

	Unique Reference	CVC001	Approved by	Lawrence Richards	Issue No:	Issue 1d
					Date of Issue	30/06/2020
	Title:	<b>ITAD collection process during COVID-19 restrictions</b>				
	Owner:			Lee Prescott		
	Email Document Controller			Lee.Prescott@Stonegroup.co.uk		

# 1. Purpose:

- 1.1 To provide a safe method of collecting redundant I.T. equipment from clients.
- 1.2 To ensure the safety of Stone personnel and clients during the collection process.

# 2. Scope:

- 2.1 All ITAD collection requests.

# 3. Booking a collection and preparing for collection.

- 3.1 All collections will be booked through the Stone portal.
- 3.2 Collections must be consolidated by the client into a single area that is easily accessible by the Stone personnel that minimises entry onto the client premises.
- 3.3 Ideally collections will be palletised (or caged) and shrink wrapped.
- 3.4 Where collections cannot be palletised, they must be stacked neatly, and any non-stackable items must be boxed prior to collection.
- 3.5 **All equipment must be quarantined with zero human contact for a minimum of 24 hours prior to collection.** Prior to the Stone driver arriving, the client must provide in writing that this requirement has been met along with photographic evidence.
- 3.6 To ensure a contactless service, a comprehensive equipment list will need to be emailed to Stone Computers so quantities can be verified when the collection is processed in the ITAD facility.
- 3.7 All collections will be carried out using a single person crew per vehicle where possible, and as such all items and boxes must be suitable for a single person lift.

# 4. Collection of equipment.

- 4.1 For the safety of the client and Stone personnel, the collection process will operate as a contactless service.
- 4.2 Where equipment is palletised, a vehicle with a tail-lift will be utilised to enable the Stone driver to quickly load the vehicle.
- 4.3 Where equipment is not palletised, it must be stacked neatly so that the Stone driver can load the vehicle with no assistance from the client.
- 4.4 At all times, social distancing must be adhered to by both the Stone computers driver and the client.
- 4.5 In line with the EA amendment to waste transfer notes (**Social distancing when signing and handing over waste transfer and consignment notes in person: RPS C8 - GOV.UK**) the WTN will **not** need to be signed by the client. Instead the client will need to provide their full name and business details (i.e. business email). These details will be added to the WTN by the driver.
- 4.6 Any collection discrepancies will only be reported once the collection has been processed at Stone HQ due to the nature of the collection process.

# 5. Arrival of equipment to Stone HQ:

- 5.1 Upon arrival at Stone HQ all collections will be unloaded, and an identification label applied.
- 5.2 **All equipment collected will be quarantined for a further 24 hours before entering the processing queue.**
- 5.3 Once the 24-hour quarantine period has elapsed, the collection will enter the processing queue as per our standard process. This will increase our standard maximum turnaround SLA.

**End of Document**

Supporting Documents:

Review Period: August 2020

Proprietary & Confidential