

# **Electronic Products Recycling Association**

## **Annual Report to the Director**

### **[2017 Calendar Year]**

**Submitted to:** Director, Extended Producer Responsibility Programs  
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**June 30, 2018**

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## 1. Executive Summary

The table below should concisely summarize program performance for the section 8 annual reporting requirements such that ministry staff and the public can easily understand whether reporting requirements and stewardship plan targets have been met.

<b>Products within plan</b>	As outlined in Appendix B of our stewardship plan, EPRA BC covers a broad range of regulated electronic product categories, including IT, Audio/Video, Communication equipment, Medical and Control devices as well as the more common displays, computers and printers.
<b>Program website</b>	<a href="http://www.recycleMYelectronics.ca/bc">www.recycleMYelectronics.ca/bc</a>

<b>Recycling Regulation Reference</b>	<b>Topic</b>	<b>Summary</b>
Part 2, section 8(2)(a)	<u>Public Education Materials and Strategies</u>	<p>EPRA has undertaken significant marketing initiatives focused on 3 key messages:</p> <ol style="list-style-type: none"> <li>1. Awareness of Collection location and desired e-recycling behaviour</li> <li>2. Knowledge of acceptable products</li> <li>3. The responsible way to recycle end-of-life electronics in BC</li> </ol> <p>EPRA uses several types of media to communicate the message including: television, radio, newspapers, online and promotional materials.</p> <p>EPRA participates in and co-sponsors the RCBC Recyclepedia, hotline and depot locator app.</p> <p>In 2017, EPRA BC continued its collaboration with other stewardship agencies in promoting BC Recycles to help consumers identify a single source for recycling information</p> <p>A public opinion survey conducted in September of 2017 showed that 76% of BC residents were aware of how to recycle electronics in an environmentally friendly manner.</p>

Recycling Regulation Reference	Topic	Summary
Part 2, section 8(2)(b)	<u>Collection System and Facilities</u>	<p>EPRA BC has a robust collection system designed to provide easy access not only to consumers but also the ICI (Institutional, Commercial and Industrial) sector particularly for Phase V products.</p> <p>Consumer return of end-of-life electronics is facilitated through our extensive depot network which consisted of 205 permanent collection depots at the end of 2017 (see: <a href="http://www.return-it.ca/electronics/locations/">http://www.return-it.ca/electronics/locations/</a>). This depot network in conjunction with 64 return-to-retail facilities provided excellent service coverage. A study done in 2016 showed that 98.2% of the population was covered to the standards outlined in our stewardship plan.</p> <p>As a supplement to our permanent depots, we held 10 collections events within the province throughout the year.</p> <p>For the Business-to-Business (B2B) sector (primarily related to Phase V material), we have implemented several programs to facilitate easy access to recycling of obligated material:</p> <ol style="list-style-type: none"> <li>1. Large volume generator program – Free pick up of material for generators meeting minimum volume requirements</li> <li>2. Processor incentive program – Generators can contract for the pickup and processing of material directly with recyclers approved to the ERS standard. The recyclers are compensated by the program and there is no cost to the generator for the basic pick up and recycling of obligated material.</li> </ol> <p>Information on B2B options are available here:</p> <p><a href="https://www.return-it.ca/electronics/industry/b2b-options/">https://www.return-it.ca/electronics/industry/b2b-options/</a></p>
Part 2, section 8(2)(c)	<u>Product Environmental Impact Reduction, Reusability and Recyclability</u>	<p>Electronics Product Stewardship Canada (EPSC) represents major electronics and IT equipment brand owners in Canada on sustainability issues. EPSC issues its <i>Design for Environment (DfE) Report</i>, which highlights the industry’s progress related to design for the environment, along with the many technological advances that are creating change in electronics design. Developments in cloud computing, for example, are opening the door for smaller and lighter products. Manufacturers are continuing to develop products that have a lower energy or materials footprint. This year’s report builds on previous reports, with a focus on a reduction in weight of new products and the corresponding smaller environmental footprint. EPRA will report annually on DfE issues as provided through this research. The report for 2017 is available at the link below:</p> <p><a href="http://epsc.ca/design-for-the-environment-report/">http://epsc.ca/design-for-the-environment-report/</a></p> <p>Reuse and Recycling are covered in detail in Section 5 below.</p>

Recycling Regulation Reference	Topic	Summary
Part 2, section 8(2)(d)	<u>Pollution Prevention Hierarchy and Product / Component Management</u>	Recycling end-of-life electronics diverts materials from landfills and ensures the management of the deposition of these materials in an environmentally and socially responsible way. Recycling also saves energy, as materials recovered can be used to create new useful products, ultimately reducing the energy demands associated with the extraction and processing of new raw material. See Section 6 below for details.
Part 2, section 8(2)(e)	<u>Product Sold and Collected</u>	In 2017, our stewards reported the supply of 11,241,499 regulated electronic products into the province. During 2017, we collected a total of 17,820 metric tonnes of end-of-life electronics.
Part 2, section 8(2)(e.1)	<u>and Recovery Rate</u>	See Section 7 for breakdown per regional district
Part 2, section 8(2)(f)	<u>Summary of Deposits, Refunds, Revenues and Expenses</u>	Audited financial information is available in the 2017 EPRA Annual Report at <a href="http://epra.ca/who-we-are/annual-report/">http://epra.ca/who-we-are/annual-report/</a>

Comparison of Key Performance Targets		
Part 2 section 8(2)(g); See full list of targets in <a href="#">Plan Performance</a>		
Priority Stewardship Plan Targets (as agreed with ministry file lead)	Performance	Strategies for Improvement
1. Total WEEE collected	17,820 Metric tonnes	<i>Light-weighting impact under review</i>
2. Total WEEE collected per capita	3.7 kilos per capita	<i>See above</i>
3. Per capita collected by RD	See chart in Section 7	<i>See above</i>
4. Total Collection Sites	205 depots	<i>[N/A]</i>
5. Total Collection Events	10 Collection Events	<i>[N/A]</i>
6. % of the population covered by collection sites	98.2% (2016 Study)*	<i>[N/A]</i>
7. % of the population aware of the program	76%	<i>[N/A]</i>
8. Total program costs per tonne	\$1032/tonne	<i>Maintain efficient program in spite of light weighting cost pressure</i>
9. Operational costs per tonne	\$898/tonne	<i>See above</i>
10. Administrative costs per tonne	\$133/tonne	<i>See above</i>

\*return-to-retail facilities and depots are included in this calculation

## 2. Program Outline

*Provide a brief (1 page) overview of the stewardship agency/company and their members [website link], program inclusions, collection approach and any other high level information relative to the annual report e.g. studies completed, new targets set, consultations or surveys conducted.*

In the last decade, product stewardship programs have grown in popularity across Canada and around the world. A true partnership between industry, government and consumers, stewardship programs provide a sustainable model to divert and recover materials from the waste stream. They also improve recycling efforts within our communities as increasingly, consumers expect convenient, accessible and responsible recycling for their end-of-life products, including electronics.

The Electronic Products Recycling Association (EPRA) is the national organization tasked with promoting and managing end-of-life electronics recycling in Canada. EPRA is an industry-led, voluntary, not-for-profit environmental compliance program dedicated to responsible recycling of end-of-life electronics and providing secure, convenient recycling options in the provinces in which it operates.

Being a part of the national EPRA organization has benefitted industry, consumers and other stakeholders in British Columbia by enabling our ability to further deliver best practices in industry-led electronics recycling.

2017 saw a continuation of our Return-to-Retail program with two major national retailers collecting end-of-life electronics as part of our program. This provides consumers with yet another convenient option for recycling in BC.

EPRA is committed to ensuring responsible recycling of end-of-life electronics collected by EPRA programs through adherence to the Electronics Recycling Standard (ERS). The ERS is a comprehensive process that ensures products and resulting materials are handled in an environmentally sound and socially acceptable manner that protects the environment and safeguards worker health and safety.

EPRA BC enables businesses and consumers to responsibly manage their end-of-life electronics, and assists obligated stewards in achieving regulatory compliance. Currently there are over 1,600 stewards\* registered with EPRA in British Columbia, 205 permanent collection sites and 4 verified processors. In 2017, EPRA BC safely collected and responsibly recycled 17,820 tonnes of end-of-life electronics.

\*A list of stewards currently in the Program can be found at:

<http://www.recyclemyelectronics.ca/bc/registered-stewards-remitters-pops/>

## 3. Public Education Materials and Strategies

*Provide a brief overview of the key materials and strategies used to promote awareness of the program. Identify the various types of outreach (i.e. face to face, social media, traditional media, etc.) utilized.*

EPRA BC continues to reach consumers and raise awareness of the program through many types of media including television, radio, newspapers (ads and articles) online, etc. Different types of media are used strategically to target specific audiences with a tailored message and the publishing and placement of each advertisement is carefully planned to ensure that the target audience is reading, listening or watching.

To maintain high levels of awareness, consumers need consistent messaging on a regular basis. As EPRA BC has matured, our consumer awareness message has become more strategic and targeted to reach the right people at the right time with a meaningful and motivating message.

In 2017, EPRA actively promoted the program in BC through earned media (PR) and advertorials. EPRA received coverage in in key recycling periods with circulation and viewership of 4,174,667 impressions

## 2017 EPRA BC Public Relations Coverage

Outlet	Date(s)	City	Topic	Reach
Vancouver Sun	30-Apr-17	Province Wide	Electronics recycling is easy and important	594,752
Vancouver Sun	30-Apr-17	Vancouver	Electronics recycling is easy and important	150,000
Victoria News	Various Dates	Victoria	EPRA Advertorial	96,568
[EPRA news release]	16-May-17	Province Wide	EPRA BC 10th Anniversary of EOLE and International Recycling Day	100
CBC Radio	16-May-17	Prince George and Prince Rupert	EPRA BC 10th Anniversary of EOLE and International Recycling Day	4,500
Global Morning News	17-May-17	Metro Vancouver	EPRA BC 10th Anniversary of EOLE and International Recycling Day	150,000
250 News	18-May-17	Prince George	EPRA BC 10th Anniversary of EOLE and International Recycling Day	7,000
Breakfast Television	2-Jan-18	Vancouver (BC-wide reach)	e-recycling tips for post-holidays	310,500
Richmond News	20-Dec-17	Richmond	e-recycling tips	50,000
CTV Vancouver Island	29-May-17	Victoria	EPRA BC 10th Anniversary of EOLE and International Recycling Day	19,000
98.9 FM The Goat	18-Jun-17	Comox	EPRA BC 10th Anniversary of EOLE and International Recycling Day	5,000
CKNW	20-Dec-17	Vancouver (BC-wide reach)	e-recycling tips	216,700
Corus Constructed Content TV	20-Oct-17	Lower Mainland	Craig interviewed by Lynda Steele	500,000
Fairchild TV	21-Dec-17	Vancouver (BC-wide reach)	e-recycling tips	120,000
Fairchild Radio	18-Dec-17	Demographic: Traditional Chinese Radio	E-Recycling Tops for the Holiday Season	150,000
Red FM	20-Dec-17	Surrey	15 Minute Interview for Rush Hour about the importance of recycling electronics in BC	125,000
CKNW	20-Dec-17	Vancouver	Brief interview about some basic tips for E-Recycling	125,000
CTV Morning Live Vancouver	14-May-17	Vancouver	Tech expert Marc Saltzman is interviewed on CTV Morning Live Vancouver	175,000
CBC Radio Vancouver	27-Dec-17	Vancouver	Tech expert Marc Saltzman is interviewed on CBC radio	100,000
Vancouver Sun	20 Oct-17	Vancouver (BC-wide reach)	Recycling electronics is easy and important	650,000
Global BC	18-Oct-17	Burnaby (BC-wide reach)	Waste Reduction Week	611,500
Facebook Ad	20 Jun- 17 23 Jun -17	Province Wide	10th Year Anniversary Post	4,737
Twitter	20-Jun-17 23-Jun-17	Province Wide	10th Year Anniversary Post	8,434
LinkedIn	20-Jun-18	Province Wide	10th Year Anniversary Post	876
<b>Total Impressions</b>				<b>4,174,667</b>

In 2017, we continued to target some ICI (Institutional, Commercial and Industrial) organizations to raise awareness of Phase V and the associated products. In addition, EPRA BC continued to work in conjunction with other BC stewards to better understand how to ensure consumers knew where and how to recycle the wide range of obligated products in the province. We have introduced messaging to help British Columbians understand what happens to the products after they are dropped off for recycling. An example of that messaging is this video produced to help consumers understand our process.

<http://www.recyclemyelectronics.ca/bc/what-can-i-do/where-does-it-go/>

We have also produced a video to assist retailers with training of their staff to better communicate the Environmental Handling Fee (EHF) to consumers.

<http://recyclemyelectronics.ca/bc/stewards/what-is-the-ehf-a-training-video/>

Moving forward, we plan to continue with our existing efforts to inform consumers of depot location, products accepted, fee structure, etc. We will continue to work to reinforce consumer awareness, heighten the credibility of our brand and promote the BC product stewardship model as the best way to operate Extended Producer Responsibility programs.

Please refer to Section 1 above for key statistics related to Public Education and Awareness.

#### **4. Collection System and Facilities**

*Provide a brief overview of the way in which the stewardship agency collects the products from the consumer (i.e. depots, return to retailer, collection events, etc.). If available, list the number of collection facilities in each regional district and identify changes in the number, location, and method of collection from the previous year to the present year. If the list is extensive, consider including a summary and attaching a separate document or URL.*

Collection sites consist of a group of Encorp Return-It depots, regional government locations and non-profit organizations throughout the province. Since the launch of the program in August of 2007 through to the end of 2017, we have increased the number of depots almost 3 times from 70 to 205 including an increase of 9 depots (10 additions and one deletion) over the 196 depots available to accept product in 2016.

The current EPRA collection network provides comprehensive coverage of both rural and urban locations throughout the province. EPRA BC has committed to continue to review opportunities that would enhance the collection system. We are also working with community partners to conduct Drop-Off Events in various regions of the province. In 2017, EPRA BC conducted 10 such drop off events (see attached list for locations.)

In addition to our regular collection depot network, at the end of 2017 our Return-to-Retail program included 64 locations of 2 major national electronics retailer across BC to further enhance consumer convenience.

The combination of permanent collection depots and Return-to-Retail locations provided coverage to 98.2% of the Province as outlined in our 2016 study.



The inclusion of Phase V material introduced in 2012 increased the need for a more robust Business-to-Business (B2B) collection system and we have implemented several programs for businesses and other institutions to facilitate easy access to recycling of obligated material:

1. Large volume generator program – Free pick up of material for generators meeting minimum volume requirements
2. Processor incentive program – Generators can contract directly with approved recyclers for the pickup and processing of material. The recyclers are compensated by the program and there is no cost to the generator for the basic pick up and recycling of obligated material.

Information on B2B options is available here: <https://www.return-it.ca/electronics/industry/b2b-options/>

## 5. Product Environmental Impact Reduction, Reusability and Recyclability

*Identify ways in which producers or the agency contributes to the reduction of environmental impact. For example, utilization of certified processors, R&D performed to improve recyclability / reuse of the product or components, examples of design for environment mechanisms used by producer members of the agency, reduction of greenhouse gas emissions. The producer may also wish to report on the status of any studies being undertaken to assist with the measurement of environmental impacts. Identifying successes is encouraged.*

EPRA supports the concept of the “3 Rs” of Reduce, Reuse and Recycle.

**Reduce:** The reduce component was addressed above in the executive summary.

**Reuse:** Reusing unwanted electronic products is promoted through the communications and public awareness program as the first option where markets and opportunities for reuse in-province exist. EPRA BC in cooperation with RCBC sponsored the BC Material Exchange website where the public could list usable electronics for exchange or sale free of charge. We also work with local charitable entities to explain the Electronics Reuse & Refurbishing Program (ERRP) and assist with their qualification. Computers for Schools has been certified to the ERRP standard for their facility in British Columbia. Obligated products that are used or refurbished will not attract an EHF. EPRA’s approach to reuse and refurbishment is consistent with the industry’s position that it be in compliance with Canada’s Basel Convention commitments and not allow end-of-life electronics management challenges to be passed on to less developed countries.

Reuse is promoted on our EPRA BC website under the “What can I do?/ Reuse or Recycle” tab at:

<http://recyclemyelectronics.ca/bc/what-can-i-do/reuse/>

And under the Service Providers tab at:

<http://recyclemyelectronics.ca/bc/service-providers/info-for-reuse-organizations/>

**Recycle:** Recycling or processing of unwanted and end-of-life electronics is promoted as the final option. Recycling, which diverts electronics waste from landfill and illegal export, will be a major focus of the EPRA program. Typically, recycling involves some form of “primary” or initial processing, which may include dismantling and sorting of material by hand or by more elaborate mechanical means. Further manual or mechanical separation of materials by another vendor or vendors is considered “downstream” processing. Material flows will be tracked to their “point of final processing” (i.e. where they are altered into a new product or state) or, for unrecyclable hazardous materials, to their point of disposal (i.e., where they are disposed of in an environmentally sound manner).

All recycling will be completed by contractors who meet the Electronics Recycling Standard (ERS) which may be updated from time to time in order to ensure they meet the ongoing needs of the programs which have adopted

them.

To ensure that all materials collected under an EPRA program will be responsibly recycled, EPRA has established the following criteria for service:

Service providers must be ERS certified prior to receiving any collected EPRA program materials for processing; and

Service providers will be responsible for ensuring that any and all (downstream) processors needed for further/additional processing of program materials (after primary processing) have also successfully completed the ERS process prior to receiving any collected EPRA program materials for processing.

The Recycle component including product management and outcomes is covered in detail in Section 6.

## **6. Pollution Prevention Hierarchy and Product / Component Management**

*Provide a brief overview of the way in which the collected product is managed and how those outcomes relate to the pollution prevention hierarchy. Provide breakdowns by weight or percentage of product managed at each level. Please also refer to third party assurance FAQs (original version dated November 22, 2012), distributed to stewardship programs by the Ministry.*

### **Recycling**

Recycling end-of-life electronics diverts materials and substances of concern from landfills and prevents the shipment of these materials to locations where disposal will not be managed responsibly. Recycling also saves energy, as materials recovered can be used to create new useful products, ultimately reducing the energy demands associated with the extraction and processing of new raw material.

Recycling of electronics involves processing to recover raw materials such as metals, glass and plastics. The EPRA recycling program was developed to make sure the responsible recycling of end-of life electronics is conducted according to high, internationally recognized standards, regardless of commodity revenues.

EPRA environmental governance includes policies and processes that ensure recycled materials are handled in a safe, secure and approved fashion and can be tracked accordingly. This is accomplished through a two-step approach. The Recycler Qualification office is employed upfront to only certify processors who meet the Electronic Recycling Standard 2015 (ERS). Secondly, the provincial programs follow through with quarterly Mass Balancing procedures that capture actual volumes collected and processed by primary processors and the resulting volumes and destinations of output materials, which acts as a control to ensure ERS certified processors are used.

### **Recycler Qualification Office**

The Recycler Qualification Office (RQO) was established by the industry-led end-of-life electronics stewardship programs to ensure that environmentally sound electronics reuse and recycling standards are established, met, maintained and continually improved upon.

The RQO manages all recycler assessments and approvals on behalf of the provincial stewardship programs, to ensure assessments are undertaken in a timely manner, and results are objective, thorough, and sufficiently detailed to provide confidence in the results of the assessment.

### **Electronic Recycling Standard (ERS)**

This is the publication that defines the Stewardship Programs' minimum requirements and approach to auditing and approving end-of-life electronics (EOLE) Recyclers to ensure that EOLE are handled in an environmentally sound and socially acceptable manner that protects the environment and safeguards worker health and safety by all processors within the material processing pathway.

Specifically, the RQO assesses processors for

- Legal and regulatory compliance
- Worker safety
- Material handling and destination safety and compliance

Within material handling, audit review procedures include identifying use of ERS certified downstream parties and destination of product.

## **Mass Balancing**

Once a provincial program has contracted with recyclers, the mass balance quarterly reporting process undertakes validation of actual volume handled by primary processors.

Mass balancing reporting has the following objectives:

- Ensuring input volumes match output volumes within 3%
- Identify whether any output materials are sent to non-ERS certified downstream processors and determine appropriate follow up measures to ensure processing pathways are compliant.
- Ensuring primary processor compliance with provincial inventory limits

The mass balancing reports require input volume, processed volume and output to be identified by each primary processor each quarter. The reporting also requires percentage of product by material type to be reported. While the information is self-reported, spot audits of a minimum of 1 primary processor per year, review backup documentation to check the accuracy of the mass balance quarterly report data through review of supporting documentation against reported data. Non-conformities are issued and action plans are developed by primary recyclers to address any issues noted during the spot audits as a management tool to address risk and meet the stated objectives of mass balancing. However, historic reported figures are not adjusted to reflect the issues identified, therefore, we recognize that the reported figures below are not reflective of adjustments that might occur as a result of issue resolution and are an indicative rather than exact reflection of the mass balance reporting.

Proactive validation by the RQO of all processors who manage and distribute materials to ERS compliant destinations, combined with mass balance reporting by primary processors to validate that what was committed is in fact in place, serve to ensure a reliable, safe destination for recycled electronic materials.

## **2017 EPRA BC Mass Balance Results**

The following table reports the processing category for material received and processed by Primary Processors on a weighted-average basis. The information is based on Primary Processor quarterly mass balance reporting which includes the destination of material shipped from their facilities.

## Categorical Outputs

Categorical output of material end fate	Average
<b>Materials Requiring Further Processing*</b>	<b>92.85%</b>
<b>Energy from Waste</b>	<b>0.56%</b>
<b>Landfilled Materials</b>	<b>6.58%</b>
<b>Total**</b>	<b>100.00%</b>

\* This category includes all materials shipped to downstream processors for further refinement prior to arriving at a point of final disposition or being sold as a commodity-grade material

\*\* The total above represents materials processed by primary processors, which is 17,150 metric tonnes. Of this amount, 792 metric tonnes or 4.6%, was identified through the mass balance process as being shipped to otherwise approved secondary processors prior to obtaining RQO approval for specific materials shipped by the primary. This demonstrates the mass balancing procedure is working as it should and appropriate follow up measures were taken upon identification of these non-conformances.

Note: The above table is calculated using the weight of materials shipped from primary processors to downstream processors which is reconciled, within an allowable 3% variance, to total WEEE collected of 17,820 MT as part of our mass balancing process.

Material / Component	% of Material Stream	Process
<b>Leaded Glass</b>	22.61%	Tubes are manually and mechanically separated and either cleaned and processed into cullet for use in glass production, or smelted for reclaim of lead from the glass.
<b>Plastic</b>	25.04%	Plastics are manually and/or mechanically separated. Identifiable plastics are cleaned, sorted and pelletized for reuse; and unidentifiable plastics are landfilled, used as a fuel substitute in the process of metal smelting, or managed through an energy-from-waste recovery process.
<b>Ferrous Metals</b>	29.44%	Metals are manually and/or mechanically separated and smelted for reclaim.
<b>Mixed Metals</b>	0.98%	Metals are manually and/or mechanically separated and smelted for reclaim. (Includes Dusts)
<b>Wood</b>	3.51%	Materials are manually separated and managed through an energy-from-waste recovery process or landfilled.
<b>Circuit Boards</b>	6.30%	Boards are manually and/or mechanically separated and smelted for reclaim of precious metals, while the plastics are used as a fuel substitute in the smelting process.
<b>Wires/Cables</b>	2.41%	Manually and/or mechanically separated and smelted for metal recovery, while the plastics are either used as a fuel substitute in the smelting process, or mechanically separated and landfilled.

<b>Copper</b>	1.37%	Metals are manually and/or mechanically separated and smelted for reclaim.
<b>Aluminum</b>	1.35%	Metals are manually and/or mechanically separated and smelted for reclaim.
<b>Copper Yokes</b>	0.41%	Metals are manually and/or mechanically separated and smelted for reclaim.
<b>Batteries</b>	0.48%	Mechanically separated for recovery of metals.
<b>Ink/Toner Cartridges</b>	0.56%	Cartridges are cleaned and reconditioned for reuse or processed through an energy-from-waste recovery process.
<b>Glass</b>	0.56%	Non-lead glass is manually separated for recovery and further use, or introduced into the smelting process as a silica flux substitute.
<b>Mercury Lamps</b>	0.05%	Lamps are mechanically processed and separated into glass, metal and phosphor powder material streams. Phosphor powder is further distilled for mercury recovery. Metal and glass are also reclaimed for further use.
<b>Ethylene Glycol</b>	0.04%	The glycol is manually drained from the light tubes and refined for further use.
<b>Landfill</b>	1.92%	Materials sent to landfill
<b>Dusts</b>	1.82%	Dusts captured during shredding or dismantling of materials. Sent for further recovery and smelted for reclaim.
<b>Other</b>	1.15%	Materials are manually and/or mechanically separated for reclaim.

## Primary Processors

As of December 31, 2017 the following were approved as EPRA BC primary processors:

**eCycle Solutions**  
Chilliwack, BC  
[www.ecyclesolutions.com](http://www.ecyclesolutions.com)

**Global Electric Electronic Processing (GEEP)**  
Edmonton, AB  
[www.geepglobal.com](http://www.geepglobal.com)

**FCM Recycling**  
Delta, BC  
[www.fcmrecycling.com](http://www.fcmrecycling.com)

**KC Recycling**  
Trail, BC  
[www.kc-recycling.com](http://www.kc-recycling.com)

## 7. Product Sold and Collected and Recovery Rate

Provide a summary of the total amount of product sold, collection volumes and, if applicable, recovery rates achieved by the program based on the approach included in the approved program plan. Also provide a summary of total product recovered by regional district.

In 2017, our stewards reported the supply of 11,241,499 regulated electronic products into the province. During 2017, we collected a total of 17,820 metric tonnes of end-of-life electronics. The breakdown of the product recovered by regional district is summarized in the chart below.

Due to the nature of our products as durable goods, and their associated long life cycle, a recovery rate calculation is not practical. Instead our Stewardship Plan was approved based on reporting on a suite of measures as outlined in sections 1 and 9.

Stewardship Agency Name		Electronics Products Recycling Association		
Program Name		Electronics		
Product Category		EOLE		
Report Period (Calendar or Fiscal)		January 1, 2017 to December 31, 2017		
Count	Name	Population Per 2017 Government of BC Estimates	Capture Rate (kg)	Per Capita Recovery or Capture Rate
1	Alberni / Clayoquot	30,456	60,430	2.0
2	Bulkley / Nechako	44,894	102,507	2.3
3	Capital Regional District	392,046	1,632,701	4.2
4	Cariboo	63,364	212,832	3.4
5	Central Coast	3,215	18,707	5.8
6	Central Kootenay	60,803	225,361	3.7
7	Central Okanagan	199,103	1,189,184	6.0
8	Columbia Shuswap	53,028	234,675	4.4
9	Comox	66,166	322,264	4.9
10	Cowichan Valley	85,459	369,149	4.3
11	East Kootenay	58,154	192,336	3.3
12	Fraser - Fort George	90,121	334,839	3.7
13	Fraser Valley	303,701	1,146,320	3.8
14	Greater Vancouver	2,592,227	8,725,724	3.4
15	Kitimat - Stikine	36,912	137,169	3.7
16	Kootenay Boundary	29,205	161,133	5.5
17	Mount Waddington	11,127	56,372	5.1

18	Nanaimo	160,942	691,453	4.3
19	North Okanagan	86,451	416,540	4.8
20	Northern Rockies	5,879	7,605	1.3
21	Okanagan - Similkameen	87,161	367,503	4.2
22	Peace River	62,231	179,474	2.9
23	Powell River	20,014	78,724	3.9
24	Skeena - Queen Charlotte	16,842	71,179	4.2
25	Squamish - Lillooet	43,274	171,087	4.0
26	Strathcona	46,572	134,337	2.9
27	Sunshine Coast	29,390	129,968	4.4
28	Thompson - Nicola	138,423	451,397	3.3
	Grand Total	4,817,160	17,820,964*	3.7

\* There is a small discrepancy between this tonnage and that reported in other areas due to the measurements being taken at points in the transportation chain. The weight in the chart above was taken at the time of shipping from the depot and the other weight was taken upon arrival at the processor. The difference represents material in transit between the 2 points at the time.

## 8. Summary of Deposits, Refunds, Revenues and Expenditures

### ***For those programs that charge deposits only:***

*Include a summary of deposits received and refunds paid in British Columbia by the producers (by plan if agency manages more than one plan). Attach a copy of the current year's independently audited financial statements as an appendix.*

**N/A**

### ***For those programs that charge a visible ecofee only:***

*Include a summary of fees / rates charged by the agency and provide a summary of total revenues and expenses in British Columbia (by plan if agency manages more than one plan). Attach a copy of the current year's independently audited financial statements as an appendix.*

The Program is funded by a visible Environmental Handling Fee (EHF) paid by the consumer at the time of purchase of obligated electronic items. The EHF is used to fund the collection, transportation and recycling of the material as well as administrative costs and consumer awareness efforts.

A listing of obligated products and the associated fees is available at the link below:

<https://www.return-it.ca/electronics/products/>

The information on revenues and expenses is in the attached financial statement as well as in the EPRA 2017 Annual Report at the link below:

<http://epra.ca/who-we-are/annual-report> (Begins on page 20)

## 9. Plan Performance

Using the table below, provide a brief overview of the performance of the plan for the current year compared to the stated performance requirements and targets specified in the approved plan. If no specific targets have been set (e.g. new plans in first year of operation), specify baseline results, significant achievements and identify when targets will be set.

Plan Target	2017 Results	Strategies for Improvement
1. Total WEEE collected 18,000 metric tonnes	19,684 metric tonnes 2015 – 2017 average	<i>Exceeded the 3 year average of 18,000 mt outline in our plan</i>
2. Total WEEE per capita 4.0 kgs/capita	3.7 kilos per capita	This target continued over from our program plan which expired in 2016. Light weighting of material being recycled has caused a decline in tonnage resulting in this target not being met. The new program plan currently awaiting approval no longer has a target on this metric so this will not be an issue going forward.
3. 90 % of the population covered by collection sites	98.2% coverage (From 2016 study)*	Exceeded the 90% coverage outlined in our plan
4. 65 % of the population aware of the program	76% awareness	Exceeded the 65% awareness outlined in our plan
5. See chart in section 1 for additional performance factors		

*\*return-to-retail facilities and depots are included in this calculation*

## Attachments

- 2017 EPRA Financial Statements (beginning on page 20 of EPRA Annual report)  
[http://epra.ca/wp-content/uploads/2018/06/EPRA\\_Annual\\_Report\\_EN\\_2017\\_Final.pdf](http://epra.ca/wp-content/uploads/2018/06/EPRA_Annual_Report_EN_2017_Final.pdf)
- Appendix A - Third Party Assurance Statement for Non-Financial Information
- Appendix B - List of 205 Collections Depots and 64 R2R Collection Sites as of Dec 31, 2017
- Appendix C - List of Collection Events in 2017





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## APPENDIX A

### 2017 INDEPENDENT REASONABLE ASSURANCE REPORT FOR SELECTED NON-FINANCIAL INFORMATION

To the Directors of Electronic Products Recycling Association:

#### ASSURANCE LEVEL AND SUBJECT MATTER

We have been engaged by the management of Electronic Products Recycling Association ('EPRA') to undertake a reasonable assurance engagement in respect of the following disclosures within EPRA's Annual Report to the Director (the 'Report') and in Appendix 1, for the year ended December 31, 2017 (together the 'Subject Matter'):

- The location of collection facilities, and any changes in the number and location of collection facilities from the previous report in accordance with Section 8(2)(b) of BC Regulation 449/2004 (the Recycling Regulation);
- The description of how the recovered product was managed in accordance with the pollution prevention hierarchy in accordance with Section 8(2)(d) of the Recycling Regulation;
- The total amount of the producer's product collected in accordance with Section 8(2)(e) of the Recycling Regulation; and,
- The performance for the year in relation to approved targets under Sections 8(2)(b), (d) and (e)

in accordance with Section 8(2)(g) of the Recycling Regulation.

The objective of this report is to express an opinion on how EPRA's management has discharged its responsibility to report on the Subject Matter in accordance with Section 8(2)(b), (d), (e) and (g) of the Recycling Regulation.

## **RESPONSIBILITIES**

Management is responsible for the preparation and presentation of the Subject Matter in accordance with the evaluation criteria which are integral to the Subject Matter and are presented in Appendix 1, current as at the date of our report. Management is also responsible for establishing and maintaining appropriate performance management and internal control systems from which the reported Subject Matter is derived.

Our responsibility in relation to the Subject Matter is to perform a reasonable assurance engagement and to express a conclusion based on the work performed. Our opinion does not constitute a legal determination on EPRA's compliance with the Recycling Regulation.

## **ASSURANCE STANDARD AND PROFESSIONAL REQUIREMENTS**

We conducted our engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) *Assurance Engagements other than Audits or Reviews of Historical Financial Information*, issued by the International Auditing and Assurance Standards Board. ISAE 3000 requires that we comply with applicable professional standards, including International Standard on Quality Control 1.

## **APPLICABLE CRITERIA**

The suitability of the evaluation criteria is the responsibility of management. The evaluation criteria presented in Appendix 1 are an integral part of the Subject Matter and address the relevance, completeness, reliability, neutrality and understandability of the Subject Matter.

## **SUMMARY OF WORK PERFORMED**

We planned and performed our work to obtain all of the evidence, information and explanations we considered necessary in order to form our conclusion as set out below. A reasonable assurance engagement includes examining, on a test basis, evidence supporting the amounts and disclosures within the Subject Matter. A reasonable assurance engagement also includes assessing the evaluation criteria used and significant estimates made by management, as well as evaluating the overall presentation of the Subject Matter. The main elements of our work were:

- Inquiries of relevant management of EPRA's processes and related controls, to gain an understanding of EPRA's data collection, monitoring and reporting processes in relation to the Subject Matter included in the Report;
- Performing walkthroughs to test the design, and where relevant the operating effectiveness, of internal controls relating to data collection and reporting of the Subject Matter;
- Comparison of the number of collection facilities disclosed to supporting collection contracts and collection records evidencing the existence of collection facilities;
- Comparison of collection data included in the Report to internal records and recalculation of data, where appropriate;
- Gaining an understanding of the due diligence and mass balancing process applied to processors and their data conducted as part of EPRA's process for estimating how product was managed in accordance with the pollution prevention hierarchy;
- Confirmation through review of mass balance reporting and the use of Recycle Qualification Office (RQO) approved downstream pathways that Primary Processors reported volume shipped quarterly and that the destination of materials was reviewed for conformance with the RQO's approved downstream pathways;

- Comparing the disclosed product management data and process description to the underlying reported data and sample source data;
- Reviewing the Report to determine whether it is consistent with our overall knowledge of, and experience with, the non-financial performance of EPRA; and,
- Comparison of reported performance against targets to internal records and calculations of performance.

## **OPINION**

In our opinion, the Subject Matter within Electronic Products Recycling Association's Annual Report to the Director for the year ended December 31, 2017 presents fairly in accordance with the evaluation criteria, in all material respects:

- Location of collection facilities, and any changes in the number and location of collection facilities from the previous report in accordance with Section 8(2)(b) of the Recycling Regulation;
- The description of how the product was managed in accordance with the pollution prevention hierarchy in accordance with Section 8(2)(d) of the Recycling Regulation;
- The total amount of the producer's collected in accordance with Section 8(2)(e) of the Recycling Regulation; and,
- The performance for the year in relation to approved targets under Sections 8(2)(b), (d) and (e) in accordance with Section 8(2)(g) of the Recycling Regulation.

## **EMPHASIS OF MATTER**

Without qualifying our opinion above, we draw attention to the following:

Consistent with Section 6(a) of the Recycling Regulation, EPRA submitted an amended stewardship plan for approval to the Director in 2017. While the amended plan remains under review, EPRA continues to operate under its approved Stewardship Plan 2012-2016 as directed by the Ministry of Environment and Climate Change Strategy. Therefore, reporting and assurance under Section 8(2)(g) of the Recycling Regulation is in relation to targets set in the existing Stewardship Plan 2012-2016.

Our report has been prepared solely for the purposes of management's stewardship under the Recycling Regulation and is not intended to be and should not be used for any other purpose. Our duties in relation to this report are owed solely to EPRA, and accordingly, we do not accept any responsibility for loss occasioned to any other party acting or refraining from acting based on this report.

A handwritten signature in black ink that reads "KPMG LLP". The letters are in a cursive, slightly slanted font. Below the signature is a single horizontal line that starts under the 'K' and ends under the 'P'.

Vancouver, Canada

June 29, 2018

## Appendix 1 to the Independent Reasonable Assurance Report

### Subject Matter, Applicable Definitions and Evaluation Criteria

#### COLLECTION FACILITIES

#### SUBJECT MATTER

Specific Disclosures in the annual stewardship report for which evaluation criteria were developed		
Disclosed information	Claim in the Report	Reference
Number of collection facilities	Total Collection Sites: 205 depots	<i>1. Executive Summary: Comparison of Key Performance Targets</i> on Page 5
Changes in number of collection facilities	This is an increase of 9 over the 196 depots reported in 2016	<i>4. Collection System and Facilities</i> on Page 8

#### APPLICABLE DEFINITIONS

The following definitions were applied to the assessment of the location of collection facilities, and any changes in the number and location of collection facilities from the previous report in accordance with Section 8(2)(b) of the Recycling Regulation:

- i. Collection Facility: any facility that has a signed End-Of-Life Electronics Agreement for the collection of returned EOLE. A collection facility does not include collection events or return-to-retail facilities.
- ii. Collection Event: any collection of EOLE that does not require signing of an End-Of-Life Electronics Agreement to become a permanent collection facility.
- iii. Return-to-Retail Facility: a retail facility that collects and ships EOLE directly to Primary Processors. These facilities do not require signed EOLE agreements.

## EVALUATION CRITERIA

The following evaluation criteria were applied to the assessment of the location of collection facilities, and any changes in the number and location of collection facilities from the previous report in accordance with Section 8(2)(b) of the Recycling Regulation

1. The number of collection facilities is determined based on the number of facilities with signed End-Of-Life Electronics agreements in place with Encorp for collection of EOLE.
2. The location of collection facilities is based on signed End-Of-Life-Electronics agreements.
3. The number of collection facilities reported in the annual report is reconciled to the total number of collection facilities accepting EOLE (End-of-life electronics) on Encorp's list of Authorized Depots as of December 31.
4. All collection facilities in Encorp's listing have signed End-Of-Life Electronics agreements in place with Encorp for collection of EOLE.
5. Changes in the number and location of collection facilities are determined based on notification of changes by individual facilities which are required to be made prior to the effective date of the change. These are recorded in new supplier/change forms which are reflected in updated collection facility listings each month.
6. One-off or intermittent collection events and return-to-retail facilities are excluded from the number of collection facilities.

## PRODUCT MANAGEMENT

### SUBJECT MATTER

Specific Disclosures in the annual stewardship report for which evaluation criteria were developed		
Disclosed information	Claim in the Report	Reference
A description of how the recovered product was managed in accordance with the pollution prevention hierarchy (S.8(2)(d))	<ul style="list-style-type: none"> <li>• Description of the Recycler Qualification Office and Recycler Qualification Program</li> <li>• Description of Mass Balancing</li> </ul>	<b>6. Pollution Prevention Hierarchy and Product / Component Management</b> on pages 10 – 13

\*claims marked with an asterisk were not subject to audit for 2017

### APPLICABLE DEFINITIONS

The following definitions were applied to the assessment of the description of how the recovered product was managed in accordance with the pollution prevention hierarchy in accordance with Section S.8(2)(d):

- i. Total weight of material processed, by category, is determined based on scaled deliveries from consolidation sites which are reconciled to invoiced material receipts from primary processors
- ii. Processors are defined as operations or facilities that manually or mechanically sort or process recovered material prior to (combined or segregated) transfer to a facility where the materials are recovered to the point where the material can enter back into the supply chain as a commodity, is used for energy generation or is treated as waste.
- iii. Primary processors are defined as operations or facilities that receive program product and initiate the recycling process by dismantling the product and sorting the materials through manual and/or mechanical means into various streams for the purpose of reclaiming recyclable materials and other approved management of residuals by downstream processors. This does not include consolidation, cross-docking, or brokering of received material without processing.



- iv. Downstream processors: are defined as operations or facilities that receive material from a primary processor or other downstream processors for the purpose of additional processing, refining and/or approved disposition of the material.
- v. Sites of final recovery are sites that accept unprocessed or processed material and treat the material to the point where it can enter back into the supply chain as a commodity, is used for energy generation or is treated as waste.

## EVALUATION CRITERIA

The following evaluation criteria were applied to the assessment of the description of how the recovered product was managed in accordance with the pollution prevention hierarchy in accordance with Section S.8(2)(d):

1. Acceptable end fates are determined in accordance with EPRA's approved stewardship plan, applicable regulation, and qualitative information on processing methods and end fate of materials/components obtained through Recycler Qualification Office (RQO) Recycler Qualification Program audits and due diligence processes.
2. EPRA maintains quantitative monitoring of deliveries to primary processors and from primary processors to the next point in the recycling process (mass balancing). To the extent that there are further steps in the recycling process prior to a point of final disposition, qualitative data is collected and the processing pathways are subject to a periodic audit process.
3. Prior to approval, all processors are subject to an initial due diligence review that establishes the downstream processing pathways for each category which are in line with the acceptable end fates identified.
4. Primary processors report the weights shipped and the next destination of material components (e.g. wires & cables, copper bearing material, copper yokes, circuit boards, etc.) on a quarterly basis.
5. EPRA reviews the primary processor reporting on a quarterly basis to ensure material components are processed in line with the processing pathways as determined by the

approved RQO Downstream Flow documentation. For any material components identified as processed by unapproved processors, EPRA initiates a follow-up process including

confirming approval status with RQO and contacting primary processors to investigate or stop shipments depending on the nature of the material.

6. On an annual basis, EPRA reviews primary processor reporting to ensure input volumes match the output and inventory change volumes within a 3% margin of error.
7. Nationally, EPRA performs an annual verification of one primary processor's quarterly mass balance report to identify discrepancies in the self-reported information and determine necessary actions plans to address deficiencies.
8. Based on primary processor reporting and the qualitative information on processing pathways of material components obtained through the RQO program, on an annual basis EPRA consolidates primary processor data and reports on a weighted average basis estimated conformance with acceptable end fates achieved with respect to the processing of components / materials.
9. In order to maintain RQO approval, primary processors require annual on-site observational reviews and downstream processors require periodic document audits or observational reviews as determined by the RQO Audit Policy.

The ongoing surveillance in the form of observational reviews at a minimum:

- Identifies whether the processor has maintained documentation identifying any changes in downstream processing pathways;
- Assesses whether any new facilities in the processing pathway are approved processors;
- Assesses whether procedures for approval of new processors have been implemented; and,

- Assesses shipping records supporting downstream processing pathways by material component.

In addition to the standard surveillance frequency, an audit or review may be initiated prior to a scheduled review as a result of:

- a request for a change to an approved process, such as the materials processed, processing methods undertaken, or any downstream recyclers used; or
- as a result of any significant issues identified outside of the audit process, such as through media reports, regulatory notices or other incident reports.

Organizations may also be subject to periodic interim surveillance reviews to monitor status or performance against the identified requirements.

10. Prior to approval, all points of final recovery are subject to an initial due diligence review by the RQO that establishes that the nature of the activities occurring at the site are in accordance with the identified acceptable end fates, confirms that there are no further processing steps involved in material recovery and that the sites have regulatory approval to undertake the declared types of recovery.

**PRODUCT SOLD AND COLLECTED**

**SUBJECT MATTER**

<b>Specific Disclosures in the annual stewardship report for which evaluation criteria were developed</b>		
<b>Disclosed information</b>	<b>Claim in the Report</b>	<b>Reference</b>
Product collected	Total WEEE Collected – 17,820  Metric Tonnes	<i>1. Executive Summary: Comparison of Key Performance Targets</i> on Page 5
Product sold	“In 2017, our stewards reported the supply of 11,241,499 regulated electronic products into the province”*	<i>7. Product Sold and Collected and Recovery Rate</i> on Page 14
Recovery rate	See the evaluation criterion for performance for the year in relation to targets in the approved stewardship plan below	

\*claims marked with an asterisk were not subject to audit for 2017

In accordance with the Ministry of Environment and Climate Change Strategy’s guidance on *Third Party Assurance for Non-Financial Information in Annual Reports – 2017 Reporting Year*, assurance is not required for product sold data if the stewardship program does not report a recovery rate, as defined in the Regulation, in accordance with the approved stewardship plan. Consistent with EPRA’s approved stewardship plan, there are no targets associated with recovery rate. Therefore, no evaluation criteria are required over Product Sold and an assurance opinion is not required over the reported amount of product sold.

**APPLICABLE**

**DEFINITIONS** There are no applicable definitions.

**EVALUATION CRITERIA**

The following evaluation criteria were applied to the assessment of total amounts of the producer’s product collected in accordance with Section 8(2)(e);

1. Product Collected (from collections facilities): The weight of product collected is based on the weight of material shipped to processors by consolidation facilities as reported to Encorp on the documents accompanying the load (Movement Authorization forms (MAs)).
2. Product Collected (from direct shippers or return to retail facilities): The weight of product collected is based on the weight of material shipped to processors by direct shippers or return to retail facilities as reported to Encorp on invoices and weigh scale receipts received from processors.
3. Product Collected (from collection facilities): Product weights identified on processors' invoices are reconciled against shipping weight on MAs for the specific pallets shipped.
4. Product Collected (from collection facilities): The number of pallets collected is reconciled against the number of pallets shipped to processors from consolidation sites.

## TARGETS

## SUBJECT MATTER

Specific Disclosures in the annual stewardship report for which evaluation criteria were developed		
Disclosed information	Claim in the Report	Reference
Targets associated with Section 8(2)(b) per Approved Stewardship Plan:	% of the population covered by collection sites – 98.2% (From 2016 study)*	<b>1. Executive Summary: Comparison of Key Performance Targets</b> on page 5
Targets associated with Section 8(2)(d):	<ul style="list-style-type: none"> <li>Description of Mass Balancing</li> </ul>	<b>6. Pollution Prevention Hierarchy and Product / Component Management</b> on pages 10 – 13
Targets associated with Section 8(2)(d):	See criteria below	
Targets associated with Section 8(2)(e): <ul style="list-style-type: none"> <li>Maintain a three year rolling average of a minimum of 18,000 metric tonnes of program material collected per annum commencing with the year 2011</li> <li>Maintain WEEE per capita 4.0kgs/capita</li> </ul>	<ul style="list-style-type: none"> <li>“19,684 metric tonne 2015-2017 average”</li> <li>3.7 kilos per capita</li> </ul>	<b>9. Plan Performance</b> on page 16
Target associated with Section 8(2)(e): <ul style="list-style-type: none"> <li>Recovery rate</li> </ul>	“Due to the nature of our products as durable goods, and their associated long life cycle, a recovery rate calculation is not practical. Instead our Stewardship Plan was approved based on reporting on a suite of measures as outlined in Section 1 and 9.”*	<b>7. Product Sold and Collected and Recovery Rate</b> on page 14-15

\*claims marked with an asterisk were not subject to audit for 2017

In accordance with the Ministry of Environment and Climate Change Strategy’s guidance on **Third Party Assurance for Non-Financial Information in Annual Reports – 2017 Reporting Year** and subsequent confirmation from the Ministry of Environment, assurance in relation to the accessibility performance target is not required this year. As such, no evaluation criteria are required and an assurance opinion is not required in 2017.

In accordance with EPRA's approved stewardship plan, there are no targets associated with recovery rate. No evaluation criteria are required and an assurance opinion is not required.

#### APPLICABLE DEFINITIONS

There are no applicable definitions.

#### EVALUATION CRITERIA

The following evaluation criteria were applied to the description of performance for the year in relation to the specific targets associated with Section 8(2)(b), (d) and (e) of the Recycling Regulation in the approved stewardship plan:

1. Targets in the stewardship plan have been identified and reported on by management in the annual report; and
2. The description of progress against targets to date is supported by records of progress maintained by the Company.
3. Mass balancing data is compiled from self-reported data from sites of final recovery. The compilation is subject to a spot audit but the base data remains unaudited and includes estimates where sites of final recovery are unable to, or choose not to, report data.

The types of recovery in self-reported data are compared to the results from the due diligence review process for each site to determine whether the site is capable of, and approved for, the types of recovery identified.

4. Total weight of material recycled as a percentage of material collected was intended to demonstrate that the material collected is passed into the recycling chain rather than sent to waste. As such this is fully covered by the product management evaluation criteria above and no further evaluation criteria are necessary.
5. A three-year rolling average of program material is calculating using a simple average of total WEEE collected in 2015, 2016 and 2017.
6. WEEE per capita is calculated as total WEEE collected in 2017 divided by the 2017 population per the Government of British Columbia's

## APPENDIX B

**EPRA Collections Sites  
As of December 31, 2017**

Yellow highlight denotes R2R location

Supplier Name	Location Address	Location City
7 Mile Transfer Station	Regional District of Mount Waddington, 7 Mile Transfer Station	McNeill
70 Mile House Eco-Depot	3061 N. Bonaparte Road	70 Mile House
A & P Disposal & Recycling	6220 Marilyn Rd	Sooke
Abbotsford Bottle Depot	33236 Walsh Avenue	Abbotsford
Abbotsford Mission Recycling Program	33670 Valley Road	Abbotsford
Agassiz Bottle Depot	7659 Industrial Way	Agassiz
Aldergrove Return-It Depot	27482 Fraser Highway	Aldergrove
Alpine Disposal & Recycling	1045 Dunford Avenue	Langford
Armstrong Return-It Depot	3730 Pleasant Valley Road	Armstrong
Ashcroft Bottle & Return-it Centre	420 Railway Avenue	Ashcroft
Asset Investment Recovery - Surrey	8307 130th Street	Surrey
Asset Investment Recovery – Victoria	4234 Glanford Avenue	Saanich
B&G Bottle Depot	476 Legion Drive	Quesnel
Bella Coola Recycling Depot	Walker Island Road	Bella Coola
Best Buy - Abbotsford	4, 32900 South Fraser Way	Abbotsford
Best Buy - Burnaby	Metropolis at Metrotown	Burnaby
Best Buy - Cambie	2220 Cambie Street	Vancouver
Best Buy - Chilliwack	#101 - 45805 Luckakuck Way	Chilliwack
Best Buy - Coquitlam	Unit 2140-2929 Barnet Highway	Coquitlam
Best Buy - Courtenay	Building D, Unit 1, 3245 Cliffe Avenue	Courtenay
Best Buy - Cowichan	#101 - 2900 Drinkwater Road	Duncan
Best Buy - Downtown Vancouver	Suite 200 - 798 Granville Street	Vancouver
Best Buy - Kamloops	Y700 - 1320 West Trans-Canada Hwy.	Kamloops
Best Buy - Kelowna	Unit 1403 - 2271 Harvey Avenue	Kelowna
Best Buy - Langford	779 McCallum Drive	Langford
Best Buy - Langley	Unit F3 - 20202 - 66 Avenue	Langley
Best Buy - Nanaimo	3200 Island Hwy. North, Unit 87	Nanaimo
Best Buy - Prince George	#201 - 3900 Walls Avenue	Prince George
Best Buy - Richmond	700, 5300 No. 3 Road	Richmond
Best Buy - South Vancouver	8133 Ontario Street	Vancouver
Best Buy - Surrey	10025 King George Highway	Surrey
Best Buy - Surrey Scott Road	12048 80 Avenue	Surrey
Best Buy - Victoria	3450 Uptown Boulevard, Suite 200	Victoria
Best Buy - West Vancouver	#2100 Park Royal South	West Vancouver



Best Buy -South Surrey	2267 160 Street	Surrey
Best Buy- Vernon	5600 24 Street	Vernon
Biggar Bottle Depot	2577 Kingsway Avenue	Port Coquitlam
Bill's Bottle Depot	2840 - 13th Avenue Southwest	Salmon Arm
Bottle Depot - Glanford	4261 Glanford Avenue	Saanich
Bottle Depot - Victoria	655 Queens Avenue	Victoria
Boucherie Self Storage & Bottle Depot	2711 Kyle Road	Kelowna
Brentwood Return-It Depot	3931 Graveley Street	Burnaby
Bridgeview Bottle & Return-It Depot	Unit 118-12332 Pattullo Place	Surrey
Bulkley Valley Bottle Depot	3446 19th Avenue	Smithers
Burns Lake Return-It Recycling Depot	113 Park Street	Burns Lake
Capital Regional District - Hartland Recycling	# 1 Hartland Avenue	Victoria
Cariboo Metal Recycling	1265 Sam Toy Avenue	Quesnel
Castlegar Return-It Depot	1507 Columbia Avenue	Castlegar
Chasers Bottle Depot	4702 - 31st Street	Vernon
Chetwynd Recycling & Bottle Depot	4824 - 54th Street	Chetwynd
Chilliwack Bottle Depot	Unit 2, 45934 Trethewey Avenue	Chilliwack
Clearwater Bottle Depot	10 Old North Thompson Highway Road West	Clearwater
Clearwater Eco-Depot	240 Clearwater - 100 Mile FSE	Clearwater
Clinton Eco-Depot	5 Boyd Pit Road	Clinton
Columbia Bottle Depot - Central	1988 Kirschner Road	Kelowna
Columbia Bottle Depot - Rutland	680 Dease Road	Kelowna
Columbia Bottle Depot - St. Paul	1314 St. Paul Street	Kelowna
Columbia Shuswap Regional District (EOLE) – Falkland*	2830 Wetaskiwin Rd	Falkland
Columbia Shuswap Regional District (EOLE) – Glenemma*	3125 McTavish Rd	Salmon Arm
Columbia Shuswap Regional District (EOLE) – Malakwa*	3591 McLean Sawmill Rd	Malakwa
Columbia Shuswap Regional District (EOLE) – Sicamous*	950 Two Mile Rd	Sicamous
Columbia Shuswap Regional District (EOLE) – Skimikin*	2281 Skimikin Rd	Tappen
Comox Return Centre	678 Anderton Road	Comox
Coquitlam Return-It Depot	104-2560 Barnet Hwy	Coquitlam
Courtenay Return-It Depot	493 Puntledge Road	Courtenay
Cranbrook Bottle Depot	1125 Industrial Road #3	Cranbrook
D.C. Campbell Recycling	925 - 100th Avenue	Dawson Creek
East Hastings Bottle Depot	6893 Hastings Street	Burnaby
Eco-Depot Recycling Centre	10115 - 94 Avenue	Fort St. John
Edmonds Return-It Depot	7496 Edmonds Street	Burnaby
Enderby Return-It Recycling Depot	904 Belvedere Street	Enderby
Fernie Bottle Depot	1291 Ridgemont Avenue	Fernie
Fleetwood Bottle Depot	15093 Fraser Highway	Surrey
Fort St. John Bottle Depot	10104 93rd Avenue	Fort St. John
Fraser Lake Bottle Depot	20 Cougar Street	Fraser Lake
Fraser Valley Bottle & Return-It Depot	Unit 108, 22575 Fraser Highway	Langley
G.R.I.P.S. (GRIPS)	13136 B Highway 101	Madeira Park

Galiano Island Recycling	220 Sturdies Bay Road	Galiano Island
General Grant's Recycling Centers	611 Fortune Drive	Kamloops
General Grant's Recycling Centers - Sahali	963 Camosun Crescent	Kamloops
Gibsons Recycling Depot	1018 Venture Way	Gibsons
Go Green Bottle Depot & Recycling	7 East 7th Avenue	Vancouver
Gold Trail Recycling	694 Sollows Crescent	100 Mile House
Golden Bottle Depot	820 11th Avenue South	Golden
Grand Forks Bottle Depot	7816 Donaldson Drive	Grand Forks
Guildford Bottle Depot	Unit 100, 14727 108A Avenue	Surrey
Haney Bottle Depot	Unit 2, 22935 Lougheed Highway	Maple Ridge
Hart Return-It Centre	6665 Hart Highway	Prince George
Hazelton Bottle Depot	4413 10th Avenue	New Hazelton
Heffley Creek Eco-Depot	7381 Sullivan Valley Road	Heffley Creek
Heiltsuk Environmental Services Ltd.*	PO Box 880	Bella Bella
Hope Bottle Depot	930A 6th Avenue	Hope
Houston Bottle Depot	2266 North Nadina Avenue	Houston
Interior Freight & Bottle Depot	4205 24th Avenue	Vernon
Invermere Bottle Depot & Recycling	133 Industrial Road #2	Invermere
Ironwood Bottle Depot	Unit 110-11020 Horseshoe Way	Richmond
Island Return-It Campbell River	1580-F Willow Street	Campbell River
Island Return-It Duncan	6476 Norcross Road	Duncan
Island Return-It Esquimalt	935 Ellery Street	Esquimalt
Island Return-It Sidney	Unit 5, 10025 Galaran Road	Sidney
Island Return-It South Cowichan	1350 Fisher Road	Cobble Hill
J & C Bottle Depot	200 Rosetown Avenue	Penticton
Jenill Recycling	Unit 1, 13140 88th Avenue	Surrey
Junction Bottle Depot	149 Oyster Bay Drive	Ladysmith
Kensington Square Return-It Centre	6518 Hastings Street	Burnaby
Kitimat Recycling Depot	314 Railway Avenue	Kitimat
Ladner Bottle Depot	4930 Elliott Street	Ladner
Langley Bottle Depot	20137 Industrial Avenue	Langley
Lee's Bottle Depot	7385 Buller Avenue	Burnaby
Logan Lake Bottle Depot	131 Chartrand Avenue	Logan Lake
Logan Lake Eco-Depot	9261 Highway 97C	Logan Lake North
Lonsdale Bottle Depot	142A 3rd Street West	Vancouver
Lorne Street Bottle Depot	270 Halston Avenue	Kamloops
Lougheed Return-It Depot	1045A Lougheed Highway	Coquitlam
Louis Creek Eco-Depot		Barriere
Lower Nicola Eco-Depot	2348 Woodward Road	Lower Nicola
Lytton Eco-Depot	2040 Lytton-Lilloet Road/Hwy	Lytton
Maple Ridge Bottle Depot	Unit 15, 20475 Lougheed Highway	Maple Ridge
Mayne Island Recycling Society	390 Campbell Bay Road	Mayne Island
Merritt Return-It Depot	2352 Clapperton Ave.	Merritt

Metrotown Return-It Centre	4760 Imperial Street	Burnaby
Mica Ventures Inc.	405 South Mackenzie Avenue	Williams Lake
Mission Recycle Centre	7233 Park Street	Mission
Mission Recycling Depot	7229 Mershon Street	Mission
Nanaimo Recycling Exchange	2477 Kenworth Road	Nanaimo
Nechako Bottle Depot	1922 1st Avenue	Prince George
Nelson Leafs Bottle Depot	120 Silica Street	Nelson
New Life Furniture	112 Northwest Boulevard	Creston
Newton Bottle Depot	#110 - 13245 72 Avenue	Surrey
		North
North Shore Bottle Depot	235 Donaghy Avenue	Vancouver
North Shuswap Bottle Depot	120 Aylmer Road	Chase
		North
North Vancouver Bottle & Return-It Depot	310 Brooksbank Avenue	Vancouver
NVSS Bottle Depot	294 East 3rd Street	Vanderhoof
OK Bottle Depot	7960 River Road	Richmond
Osoyoos Bottle Depot	8305 - 72nd Avenue	Osoyoos
P.G. Recycling and Return-It Centre	2614 Petersen Road	Prince George
Panorama Village Return-It	Unit 112-15157 Highway 10	Surrey
Parksville Bottle & Recycling	611A Alberni Highway	Parksville
Pemberton Recycling Centre	Unit 5, 7339 Old Mill Road	Pemberton
Pender Island Recycling Society	4400 Otter Bay Road	Pender Island
Pitt Meadows Bottle & Return-It Depot	19090 Lougheed Highway	Pitt Meadows
Planet Earth Recycling	#3 " 1400 Industrial Road	West Kelowna
Port Alberni Return-It Depot	3680 4th Ave	Port Alberni
Port Hardy Return-It Centre	9300 Trustee Road	Port Hardy
Powell Street Return-It Bottle Depot	1856 Powell Street	Vancouver
		New
Queensborough Landing Return-It Depot	Unit A - 409 Boyne Street	Westminster
R&T Recyclables & Bottle Depot	Unit 23, 31550 South Fraser Way	Abbotsford
Regional District of Kitimat - Stikine – CMS*	9-4644 Lazelle Ave	Terrace
Regional District Okanagan-Similkameen	101 Martin Street	Penticton
Regional Recycling - Abbotsford	750 Riverside Road	Abbotsford
Regional Recycling - Burnaby	2961 Norland Avenue	Burnaby
Regional Recycling - Cloverdale	5534 176th Street	Surrey
Regional Recycling - Nanaimo	2375 Hayes Road	Nanaimo
Regional Recycling - Richmond	13300 Vulcan Way	Richmond
Regional Recycling - South	839 Old Victoria Road	Nanaimo
Regional Recycling - Vancouver	960 Evans Avenue	Vancouver
Regional Recycling - Whistler	8006 Nesters Road	Whistler
Revelstoke Bottle Depot	97 Cartier Street	Revelstoke
Ridge Meadows Recycling	10092 - 236th Street	Maple Ridge
		Salt Spring
Salt Spring Island Recycling Depot	349 Rainbow Road	Island
Salvation Army - Brentwood Bay	7177 West Saanich Road	Brentwood Bay

Salvation Army - Cedar Hill	1551 Cedar Hill Cross Road	Saanich
Salvation Army - Comox Valley	1671 Ryan Road	Comox
Salvation Army - East 12th Avenue	261 E. 12th Avenue	Vancouver North
Salvation Army - Fell Avenue	1451 Fell Ave	Vancouver
Salvation Army - Granville Street	8384 Granville Street	Vancouver
Salvation Army - Kerrisdale	2021 West 41st Avenue	Vancouver
Salvation Army - King George	7093 King George Highway	Surrey
Salvation Army - Langford	777 Goldstream Avenue	Langford
Salvation Army - Lower Mainland	19733-96 Avenue	Langley
Salvation Army - Mill Bay	855 Shawnigan-Mill Bay Road	Mill Bay New Westminster
Salvation Army - New Westminster	774 Columbia Street	Westminster
Salvation Army - North Burnaby	4099 East Hastings Street	North Burnaby
Salvation Army - North Delta*	#300-8066 120th Street	Surrey North Vancouver
Salvation Army - North Vancouver	241 Lonsdale Avenue	Vancouver
Salvation Army - Port Coquitlam	2275 Elgin Avenue	Port Coquitlam
Salvation Army - Prince George	3500 18th Ave	Prince George
Salvation Army - Victoria	Unit 4 - 765 Vanalman Avenue	View Royal
Salvation Army - Victoria	525 Johnson Street	Victoria
Salvation Army - Victoria Hillside	Unit 2 - 990 Hillside Avenue	Victoria
Salvation Army - View Royal	307 Island Highway	View Royal
Salvation Army - West 4th Avenue	1906 West 4th Avenue	Vancouver
Salvation Army - West Broadway	2714 West Broadway	Vancouver
Salvation Army - West Vancouver	1582 Marine Drive	West Vancouver
Salvation Army - White Rock	1327 Johnston Road	White Rock New Westminster
Sapperton Return-It Depot	Unit 21 - 79 Braid Street	Westminster
Sardis Bottle Depot	45635B Lark Road	Chilliwack
Scotch Creek Bottle Depot	3855 Squilax - Anglemont Road	Scotch Creek
Scott 72 Bottle & Return-It Depot	Unit 102, 7743 - 128th Street	Surrey
Scott Road Bottle Depot	Unit 2, 12111 - 86th Avenue	Surrey
Semiahmoo Bottle Depot	Unit 29, 15515 - 24th Avenue	Surrey Queen Charlotte City
Skeena Queen Charlotte Regional District	1205 Oceanview Dr	Charlotte City
Skeena Queen Charlotte-Port Clements	71454 Highway 16	Port Clements
Skeena Regional Recycling	Unit 14-342 3rd Ave West	Prince Rupert
SLRD Landfill	405 Landfill Road, Box 501	Lillooet
Smithrite Disposals Ltd.		Coquitlam
South Thompson Eco-Depot	1595 Martin Prairie Road	Pritchard
South Van Bottle Depot	34 East 69th Avenue	Vancouver
Squamish Bottle Depot	Unit 15, 38927 Queens Way	Squamish
Staples - Abbotsford	Unit # 110 32500 South Fraserway	Abbotsford
Staples - Bridgeport	Unit #110 2780 Sweden Way	Richmond

Staples - Broadway	1322 West Broadway	Vancouver
Staples - Campbell River	1440 Island Hwy	Campbell River North
Staples - Capilano	1999 Marine Drive	Vancouver
Staples - Chilliwack	101-7491 Vedder Rd	Chilliwack
Staples - Cloverdale	17433 56 Avenue, unit 108	Surrey
Staples - Coquitlam	1220 Seguin Drive	Coquitlam
Staples - Courtenay	3299 Cliffe Avenue, Unit 2	Courtenay
Staples - Cranbrook	1500 Cranbrook Street North, Unit 43	Cranbrook
Staples - Duncan	252 Trunk Road	Duncan
Staples - Fort St John	9600 93rd Avenue	Fort St. John
Staples - Kamloops	Unit 10 1395 Hillside Drive	Kamloops
Staples - Kelowna	#430 2339 HWY 97 North	Kelowna
Staples - Langford	789 McCallum Rd.	Victoria
Staples - Langley	Unit # 200 20055 Willowbrook Drive	Langley
Staples - Lougheed	4265 Lougheed Highway	Burnaby
Staples - Maple Ridge	20050 Lougheed Highway	Maple Ridge
Staples - Marine Way	5821 Marine Way	Burnaby
Staples - Metrotown	4561 Kingsway Ave.	Burnaby
Staples - Mission	32525 London Avenue, Unit 900	Mission
Staples - Nanaimo Island Highway	2000 Island Hwy.N.	Nanaimo
Staples - Nanaimo Parkway	6581 Aulds Road	Nanaimo
Staples - North Delta	7315 120th Street	Delta
Staples - Park Royal	2105 Park Royal South	West Vancouver
Staples - Penticton	102 Warren Ave.E.	Penticton
Staples - Port Alberni	3555 Johnston Road, Unit # 501	Port Alberni
Staples - Powell River	4730 Joyce Avenue	Powell River
Staples - Prince George	1600 15th Avenue Unit #206	Prince George
Staples - Quesnel	640 Newman Road, Unit # 2	Quesnel
Staples - Richmond	1-6390 No 3 Road	Richmond
Staples - Royal Centre	1055 West Georgia Street, Suite 220	Vancouver
Staples - Salmon Arm	360 Trans Canada Hwy SW, Unit # 3	Salmon Arm
Staples - Surrey North	10136 King George Hwy.	Surrey
Staples - Terrace	4645 Greig Avenue	Terrace
Staples - University Endowment Lands	2135 Allison Road, Unit 101	Vancouver
Staples - Vancouver Downtown	901 Seymour Street	Vancouver
Staples - Vancouver Grandview	3003 Grandview Hwy, Unit 1	Vancouver
Staples - Vernon	3202-32nd Street	Vernon
Staples - Victoria	Building #3 780 Tolmie Avenue	Victoria
Staples - White Rock	3037-152nd Street	Surrey
Staples - Williams Lake	#105-850 Oliver St.	Williams Lake
Steveston Bottle Depot**		Steveston
Summerland Bottle Depot	9615A Victoria Road South	Summerland
Sun Coast Waste Services*	3620 3rd Ave	Port Alberni

Sunset Coast Bottle Depot	7127 Duncan Street	Powell River
Sur-Del Bottle Depot	8962 - 120A Street	Surrey
Surrey Central Return-It Centre	13845 - 104th Avenue	Surrey
T-2 Market	5980 Sawmill Road	Oliver
Terrace Bottle Depot	Unit 101-3110 Kalum Street	Terrace
The Battery Doctors	1972 Windsor Road	Kelowna
The Hut	367 Highway 3 West	Princeton
The Recycling Alternative	449 Industrial Ave	Vancouver
Trail Bottle Depot	562 Rossland Avenue	Trail
Tsawwassen Return-It Centre	5636 12th Avenue	Tsawwassen
Ucluelet Bottle Depot	325 Forbes Road	Ucluelet
		New
Urban Impact Recycling Ltd.	5 Capilano Way	Westminster
Valemount Recycling Center	993 5th Avenue	Valemount
Valu Mart Container Depot*	6320 Highway 3 West	Salmo
Vancouver Central Return-It Depot	2639 Kingsway	Vancouver
Vancouver West Return-It Depot	1253 West 75th Avenue	Vancouver
Venture Bottle Depot	1818 Miller Street	Lumby
Venture Training Centre	4240 Alexis Park Drive	Vernon
Victor Surplus Equipment Ltd.	990 1st Avenue	Prince George
Walnut Grove Bottle & Return Centre	Unit 6-8, 20280 97th Avenue	Langley
Whistler Re-Use It Centre	1003 Lynham Road	Whistler
White Rock Return-It Depot	3221 140th Street	Surrey
Wide Sky Disposals	Bay 1, 4800 46th Avenue	Fort Nelson
Williams Lake Return-It Depot	232 Mackenzie Avenue South	Williams Lake
Willowbrook Recycling	19641, 60th Avenue	Langley
Winfield Return-It Centre	Unit 4, 11852 Highway 97N	Lake Country

\* Indicates additions in 2017

\*\*Indicates deletion in 2017

## APPENDIX C

### EPRA Collection Events 2017

<b>City / Area</b>	<b>Location</b>	<b>DATE</b>
Vancouver	Barclay Manor	Saturday, November 04, 2017
Vancouver	Vancouver City Hall	Saturday, October 21, 2017
Vancouver	Kitsilano Community Centre	Saturday, September 23, 2017
Vancouver	Killarney Community Centre	Saturday, September 16, 2017
Vancouver	Barclay Manor	Saturday, July 15, 2017
Vancouver	Sunrise Square Parking Lot	Saturday, May 06, 2017
Vancouver	Dunbar Lawn Bowling Club	Saturday, April 22, 2017
Vancouver	Trout Lake Community Centre	Saturday, February 25, 2017
Kaslo	Vimy Park	Saturday, September 16, 2017
Nakusp	Nakusp Arena	Sunday, October 01, 2017