

# Return to Retail (R2R) Incentive Program

---

## 1.0 Background:

The **Return to Retail Incentive Program (R2R Program)** is intended to provide a consistent and harmonized solution for EPRA steward retailers to become qualified generators (outlined below) to collect regulated products, and to work with [Recycler Qualification Office \(RQO\)-verified processors](#) to transport, and responsibly recycle, these materials. This will:

1. Allow the reporting of these items, and their associated volumes, within the local EPRA program.
2. Provide the R2R Retailer, as a generator of End-of-Life-Electronics (EOLE), the opportunity to collect and responsibly recycle the EOLE.
3. Allow the R2R Retailer and Processor to negotiate compensation for the material collection and for services not provided within the existing local EPRA program.

Under the R2R Program, retailers who have been registered by the program must contract with an RQO-verified processor to provide transport and recycling of program material. The Processor will be paid by the program. Processors may obtain R2R incentive rates by contacting the Program Manager.

The processor recycling and transportation rates are subject to change at the discretion of EPRA without prior notice.

## 2.0 Principles:

1. Level playing field – all EPRA steward retailers can join (small and large, corporate and independent, etc.).
2. Flexibility for R2R Retailers to:
  - Select from RQO-verified Processor Partners to ensure responsible recycling.
  - Fit pick up and shipping schedules to individual retailer needs.
  - Customize solutions, such as core logistics (pallets vs. cages vs. super-bags, etc.).
3. Recognizes unique circumstances retail outlets have when collecting electronics and shows flexibility on issues such as administration, minimum load size, hours of operation, etc.

4. Harmonized, consistent approach that still reflects regional costs (e.g. increased transportation costs in remote areas).
5. Provides voluntary participation and ability to ramp-up/pilot in selected provinces.
6. Allows for enhanced collection of program-eligible products only.
7. Provides for reasonable operational and financial controls.
8. Provides simplicity for R2R Retailers.

### **3.0 Applicability:**

The **R2R Program** applies only to approved R2R Retailers and Processors. For the purposes of this program, R2R Retailers will be limited to those who meet the following criteria:

- (a) They are fully registered and are in good-standing as EPRA Stewards (as a remitter or a Pay-on-Purchase/POP) in the province they wish to offer an R2R service, and;
- (b) They will offer a 'Return to Retail' option to their customers (scope here is not for ICI-generated materials such as in-house IT equipment).

All materials must have been generated as an EOLE within the associated program jurisdiction. It does not include volumes that may be generated outside of the province and shipped into the province for EOLE management, and also does not include volumes intended for re-use, refurbishment or other re-marketing.

### **4.0 Application Process:**

The **Return to Retail (R2R) Incentive Program Application Form** (*Appendix A*) must be completed by each potential retail store, indicating the RQO-verified Processor with whom they contracted. The completed application form is to be forwarded to the Program Manager for approval before the first shipment is initiated. Once the application is approved, the R2R Retailer will be assigned a Generator Code that will have to be used by the R2R Retailer in all documents accompanying the directly shipped material.

### **5.0 Shipping:**

The registered R2R Retailer will initiate a request for direct shipping by contacting the RQO-verified Processor with whom they contracted.

The Processor will obtain the necessary information on direct shipped material upfront when the request is initiated. The Processor will arrange, and pay for, shipment of the material and will also be responsible for providing a copy of the Bill of Lading to the Program Manager at the time of invoicing.

## 6.0 Invoicing, Tracking, Reporting and Verification:

**R2R invoicing from Processors will be done on separate documents from other program invoicing.**

The amount of product invoiced will be divided up into the following categories:

- Display Devices (TV and Monitors)
- CPUs (Desktop and Laptop Computers, Tablets, etc.)
- All other Regulated Products (Desktop Printers, Keyboards, Mice, Cables, etc.)

A picture must be taken of any cage or skid weighing more than 350 kg and forwarded to the Program Manager with the invoice package. There may also be other audit, sampling or reporting requirements for material composition reasons.

It will be solely the responsibility of the Processor to ensure that **ONLY** program authorized material is invoiced to the program and that all material meets the requirements outlined in Section 3.0. Processors are subject to removal as a registered EPRA Program Processor should it be determined that EPRA is invoiced for non-program material either through abuse or neglect by the Processor.

The local EPRA Program Manager will track all reported data and assess the data for any inconsistencies. The Program Manager will look to confirm:

- The number of pallets, cages and bags approved for shipment, transported and received;
- The weight of pallets and quantities of materials contained on each pallet; and
- That all materials have been processed.

The Program Manager will also assess:

- The total pallet weights to program averages;
- The amount of non-program materials included in the pallets; and
- The amount of packaging and other materials included in the pallets.

## 7.0 Applicable Documents:

By signing the **Return to Retail (R2R) Incentive Program Application Form** (*Appendix A*), the R2R Retailer confirms that all information provided is accurate and agrees to permit auditing, with reasonable notice, by EPRA to verify the amounts shipped.

## 8.0 Verification Audit:

At the Program Manager's discretion, or where s/he is unable to verify data reported or identifies inconsistencies in reporting, EPRA may initiate a detailed audit of the shipment. EPRA reserves the right to audit the participating R2R Retailer and Processor to confirm the process for:

- Identifying the origin of materials.
- Tracking and separating program applicable materials.
- Reporting volumes to the program.

## 9.0 Processor Incentive:

In the event that the verification process is unable to clarify earlier identified inconsistencies, or identifies further inconsistencies, in material tracking or reporting, EPRA will notify the Processor of the issues and provide the Processor with 30 days to provide satisfactory resolution to the outstanding issues. If the outstanding issues remain unresolved, the Processor's registration in the R2R Program may be revoked.

Processors must provide the following documents to receive compensation for their recycling and transportation costs:

- A detailed invoice respecting the product categories outlined in Section 6.0
- A copy of the signed Bill of Lading corresponding to each shipment from the R2R Retailer to the Processor and clearly stating the R2R Retailer's Generator Code

If documents are missing and/or are not providing the required information, the package will be refused and returned to the Processor and the processor incentive for the direct shipping and recycling will not be approved.

The Processor is responsible for all costs associated with the direct ship of material including shipping and logistics costs as well as all processing and supplies. Types of collection, infrastructure (e.g. pallets, cages, mega-bags, etc.) and other value-added service costs are to be negotiated strictly between the Processor and the R2R Retailer.

Only after confirmation of shipment and processing of the material, and verification of program applicable volumes, will EPRA provide the Processor with a transportation and processing incentive (per metric tonne) for the program material processed.

No incentive will be paid on inconsistently reported and unverified amounts, or on packaging weights and non-compliant program materials.