

Waste Shipment News

No: 4

October 2016



For customers and stakeholders interested in the import and export of waste



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The EU referendum result



Following the result of the referendum, the current position of the Environment Agency position is as follows:

The Environment Agency is responsible for creating a better place for people and wildlife – that work remains as important as ever.

There will be no immediate change to what we do and how we do it – we will continue to protect people and enhance the environment.

We will also continue our work carried out under existing European Union (EU) laws and policies, which still apply.

Bank account details - reminder



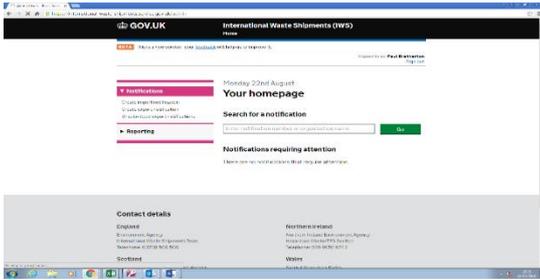
Earlier in the year we changed our bank accounts and provided you all with the new details. Unfortunately some customers have been attempting to use the old account. This issue has now been resolved for them but we would like to take the opportunity to issue a reminder to everyone to ensure that they have the correct details

Clicking on this [link](#) directs you to the page for International waste shipments: fee payment options.

You can use the form provided here to pay for your notification of international waste shipments (IWS). You can pay IWS fees by electronic transfer, phone (credit or debit card) or post.

If a BACS payment is made to the old account, it will be rejected and sent back to the payee

IWS Online: feedback reminder and how to get started



The online system has now been up and running since April 2016 and one important feature to note is the feedback tool situated on the main homepage. All comments or questions received on this page are anonymous and we would encourage all users to take advantage of this facility, if you wish to raise anything. One of our aims is to share with you details of answers to repeat questions that are sent to us.

If you've not yet used IWS Online to generate your notifications or record your shipment data why not give it a go today! Clicking on this [link](#) directs you to the IWS online system

What do I do if I need help with IWS online?

If you need help to use IWS online, you can call our Customer Service Centre on 03708 506 506 (Mon-Fri 9-5). Our advisors will be able to help you or they will transfer you to the IWS Online Helpdesk for more specialist advice.

If you have any questions or comments about IWS online, you can contact us at AskShipments@environment-agency.gov.uk

Data and statistics

Read about the Freedom of Information (FOI) Act and how to make a [request](#)

Check our [previous releases](#) to see if we've already answered your question

Make a new request by contacting us at:

FOI requests

Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests

PO Box 544

Rotherham

S60 1BY

Email enquiries@environment-agency.gov.uk

Main switchboard 03708 506 506



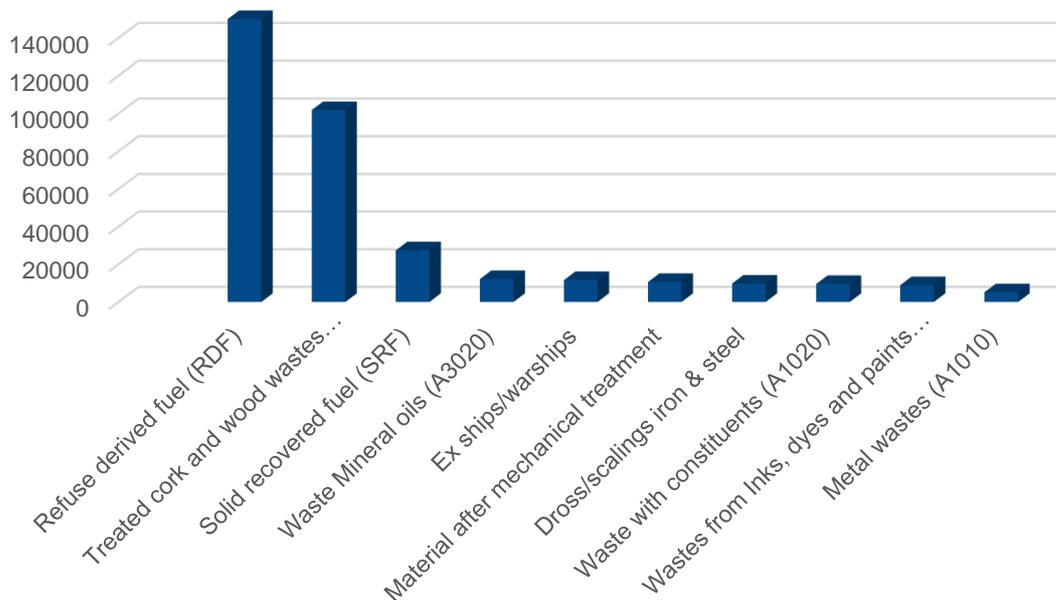
customer service line
03708 506 506

incident hotline
0800 80 70 60

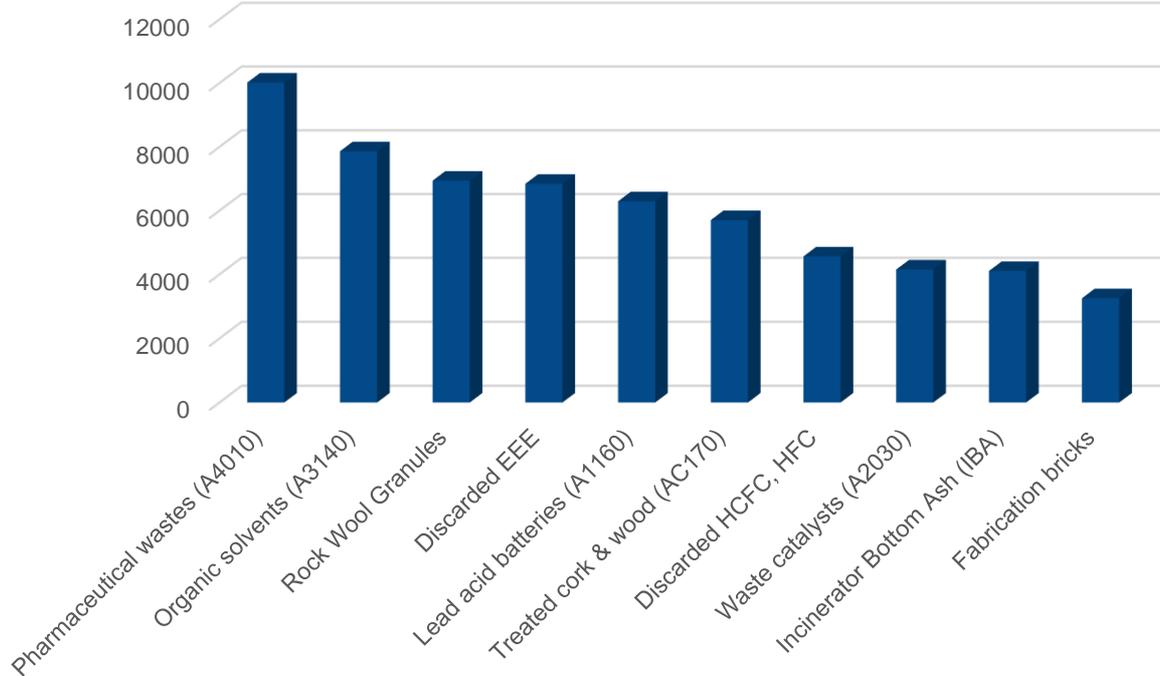
floodline
0345 988 1188

www.gov.uk/environment-agency

Current top 10 Exported Waste types by tonnage



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Guidance: Waste Import and Export



Our guidance on Gov.Uk is updated with any changes made to waste shipments; therefore you should always refer to our pages when making an application. Clicking on this [link](#) will direct you to this guidance

The Waste Exports Control Tool (WECT)



This tool will help you to identify the appropriate classification code for waste which is intended for export and the regulatory controls which apply to certain countries.

Click on this [link](#)

Frequently asked Questions concerning response times

Question: I have received acknowledgment to my notification. When will I receive consent from the Environment Agency?

We have 30 days from the date of acknowledgment in which to make our decision. If it is a pre-consented facility then we have 7 working days. Generally we make our decision in advance of these deadlines, but this can be and is, subject to the volumes of work that we are experiencing in the team

Question: I have also submitted a Financial Guarantee application. When will this be dealt with?

We aim to assess your application within 20 days. This is dependent upon workloads, and the status of your notification.

Question: I have a General Enquiry about exporting waste that I have sent to the new [askshipments](#) mailbox. When am I likely to receive a response or answer to this?

Under Environment Agency customer charter guidelines, we aim to respond to correspondence within 10 working days. However, sometimes we may need longer to respond. For example, if you are asking for complex information or if we need to check something with a third party. But we will always get back to you.

Question: I have recently submitted a notification and you have asked for further information from me before you can proceed. If I send the information that you require, back to you now, when will this be dealt with?

We have 3 working from date of receipt to transmit the notification. If we still require further information following your initial response, then we have a further 3 working days from receipt of that information. (All of these response times are exclusive of bank Holidays)



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