

# 7.

## The Recycling Helpline 2838 3111

### 7.1 What is this Helpline ?

The Environmental Protection Department (EPD) has been operating the Recycling Helpline since 1991 for providing the public with information and advice on waste reduction and recycling. From 1991 to 2006, the Helpline had served about 79 961 enquirers from the household, commercial and industrial sectors. The majority of calls came from household residents, offices, schools including students. Other enquirers included press, green groups, social service centres, factories, hotels, waste collectors/recyclers, government departments, and overseas officials.

### 7.2 The Helpline Serves You

It is the Government's policy to encourage waste reduction and recycling activities. The Helpline serves the community by providing information and advice on various initiatives including:

- a) technical advice in organising and running voluntary waste reduction and recovery programmes;
- b) statistics on waste recycling; and
- c) lists of local waste collectors and recyclers/reprocessors.

### 7.3 Achievements in 2006

The Helpline handled about 4 285 enquiries in 2006. Enquiries on outlets for recyclables and technical information about organising voluntary waste recovery programmes were the major enquiries received.

The Helpline has effectively helped the public to channel their recovered wastes to the waste collectors and recyclers. This is particularly evident for waste paper and plastic.

The Helpline plays the important role of a technical adviser to various voluntary waste recovery programmes in the community. The types of advice given include programme planning and management, provision of written guidance materials and other liaison assistance.

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In early 2002, webpage on the Helpline were established at the EPD website to provide an alternative channel for the public to obtain information. Also, the public can now make their enquiries via e-mail. To provide a one-stop service to the public, the Helpline had been integrated with the EPD Customer Service Centre 28383111 since January 2003.

### 7.4 Increasing Demand of Service

As a result of increasing public awareness on waste recovery and recycling, the enquiries received in recent years are becoming more diverse. Apart from finding outlets for their recovered wastes, the public is also interested to explore ways to make their waste recovery activities more successful. The Helpline also receives requests from recyclers for Government support in various aspects of their business.

### 7.5 Computerised Data Management

To achieve an efficient helpline service, relevant information of the local waste recycling industry and other technical information have been stored in a computerised database for fast and accurate data retrieval. A comprehensive knowledge base has also been prepared and regularly updated to assist the frontline staff in handling a variety of enquiries.

### 7.6 Information on Waste Recovery and Recycling

The Environmental Protection Department has also uploaded various information in relation to waste reduction, recovery and recycling, at [www.epd.gov.hk](http://www.epd.gov.hk)

- a) Directory of Recovery/Recycling Companies in Hong Kong;
- b) Source Separation of Domestic Waste;
- c) Rechargeable Battery Recycling Programme;
- d) Recovery Programme for Waste Computers and Waste Electrical and Electronic Equipment (WEEE);
- e) Wastewi\$e Scheme; and
- f) Waste Reduction and Recycling Fact sheets (Table 1).

**Table 1**  
**Waste Reduction and Recycling Factsheets**

No.	Name
1	Recovery and Recycling of Municipal Solid Waste in Hong Kong
2	Recovery and Recycling of Waste Paper in Hong Kong
3	Recovery and Recycling of Metal Waste in Hong Kong
4	Recovery and Recycling of Plastic Waste in Hong Kong
5	Recovery and Recycling of Expanded Polystyrene Products (EPS) in Hong Kong
6	Recovery and Recycling of Waste Glass Bottles in Hong Kong



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