

e-Waste Toolkit

STRATEGIES FOR E-WASTE MANAGEMENT

Sustainable e-waste management is a priority for the off-grid sector in Africa but recapture and recycling efforts are limited due to insufficient public infrastructure and a lack of consumer awareness. Incentives are needed to motivate customers and companies to handle end-of-life products responsibly.

Strategy	Factors to Consider	Recommendation
Take back & collection	Where is the customer located?	<p>In cases where the customer cannot reach the service center easily, consider:</p> <ul style="list-style-type: none"> • Harnessing existing operational transportation routes along which you can set up local collection points.
	How can the customer be reached?	<ul style="list-style-type: none"> • Partnering with the informal sector, i.e. scrap collectors and local technicians to increase your collection network. They have an existing collection network and a relationship with the customers and are the first stop for customers when products fail. • Increase their capacity to repair faulty products and store broken ones as a collection point.

Strategy	Factors to Consider	Recommendation
Incentives	<p>Is the customer willing to hand over their products?</p> <p>How to overcome reluctance to handover broken products.</p>	<ul style="list-style-type: none"> • Overcome initial concerns by having face to face conversations with the customer. • Provide an incentive that would encourage the customer to bring back the product. Qualities of an incentive; sustainable, applicable and usable. It could be financial or non-financial e.g. a new product, merchandise.
	<p>How to get the products back from the customer?</p>	<ul style="list-style-type: none"> • Develop a comprehensive effective awareness campaign to notify the customers of the collection points and incentive scheme. • Integrate end-of-life (EoL) discussion at the point of sale and during customer visits. • Make the messaging clear and concise, take advantage of last mile agents to pass the message face to face with the customers.
Collaboration	<p>Who can you collaborate with?</p> <p>Why collaborate?</p>	<ul style="list-style-type: none"> • Government for regulatory guidance, lobbying and infrastructure development. • Other companies to increase lobbying power to governments, regulate industry, build capacity for sustainable e-waste management and increase collected quantities. • Relevant NGOs & academic institutions for knowledge exchange and transfer.

Strategy	Factors to Consider	Recommendation
<p>Technology & Software</p>	<p>What technology can be integrated into your processes?</p>	<p>Product design: Smarter software that allows for remote sensing, digital tamper proofing, cloud computing for information storage and overall interoperability.</p>
		<p>Product tracking & inventory: Any product that is taken back should have all its details recorded, this is not only useful to the recycler but also internally for audit purposes.</p>
		<p>Training and Repair: Open source repair apps can be coupled with good product design which are made accessible to the public.</p>



The materials in this e-waste toolkit have been developed for EEP's Africa portfolio in collaboration with CLASP, an international organization improving the energy and environmental performance of the appliances and equipment we use every day.