as necessary to their individual operational context.

**Acknowledgements:**

GOGLA is grateful to Swedfund for funding the development of the E-waste Blueprints and for their continuous support to GOGLA's ambitions to improve standards of e-waste management in the off-grid solar industry.

The Blueprints were developed by Sofies, in collaboration with Akinyi Chemutai (independent), Charlotte Heffer and Wilson Wambugu (d.light), and Rebecca Rhodes (GOGLA). Thank you also to those companies and members of our Circularity Working Group who were involved in the consultations that helped us to shape the Blueprint elements of our Toolkit.

# Standard Operating Procedure (SOP) for OGS E-waste Management

[Insert applicable country of operation]

|  |  |
| --- | --- |
| Responsible Department | [Insert Department name] |
| Responsible Position | [Insert Responsible Department Position] |
| Effective Date | [Date when ratified] |
| Approval by | [First name Last name, Role] (for all required approvers) on [DD/MM/YYYY] |
| Last modified by and when | [First name Last name, Role] on [DD/MM/YYYY] |
| Changes made since the last version | [Summary description of changes made since last version saved] |

***Note to authors:*** *This standard operating procedure (SOP) template is designed to provide operational guidance for effective e-waste management within your OGS company. The SOP should be tailored to provide country-level operating procedures for each market in which you operate, using the e-waste process flow as a guide.*

*We recommend that the SOPs are developed with country-level operational managers and is adapted as necessary to the company’s stage, resources, ambitions for e-waste management and external factors such as regulatory environment or availability of recycling facilities.*

|  |  |
| --- | --- |
| Text highlighted in yellow | Insert required information |
| Text highlighted in blue | Recommended minimum options, for all OGS companies regardless of stage or geographical cover |
| Text highlighted in green | Recommended options for mature, or multi-national companies |
| Text highlighted in purple | If applicable to the company (e.g. vertically integrated or manufacturers) |
| ***Text in blue bold italics*** | Note to author |

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# Acronyms and Definitions

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| SOP | Standard Operating Procedures |  |  |
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# Process statement

E-waste stock can arise from both in-warranty and out-of-warranty returns, end-of-life component parts, and defective/canibalised stock.

This standard operating procedure (SOP) defines the procedure for e-waste management within [insert company name] [insert country], wherein products that are non-functioning and/or end-of-life must follow a predefined process according to [insert company’s e-waste global policy] or legal requirements where applicable, whichever is more stringent.

# Scope

This SOP is an addition to the [insert company’s e-waste global policy]. The policy states that each of [insert company’s name]’s operating countries will define e-waste procedures that adhere to national or regional e-waste legislation regarding collection, handling, transportation and safe disposal of e-waste.

This SOP is applicable to all [company name] products and component parts that are returned by consumers, regardless of their warranty status. However, [company] is also making a concerted effort to recover more non-functioning, out-of-warranty products in line with the principles of extended producer responsibility (EPR).

# Legal framework

E-waste legislation varies from country to country, which impacts our market-level e-waste management flows. Therefore, the SOP defined in this document may vary from the baseline e-waste management process defined in [insert company’s e-waste global policy].

In addition to the Basel and Bamako conventions, there are national policies that affect this SOP. The e-waste legislations that impact on [country name] are:

* [list regulations that are relevant to the country of operations.

*For information, see GSMA’s* [*E-waste Legislative Framework Map*](https://www.gsma.com/mobilefordevelopment/e-waste-legislative-framework-map/) *and the* [*Global E-waste Country Sheets (globalewaste.org)*](https://globalewaste.org/country-sheets/) *for a reliable source and starting point to increase your understanding of e-waste legislation that may affect your operations.*

*N.B. new legislation might have been ratified since these databases were last updated. The Bamako convention only applies to African nations.*

*See examples for India below:*

* + *E- Waste (Management) Amendment Rules, 2018*
  + *E-Waste (Management) Rules, 2016*
  + *Guidelines on Implementation of E-Waste (Management) Rules, 2016*

# Stakeholders and relationship management

Effective e-waste management within [company name\_country] requires liaison with and management of both internal and external stakeholders.

Internal stakeholders include e-waste champion(s) who can influence and promote the activities and those with responsibilities in the e-waste chain.

The e-waste lead and champion(s) are:

* [List the designated e-waste lead and company e-waste champions]

*Examples may include head of aftersales, country operations manager, logistics/product manager*

Externally, identifying and maintaining relationships with reputable e-waste processors is important to ensuring that e-waste can be safely and responsibly recycled or disposed of.

The e-waste processing partners in [country] are:

* [Where in place, list the e-waste / recycling service providers]

*E.g. transporters, dismantlers, recyclers*

# Roles and Responsibilities

The roles and responsibilities of the [country] operations team for e-waste management are listed below.

The [insert company’s e-waste global policy] details [company-level / global] roles and responsibility for e-waste, and any country-level variations in responsibility due to team structure are outlined here.

*Note to author: Clearly define all responsibilities in the table below. When attributing responsibilities to certain roles or departments, ensure that they are part of a role’s job description or department’s objectives*

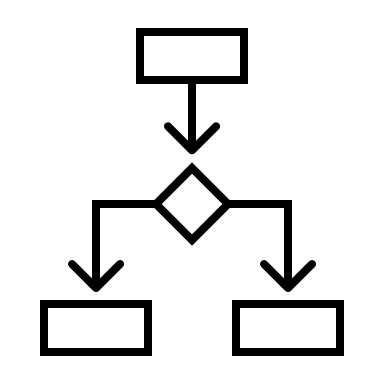
|  |  |
| --- | --- |
| **Role/Department** | **Responsibilities** |
| Example: *Uganda Managing Director* | * *Enforce the e-waste process* * *Share e-waste progress updates quarterly with country and global teams* * *Approve e-waste budget* |
| [Insert role/department] | [Define all responsibilities attributed to that role or department] |
|  |  |

# E-waste process

***Note to author****: Review the process flow chart in the global policy and adapt it as per market and regulatory variations nationally. This includes official transboundary movement, troubleshooting variations, and more.*

The process below defines each step of the e-waste process from receiving/collecting a non-functioning product, to handling, transporting, storage and safe disposal.

The [insert company’s e-waste global policy] details the standard e-waste process flow for [company name] however, there are regulatory, market and operational differentiations that influence e-waste management in [country], which are defined in the process flow below:



[Insert country-level e-waste management process flow covering point of collection to recycling/disposal. See Blueprint e-waste management flow charts for an example]