



GDANSK 28 june 2008

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

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



RESSOURCES : a network

A preoccupation: *the environment*

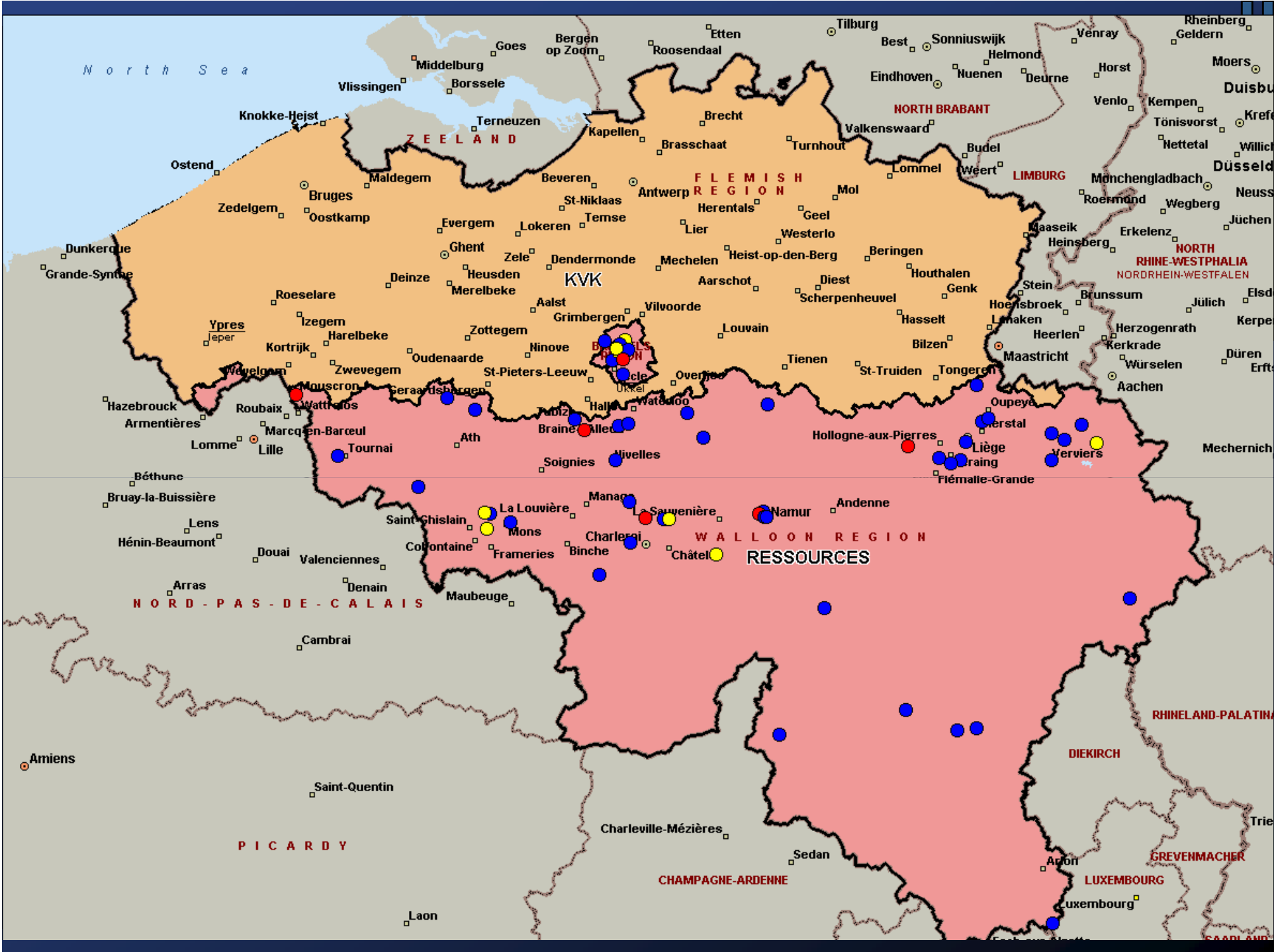
A sector: *recycling and revalorization*

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)





Organized in different sector :

- Textile (10 members, 16.000 T collected)
- Furniture (25 members)
- WEEE (10 members), including IT, ...
- Others : paper, waste wood, composting, ...



electroREV



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

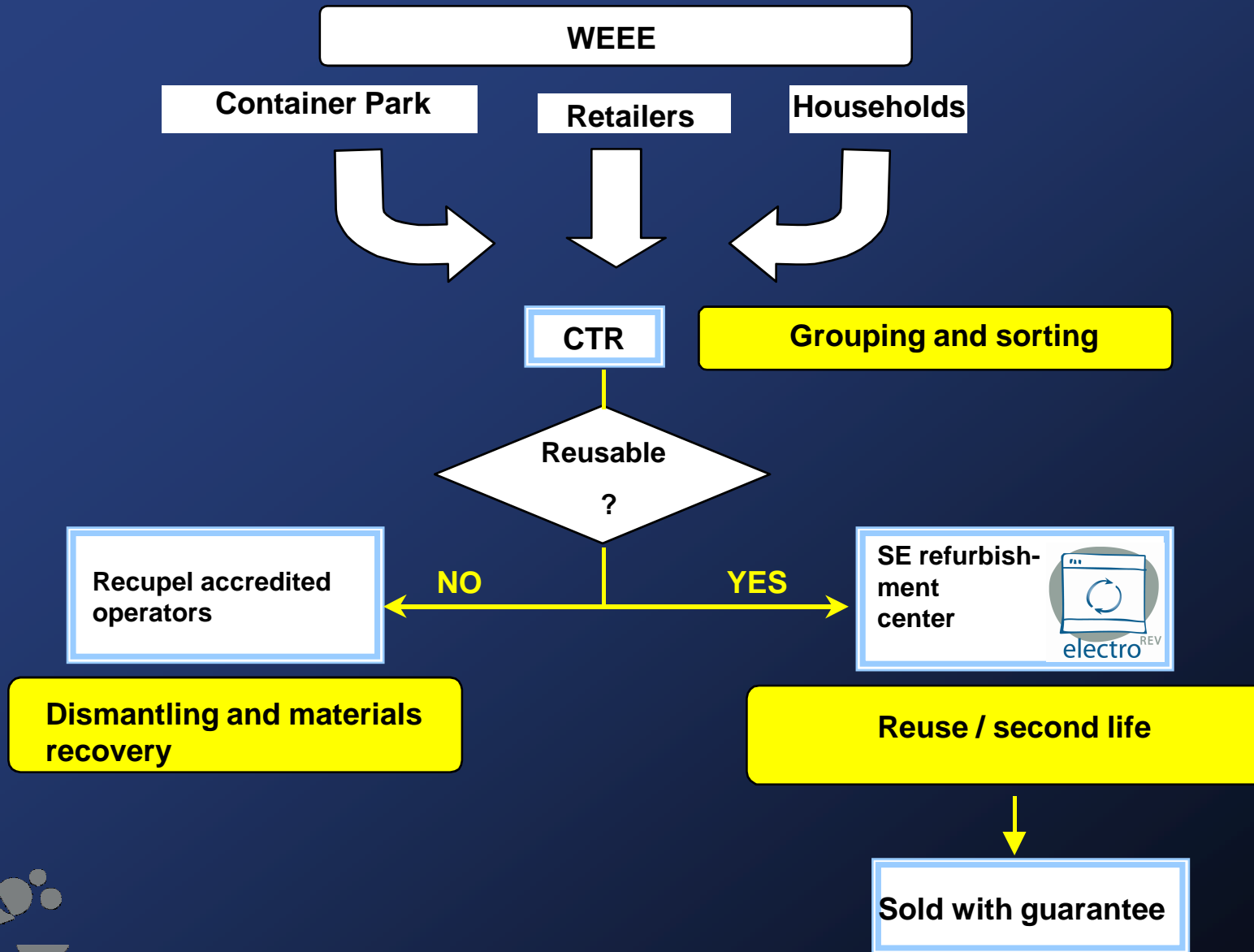


electroREV

- 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.



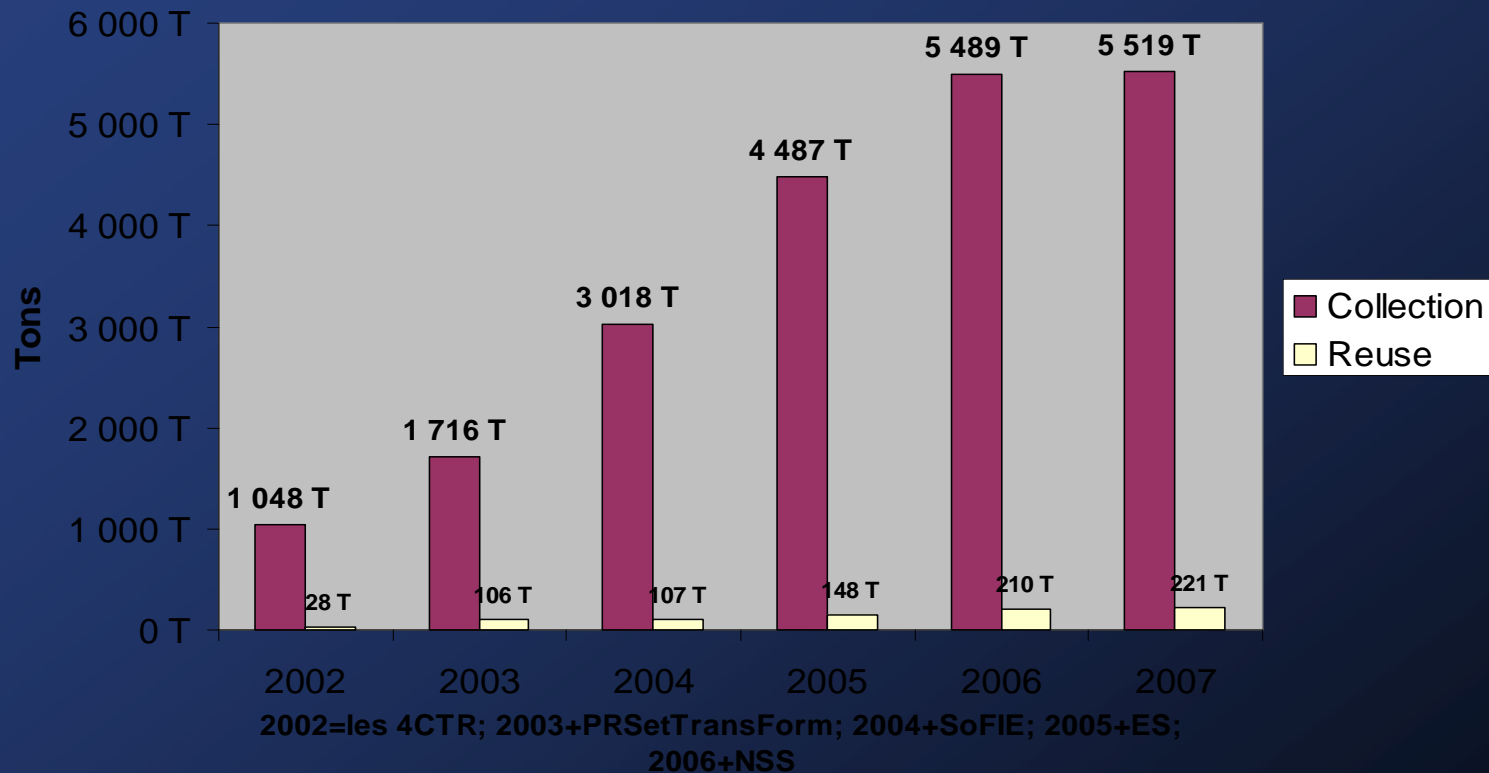
electroREV workshops

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

