

# **Electronic Products Recycling Association**

## **Annual Report to the Director**

### **[2018 Calendar Year]**

**Submitted to:** Director, Extended Producer Responsibility Programs  
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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 2018, 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 on behalf of SABC in September of 2018 showed that 86% of BC residents were aware of how to recycle electronics in an environmentally friendly manner.</p>

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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 219 permanent collection depots at the end of 2018 (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 March of 2019 showed that 98.6% of the population was covered to the standards outlined in our stewardship plan.</p> <p>As a supplement to our permanent depots, we held 18 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 as well as the evolving management of hazardous substances. EPRA will report annually on DfE issues as provided through this research. The report for 2018 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>

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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 2018, our stewards reported the supply of 11,794,431 regulated electronic products into the province. During 2018, we collected a total of 16,824 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 2018 EPRA Annual Report at <a href="http://epra.ca/who-we-are/annual-report/">http://epra.ca/who-we-are/annual-report/</a>

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### 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.

2018 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, 219 permanent collection sites and 4 verified processors. In 2018, EPRA BC safely collected and responsibly recycled 16,824 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 2018, EPRA actively promoted the program in BC through earned media (PR) and advertorials. EPRA received coverage in key recycling periods with circulation and viewership of 4,371,216 impressions

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### 2018 EPRA BC Public Relations Coverage

Outlet	Date(s)	City	Topic	Reach
Global News	18-Oct-18	Province Wide	Importance of Recycling Old Electronics	960,000
Vancouver Courier	19-Oct-18	Vancouver	Electronics Recycling in BC has come a long way	594,972
Social Media (Global News)	18-Oct-18	Province Wide	Importance of Recycling Old Electronics	960,000
Ops Talk Magazine	Various dates	Province Wide	Recycle My Electronics Full Page Print Article	7,300
Adminfo Magazine	Various dates	Province Wide	Recycle My Electronics ½ Page Print Article	9,400
CBC Radio West	17-Dec-18	Vancouver	Importance of Recycling Electronics	275,000
Fairchild TV	18-Dec-18	Vancouver	Importance of Recycling Electronics and E-Recycling Tips	88,000
Global News	18-Dec-18	Province Wide	Drop-off Locations and RME site	960,000
Breakfast Television	19-Dec-18	Province Wide	Recycling Electronics This Holiday Season	310,500
Vernon Morning Star	21-Dec-18	Vernon	Holiday E-Recycling Urged	53,744
Tri-City News	24-Dec-18	Coquitlam, Port Coquitlam and Port Moody	Reduce, reuse, recycle consumer electronics this holiday season	48,000
Quesnel-Cariboo Observer	28-Dec-18	Quesnel and Cariboo	Recycle old electronics if you've received new this Christmas	8,300
Breakfast Television	2-Jan-18	Province Wide	How to Recycle Your Electronics	310,500
<b>Total Impressions</b>				<b>4,371,216</b>

In 2018, 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 9 below for key statistics related to Public Education and Awareness.

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### 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 2018, we have increased the number of collection sites over 3 times from 70 to 219 including a net increase of 14 depots (20 additions, one deletion and 5 internal depots no longer included in the list due to changes in the reporting language in the new program plan) in 2018.

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 2018, EPRA BC conducted 18 such drop off events (see attached list for locations.)

In addition to our regular collection depot network, at the end of 2018 our Return-to-Retail program included 64 locations of 2 major national electronics retailers across BC to further enhance consumer convenience.

The combination of permanent collection depots and Return-to-Retail locations provided coverage to 98.6% of the Province as outlined in our March 2019 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



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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 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, was the 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.

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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

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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.

### 2018 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>91.06%</b>
<b>Energy from Waste</b>	<b>1.45%</b>
<b>Landfilled Materials</b>	<b>7.49%</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 16,660 metric tonnes. Of this amount, 10 metric tonnes or 0.1% 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 16,824 metric tonnes as part of our mass balancing process.

Material / Component	% of Material Stream	Process
<b>Leaded Glass</b>	18.48%	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>	18.90%	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>	34.27%	Metals are manually and/or mechanically separated and smelted for reclaim.
<b>Mixed Metals</b>	0.19%	Metals are manually and/or mechanically separated and smelted for reclaim. (Includes Dusts)
<b>Wood</b>	2.72%	Materials are manually separated and managed through an energy-from-waste recovery process or landfilled.
<b>Circuit Boards</b>	8.59%	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>	3.27%	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>	1.65%	Metals are manually and/or mechanically separated and smelted for reclaim.
<b>Aluminum</b>	2.47%	Metals are manually and/or mechanically separated and smelted for reclaim.
<b>Copper Yokes</b>	1.07%	Metals are manually and/or mechanically separated and smelted for reclaim.
<b>Batteries</b>	0.51%	Mechanically separated for recovery of metals.
<b>Ink/Toner Cartridges</b>	1.45%	Cartridges are cleaned and reconditioned for reuse or processed through an energy-from-waste recovery process.
<b>Glass</b>	0.69%	Non-leaded 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>	2.85%	Materials sent to landfill
<b>Dusts</b>	0.89%	Dusts captured during shredding or dismantling of materials. Sent for further recovery and smelted for reclaim.
<b>Other</b>	1.91%	Materials are manually and/or mechanically separated for reclaim.

NOTE: Materials shipped 16,660 MT. The Primary Processors have reduced inventory on hand by 34 MT

## Primary Processors

As of December 31, 2018 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)

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### 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 2018, our stewards reported the supply of 11,794,431 regulated electronic products into the province. During 2018, we collected a total of 16,824 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, 2018 to December 31, 2018		
Count	Name	Population Per 2018 Government of BC Estimates	Capture Rate (kg)	Per Capita Recovery or Capture Rate
1	Alberni / Clayoquot	33,241	50,695	1.5
2	Bulkley / Nechako	40,059	104,122	2.6
3	Capital Regional Dist	413,406	1,516,553	3.7
4	Cariboo	65,312	202,472	3.1
5	Central Coast	3,505	17,299	4.9
6	Central Kootenay	62,668	199,182	3.2
7	Central Okanagan	208,852	1,067,729	5.1
8	Columbia Shuswap	55,465	223,548	4.0
9	Comox	71,535	311,648	4.4
10	Cowichan Valley	90,380	337,368	3.7
11	East Kootenay	64,004	186,751	2.9
12	Fraser - Fort George	100,359	333,133	3.3
13	Fraser Valley	319,120	1,057,897	3.3
14	Greater Vancouver	2,654,226	8,323,116	3.1
15	Kitimat - Stikine	39,980	139,294	3.5
16	Kootenay Boundary	33,149	154,594	4.7
17	Mount Waddington	11,594	63,555	5.5
18	Nanaimo	167,156	618,909	3.7
19	North Okanagan	89,738	389,791	4.3

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20	Northern Rockies	5,524	9,462	1.7
21	Okanagan - Similkam	88,545	333,724	3.8
22	Peace River	65,901	179,406	2.7
23	Powell River	21,358	65,633	3.1
24	Skeena - QC	18,814	63,978	3.4
25	Squamish - Lillooet	45,393	165,927	3.7
26	Strathcona	48,127	136,222	2.8
27	Sunshine Coast	31,977	121,089	3.8
28	Thompson - Nicola	142,299	441,974	3.1
	Grand Total	4,991,687	16,815,071	3.4

\* 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 2018 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.*

**EPRA [2018] Report to Executive Director, Waste Prevention Branch**

**2018 Performance Targets and Reporting Commitments**

<b>Metrics</b>	<b>Performance Targets and Reporting Commitments</b>
Governance	There were no significant changes to the governance structure
<b>Products sold and collected</b>	
Amount of product sold (units)	11,794,431
Amount of product collected (weight)	16,824 metric tonnes
Amount of product collected by regional district	See Section 7 of this report
Amount of product collected per capita by regional district and total for the province	See Section 7 of this report
<b>Collection System and Accessibility</b>	
Location and number of contracted collection sites, and changes in location and number from previous report	See Appendix B
Number of contracted sites by RD	See Appendix D
Number and location of contracted collection events by RD	See Appendix C
Locations of underserved area according to the accessibility standard as defined in the plan along with the events held to provide accessibility in these areas	None
Percent of population with access to a collection location (97% target)	98.6%
Qualitative report on product on categories with low awareness	Report on this to begin for 2019 reporting year
<b>Waste Audits</b>	
The results of local government waste composition studies identified in kilogram (kg) per capita of program material and the total amount batteries from each of the studies	Report on this to begin for 2019 reporting year
<b>Consumer Awareness</b>	
Percentage of population aware of where to take electronics for recycling (75% target)	<p>A survey was conducted by Insights West of a representative group of BC residents. The survey question was:</p> <p><i>To the best of your knowledge, is there a program in BC that is responsible for safely recycling or disposing of each of the following when they are no longer wanted?</i></p> <p>86% reported knowing of a program for Electronics</p>
<b>Management of Program Costs</b>	
Program costs per tonne of material collected	Total program cost per tonne: \$1,062/tonne Operational cost per tonne: \$ 914/tonne Administrative cost per tonne: \$ 148/tonne
Financial statements	2018 EPRA Financial Statements (beginning on page 20 of EPRA Annual report) <a href="http://epra.ca/who-we-are/annual-report/">http://epra.ca/who-we-are/annual-report/</a>



## EPRA [2018] Report to Executive Director, Waste Prevention Branch

<b>Management of Environmental</b>	
Efforts to reduce environmental impacts throughout the product life cycle	Design for Environment (DfE) report outlines industry efforts to reduce environmental impacts <a href="http://epsc.ca/design-for-the-environment-report/">http://epsc.ca/design-for-the-environment-report/</a>
Management of collected products to final disposition	See Section 6 of this report

### Attachments

- Appendix A - Third Party Assurance Statement for Non-Financial Information
- Appendix B - List of Collections Depots and R2R Collection Sites as of Dec 31, 2018
- Appendix C - List of Collection Events in 2018
- Appendix D – List of Collection sited by Regional District

## APPENDIX B



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## 2018 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, 2018 (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 disclosed in the EPRA BC Product

Stewardship Plan (revised September 2018) 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, 2018 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.

*KPMG LLP*

Vancouver, Canada

June 28, 2019



## 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	Report Reference
Number of collection facilities	Total Collection Sites: 219 depots	<i>1. Executive Summary</i> on Page 4  <i>4. Collection System and Facilities</i> on Page 8
Changes in number of collection facilities	This is a net increase of 14 over the 205 depots reported in 2017	<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 and is included on the EPRA website. 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 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, 2018.
3. All collection facilities in Encorp's listing have signed End-Of-Life Electronics agreements in place with Encorp for collection of EOLE.
4. 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.
5. One-off or intermittent collection events, collection facilities excluded from EPRA's website and return-to-retail facilities are excluded from the number of collection facilities.





**PRODUCT MANAGEMENT**

**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>Report Reference</b>
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> <li>· 2018 EPRA BC Mass Balance Results*</li> </ul>	<b>6. Pollution Prevention Hierarchy and Product / Component Management</b> on pages 9 – 12

\*claims marked with an asterisk were not subject to audit for 2018

**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. Mass balancing data is compiled from self-reported data from sites of final recovery. The compilation is subject to 3rd party assurance but the base data remain unaudited and may include estimates where sites of final recovery are unable to, or choose not to, report data.

4. 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.
5. 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.
6. 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.
7. 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.
8. Nationally, EPRA performs an annual verification of one primary processor's quarterly mass balance report to ensure reported data is accurate.
9. 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.
10. In order to maintain RQO approval, primary processors require on-site re-audit within two years of approval and all other organizations (downstream processors and sites of final disposition) require re-audit within three years of last approval. The ongoing surveillance in the form of re-audits 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 re-audit frequency, a re-audit 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.

11. 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>Report Reference</b>
Product collected	Total WEEE Collected – 16,824  Metric Tonnes	<i>1. Executive Summary</i> on Page 4  <i>7. Product Sold and Collected and Recovery Rate</i> on Page 14
Product sold	“In 2018, our stewards reported the supply of 11,794,431 regulated electronic products into the province”*	<i>1. Executive Summary</i> on Page 5  <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 2018

In accordance with the Ministry of Environment and Climate Change Strategy’s guidance on *Third Party Assurance for Non-Financial Information in Annual Reports – 2018 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	Report Reference
Targets associated with Section 8(2)(b) per Approved Stewardship Plan: <ul style="list-style-type: none"> <li>· Maintain 97% accessibility (percentage of the population with access to a collection site)</li> </ul>	% of the population covered by collection sites – 98.6% *	<i>1. Executive Summary</i> on page 4  <i>4. Collection System and Facilities</i> on page 8
Targets associated with Section 8(2)(d): <ul style="list-style-type: none"> <li>· Total weight of material recycled as a percentage of material collected.</li> </ul>	Addressed in Product Management Subject Matter disclosure	
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.”*	<i>7. Product Sold and Collected and Recovery Rate</i> on page 14

\*claims marked with an asterisk were not subject to audit for 2018

In accordance with the Ministry of Environment and Climate Change Strategy’s guidance on *Third Party Assurance for Non-Financial Information in Annual Reports – 2018 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 2018.

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.



## APPENDIX B

### EPRA Collections Sites As of December 31, 2018

<b>Supplier Name</b>	<b>Address</b>	<b>City</b>
7 Mile Transfer Station	Mount Waddington, 7 Mile Transfer Station	Port 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
Alberni Clayoqot RD - West Coast Landfill*	1500 Alaska Pine Road	Ucluelet
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
B&G Bottle Depot	476 Legion Drive	Quesnel
Barriere Return-It Depot*	4365 Borthwick Avenue	Barriere
Bella Coola Recycling Depot	Walker Island Road	Bella Coola
Biggar Bottle Depot	2577 Kingsway Avenue	Port Coquitlam
Bill's Bottle Depot	2840 - 13th Avenue Southwest	Salmon Arm
Blundell Return-It Centre*	130 - 8180 No. 2 Road	Richmond
Bottle Depot - Glanford	4261 Glanford Avenue	Saanich
Bottle Depot - Victoria	655 Queens Avenue	Victoria
Boucherie Self Storage & Bottle Depot	2711 Kyle Road	West 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 RD - 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

<b>Columbia Bottle Depot - Central</b>	1936 Kent Road	Kelowna
<b>Columbia Bottle Depot - Rutland</b>	680 Dease Road	Kelowna
<b>Columbia Bottle Depot - St. Paul</b>	1314 St. Paul Street	Kelowna
<b>Columbia Shuswap RD - Falkland</b>	2830 Wetaskiwin Rd	Falkland
<b>Columbia Shuswap RD - Glenemma</b>	3125 McTavish Rd	Salmon Arm
<b>Columbia Shuswap RD - Malakwa</b>	3591 McLean Sawmill Rd	Malakwa
<b>Columbia Shuswap RD - Sicamous</b>	950 Two Mile Rd	Sicamous
<b>Columbia Shuswap RD - Skimikin</b>	2281 Skimikin Rd	Tappen
<b>Comox Return Centre</b>	678 Anderton Road	Comox
<b>Coquitlam Return-It Depot</b>	104-2560 Barnet Hwy	Coquitlam
<b>Courtenay Return-It Depot</b>	493 Puntledge Road	Courtenay
<b>Cranbrook Bottle Depot</b>	1125 Industrial Road #3	Cranbrook
<b>D.C. Campbell Recycling</b>	925 - 100th Avenue	Dawson Creek
<b>Denman Island Bottle Depot*</b>	5901 Denman Road	Denman Island
<b>East Hastings Bottle Depot</b>	6893 Hastings Street	Burnaby
<b>Eco-Depot Recycling Centre</b>	10115 - 94 Avenue	Fort St. John
<b>Edmonds Return-It Depot</b>	7496 Edmonds Street	Burnaby
<b>Elk's Bottle Depot*</b>	300 Osilinka Drive	Mackenzie
<b>Enderby Return-It Recycling Depot</b>	904 Belvedere Street	Enderby
<b>Fernie Bottle Depot</b>	1291 Ridgemont Avenue	Fernie
<b>Fleetwood Bottle Depot</b>	15093 Fraser Highway	Surrey
<b>Fort St. John Bottle Depot</b>	10104 93rd Avenue	Fort St. John
<b>Fraser Lake Bottle Depot</b>	20 Cougar Street	Fraser Lake
<b>Fraser Valley Bottle &amp; Return-It Depot</b>	Unit 108, 22575 Fraser Highway	Langley
<b>G.R.I.P.S. (GRIPS)</b>	13136 B Highway 101	Madeira Park
<b>Galiano Island Recycling</b>	220 Sturdies Bay Road	Galiano Island
<b>General Grant's Recycling - North Shore</b>	611 Fortune Drive	Kamloops
<b>General Grant's Recycling - Sahali</b>	963 Camosun Crescent	Kamloops
<b>General Grant's Recycling - South Shore*</b>	Unit B, 1395 Battle Street	Kamloops
<b>Gibsons Recycling Depot</b>	1018 Venture Way	Gibsons
<b>Go Green Bottle Depot &amp; Recycling</b>	7 East 7th Avenue	Vancouver
<b>Gold Trail Recycling</b>	694 Sollows Crescent	100 Mile House
<b>Golden Bottle Depot</b>	820 11th Avenue South	Golden
<b>Grand Forks Bottle Depot</b>	8058 Donaldson Dr	Grand Forks
<b>Guildford Bottle Depot</b>	Unit 100, 14727 108A Avenue	Surrey
<b>Haney Bottle Depot</b>	Unit 2, 22935 Lougheed Highway	Maple Ridge
<b>Hart Return-It Centre</b>	6665 Hart Highway	Prince George
<b>Hazelton Bottle Depot</b>	4413 10th Avenue	New Hazelton
<b>Heffley Creek Eco-Depot</b>	7381 Sullivan Valley Road	Heffley Creek
<b>Heiltsuk Environmental Services Ltd.</b>	PO Box 880	Bella Bella
<b>Hope Bottle Depot</b>	930A 6th Avenue	Hope
<b>Houston Bottle Depot</b>	2266 North Nadina Avenue	Houston
<b>Interior Freight &amp; Bottle Depot</b>	4205 24th Avenue	Vernon
<b>Invermere Bottle Depot &amp; Recycling</b>	133 Industrial Road #2	Invermere

<b>Ironwood Bottle Depot</b>	Unit 110-11020 Horseshoe Way	Richmond
<b>ISKUT Landfill*</b>	(blank)	Kitwanga / Iskut
<b>Island Return-It Campbell River</b>	1580-F Willow Street	Campbell River
<b>Island Return-It Duncan</b>	6476 Norcross Road	Duncan
<b>Island Return-It Esquimalt</b>	935 Ellery Street	Esquimalt
<b>Island Return-It Sidney</b>	Unit 5, 10025 Galaran Road	Sidney
<b>Island Return-It South Cowichan</b>	1350 Fisher Road	Cobble Hill
<b>J &amp; C Bottle Depot</b>	200 Rosetown Avenue	Penticton
<b>Jenill Recycling</b>	Unit 1, 13140 88th Avenue	Surrey
<b>Junction Bottle Depot</b>	149 Oyster Bay Drive	Ladysmith
<b>Kensington Square Return-It Centre</b>	6518 Hastings Street	Burnaby
<b>Kitimat Recycling Depot</b>	314 Railway Avenue	Kitimat
<b>Kitimat Stikine RD - Kitwanga Landfill</b>	898 Hwy 37 Kitwanga	Kitimat Stikine
<b>Ladner Bottle Depot</b>	4930 Elliott Street	Ladner
<b>Langley Bottle Depot</b>	20137 Industrial Avenue	Langley
<b>Lee's Bottle Depot</b>	7385 Buller Avenue	Burnaby
<b>Logan Lake Bottle Depot</b>	131 Chartrand Avenue	Logan Lake
<b>Logan Lake Eco-Depot</b>	9261 Highway 97C	Logan Lake
<b>Lonsdale Bottle Depot</b>	142A 3rd Street West	North Vancouver
<b>Lorne Street Bottle Depot</b>	270 Halston Avenue	Kamloops
<b>Lougheed Return-It Depot</b>	1045A Lougheed Highway	Coquitlam
<b>Louis Creek Eco-Depot</b>	4077 Agate Bay Rd	Barriere
<b>Lower Nicola Eco-Depot</b>	2348 Woodward Road	Lower Nicola
<b>Lytton Eco-Depot</b>	2040 Lytton-Lilloet Road/Hwy	Lytton
<b>Make/Do</b>	116 Northwest Boulevard	Creston
<b>Maple Ridge Bottle Depot</b>	Unit 15, 20475 Lougheed Highway	Maple Ridge
<b>Mayne Island Recycling Society</b>	390 Campbell Bay Road	Mayne Island
<b>Merritt Return-It Depot</b>	2352 Clapperton Ave.	Merritt
<b>Metrotown Return-It Centre</b>	4760 Imperial Street	Burnaby
<b>MEZIADIN Landfill*</b>	14512 Highway 37	Kitwanga/Meziadin
<b>Mica Ventures Inc.</b>	405 South Mackenzie Avenue	Williams Lake
<b>Mission Recycling Depot</b>	7229 Mershon Street	Mission
<b>Mission Return-It Bottle Depot</b>	7233 Park Street	Mission
<b>Mount Pleasant Return-It Depot*</b>	2525 Carolina Street	Vancouver
<b>Mount Waddington RD – Quatsino*</b>	200 West Quatsino Road	Quatsino
<b>Mount Waddington RD – Sointula*</b>	5 - 2nd Street	Sointula
<b>Mount Waddington RD – Woss*</b>	Latitude 50.20977 Longitude -126.5882	Woss
<b>Mt. Waddington - RD Winter Harbour*</b>	165 Winter Harbour Road	Winter Harbour
<b>Nanaimo Recycling Exchange**</b>	2477 Kenworth Road	Nanaimo
<b>Nechako Bottle Depot</b>	1922 1st Avenue	Prince George
<b>Nelson Leafs Bottle Depot</b>	120 Silica Street	Nelson
<b>Newton Bottle Depot</b>	#110 - 13245 72 Avenue	Surrey
<b>North Road Return-It Depot*</b>	Unit W - 435 North Road	Coquitlam
<b>North Shore Bottle Depot</b>	235 Donaghy Avenue	North Vancouver

<b>North Shuswap Bottle Depot</b>	120 Aylmer Road	Chase
<b>North Van Bottle &amp; Return-It Depot</b>	310 Brooksbank Avenue	North Vancouver
<b>NVSS Bottle Depot</b>	294 East 3rd Street	Vanderhoof
<b>OK Bottle Depot</b>	7960 River Road	Richmond
<b>Okanagan-Similkameen RD*</b>	101 Martin Street	Penticton
<b>Osoyoos Bottle Depot</b>	8305 - 72nd Avenue	Osoyoos
<b>P.G. Recycling and Return-It Centre</b>	2614 Petersen Road	Prince George
<b>Panorama Village Return-It</b>	Unit 112-15157 Highway 10	Surrey
<b>Parksville Bottle &amp; Recycling</b>	611A Alberni Highway	Parksville
<b>Pemberton Recycling Centre</b>	1937 Timberlane Road	Pemberton
<b>Pender Island Recycling Society</b>	4400 Otter Bay Road	Pender Island
<b>Pitt Meadows Bottle &amp; Return-It Depot</b>	19090 Lougheed Highway	Pitt Meadows
<b>Planet Earth Recycling</b>	#3 - 1400 Industrial Road	West Kelowna
<b>Port Alberni Return-It Depot</b>	3680 4th Ave	Port Alberni
<b>Port Hardy Return-It Centre</b>	8740 Main Street	Port Hardy
<b>Powell Street Return-It Bottle Depot</b>	1856 Powell Street	Vancouver
<b>Princeton Return-It Depot</b>	367 Highway 3 West	Princeton
<b>Queensborough Landing Return-It Depot</b>	Unit A - 409 Boyne Street	New Westminster
<b>R&amp;T Recyclables &amp; Bottle Depot</b>	Unit 23, 31550 South Fraser Way	Abbotsford
<b>Re-Build-It Centre</b>	1003 Lynham Road	Whistler
<b>Regional Recycling - Abbotsford</b>	750 Riverside Road	Abbotsford
<b>Regional Recycling - Burnaby</b>	2876 Norland Avenue	Burnaby
<b>Regional Recycling - Cloverdale</b>	5534 176th Street	Surrey
<b>Regional Recycling - Nanaimo</b>	2375 Hayes Road	Nanaimo
<b>Regional Recycling - Richmond</b>	13300 Vulcan Way	Richmond
<b>Regional Recycling - South</b>	839 Old Victoria Road	Nanaimo
<b>Regional Recycling - Vancouver</b>	960 Evans Avenue	Vancouver
<b>Regional Recycling - Whistler</b>	8006 Nesters Road	Whistler
<b>Revelstoke Bottle Depot</b>	97 Cartier Street	Revelstoke
<b>Ridge Meadows Recycling</b>	10092 - 236th Street	Maple Ridge
<b>Salish Soils Inc.</b>	5800 Black Bear Road	Schelt
<b>Salmo Return-It Depot</b>	6320 Highway 3 West	Salmo
<b>Salt Spring Island Recycling Depot</b>	349 Rainbow Road	Salt Spring Island
<b>Salvation Army - Brentwood Bay</b>	7177 West Saanich Road	Brentwood Bay
<b>Salvation Army - Cedar Hill</b>	1551 Cedar Hill Cross Road	Saanich
<b>Salvation Army - Comox Valley</b>	1671 Ryan Road	Comox
<b>Salvation Army - East 12th Avenue</b>	261 E. 12th Avenue	Vancouver
<b>Salvation Army - Fell Avenue</b>	1451 Fell Ave	North Vancouver
<b>Salvation Army - Granville Street</b>	8384 Granville Street	Vancouver
<b>Salvation Army - Kerrisdale</b>	2021 W. 41st Avenue	Vancouver
<b>Salvation Army - King George</b>	13474 96 Ave	Surrey
<b>Salvation Army - Langford</b>	777 Goldstream Ave.	Langford
<b>Salvation Army - Lower Mainland</b>	19733-96 Avenue	Langley
<b>Salvation Army - Mill Bay</b>	855 Shawnigan-Mill Bay Road	Mill Bay

<b>Salvation Army - New Westminster</b>	774 Columbia Street	New Westminster
<b>Salvation Army - North Burnaby</b>	4099 East Hastings Street	Burnaby
<b>Salvation Army - North Delta</b>	#300-8066 120th Street	Surrey
<b>Salvation Army - North Vancouver</b>	241 Lonsdale Avenue	North Vancouver
<b>Salvation Army - Port Coquitlam</b>	2275 Elgin Avenue	Port Coquitlam
<b>Salvation Army - Prince George</b>	3500 18th Ave	Prince George
<b>Salvation Army - Prince George*</b>	1990 Ogilvie Street	Prince George
<b>Salvation Army – Saanich*</b>	3948 Quadra Street	Victoria
<b>Salvation Army - Victoria</b>	525 Johnson Street	Victoria
<b>Salvation Army - Victoria</b>	Unit 4 - 765 Vanalman Avenue	Victoria
<b>Salvation Army - Victoria Hillside</b>	Unit 2 - 990 Hillside Avenue	Victoria
<b>Salvation Army - View Royal</b>	307 Island Highway	Victoria
<b>Salvation Army - West 4th Avenue</b>	1906 W. 4th Avenue	Vancouver
<b>Salvation Army - West Broadway</b>	2714 W. Broadway	Vancouver
<b>Salvation Army - West Vancouver</b>	1582 Marine Drive	West Vancouver
<b>Salvation Army - White Rock</b>	1327 Johnston Road	White Rock
<b>Sapperton Return-It Depot</b>	Unit 21 - 79 Braid Street	New Westminster
<b>Sardis Bottle Depot</b>	45635B Lark Road	Chilliwack
<b>Scotch Creek Bottle Depot</b>	3855 Squilax - Anglemont Road	Scotch Creek
<b>Scott 72 Bottle &amp; Return-It Depot</b>	Unit 102, 7743 - 128th Street	Surrey
<b>Scott Road Bottle Depot</b>	Unit 2, 12111 - 86th Avenue	Surrey
<b>Semiahmoo Bottle Depot</b>	Unit 29, 15515 - 24th Avenue	Surrey
<b>Sicamous Return-It Depot*</b>	322 Finlayson	Sicamous
<b>Skeena Queen Charlotte RD</b>	1205 Oceanview Dr	QC City
<b>Skeena QC RD Port Clements</b>	71454 Highway 16	Port Clements
<b>Skeena Regional Recycling</b>	Unit 14-342 3rd Ave West	Prince Rupert
<b>SLRD Landfill</b>	405 Landfill Road, Box 501	Lillooet
<b>Sorrento Bottle Depot*</b>	1249 (Basement) Trans Canada Highway	Sorrento
<b>South Thompson Eco-Depot</b>	1595 Martin Prairie Road	Pritchard
<b>South Van Bottle Depot</b>	34 East 69th Avenue	Vancouver
<b>Squamish Bottle Depot</b>	Unit 15, 38927 Queens Way	Squamish
<b>Stewart Transfer Station*</b>	1140 Sluice Box Road	Stewart
<b>Summerland Bottle Depot</b>	9615A Victoria Road South	Summerland
<b>Sun Coast Waste Services</b>	3620 3rd Ave	Port Alberni
<b>Sunset Coast Bottle Depot</b>	7127 Duncan Street	Powell River
<b>Sur-Del Bottle Depot</b>	8962 - 120A Street	Surrey
<b>Surrey Central Return-It Centre</b>	13845 - 104th Avenue	Surrey
<b>T-2 Market</b>	5980 Sawmill Road	Oliver
<b>Terrace Bottle Depot</b>	Unit 101-3110 Kalum Street	Terrace
<b>The Battery Doctors</b>	1972 Windsor Road	Kelowna
<b>Trail Bottle Depot</b>	562 Rossland Avenue	Trail
<b>Tsawwassen Return-It Centre</b>	5636 12th Avenue	Tsawwassen
<b>Ucluelet Bottle Depot</b>	325 Forbes Road	Ucluelet
<b>Valemount Recycling Center</b>	993 5th Avenue	Valemount

<b>Vancouver Central Return-It Depot</b>	2639 Kingsway	Vancouver
<b>Vancouver West Return-It Depot</b>	1253 West 75th Avenue	Vancouver
<b>Venture Bottle Depot</b>	1818 Miller Street	Lumby
<b>Venture Training Centre</b>	4240 Alexis Park Drive	Vernon
<b>Walnut Grove Bottle &amp; Return Centre</b>	Unit 6-8, 20280 97th Avenue	Langley
<b>White Rock Return-It Depot</b>	3221 140th Street	Surrey
<b>Wide Sky Disposals</b>	Bay 1, 4800 46th Avenue	Fort Nelson
<b>Williams Lake Return-It Depot</b>	232 Mackenzie Avenue South	Williams Lake
<b>Willowbrook Recycling</b>	19641, 60th Avenue	Langley
<b>Winfield Return-It Centre</b>	Unit 4, 11852 Highway 97N	Lake Country

\* Indicates additions in 2018

\*\*Indicates deletion in 2018

**EPRA Return to Retail Sites  
As of December 31, 2018**

<b>Best Buy - Abbotsford</b>	4, 32900 South Fraser Way	Abbotsford
<b>Best Buy - Burnaby</b>	Metropolis at Metrotown	Burnaby
<b>Best Buy - Cambie</b>	2220 Cambie Street	Vancouver
<b>Best Buy - Chilliwack</b>	#101 - 45805 Luckakuck Way	Chilliwack
<b>Best Buy - Coquitlam</b>	Unit 2140-2929 Barnet Highway	Coquitlam
<b>Best Buy - Courtenay</b>	Building D, Unit 1, 3245 Cliffe Avenue	Courtenay
<b>Best Buy - Cowichan</b>	#101 - 2900 Drinkwater Road	Duncan
<b>Best Buy - Downtown Vancouver</b>	Suite 200 - 798 Granville Street	Vancouver
<b>Best Buy - Kamloops</b>	Y700 - 1320 West Trans-Canada Hwy.	Kamloops
<b>Best Buy - Kelowna</b>	Unit 1403 - 2271 Harvey Avenue	Kelowna
<b>Best Buy - Langford</b>	779 McCallum Drive	Langford
<b>Best Buy - Langley</b>	Unit F3 - 20202 - 66 Avenue	Langley
<b>Best Buy - Nanaimo</b>	3200 Island Hwy. North, Unit 87	Nanaimo
<b>Best Buy - Prince George</b>	#201 - 3900 Walls Avenue	Prince George
<b>Best Buy - Richmond</b>	700, 5300 No. 3 Road	Richmond
<b>Best Buy - South Vancouver</b>	8133 Ontario Street	Vancouver
<b>Best Buy - Surrey</b>	10025 King George Highway	Surrey
<b>Best Buy - Surrey Scott Road</b>	12048 80 Avenue	Surrey
<b>Best Buy - Victoria</b>	3450 Uptown Boulevard, Suite 200	Victoria
<b>Best Buy - West Vancouver</b>	#2100 Park Royal South	West Vancouver
<b>Best Buy -South Surrey</b>	2267 160 Street	Surrey
<b>Best Buy- Vernon</b>	5600 24 Street	Vernon
<b>Staples - Abbotsford</b>	Unit # 110 32500 South Fraserway	Abbotsford
<b>Staples - Bridgeport</b>	Unit #110 2780 Sweden Way	Richmond
<b>Staples - Broadway</b>	1322 West Broadway	Vancouver
<b>Staples - Campbell River</b>	1440 Island Hwy	Campbell River
<b>Staples - Capilano</b>	1999 Marine Drive	North Vancouver
<b>Staples - Chilliwack</b>	101-7491 Vedder Rd	Chilliwack
<b>Staples - Cloverdale</b>	17433 56 Avenue, unit 108	Surrey
<b>Staples - Coquitlam</b>	1220 Seguin Drive	Coquitlam
<b>Staples - Courtenay</b>	3299 Cliffe Avenue, Unit 2	Courtenay
<b>Staples - Cranbrook</b>	1500 Cranbrook Street North, Unit 43	Cranbrook
<b>Staples - Duncan</b>	252 Trunk Road	Duncan
<b>Staples - Fort St John</b>	9600 93rd Avenue	Fort St. John
<b>Staples - Kamloops</b>	Unit 10 1395 Hillside Drive	Kamloops
<b>Staples - Kelowna</b>	#430 2339 HWY 97 North	Kelowna
<b>Staples - Langford</b>	789 McCallum Rd.	Victoria
<b>Staples - Langley</b>	Unit # 200 20055 Willowbrook Drive	Langley
<b>Staples - Lougheed</b>	4265 Lougheed Highway	Burnaby
<b>Staples - Maple Ridge</b>	20050 Lougheed Highway	Maple Ridge

<b>Staples - Marine Way</b>	5821 Marine Way	Burnaby
<b>Staples - Metrotown</b>	4561 Kingsway Ave.	Burnaby
<b>Staples - Mission</b>	32525 London Avenue, Unit 900	Mission
<b>Staples - Nanaimo Island Highway</b>	2000 Island Hwy.N.	Nanaimo
<b>Staples - Nanaimo Parkway</b>	6581 Aulds Road	Nanaimo
<b>Staples - North Delta</b>	7315 120th Street	Delta
<b>Staples - Park Royal</b>	2105 Park Royal South	West Vancouver
<b>Staples - Penticton</b>	102 Warren Ave.E.	Penticton
<b>Staples - Port Alberni</b>	3555 Johnston Road, Unit # 501	Port Alberni
<b>Staples - Powell River</b>	4730 Joyce Avenue	Powell River
<b>Staples - Prince George</b>	1600 15th Avenue Unit #206	Prince George
<b>Staples - Quesnel</b>	640 Newman Road, Unit # 2	Quesnel
<b>Staples - Richmond</b>	1-6390 No 3 Road	Richmond
<b>Staples - Royal Centre</b>	1055 West Georgia Street, Suite 220	Vancouver
<b>Staples - Salmon Arm</b>	360 Trans Canada Hwy SW, Unit # 3	Salmon Arm
<b>Staples - Surrey North</b>	10136 King George Hwy.	Surrey
<b>Staples - Terrace</b>	4645 Greig Avenue	Terrace
<b>Staples - University Endowment Lands</b>	2135 Allison Road, Unit 101	Vancouver
<b>Staples - Vancouver Downtown</b>	901 Seymour Street	Vancouver
<b>Staples - Vancouver Grandview</b>	3003 Grandview Hwy, Unit 1	Vancouver
<b>Staples - Vernon</b>	3202-32nd Street	Vernon
<b>Staples - Victoria</b>	Building #3 780 Tolmie Avenue	Victoria
<b>Staples - White Rock</b>	3037-152nd Street	Surrey
<b>Staples - Williams Lake</b>	#105-850 Oliver St.	Williams Lake



## APPENDIX C

### EPRA Collection Events 2018

<b>Date</b>	<b>Location</b>	<b>City</b>
11/9/2018 and 11/10/2018	645 Dachun Rd	Fort St. James
10/13/2018	Barclay Manor	Vancouver
9/30/2018	Nelson Leafs Bottle Depot	Nelson
9/29/2018	Castlegar Return-It Depot	Castlegar
9/23/2018	Nakusp - The Battery Doctors	Nakusp
9/22/2018	Silverton - The Battery Doctors	Silverton
9/22/2018	Kitsilano	Vancouver
9/16/2018	Salmo Return-It Depot	Salmo
9/15/2018	Make/Do	Creston
9/15/2018	Killarney	Vancouver
7/14/2018	Barclay Manor	Vancouver
6/16/2018	Hillcrest Community Centre	Vancouver
May 05th - 31st, 2018	Border Town Recycling Centre	Stewart
5/5/2018	Hastings Sunrise	Vancouver
April 27th - April 28th, 2018	Colwood City Hall	Colwood
4/21/2018	Dunbar Community Centre	Vancouver
3/10/2018	Barclay Manor	Vancouver
2/24/2018	Trout Lake Community Centre	Vancouver

## APPENDIX D

Regional District	Collection Sites
Alberni - Clayoquot	4
Bulkley - Nechako	5
Capital Regional District	24
Cariboo	7
Central Coast	2
Central Kootenay	4
Central Okanagan	9
Columbia - Shuswap	12
Comox Valley	6
Cowichan Valley	6
East Kootenay	4
Fraser - Fort George	10
Fraser Valley	16
Kitimat - Stikine	8
Kootenay Boundary	2
Metro Vancouver	99
Mount Waddington	6
Nanaimo	7
North Okanagan	9
Northern Rockies	1
Okanagan - Similkameen	7
Peace River	5
Powell River	2
Skeena - Queen Charlotte	3
Squamish - Lillooet	4
Strathcona	2
Sunshine Coast	3
Thompson - Nicola	20
Thompson-Okanagan	1
<b>Grand Total</b>	<b>288</b>