

Customer Packaging Returns Information

Dear Customer

This document is designed as a guide to help you determine what chemical packaging returns Fisher Scientific UK will accept, how you can return waste packaging and what happens to it once it is received at our Loughborough site.

The information below has been set out as questions and answers. We hope this will help you with any queries that you may have regarding the free service we provide.

What chemical packaging can I return to Fisher Scientific UK?

Fisher Scientific UK can accept the following packaging with a Fisher Chemicals label:

- 2.5L glass and plastic coated glass bottles (Winchesters)
- 2.5L glass and plastic liquids bottles (Mausers)
- Cardboard, with Fisher Scientific/Chemicals logo and recycling symbols used to deliver the above
- Pulp inners from the above packs
- Wooden pallets

We cannot accept packaging materials from any other suppliers including products sold by Fisher Scientific.



Why can't I return other types of packaging to Fisher Scientific UK?

Fisher Scientific UK accepts items which we can either reuse or recycle on the basis that it remains a cost neutral activity. If we were to take back other packaging, we would have to pay disposal costs, which would need to be reflected in the price of products that we supply.

Why do I have to fill in a waste transfer note?

The Environmental Protection Act 1990 (EPA) requires that whenever waste is disposed of there must be documentation to show that it is being transferred to an authorised person. This is achieved through the use of a controlled waste transfer note as prescribed under Section 34 of the EPA and is called Duty of Care. In essence, Duty of Care requires the waste producer (i.e. the customer) to only pass waste on to a duly authorised third party (in this case, Fisher Scientific UK) and to ensure waste is dealt with in accordance with the EPA. If you are returning waste and not being asked to sign a controlled waste transfer note then you, as the waste producer are in breach of section 34 of the EPA and could be prosecuted by the EA (Environment Agency).

As the waste producer, you are able to demonstrate that you have complied with this Duty of Care by using the controlled waste transfer note that you have signed.

Why can't I just fill out a succession note for the year?

Fisher Scientific UK has a legal obligation to ensure we have full traceability for all wastes received. However, the use of annual waste transfer or succession notes meant it proved very difficult for a driver to know which customer had completed these when asked to take back packaging. This, combined with a small but significant number of incidents where customers have inadvertently returned inappropriate items to us, endangering the health and safety of the Fisher Scientific employees handling the packaging returns, has resulted in us no longer accepting succession notes.

What steps do I have to take before I return packaging?

- You need to ensure that all bottles/packaging do not contain hazardous product
- Please remember that our employees do not expect product or wastes to be present. All drivers are provided with protective clothing and the relevant training, but the presence of unanticipated waste poses a very significant risk to them
- PLEASE DO NOT leave sodium wire in bottles, this is difficult to see in an amber bottle and can be very hazardous to personnel handling returns.
- Please ensure there are no broken glass bottles as these pose a risk of injury to our employees
- All glass must be securely packaged, ideally in a Fisher Scientific UK box with the pulp components
- Unless being used with the pulp inner to return empty Fisher Scientific UK bottles, any empty cardboard boxes should be flattened to reduce the amount of space required and should not be contaminated with chemicals, as this would also constitute special waste
- Please do not return loose-fill packaging, only pulp inners from bottle packaging

How do I notify you that I have packaging to return?

There are three ways you can request packaging to be returned to Fisher Scientific, subject to the capacity of the vehicle loading.

1. Tell the driver, when he arrives with a delivery. He will then fit it within the load or arrange to pick it up at a mutually convenient date; or
2. Contact customer services and advise them, they can then arrange for collection within the delivery schedule.
3. Website link: <https://www.fishersci.co.uk/gb/en/returns-form/empty-bottle-returns-requests.html>

Why did the driver refuse to take the packaging away?

Fisher Scientific UK drivers have been instructed not to accept loads that appear to be contaminated, contain items not specified for return, are badly packaged or present a risk to their health and safety.

PLEASE remember that the driver has responsibility for the condition of his load by law. If he does not believe the load conforms to the paperwork you have given him, he is within his rights to refuse to accept it and his licence and livelihood are reliant on this.



Why do I have a copy of the waste return note?

To satisfy your Duty of Care obligations and the Waste Regulations 2011, you need to keep a copy of the controlled waste transfer note for at least three years. The Environment Agency can ask to see these records at any time and failure to have them is a breach of your duty of care and subject to criminal proceedings. This document may be useful for customers with ISO 14001 as part of their compliance management to demonstrate Duty of Care.

Can I have a container in which to accumulate my packaging returns?

Unfortunately we will only be able to provide a pallet cage where customers generate a significant volume of Fisher Scientific returnable packaging waste. Any such provision by us remains the property of Fisher Scientific UK.

What happens to the packaging I send back?

Glass and plastic coated glass bottles are broken down and supplied to glass manufacturers for recycling.

Cardboard and pulp components can either be reused or sent for recycling into pulp for further cardboard manufacture.

Fisher Scientific UK is an ISO 14001 certified company; we will endeavour to look for new avenues to recycle and/or dispose of our packaging and keep you informed of any further developments in this area.

What would happen if I sent back something I shouldn't?

Where an error occurs that did not involve the return of special waste, Fisher Scientific UK will write to you and advise you of your mistake and request action be taken to ensure it does not re-occur.

In the event that you are unable to comply with the requirements set out above, we reserve the right to withdraw this service.

In the unlikely event of special waste being inadvertently returned to us, we have a legal obligation to treat all such events properly and would have no option but to apply to the Environment Agency for an emergency consignment note. We would be required to advise the Environment Agency of the full details of the situation, including the name and address of the customer involved. We would also notify you of the problem and discuss the appropriate action. This may include the recovery of costs incurred as a result of this error.

If you have any queries regarding this policy please e-mail us at fisheruk.customerservice@thermofisher.com