

# Waste Shipment News

No: 6

October 2017



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



## Key messages

### Easy as one, two three - A request from the data team



1. Please ensure that when you e-mail movement forms to us you include in the email title - a) the notification number and b) whether it's a pre-note or not.
2. Can you also ensure that when sending completed movement forms & pre notes you use a separate pdf for each notification, or alternatively a separate e-mail. We do receive a small number of mixed notifications which sometimes makes it difficult to input the details accurately. This will be a big help to us and will allow us to deal with the forms much quicker and more efficiently.
3. Finally, a reminder that an active load is still considered to be an active load until block 19 is stamped



**A big thank you from us for the improvement in the quality of movement forms that you are sending to us. If you can remember previously, we alerted you to the fact that some of the forms being received were proving impossible to read, therefore we were having to contact you to ask you to re-submit them.**

**So please keep up the good work. It is greatly appreciated by the team!**



## Courier mail service



Whilst we are happy to support those of you who wish to use a courier service, to transmit your notification, we would just like to remind you that we will always require the following information to enable us to work with you on this:

- You must provide us with the name of the courier being used. You need to check with the courier as to whether they intend to sub-contract out the collection to another courier. If they do, then we need to be made aware of this, and be provided with details of what courier will be making the collection.

- We will always require packing documents (i.e. address labels) to be sent to us in advance, to ensure a smooth handover. Please provide these documents in a timely manner so that we can complete the package properly, and deliver it to our loading bay in good time.

- If you have any further questions about this please contact: [askshipments](#)

## Pre-notification of Shipments



Recently we have fielded a number of questions on this subject so we thought we would communicate this out to a wider audience.

### What is a shipment?

We consider a shipment to be a movement of one or more vehicles or containers starting from the same location on the same day, following the same route and arriving at the same recovery/disposal facility on the same day.

However you must be aware that other authorities in countries to and through which the waste travels en route to its destination, may take a different position and may require each individual container to be accompanied by a separate movement document. In these circumstances, a movement document should be provided for each individual container and provided to all competent authorities concerned.

### When to pre-notify a shipment?

- No less than three days prior to the shipment taking place
- No more than 30 days prior to the shipment taking place

### What documents are required for a pre-notification?

- A consented movement document with the shipment number clearly identified in block 2
- The actual date of the shipment should be identified in block 6
- Any additional information which is specified in the consent letter

Once again, if you require any further clarity from the team, please contact [askshipments](#)

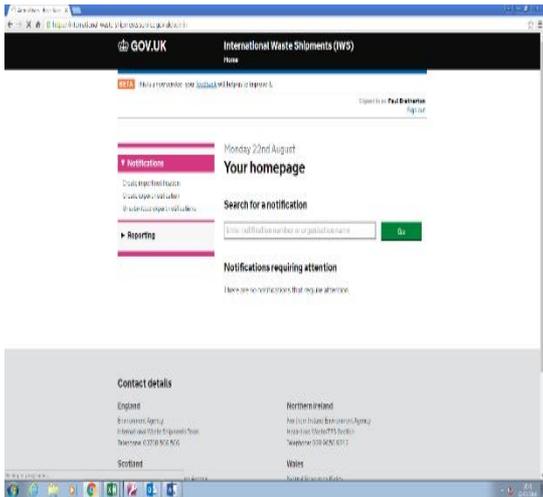
customer service line  
03708 506 506

incident hotline  
0800 80 70 60

floodline  
0345 988 1188

[www.gov.uk/environment-agency](http://www.gov.uk/environment-agency)

# IWS Online



## Feedback reminder and how to get started

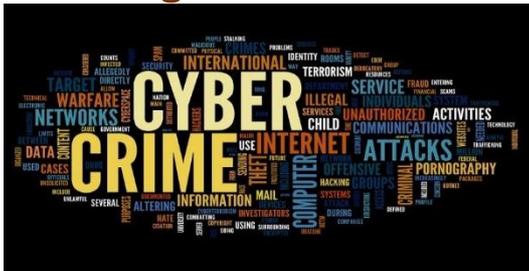
We would like to remind you of one of the important features which is the feedback tool situated on the main homepage. All comments or questions received on this page are anonymous and we would encourage all users to take advantage of this facility. One of our aims is to share with you details of our responses to repeat questions, so once again, watch this space.

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](#)

## Phishing e-mails



Back in July, we contacted you with a warning that cyber criminals were maybe attempting to impersonate the Environment Agency for financial gain, by using a phishing e-mail.

**We don't believe that any further attempts have since been made but we ask you to remain vigilant and to contact us with any concerns that you may have.**

## Port Inspections: Harwich International Port



Members of the IWS team recently undertook a visit to Harwich International Port, to support area colleagues in the Anglian area and also the national enforcement service. The aim was to assist in gathering intelligence on waste shipment exports, further develop our joined up working approach with other teams in the Environment Agency, whilst also making ourselves available to provide advice and guidance on the ground.

## RWM Conference-Birmingham NEC



Representatives from the IWS team recently visited the [RWM Conference](#) in Birmingham and we took the opportunity to say hello to a number of you also attending. We were happy to provide some advice and guidance, and we also gained some valuable feedback. One repeat request was for us to consider setting some time aside to meet with yourselves at future conferences. This is something that we would be more than happy to accommodate, so it is our intention to schedule this in for future conferences

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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 [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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