

The REI offers two levels of membership to IT equipment recyclers and refurbishers in Yorkshire and the Humber. The membership levels are linked to quality assurance systems.

Level 1 members must sign and agree to abide by the REI's code of conduct which sets out the levels of service which individuals and businesses can expect when dealing with an REI member.

However, organisations can also apply for a higher level of membership which involves completing a self assessment checklist (see below) which is then checked by REI to ensure full compliance during a rigorous auditing procedure of their business and practices and services levels. These level 2 members are then known as accredited members.

Accredited members must complete an annual self assessment checklist (see below) [how frequently?] which is then checked by the REI to ensure full compliance:

### **Self assessment checklist**

Accredited members are asked the following questions to ensure they have met the criteria required for this level of membership:

1. Has a donor receipt or pledge been issued?
2. Have all distinguishing marks been removed from the equipment?
3. Has each working hard disk been sanitized?
4. Have other hard disks been disabled before being sent to an authorised contractor?
5. Are you knowingly collecting only computers and allied equipment, which are suitable for the purposes of refurbishing and cannibalising for sale?
6. Is all equipment coming into the centre assessed for refurbishment?
7. Is all the centre's waste sent to authorised persons?
8. Do you have waste carrier and broker licences, and copies in your vehicle(s)?
9. Have you registered with the EA for a waste management licence or an exemption?
10. Is all waste stored according to the Duty of Care?
11. Do you have copies of the waste carrier's licence, waste disposal licence or exemption certificate of each authorised contractor that you use?
12. Do you ensure that no IT equipment is disposed of in the centre's general waste?
13. Have you completed a waste transfer note for each consignment of waste disposed of to an authorised contractor?
14. Have all monitors/batteries been sent to contractors with a Special Waste licence?
15. Is training given to employees relating to the handling of waste?
16. Do you test equipment to check that the hardware functions in accordance with its stated purpose?
17. Are your waste contractors registered with Environment Agency?
18. Are resale items PAT tested to the appropriate standard?
19. Do you have a quality management system capable of providing full traceability?
20. Can you provide detailed mass balance data for equipment and material processed?
21. Do you have an Environmental Statement and Environmental Management System?
22. Do you have a minimum insurance cover for public and products liability of £1m?
23. Are you able to disclose any prosecutions in respect of any environmental or health and safety issues?
24. Are all your permits and permissions up to date?
25. Is only licensed software installed on refurbished equipment for resale?
26. Does the description of refurbished goods properly describe their condition?

Complaints and concerns about members' operating standards or conduct should be sent in the first instance to the member concerned and a copy of the complaint sent to the REI management committee at [info@REI-North.net](mailto:info@REI-North.net).

In the event that a dispute between a customer and member is unresolved the member or customer can ask the REI management committee to mediate. The management committee can be contacted [atinfo@REI-North.net](mailto:atinfo@REI-North.net) or on 01977 736283