

TECHNICAL CODE

GUIDELINE FOR STANDARD OPERATING PROCESS AND PROCEDURE (SOPP) FOR MOBILE E-WASTE (SIM-BASED DEVICES) TAKE BACK AND RECYCLING PROGRAM

Developed by



Registered by



Registered date:

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DEVELOPMENT OF TECHNICAL CODES

The Communications and Multimedia Act 1998 ('the Act') provides for Technical Standards Forum designated under section 184 of the Act or the Malaysian Communications and Multimedia Commission ('the Commission') to prepare a technical code. The technical code prepared pursuant to section 185 of the Act shall consist of, at least, the requirement for network interoperability and the promotion of safety of network facilities.

Section 96 of the Act also provides for the Commission to determine a technical code in accordance with section 55 of the Act if the technical code is not developed under an applicable provision of the Act and it is unlikely to be developed by the Technical Standards Forum within a reasonable time.

In exercise of the power conferred by section 184 of the Act, the Commission has designated the Malaysian Technical Standards Forum Bhd (MTSFB) as a Technical Standards Forum which is obligated, among others, to prepare the technical code under section 185 of the Act.

A technical code prepared in accordance with section 185 shall not be effective until it is registered by the Commission pursuant to section 95 of the Act.

For further information on the technical code, please contact:

Malaysian Communications and Multimedia Commission (MCMC)

MCMC Tower 1
Jalan Impact, Cyber 6,
63000 Cyberjaya
Selangor Darul Ehsan
MALAYSIA

Tel: +60 3 8688 8000
Fax: +60 3 8688 1000
<http://www.skmm.gov.my>

OR

Malaysian Technical Standards Forum Bhd (MTSFB)

Malaysian Communications & Multimedia Commission (MCMC Old Building)
Off Persiaran Multimedia
Jalan Impact
63000 Cyberjaya
Selangor Darul Ehsan
MALAYSIA

Tel: +60 3 8322 1441/1551
Fax: +60 3 8322 0115
<http://www.mtsfb.org.my>

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Committee Representation

This Mobile e-Waste Working Committee developed this Technical Code consists of representatives from the following organisations:

Altel Communications Sdn. Bhd

Celcom Axiata Berhad

DiGi Telecommunications Sdn.Bhd

iTrain (M) Sdn Bhd

Maxis Communication Berhad

Malaysia Digital Economy Corporation (MDEC)

Malaysian Technical Standards Forum Bhd (MTSFB)

Telekom Malaysia Berhad

U-Mobile Sdn Bhd

FOREWORD

This technical code for the Guideline for Standard Operating Process and Procedure (SOPP) for Mobile E-Waste (Sim-Based Devices) Take Back and Recycling Program ('this Technical Code') was developed pursuant to Section 185 of the Act 588 by the Malaysian Technical Standards Forum Bhd ('MTSFB') via its Green-ICT Working Group (GICT WG).

This Technical Code was developed for the purpose of providing a recommendation for the Standard Operating Process and Procedure for the Mobile e-Waste Program under the Malaysian Communications and Multimedia Commission guidance.

This Technical Code identifies processes and procedures for Telecommunications Service Providers and other stakeholders who is participating in the Mobile e-Waste Program in Malaysia on a voluntary basis. The purpose of the Mobile e-Waste Program is to collect End-of-Life (EoL), unused or unwanted phones from the Public with the intention that this e-Waste can be safely disposed of in the proper and environmentally correct manner.

This Technical Code shall continue to be valid and effective until reviewed or cancelled.

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GUIDELINE FOR STANDARD OPERATING PROCESS AND PROCEDURE (SOPP) FOR MOBILE E-WASTE (SIM-BASED DEVICES) TAKE BACK AND RECYCLING PROGRAM

1. Scope

This Technical Code describes the Standard Operating Process and Procedure (SOPP) for the Industry's Mobile e-Waste Program. Below are among the end-to-end processes that are covered;

- a) from Phone Donor to Retail Shop;
- b) from Retail Shop to Full Recycling Facility Vendor; and
- c) events.

It is described the security recommendations of the Collection box (or recycling box) and processes which to ensure that the contents of the Collection Boxes do not end up with unintended person or agents. This section also outlines security features of the processes and measures taken to ensure the safety and protection of parties involved.

This Technical Code also addresses the Personal Data Protection Act (PDPA) 2010 matters to ensure that the phone donor deletes the personal data on the phone. As an added measure, the Collection Box carries security features and the SOPP has additional steps to ensure if any data undeleted in the phone devices, will not be accessible and be permanently deleted at the recycling plant or premises.

2. Normative References

The following normative references are indispensable for the application of this Technical Code. For dated references, only the edition cited applies. For undated references, the latest edition of the normative references (including any amendments) applies.

Communications and Multimedia Act 1998

Personal Data Protection Act 2010

Environmental Quality Act 1974

3. Abbreviations and Definitions

For the purposes of this Technical Code, the following abbreviation and definition apply.

3.1 Abbreviations

SOPP	Standard Operating Process and Procedure
FRF	Full Recovery Facility
PDPA	Personal Data Protection Act
SLA	Service Level Agreement

3.2 Definitions

3.2.1 Phone Donor - public who intends to dispose of old/unused/unwanted/End-of-Life phone

3.2.2 Participating Outlet - location of where Collection Box will be placed

3.2.3 Outlet personnel - Participating Outlet personnel

3.2.4 Collection Box (Recycling Box) - a customized box act as a temporary storage for the e-waste.

3.2.5 Mobile e-Waste

- a) Old/unused/ unwanted SIM-based devices that will be thrown into the Collection Box; and
- b) Old/unused/unwanted phones related accessories/devices which includes phone chargers, earphones, cables and also devices such as iPod, tablets, thumb drives, etc that will be thrown into the Collection Box

3.2.6 Standard Operating Process and Procedure - documented process and procedure that will form a guideline for participants in this Mobile e-Waste program

3.2.7 Full Recovery Facility - a recycling operator licensed by Department of Environment (DOE) that has facilities to recover majority of the precious minerals so that it can be recovered for re-use.

4. Standard Operating Process and Procedure (SOPP)

4.1 From Phone donor to the Retail Centre/Collection Box

Outlet personnel, if approached by phone donor, will guide the phone donor to the designated Collection Box and briefs him/her on Mobile e-Waste program. The phone user will read the disclaimer notice on the box before depositing the e-waste into the box. This will ensure the phone donor is aware of his/her responsibility in terms of PDPA 2010 as shown in Figure 1 below.

Upon request by the phone donor and if possible, the outlet personnel will assist the phone donor to erase any remaining data from the phone intended to be donated as e-waste. This can only be done if the phone can be turned on, is still functioning and has remaining battery capacity to perform the data erase function.

The phone donor will read the disclaimer clearly stated on the box. Once understood, the phone donor will drop the mobile e-waste into the respective compartment i.e SIM-based devices into the phones compartment while phones related accessories or devices into the accessories compartment.

Depending on the Participating Outlet offering, phone donor will be rewarded with small token, while stock lasts.

SOPP 1 - Retail Outlet and Phone Donor

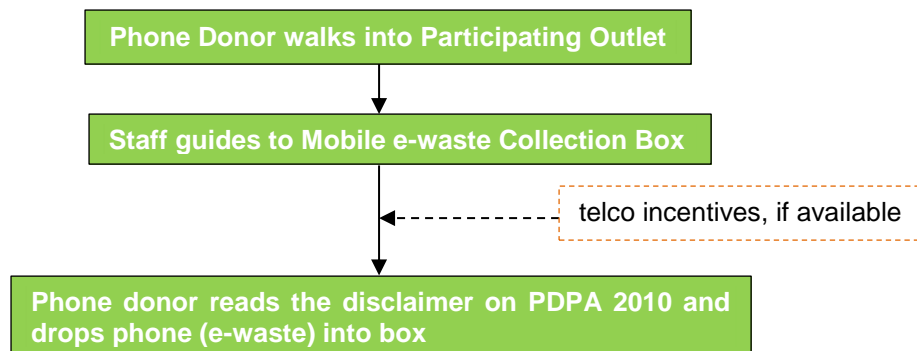


Figure 1. Process flow from Phone Donor to Participating Outlet

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4.2 Open Box Request

Open box request will approach any available outlet personnel.

- a) The outlet personnel has the right to reject the requester on the opening of the Collection Box on the grounds of suspicions of misuse or abuse;
- b) The respective outlet personnel will gather information about the phone donor and description of the item to be retrieved from the Collection Box;
- c) Opening Box Request Form as shown in Annex A, will be filled in to record what is to be retrieved from the box and the identity of the phone donor. This form will be signed by both parties and kept by the retail outlet;
- d) If the key is kept at the Participating Outlet, the outlet personnel will open the box witnessed by the phone donor;
- e) If key is not kept at the Participating Outlet, the respective outlet personnel will make an appointment with the key holder so that both phone donor and key holder can meet at the outlet at a specified and agreed date and time. The key holder will open the box when the phone donor is present so that he/she can witness the box opening;
- f) The outlet personnel will open the box and correctly identify the item and hands it back to the phone donor; and
- g) A copy of the form will be faxed to MTSFB.

SOPP 2 - Open Box Request

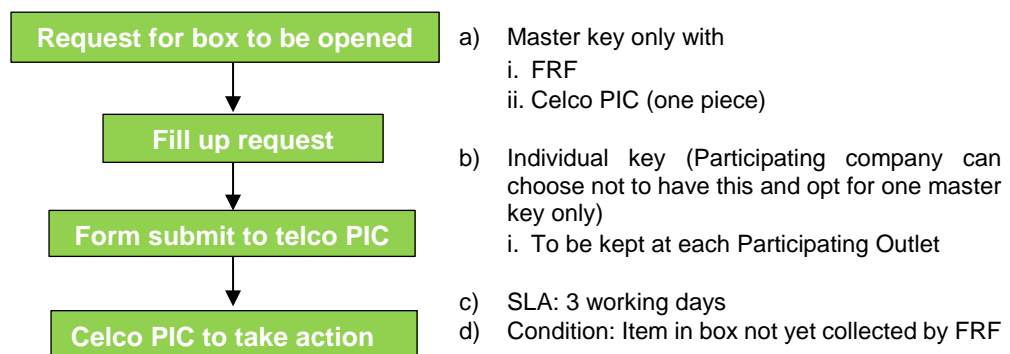


Figure 2. Opening of box on Ad-hoc basis

4.3 Events

The process flow as shown in Figure 3 will be used by any Participating Company that holds an event that will facilitate the collection of mobile phone e-waste.

The Participating Company will arrange to get the Collection Box from FRF (if needed) prior to the event. If the Collection Boxes have already been delivered to the Participating Company, this step will not be required.

The Participating Company will inform the schedule for collection and contact person to collect from.

The FRF will confirm the schedule of collection from the Participating Company contact person.

The event will take place and the processes in Clause 4.1 and 4.2 are to be used throughout the event and upon completion, the box will be stored at the Participating Company's premises until the collection date and time.

The FRF will collect the contents of the box at the agreed date, time and location.

The Collection Box will be kept by the Participating Company.

SOPP 3 - Events

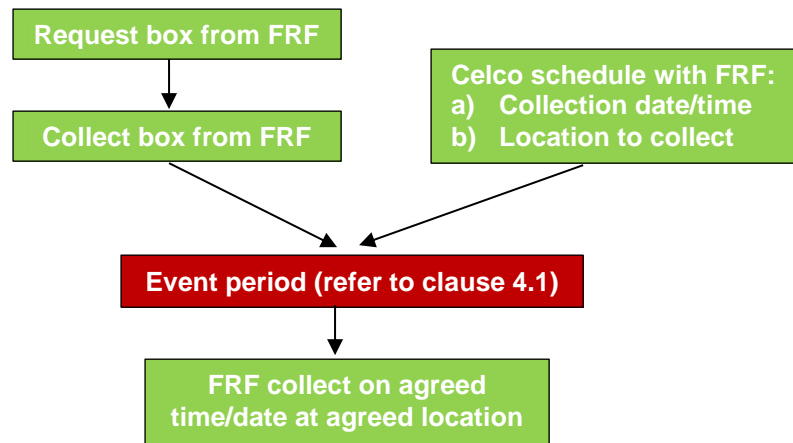


Figure 3: Process flow for Events

4.4 From Participating Outlet to FRF

The FRF will collect the contents of the Collection Box from Participating Outlet on a monthly basis.

The FRF will contact the representative of the Participating Outlet at least 3 working days prior to scheduled collection date to confirm the date and time of collection.

The FRF will perform the collection on the agreed time and date for each of the Participating Outlet.

A packing list, shown in Annex B will be used for recording information each time the FRF attends to the collection of the contents in the Collection Box.

If in the event, the box exceeds 50% and with the scheduled collection date being more than 2 weeks away, the Participating Outlet will contact the FRF to schedule an ad-hoc collection to prevent the Collection Box from overflowing. The FRF contact information is as below. The FRF may vary when necessary and will be notified by MTSFB when such changes are made.

Shan Poornam Metals Sdn. Bhd.
Plot 34 (No.1479), Lorong Perusahaan Maju 6
Kawasan Perindustrian Perai Fasa 4
13600 Perai
Pulau Pinang

Contact Person: Mr Tan Eei Wooi (EW Tan)
Mobile contact number: 012-476 1618

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An agent can be appointed by FRF to collect on behalf of the FRF for locations that are remote or where location is not easily accessible to FRF, for example locations in East Malaysia. The agent could be a courier service or a company appointed by the FRF to collect the contents of the Collection Box. In this situation, the process of filling up the packing list and ensuring the contents are sealed in the jumbo bag with the security tape will still be enforced.

The contents of the box will be verified by either of the following two (2) processes;

- a) If participating company requires a letter of support from MCMC for tax deductions
 - i. The FRF personnel will open the Collection Box using their own master key and in the presence of the outlet personnel.
 - ii. The content of the box will be counted by the FRF witnessed by the outlet personnel and details on the categories of phones (Mobile Phones, Camera Phones and Smart Phones) will be written into the packing list.
 - iii. The full contents of the Collection Box will be emptied and collected items will be stored into a jumbo bag.
 - iv. The bag will be sealed with a security seal to ensure that the contents are not tampered with;
 - v. The weight of the jumbo bag will be recorded on the packing list.
 - vi. The packing list will be signed both the FRF and the outlet personnel.
 - vii. A copy of the packing list will be given to the outlet personnel.
 - viii. A copy of the packing list will be faxed by the FRF to MTSFB.

- b) If participating company does not requires a letter of support from MCMC for tax deductions
 - i. The FRF personnel will open the Collection Box using their own master key after informing the outlet personnel of their arrival and collection.
 - ii. The full contents of the Collection Box will be emptied and collected items will be stored into a jumbo bag.
 - iii. The bag will be sealed with a security seal to ensure that the contents are not tampered with.
 - iv. The weight of the jumbo bag will be recorded on the packing list.
 - v. The packing list will be signed both by the FRF and the outlet personnel.
 - vi. A copy of the packing list will be given to the outlet personnel.
 - vii. A copy of the packing list will be faxed by the FRF to MTSFB.

All contents of the Collection Box will be collected and taken away by the FRF.

4.5 Sorting of e-Waste at FRF Premises

- a) The FRF will ensure that the security seal on the jumbo bag is not tempered with.
 - i. If the security seal is broken, the FRF must report immediately to the Participating Outlet, participating company Committee Member and MTSFB. An investigation will be made by the FRF and a report be given to the relevant parties. FRF to lodge a police report based on the investigation report.
 - ii. Committee Members and MTSFB will decide on the next course of action and FRF must recommend changes or improvements in the process to avoid further occurrences.

- b) The untampered jumbo bag will be opened and number of phones inside the bag to be counted.
 - i. If the number of phones were recorded in the outlet, the number must match. Otherwise, notification to relevant members must be made and an investigation be made by the FRF to be reported to the Committee Members and MTSFB.

- ii. If the numbers were not recorded in the outlet, the FRF will count the phones and details on the categories of phones (Mobile Phones, Camera Phones and Smart Phones) will be written into the packing list. (with indication on the packing list that this was not verified by outlet personnel).
 - iii. A copy of the packing list is then faxed to the Participating Outlet and MTSFB.
- c) The collected waste will be sorted out between phones and other items.
- d) If the refurbishment of phones is to be done, the following process will be required;
- i. All phones collected will go through the data-wipe or equivalent services to ensure that if there are any phones that still contain any undeleted data, this process ensures that the PDPA matters are addressed.
 - ii. Once data-wipe or any equivalent services is completed, the phones will be sorted once again for refurbishing or for urban mining purpose.
 - iii. A certificate of data-wipe or equivalent will be issued to the participating company and MTSFB.
- e) All phones that are to be used for urban mining, the following process will be followed;
- i. Phones will be destroyed beyond use, so that the PDPA issues are addressed to ensure in the event should there be any data remaining on the phone despite all the measures made.
 - ii. A certificate of destruction will be issued by the FRF for each batch of phones collected.
 - iii. The certificate of destruction will be given to the Participating Outlet and MTSFB.

SOPP 4 - e-Waste Collection

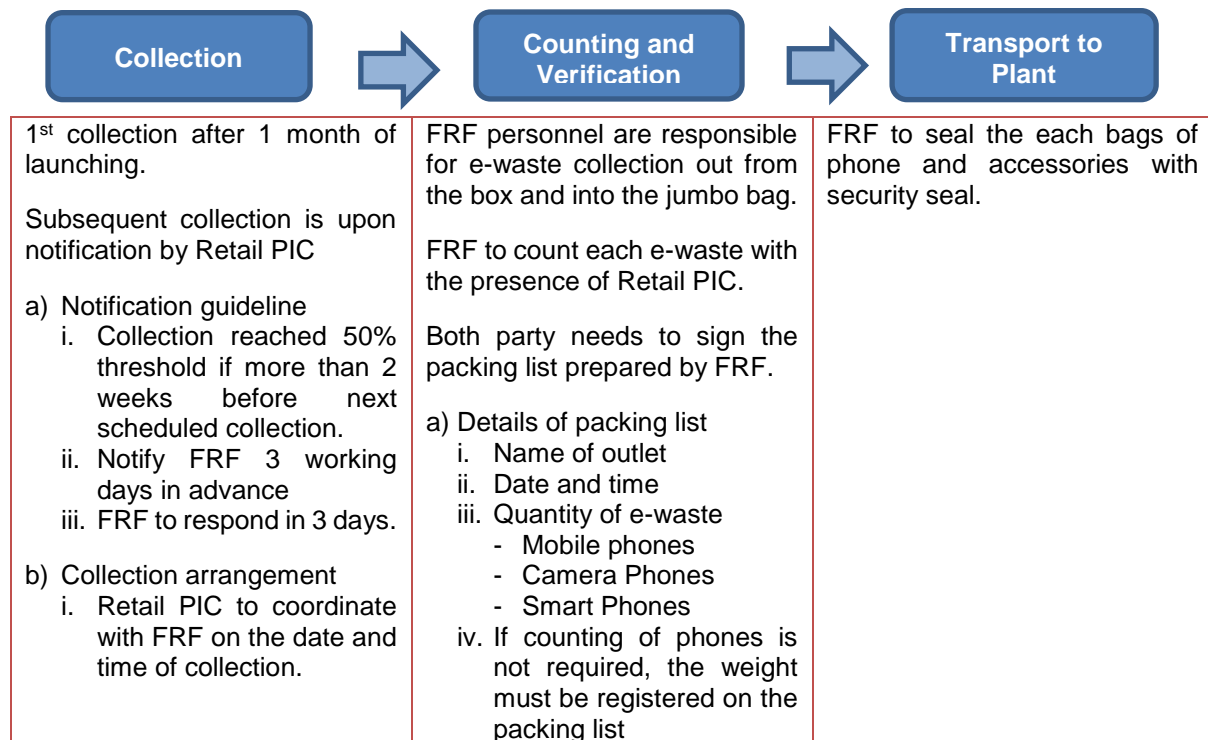


Figure 4. Process flow from Participating Outlet to FRF

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5. Security and Placement/Replacement of Collection Boxes

5.1. Placement of Collection Boxes

It is advised that the Collection Boxes be placed in a visible location to the Public. The Collection Box should be covered by the Participating Outlet's Closed Circuit Television (CCTV) or near the security guard.

5.2. Security

The Collection Box will be locked from the front. Containers will be accessible from the front of the box.

Key to the Collection Box will be held by the FRF and also appointed person of the Participating Outlet or any assigned party of the participating company.

The FRF will hold the master key that will be able to open all boxes.

The Collection Box will be designed such that it will not be easily broken into in order to secure the contents inside the Collection Box.

In the event the box is required to be opened, the Participating Outlet personnel will follow the Open Box Request procedure as in Clause 4.2 above.

5.3. Replacement of the box

In the event that the new box is required or the existing box is damaged, the Participating Company's Outlet will bear the cost of the box replacement.

The Collection Box can be procured from the following company or any company that can manufacture the box in the same design or any equivalent box manufacturer assigned by MCMC to ensure uniformity to the material and design.

Potensi Waja Sdn,Bhd.
No.15, Jalan Utama 1/15
Taman Perindustrian Puchong Utama
Seksyen 1, 47100 Puchong
Selangor Darul Ehsan

Tel: 03-8060 2428 / 8060 2429
Contact Person: Ms Claire Chia (012-4280040)

5.4. Security of the contents from Collection Box to FRF

The phones collected from the Collection Box will be securely fastened in a jumbo bag which will have the security seal. This is to ensure that the content will not be tampered with during the delivery to the FRF processing plant.

If the security seal is broken prior to it reaching the processing plant, a report must be made immediately to Participating Outlet, MTSFB and the Committee Members.

All memory cards from the phone will be removed from the phones and immediately be scrapped/crushed.

Phones collected that is to be refurbished (if process is available at FRF) will go through the data-wipe or equivalent procedures at the FRF processing plant immediately after it is removed from the jumbo bag.

A certificate of destruction or data-wipe (or equivalent process) will be issued to the Participating Company for all SIM based devices submitted to FRF.

6. Personal Data Protection Act (PDPA) 2010

6.1 Security of the contents from Collection Box to FRF

To ensure protection of the phone donors, the following measures address the PDPA 2010 matters;

- a) Notice to Phone Donors clearly printed on every Collection Box;
 - i. Step 1 - erase all personal data, such as pictures and contacts from your device.
 - ii. Step 2 - remove the memory card and SIM card from your device.

- b) Disclaimer on Collection Boxes

Dear Donor / Participant

- i. By dropping the device into the Collection Box you hereby agree and consent to participate in the e-Waste Management Program ("Program"), represent that you are the legitimate owner of the device and/or the authorized person to act on behalf of the owner of the device and you waive all ownership and/or rights on the device.
- ii. You further agree to delete all information stored by you in the device including but not limited to text, data, photos, images, applications and personal data. For the avoidance of doubt, personal data shall have the same meaning given to it in the Malaysian Personal Data Protection Act 2010 (as amended from time to time).
- iii. You agree to accept all risks and responsibility for all loss, damage, cost, expense, liabilities of any kind or nature, whether directly or indirectly, as a result of breach of any terms of Program.
- iv. You shall defend, indemnify and hold harmless the Malaysian Communications and Multimedia Commission ("MCMC"), and the participating stakeholders from any charges, claims, damages, costs, judgments, decrees, expenses (including, without limitation, reasonable legal fees), penalties and liabilities of any kind or nature whatsoever arising of any third party claim by virtue of your participation in this Program.

The same notification in Bahasa Malaysia will also be printed clearly on the Collection Box

Dermawan dan Peserta yang dihormati,

- i. Dengan meletakkan peranti ini ke dalam kotak pengumpulan, anda bersetuju untuk menyertai Program Pengurusan e-Sisa ("Program"), mengakui bahawa anda merupakan pemilik sah kepada peranti tersebut dan/ atau merupakan wakil kepada pemilik sah peranti tersebut, dan melepaskan semua milikan dan hak ke atas peranti tersebut.
- ii. Anda juga bersetuju untuk memadamkan semua maklumat yang disimpan di dalam peranti tersebut termasuk dan tidak terhad kepada teks, data, gambar, imej, aplikasi dan maklumat peribadi. Bagi tujuan ini, terma maklumat peribadi mempunyai maksud yang sama sebagaimana yang termaktub di bawah Akta Perlindungan Data Peribadi Malaysia 2010 (seperti dipinda dari semasa ke semasa).
- iii. Anda bersetuju untuk menerima semua risiko dan tanggungjawab ke atas sebarang kehilangan, kerosakan, kos, perbelanjaan, tanggungan dalam pelbagai bentuk atau keadaan, sama ada secara langsung atau tidak langsung, atas sebarang pelanggaran kepada terma Program ini.

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- iv. Anda akan mempertahankan, menanggung rugi dan tidak akan melibatkan Suruhanjaya Komunikasi dan Multimedia Malaysia (“MCMC”), dan pihak-pihak berkepentingan daripada sebarang tindakan, tuntutan, gantirugi, kos, kehakiman, dekri, perbelanjaan (termasuk dan tidak terhad kepada sebarang yuran perundangan yang munasabah), penalti dan liabiliti dalam apa jua jenis dan bentuk yang timbul daripada sebarang tuntutan pihak ketiga di atas penyertaan anda dalam Program ini.

6.2 Data-wiping for collected phones that will be refurbished

The data-wipe process **MUST** be available if the option of refurbishing collected phones that are still in a repairable condition:

- a) Any removable memory cards **MUST** be removed from the phone prior to sending for refurbishment;
- b) The data-wipe process will have to be done in compliance to industry standards;
- c) All phones to be sent for refurbishment **MUST** first go through the data-wipe process;
- d) Phones that have undergone the data-wiping process will be recorded and the data wiping certificate will be issued to MTSFB and a copy sent to the Participating Company which the phone is collected from;
- e) The number of phones that is successfully refurbished will be reported to MTSFB and the Participating Company on a regularly basis;
- f) Any phones that have not been data-wiped or unsuccessfully data-wiped will be sent for the permanent destruction process; and
- g) Any phones that are found not possible to be refurbished **MUST** be sent for the permanent destruction process.

6.3 Permanently destroying phones that will be used for urban mining

- a) If refurbishment is not available, **ALL** phones **MUST** go through the permanent destruction process;
- b) If refurbishment is available, **ALL** phones that are not able to be refurbished will be sent for the permanent destruction process; and
- c) A regular destruction certificate will be issued for each batch of phones and the report will be sent to MTSFB and the Participating Company.

- 1) PDPA
- 2) Security

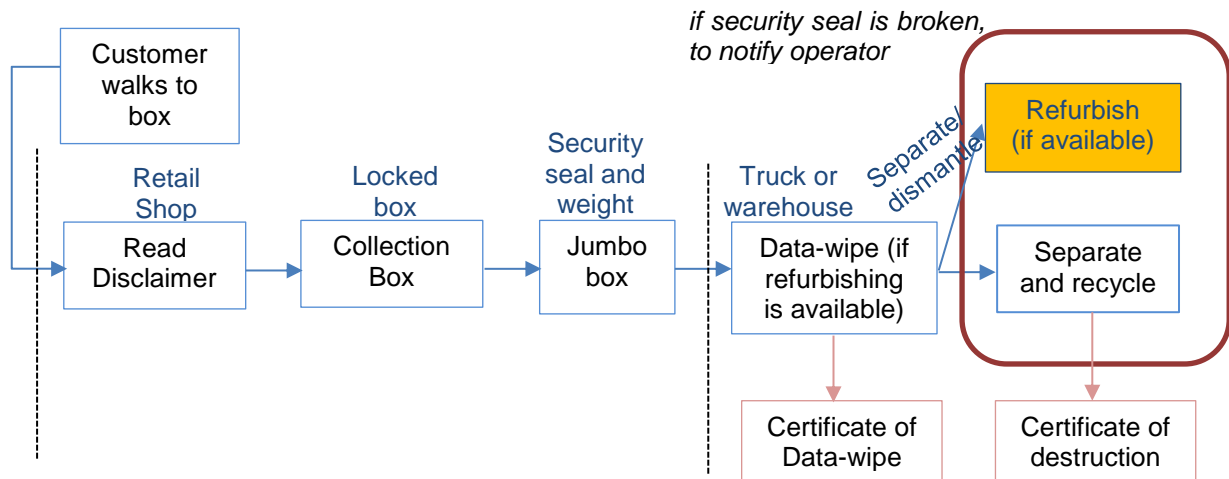


Figure 5. Process flow for PDPA and security matters

7. Reporting and Donation

7.1 Report Template

The quarterly reporting template is as shown in Annex C.

FRF will send the individual Participating Outlet and the consolidated report preceding quarterly report within 2 weeks into the new quarter to MTSFB for endorsement and approval.

FRF will send the report for the individual Participating Outlet to the Participating Company for the preceding quarterly report within 2 weeks into the new quarter to the Participating Company for verification and endorsement.

7.2 Payment

Upon confirmation of the report, FRF will donate the sum based on the following rates. The rates will be revised as and when changes are made on the existing or new Terms and Conditions with any FRF:

- a) Non-smart phone - RM5 for each collected phone;
- b) Phone with camera - RM10 for each collected phone;
- c) Smart phone (with camera) - RM20 for each collected phone;
- d) Working phone (if FRF has this process) – 10% of sale price; and
- e) Other (devices).

For Other (devices) category above, FRF will inform the proposed amount for the donation for approval by the Committee Members. The process flow is as shown in Figure 6.

7.3 Use of the donation

The donations will be used for education and awareness campaigns to promote the Mobile e-Waste Program under MCMC but not limited to these.

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The nature of how the funds are to be used MUST be agreed by majority of the committee consisting of members from the Participating Company.

SOPP 5 - e-Waste Collection

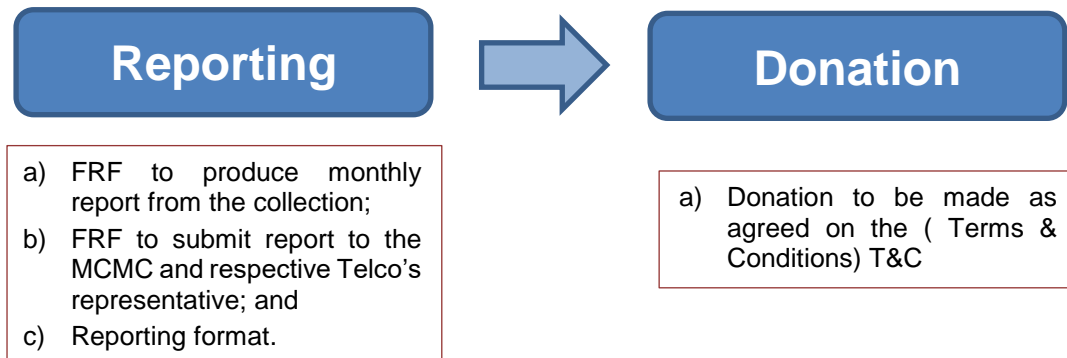


Figure 6. Process flow for donation

8. Notices

The guidelines will be subjected to continuous improvement and from time to time be updated and a new revision be issued. Should there be any suggestions, please communicate to the any of the following parties shown below.

a) MTSFB

Malaysian Technical Standards Forum Bhd (MTSFB)

Malaysian Communications & Multimedia Commission (MCMC Old Building)
Off Persiaran Multimedia, Jalan Impact,
63000 Cyberjaya
Selangor Darul Ehsan
MALAYSIA

Tel: +603 8322 1441

Fax: +603 8322 0115

<http://www.mtsfb.org.my>

b) MCMC

Malaysian Communications and Multimedia Commission (MCMC)

MCMC Tower 1
Jalan Impact, Cyber 6,
63000 Cyberjaya
Selangor Darul Ehsan
MALAYSIA

Tel: +60 3 8688 8000

Fax: +60 3 8688 1000

<http://www.skmm.gov.my>

c) FRF

Shan Poornam Metals Sdn. Bhd.

Plot 34 (No.1479), Lorong Perusahaan Maju 6
Kawasan Perindustrian Perai Fasa 4
13600 Perai
Pulau Pinang
MALAYSIA

Contact Person: Mr Tan Eei Wooi (EW Tan)
Mobile contact number: 012-476 1618

Annex A
(Normative)

Opening Box Request Form

Open Box Request (by Phone Donor) Form

Date :

Time :

Participating Outlet : _____

Address : _____

No	Item	Information
1	Name of requester	
2	I/C or Passport No.	
3	Address of requester	
4	Contact Number of requester	Mobile Number : Alternative contact number :
5	Reason for opening box	
6	Description of item to be retrieved from collection box	Type of item : Colour of item : Brand or item : Identifying mark/description:

Prepared by,

Acknowledge By

Name :
IC No:
Date :
(Requester for opening box)

Name :
IC No:
Date :
(Telco Representative)

Annex B
(Normative)

Packing list to be used by FRF when collecting the e-Waste from Participating Outlets

PACKING LIST FOR TELCO COLLECTION				
				Serial No. :
				Date :
Telco Outlet : _____				
Address : _____				
No	Category	Quantity (Unit)	Collection Bag Security Seal No.	Remarks
1	Mobile Phone			
2	Camera Phone / Tablet			
3	Smart Phone			
4	Accessories			
<p>Note : Quantity is optional but is compulsory should the tax deduction support letter from MCMC to Participating Company is required.</p> <p>Weight of total contents in Collection Box kg</p> <p>Driver Details</p> <p>Name : _____</p> <p>IC No. : _____</p> <p>Lorry No. : _____</p> <p>Vehicle Security Seal No. : _____</p>				
Prepared by,		Acknowledge By		Received by,
_____		_____		_____
Name :		Name :		Name :
IC No:		IC No:		IC No:
Date :		Date :		Date :
(SPM Office)		(Telco Representative)		(SPM Driver)

Annex C
(Normative)

Reporting Format

a) Mobile Phone

No	Date	Manufacturer Name	Category (S/NS)	Telco	Outlet location	Repairable (unit)	Repairable (kg)	Recycle (Unit)	Recycle (kg)	Total (Unit)	Total (kg)

b) Spare Part & Accessories

No	Date	Category (S/NS)	Telco	Outlet location	Volume (kg)

Notes:

1. Category S refer to Smart Phone
2. Category C refer to Camera Phone/ Tablet
3. Category NS refer to Non-Smart Phone

Acknowledgements

Members of the Green-ICT Working Group and other Stakeholders

Mr. Alex Kuik Teck Seng (Draft Lead)	DiGi Telecommunications Sdn Bhd
Ms. Nurazah Binti Ismail /	Altel Communications Sdn. Bhd
Ms. Umira Aziz	
Ms. Farah Nadziah /	Celcom Axiata Berhad
Mr. Low Kien Yap /	
Ms. Suria Hani Binti Affandi Chew	
Mr. Chin Khin Yeow /	DiGi Telecommunications Sdn Bhd
Mr. Ronald Tan Bee Chuan	
Mr. Eric Chin	iTrain (M) Sdn Bhd
Ms. Angie Low Pik Har /	Maxis Communication Berhad
Mr. Azmi Bin Daud /	
Ms. Cindy Lim Meng Foong /	
Ms. Intan Bt Bahrain /	
Mr. Reza Bin M Aidid /	
Ms. Yvonne Loh Pei Yoon	
Ms. Adeline Chee Mei Lan	Malaysia Digital Economy Corporation (MDEC)
Mr. Arief Khalid Supian /	Telekom Malaysia Berhad
Ms. Huzainesha Bin Harris	
Ms. Khairunnisa Hashim /	UMobile Sdn Bhd
Mr. Terence Ong Teng Aik	