

ENSURING BEST-PRACTICE ENVIRONMENTAL COMPLIANCE ACROSS BORDERS


ENVIROSOLUTIONS

For a leading telecommunications company that owns and operates mobile networks in some 30 countries, ensuring compliance with environmental regulations was a concern. This was especially true in Europe, where the company is subject to Extended Producer Responsibility (EPR) legislation, which makes it responsible for financing the recycling of some products and packaging once they become waste, and for reporting recycling activities as required to regulatory authorities. To add to the complexity, the telecom also has responsibilities under two other environmental regimes: Restriction of Hazardous Substances (RoHS) and Registration, Evaluation, Authorization and Restriction of Chemicals (REACH). To help it ensure consistent, best-practice compliance with environmental regulations in 13 countries across Europe, the mobile network operator turned to DHL's Envirosolutions team.

CUSTOMER CHALLENGE

The customer needed to comply with EPR directives in all of the European countries where it operates. The telecom relies on a separate procurement company to supply products, such as handsets, to its subsidiaries across Europe. However, the country that imports the goods is responsible for complying with EPR, and this was being managed at the country level. As a result, our customer lacked centralized visibility into compliance activities as well as any of the associated costs.

The customer needed an EPR expert with extensive multinational experience to manage all of its compliance activity centrally. This expert would be required to collect and collate product data, manage reporting and pay fees to compliance schemes on the customer's behalf, and keep the company abreast of any changes in relevant legislation.

Deutsche Post DHL – The Mail & Logistics Group

Customer Challenge

- Ensure EPR compliance in 13 countries across Europe
- Achieve central visibility of country-level EPR activity and associated costs
- Ensure compliance with the latest legislation

DHL Supply Chain Solution

- Recommend best compliance options in each country
- Control tower approach to manage reporting and payment centrally
- Dedicated team to manage compliance reporting and regulatory changes

Customer Benefits

- Reduced technical and administrative burden
- Single point of contact for all compliance issues
- Improved legal compliance
- Reduced risk management and increased visibility of activities and cost

DHL SUPPLY CHAIN SOLUTION

The DHL EnviroSolutions team started by understanding the customer's supply chain, sales strategy, and route to market in each country. After registering the customer in each country, the team then recommended the best compliance option for minimizing the impact of legislation affecting packaging, electrical and electronic equipment (EEE), and battery waste, as well as an appropriate strategy for RoHS and REACH.

Under EPR, manufacturers and importers are charged recycling fees based on the amount of product they bring into a particular market. With this in mind, DHL applied its control tower solution, which acts as a single point of contact for all suppliers and approved compliance schemes across all countries.

With the control tower approach, a dedicated team of people obtains sales and product data from the customer and the subsidiary countries, which the team then reports to the compliance management group. If there are any anomalies among these sets of country-level data, the team works to account for them. DHL also pays the country-level recycling fees on behalf of the customer and provides a quarterly, consolidated European report and invoice.

CUSTOMER BENEFITS

With DHL managing its EPR liabilities, the customer's technical and administrative burden has been reduced and its international brand reputation is ensured. This enables the customer to focus on core business activities.

DHL's EnviroSolutions' team has made recommendations and changes to improve the customer's legal compliance, and the control tower solution has reduced the risk of non-compliance in each of the countries where the mobile network provider operates. With a single point of contact, the customer does not have to chase reporting in each country, and it has gained improved visibility of compliance reporting and associated costs.

DHL's expert team also provides regular updates and analysis of global regulatory changes to ensure that the customer is always operating under best practices in each country.

For further information

Contact our supply chain experts
supplychain@dhl.com
www.dhl.com/supplychain