# End-of-Life Electronics Stewardship Program Manitoba

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Submitted by: **Electronic Products Recycling Association**

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# for Manitoba

## 1.    Introduction

Electronic Products Recycling Association (EPRA) is pleased to hereby submit our renewal plan for our End-of-Life Electronics (EOLE) Stewardship Program for Manitoba

EPRA, a not-for-profit association incorporated to manage recycling programs across Canada, is chartered with providing regulatory compliance with our industry-led and regulated electronics stewardship programs.

The Electrical and Electronic Equipment Stewardship Regulation under the Waste Reduction and Prevention (WRAP) Act sets the requirements for stewards of designated materials to have a program of their own or join an approved industry funded program.  Further, the regulation requires that stewards of the designated materials operate or subscribe to an electrical and electronic equipment stewardship program. EPRA Manitoba provides an industry-led program that allows ALL designated stewards to participate and fulfill their compliance to the Regulation.  Currently over 500 stewards of designated electronics under this regulation have chosen EPRA Manitoba for this.


## 2.    Program Summary

This document builds on the original, approved Electronic Stewardship Program Plan designed to divert regulated end-of-life designated electronic products from disposal, as required by the Electrical and Electronic Equipment Stewardship Regulation under the auspices of the Waste Reduction and Prevention Act.

EPRA has operated a successful regulated electronics recycling program in Manitoba since August of 2012 and has collected over 13,000 metric tonnes (an estimate of over 2,000,000 devices) of waste electronics from our collection locations in the province.

Under our plan, regulated electronic products are not only diverted from landfill, but also from illegal export through the collection and recycling of unwanted products at their end-of-life. These significant benefits will be included in the communications and public awareness strategy to maximize participation in this stewardship program.

An up-to-date listing of products addressed by this plan can be found in Appendix A.  EPRA Manitoba responsibly recycles all components of regulated electronics, including cabling, and ink & toner cartridges and batteries that are embedded or included with the sale of original products.

The stewardship plan for Manitoba is based on a shared responsibility model where brand owners, retailers, consumers, and government all have a role to play.

Brand owners and retailers are responsible for providing the collection and recycling program that will manage all electronics waste (e-waste) items identified in the Province's Electrical and Electronic Equipment Stewardship Regulation.

Stewards are responsible for ensuring that an Environmental Handling Fee (EHF) is applied to <u>new</u> electronics items designated in the Regulations and for remitting the funds to the program administrator to cover all aspects of the program, including collection, transportation, recycling, public awareness and administration. EPRA will audit stewards for compliance.

Parties purchasing electronics pay the EHF on these designated new electronics items at the point-of-purchase. Consumers and businesses are responsible for dropping off their e-waste items at a designated EPRA drop-off location without charge and with assurance that these items will be recycled responsibly. Those organizations with large volumes of EOLE will also have the option of scheduling drop-offs for large quantities of e-waste. Contracted recyclers for the program will all be required to meet the Electronics Recycling Standard (ERS).

**Program metrics summary**

| Year | Collection weight (tonne) | Kg's per Person | Collection site accessibility | Awareness | Program Cost per tonne |
|------|---------------------------|-----------------|-------------------------------|-----------|------------------------|
| 2013 | 3026 | 2.4 | 90 % | 55% | $1134 |
| 2014 | 3099 | 2.6 | 90 % | 55% | $1147 |
| 2015 | 3454 | 2.7 | 90 % | 68% | $1105 |

**Awareness:**  Program awareness metrics can fluctuate over time as issues may become more or less visible to Manitoba residents.  The levels achieved by EPRA MB in its initial years are excellent, especially when compared to major and established brands in the US such as Ray-Ban (56%) and Speedo (61%).

**Collection Weight**:  Today's electronics are multifunctional and are significantly lighter in weight and smaller in dimensions than the products they succeeded just 10 years ago.  These "light-weighting" and "miniaturization" trends will only be accelerated in the coming years and as a result we can expect a declining total volume collected.

Since the program launched in Manitoba (August 2012) the EPRA Manitoba program has achieved many milestones. Highlights include:

- As a result of active communication and promotion, Public Awareness for the recycling program in Manitoba has more than doubled, increasing from the 33 % baseline in 2012 to 68% in 2015

- Collection locations have expanded by 80% for the public, increasing from 34 Locations in 2012 to 62 in 2015, a 90% accessibility achievement.

- E-waste collected has exceeded 13,000 metric tonnes since the program launch in 2012. More than two million devices have been diverted from landfill and recovered materials returned to the manufacturing supply chain for reuse.

It has been a pleasure growing and maturing the electronics recycling program in the past 3 years; a success story that EPRA is looking forward to building upon.

### 3. Program Objectives

EPRA Manitoba offers an end-of-life electronics product management program that:

- Is consistent with industry's guiding principles for stewardship programs which include promotion of the Electronics Recycling Standard (ERS) and harmonization with other jurisdictions where and to the extent possible;
- Is open to all obligated brand owners, retailers and others obligated by the regulation;
- Provides a level playing field that ensures fair competition;
- Achieves a high level of compliance and eliminates the potential for free-riders;
- Addresses the issue of orphan, historic, and imported products from companies without a (current)Manitoba or Canadian presence;
- Ensures unwanted and end-of-life program materials are recycled in a responsible manner, meeting all occupational health, safety and audit provisions of the Electronics Recycling Standard (ERS – see: www.RQP.ca).
- Ensures the program is delivered in an environmentally sound and economically efficient manner;
- Includes public transparency for financial and environmental reporting.

### 4. Management Structure of the Program

All activities associated with the program fall under the auspices of the EPRA Manitoba Program Director and Management Team (see **Appendix B**)

### 4.1 EPRA Manitoba Local Advisory Committee

EPRA chairs an advisory committee to foster the exchange of information on our program and as a forum to discuss issues of local concern. This committee has representatives from Manitoba who have experience with the electronics & recycling industry.  Committee members are selected by the Provincial Program Director with an eye to get a representative group that has the experience and can provide meaningful input on the program.   EPRA Manitoba Local Advisory Committee (LAC) members can be made up of representatives from the Province of Manitoba, Association of Manitoba Municipalities, Municipal Government, Municipal employees, NGO's, and representatives of local Retailers.  Currently there are 7 members of the committee and they meet twice per year.

### 5. Program Details

This section of the program proposal details the collection, transportation, processing and monitoring activities to be managed by EPRA.

### 5.1    Collection, Transportation and Consolidation

EPRA will:

- Collect all program-covered regulated products, regardless of brand or age of the obligated device, within Manitoba;

- Continue to operate a Large Volume Generator (LVG) Program that will arrange for transportation from any location that meets the minimum number of five stacked and wrapped pallets located and sourced within Manitoba;

- Use a network of drop-off sites to provide adequate, appropriate and convenient drop-off service to Manitobans.  Current EPRA authorized locations are outlined in **Appendix C**;

- Collection locations must adhere to the EPRA Collection Site Standard available here: http://recyclemyelectronics.ca/mb/service-providers/collectors/ ;

- The Program Director will continuously monitor Collection sites for effectiveness and compliance.

- Arrange transportation of the collected materials from collection location to a processing site.

EPRA will strive to exceed public accessibility at the current 90% level for the duration of the plan.  To ensure that the proposed network of drop-off sites is adequate, appropriate and convenient, EPRA has established the following criteria for service:

- EPRA locations shall be strategically located to maximize the number of Manitoba residents served at a reasonable cost.

- All drop-off locations shall have sufficient floor space to accommodate the safe and efficient handling and storage of program materials accepted.

- All drop-off locations shall accommodate scheduled drop-offs of large quantities of program materials. Exceptions must be approved by EPRA.

- Collection events for senior homes and special requests by senior citizens, are always considered and reviewed on a case by case basis.

### 5.2    Monitoring of the EPRA Collection Network

The EPRA toll-free helpline as well as email are used as the primary tools/channels to receive, reply to and monitor public & steward feedback on both geographic/population coverage and customer service levels provided by our drop-off location network.

- With respect to geographic/population coverage, EPRA will continue to conduct regular reviews to ensure the network meets the needs of Manitoba residents.  Where possible and a Community partner exists Collection sites will be added to the program to increase population accessibility for Manitoban's.

## 5.3    Options for Unwanted Electronics

**Listed in Order of Preference:**

**Reduce:**  Electronics Product Stewardship Canada (EPSC) represents major electronics and IT equipment brand owners in Canada on sustainability issues. EPSC currently issues its *Design for Environment* (DfE) Report (the 2015 edition is available here: http://epsc.ca/2015-design-for-environment-report/), 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. The electronics sector has made a shift to more mobile, multi- functional and light weight products.  More and more electronic products have been freed from cables and plugs and become mobile. This trend has made a positive impact on the increased ability for today's electronics to be reused and refurbished. This year's EPSC report builds on previous reports, with a focus on understanding sustainability in new product design. EPRA will report annually on design for environment issues as available through this research.
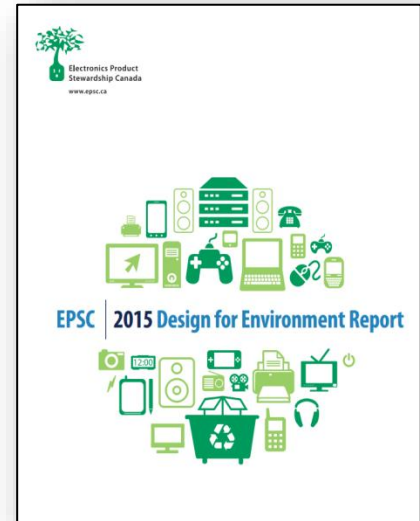
**Reuse:**  Reusing electronic products will be promoted through the communications and public awareness program where markets and opportunities for reuse in-province exist.   Manitoba residents should take precautions to protect personal information. EPRA will work with local entities to educate and explain the Electronics Reuse & Refurbishing Program (ERRP). Obligated products that are used or refurbished will not attract an EHF.

**Recycle:** Recycling or processing of unwanted and end-of-life electronics will be promoted for end-of-life electronics. Recycling, which diverts electronics waste from landfill and illegal export, is a major focus of this 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".  Both Primary and Downstream recyclers are audited and approved in accordance with the Electronics Recycling Standard to ensure that materials are handled in a safe, secure and environmentally sound manner.

## 5.4    Standards and Procedures for Recyclers of E-Waste

To ensure that all materials collected under the program are responsibly recycled, EPRA contractually requires all recyclers to meet the requirements of the Electronic Recycling Standard (ERS) and to have successfully completed the audit and approval process, which may be updated from time to time, in order to ensure they meet the ongoing needs of the programs.  Additional information of the Recycler Qualification Process can be obtained at www.rqp.ca.

## 5.5   Northern and Remote Locations

EPRA has been active in Northern Manitoba in First Nation and Remote Communities for the past three years.  EPRA is a member of the Solid Waste Action Team (SWAT). SWAT uses the First Nation community list developed by Aboriginal Affairs and Northern Development Canada to coordinate recycling efforts in those communities.   There are unique challenges transporting items from these remote communities.  One of the ways to address these issues is to work jointly with other programs and EPRA has been successful in leading a number of these efforts. EPRA will continue to work together with all participating EPR Programs to deliver cost effective collection events to remove electronics for responsible recycling.

EPRA has organized or participated in remote collection events that have taken place to offer recycling for the communities.  EPRA has also been present for on-site visits to Northern Communities to view firsthand the challenges facing communities to recycle and offer solutions.  EPRA has had the opportunity to share these best practices.

In 2017 EPRA will participate in the planned workshops set up by various groups to work directly with Remote and First Nations Communities.  As each community is unique it brings different needs and challenges accordingly the information gained from previous events will help formulate plans to offer guidance and potential solutions.

First Nations and Remote communities are eligible to take part in the EPRA Manitoba Large Volume Generator Program where EPRA will pick up from locations accessible by truck that collects and prepares for transport a minimum of five stacked and wrapped pallets of obligated e-waste.

## 6.   Program Funding

## 6.1   The Environmental Handling Fee

The program is funded by an Environmental Handling Fee (EHF) that is levied on new product sales designated by the Electrical and Electronic Equipment Stewardship Regulation (Fee schedule found in Appendix A). The EHF will allow drop-off of EOLE products at designated drop-off sites at no charge with the assurance that these items will be responsibly recycled. Those organizations with large volumes of EOLE will have the option of scheduling drop-offs for large quantities of e-waste.

The EHF for each product designated by regulation will reflect the cost of managing that product. Examples of activity that the EHF will fund include:

- collection,
- handling
- consolidation
- transportation
- recycling
- communications and administration
- public awareness

## 6.2   Setting the Environmental Handling Fee

Rather than a single flat fee set across all electronic products designated by the Electrical and Electronic Equipment Stewardship Regulation, the fee is set by product category. EPRA was a founder and key participant in the Environment Handling Fee (EHF) methodology also employed by other EPR programs across Canada.  This initiative came from recommendations from InterGroup Consultants (Winnipeg MB.)  It is also important to note that EPRA monitors revenue generated by the program to ensure that funds will be sufficient to fund all the program activities including the recycling of collected material from manufacturer's no longer in business also known as orphaned products.

EPRA is a national industry-led initiative operating regulated electronics stewardship programs in eight provinces across Canada.  EPRA has a director responsible for harmonization, and uses common systems for steward registration, reporting, remitting and auditing.  And EPRA's Recycler Qualification Office is able to provide a harmonized approach to the administration of the Electronics Recycling Standard (ERS) to ensure responsible recycling of collected products. Finally, EPRA is very active at the CCME, participating directly on their Waste Management Task Group.

The EHFs that are charged on EOLE cover the costs to safely and securely recycle the electronics that are collected in the province today.  EHFs are regularly reviewed in order to appropriately fund the program.  If there is an opportunity to reduce an EHF, or a need to increase an EHF, the program will action accordingly.  We will endeavour to provide sufficient notice to our stewards to allow for time to implement the change.

EPRA undertakes regular financial reporting to monitor revenue generated by the program and to ensure that funds are sufficient to fund all of the program activities identified in Section 6.1. The Manitoba program shall be audited annually by an independent external auditor.



EPRA Environmental Handling Fee (EHF) Overview
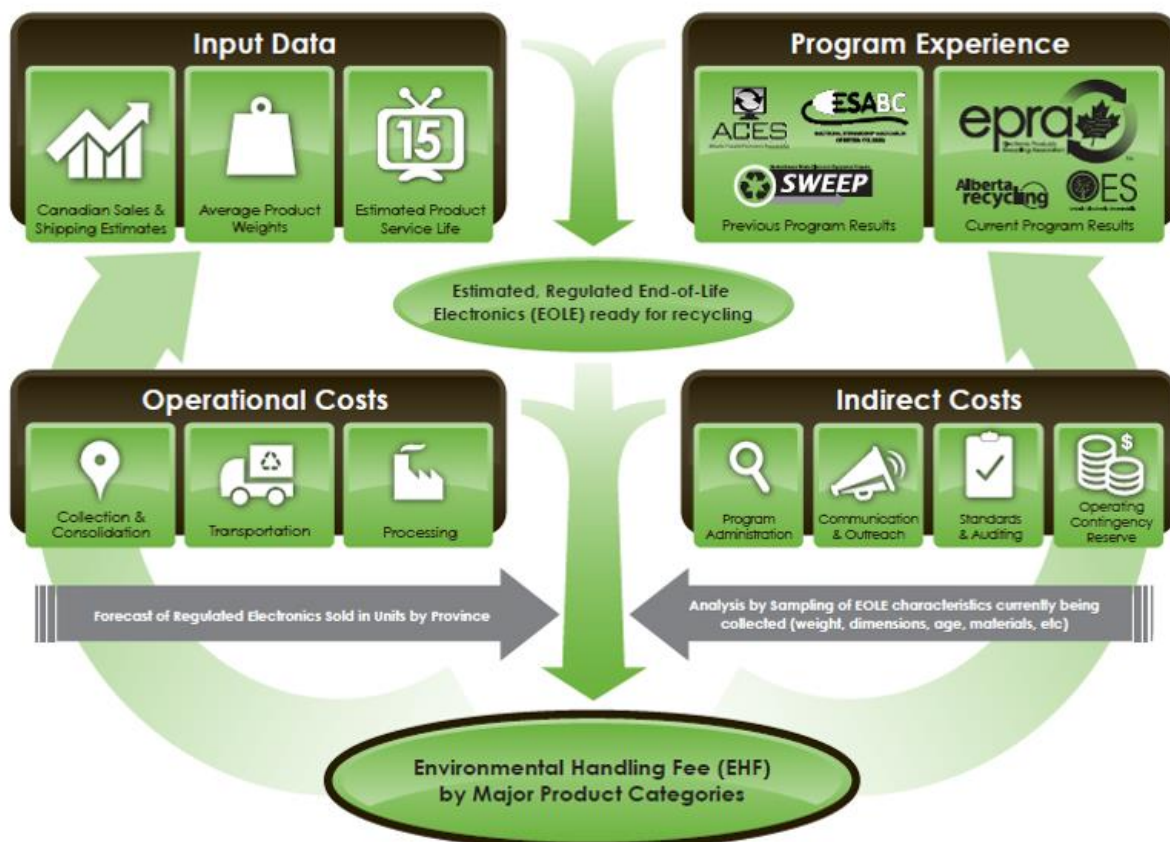
### 6.3 Dispute Resolution

The Program has incorporated normal commercial dispute resolution provisions into contracts with third parties.  EPRA addresses disputes with service providers through internal review and any unresolved disputes are addressed using standard commercial legal procedures.

### 6.4 Environmental Handling Fee Flow

Obligated brand owners, also referred to as stewards, registered under the EPRA plan shall remit Environmental Handling Fees monthly to EPRA for their previous month's net sales (total sales less returns).

Since the product supply chain is complex and electronics are sold through a variety of channels, each registered steward will be classified as either a "Remitter" or "Pay-on-Purchase" (POP) steward. While a Remitter would usually be a larger entity (e.g. manufacturer, national retailer or distributor), they can also be a small, Manitoba-based reseller or retailer. The POP classification was introduced to minimize the administrative burden of monthly reporting on these smaller, local resellers and retailers. However, these smaller, local businesses may choose to be either a Remitter or POP.

EPRA works with small business to reduce administrative burden and allows small remitters to submit monthly, quarterly or yearly reports depending on sales volume.

This process for reviewing the EHF applicability is outlined in **Figure 1**

## APPLICATION OF THE EHF
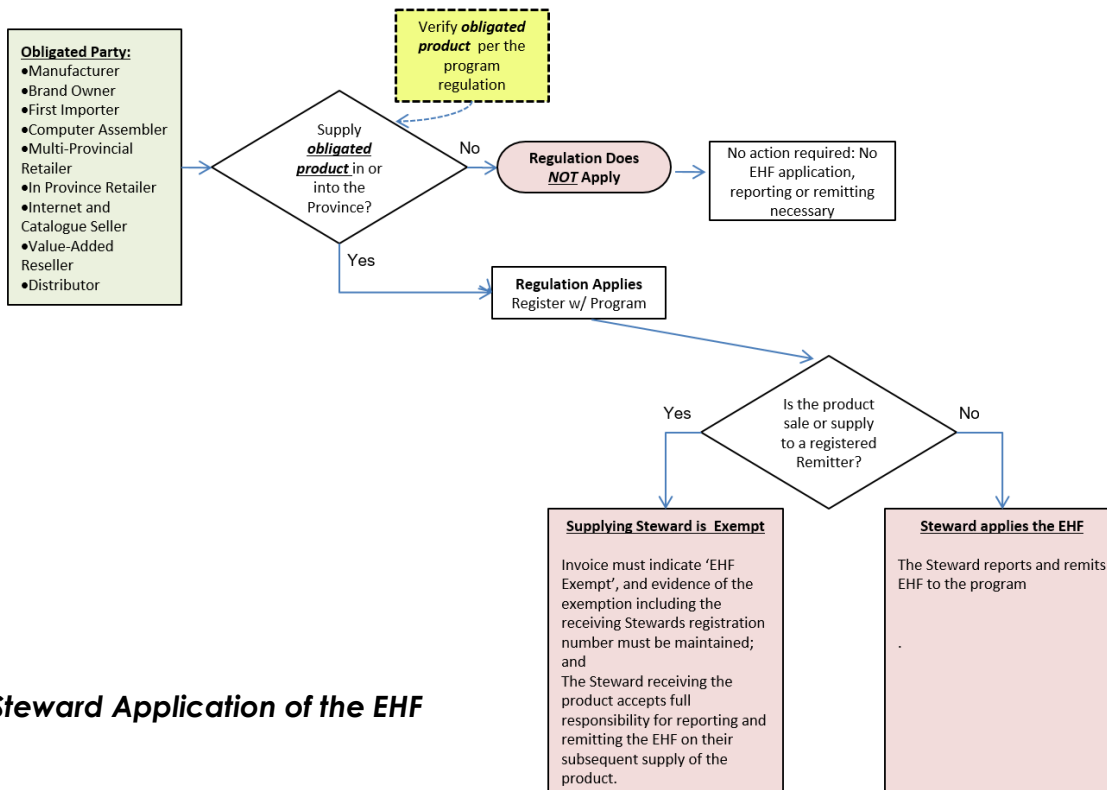


*Figure 1: Steward Application of the EHF*

## 7. Communication and Public Awareness

### 7.1 Communication Goals

An annual communications plan is developed and rolled out each year with the following areas of focus:

- Create awareness of the EPRA Program, in particular the end-of-life-electronic products that will be accepted and where to take them for responsible recycling.

- Ensure that the electronic products brand owners and retailers of regulated products are aware of their obligations related to the EPRA Program in Manitoba. Invite participation in the EPRA program in order for the steward to easily and responsibly comply with the regulation.

- Ensure EPRA Drop-off Centres continue to be well informed regarding electronic products included in the Program and can provide accurate information to customers.

### 7.2 Communication Components

A variety of communication materials are deployed to facilitate education and awareness of the EPRA Manitoba Program.

- EPRA will continue to provide signage to the network of drop-off locations.

- Promotional material (for example brochures and counter cards) will be made available for electronic product retailers to order and display. Examples of these can be found at: http://recyclemyelectronics.ca/mb/resources/poscommunications-materials/. For key updates (ie. new EHFs) the updated POS material is shipped directly to major retailers.

- Media campaigns will be utilized to generate awareness for and convey information about the EPRA Manitoba Program. Examples of the primary components of the campaign would be radio, print and online advertisements. For example, in 2014, EPRA launched a new national consumer facing brand campaign that was promoted in the province with Manitoba specific print, radio and online advertisements. Research was conducted to confirm the campaign message that would resonate most with residents to motivate them to e-recycle. The vast majority of respondents felt that responsible recycling of electronics was important in helping to pay it forward environmentally. The EPRA brand campaign that was developed currently is "Extend nature's warranty. Recycle your electronics." It uses images of nature with television static as a visual metaphor of the threat to nature if electronics are not recycled and the preservation of nature if recycling is pursued.. The pay it forward message is to help empower and motivate consumers to do the right thing for the environment by e-recycling their EOLE through EPRA Manitoba drop-off locations. On the advertisements there is a link to, or mention of, the website URL so that residents can find out more information on the location of the drop-off locations, obligated products and the associated EHFs.

- In 2016 EPRA Manitoba ran strong media campaigns promoting EOLE recycling. Peak advertising initiatives ran in the spring and fall with some initiatives running throughout the summer months and Search Engine Marketing (SEM) running all year. EPRA Manitoba anticipates that a similar media strategy will be implemented in year 1 of this program plan. The following are an example of some of the media initiatives that ran:

- Radio
- Print
- Online (banner ads and video)
- Billboards
- SEM – 365 days

- Examples of our ads can be viewed at:
  http://recyclemyelectronics.ca/mb/resources/poscommunications-materials/

- Public opinion polling is conducted on an annual basis to determine awareness of electronics recycling in the province and this information is outlined in EPRA's Annual Report.

- The EPRA Manitoba website was completely revised in 2014 and will continue to be updated on an ongoing basis to reflect any changes to the program. It will continue to clearly outline all of the materials acceptable for recycling as well as offer a Drop-Off Centre locator with all of the locations in the province.

- EPRA has also developed two (2) videos on e-recycling that are available for viewing and downloading on the EPRA Manitoba website.

The first video is titled, "**What happens to end-of-life electronics?**" and it illustrates and explains to viewers how end-of-life electronics (EOLE) that are dropped off at an EPRA Drop-off Centre are recycled responsibly. This video is available to view at:
http://recyclemyelectronics.ca/mb/what-can-i-do/where-does-it-go/



The second video is titled, "**What is the EHF?**" and it explains what the EHF is and why it is charged. This video was developed to help consumers learn about the EHF and also to assist Retail to train their staff on how to answer questions from consumers on the EHF. It can be viewed at:
http://recyclemyelectronics.ca/mb/stewards/what-is-the-ehf-a-training-video/.



EPRA provides a toll-free helpline to accommodate inquiries from Manitoba residents and other stakeholders and will continue to be an important communication tool. All calls and email messages are answered by EPRA call center staff and both English and French service is available.

## 8.0 Audit Systems

EPRA has adopted and implemented audit standards and protocols to assist in ensuring that both its registered members and contracted recyclers achieve and maintain compliance with the EPRA Program and governing regulation.

### 8.1 Auditing of Obligated Brand Owners

**Overview**

Detailed audits of remitters (stewards) will be performed on a regular basis to ensure both compliance and completeness in the reporting of revenue. Audit selection is a function of, but not limited to, materiality, any non-standard or unusual behavior, random selection and with the intention that all remitters are audited at some point within a 5 year period.

**Audit Procedures**

Audits will follow established procedures and may involve a review of, but not limited to, the following records: sales records, purchase records, inventory counts and bank statements. All Stewards selected for audit will receive a letter detailing the time and place of audit and a request for records to review.

### 8.2 Auditing of Recyclers

EPRA requires that all primary recyclers and each of their respective downstream processors providing services to the program be first qualified under the Electronics Recycling Standard (ERS) in order to receive and process program materials.

The ERS is periodically reviewed and revised by Electronics Product Stewardship Canada (EPSC) to ensure that it satisfactorily meets the needs of the evolving electronics recycling industry.  In order to better align and harmonize the standard internationally, the ERS was most recently updated to and currently includes the internationally recognized R2 certification as a prerequisite.

As part of the R2 certification process, the recycler is required to attain certification by an independent accredited certification body of their environmental, health and safety management system to either the RIOS standard, or both the ISO 14001 and OHSAS 18 001 standards.

The R2 certification will be audited and administered by a SERI approved third party Certification Body.  The Recycler Qualification Office (RQO) will continue to audit the additional elements of the ERS as contained in the RQP 2015.

Where a processor changes its processing technology and/or downstream processors, they are also subject to re-audit to ensure any and all changes conform to the ERS.

A current list of approved primary recyclers can be found at:  www.rqp.ca

All currently listed recyclers require approval under RQP 2010.  As of January 1, 2017, all listed recyclers will require R2 Certification as well as approval under ERS 2015.

### 8.3 Performance Measurements and Continuous Improvement

EPRA has committed to annually report on a core set of measurements which may include:
- Operational Indicators including Kg. per capita.
- Accessibility

- Awareness
- Financials
.
Key topics to be reviewed on an ongoing basis include:

- The evolution of obligated products to ensure the industry is current with changes in the marketplace and the end-of-life stream. This includes the rapid move to smaller, lighter weight devices and multi-function devices.

- Electronics waste management developments.
- EPRA will strive to exceed current Public Awareness and Accessibility levels.


## 9.0 Public Consultation Process

A public consultation process has been undertaken to:

- Ensure that Stewardship Program activities include processes for informing those affected by decisions and actions in a timely manner.

- Provide meaningful opportunity for public consultation and due process.

- Ensure that local governments and citizen groups are consulted.

- Where appropriate, employ collaborative decision-making and consensus-building processes.

Key aspects of the consultation included:

- Posting notice of the Plan renewal on the EPRA Manitoba website and inviting comments.

- Posting ads in the Winnipeg Free Press informing the public that the EPRA Plan renewal is available on the EPRA website and inviting comments.

- Contacting the industry stewards regarding the public consultation notice and method for feedback.

- Outreach to municipalities in Manitoba, informing them of the public consultation.

The consultation report will be found in **Appendix D**. It includes details on:

- Who was consulted in the process of developing and evaluating the Renewal Plan.

- Any objections and concerns raised by those who were consulted and plans to address as necessary.


## 10.0 Green Manitoba Cost Recovery

In accordance with the WRAP Act and the Electrical and Electronic Equipment Stewardship Regulation, EPRA will remit annual payments to Green Manitoba for the payment of salaries and other costs of government for the administration and enforcement of the Electrical and Electronic Equipment Stewardship Regulation for the duration of this Approval.

# APPENDIX A

## Designated Products, Definitions and Fees:

| DESIGNATED PRODUCTS | PRODUCT DEFINTION | EHFs | Examples of PRODUCTS INCLUDED in the designated category | Examples of PRODUCTS NOT INCLUDED in the designated category |
|---|---|---|---|---|
| **DESKTOP COMPUTERS** | A computer terminal designated to reside on a desk or similar work surface.<br><br>May be packaged with a mouse, keyboard, cables, speakers, webcam and other peripherals in a single Original Equipment Manufacturer (OEM) package carrying a sing SKU, subject to a single desktop computer EHF.<br><br>Includes desktop computers and desktop computers acting as servers. | $1.40 | **Standalone:**<br><br>• Computer terminal<br><br>• Desktop computer used as a server<br><br>• Thin client | • Non-standalone computer terminal that is embedded into a non-regulated product<br><br>• Rack mounted and floor-standing server<br><br>• Uninterruptible Power Supply (UPS)<br><br>• Cash registers / POS |
| **PORTABLE COMPUTERS** | A personal computer designed for portable use. | $1.00 | • Laptop computer<br><br>• Notebook computer<br><br>• Tablet computer<br><br>• Netbook computer | • PDA (non-cellular enabled) – **SEE PERSONAL/PORTABLE category: PRODUCTS INCLUDED**<br><br>• Calculator<br><br>• Other handheld computing devices |

| DISPLAY DEVICES | A non-portable video display device that typically resides on a table, floor or wall and requires AC power to operate | ≤29": $7.00 30-45":12.00 >46":$28.00 | **Standalone:** <br>• Television <br>• Computer monitor <br>• Professional display <br>• Closed circuit monitor screen <br>• TV with built-in DVD and/or VCR player/recorder <br>• All-in-one computer | • Non-standalone displays that are embedded into a non-regulated product <br>• Digital photo frames – **SEE HOME A/V category: PRODUCTS INCLUDED** <br>• POS Pole Display <br>• Electronic whiteboards <br>• 3D Glasses |
|---|---|---|---|---|
| | May contain an imbedded television tuner, or may be used for displaying images from computers or other digital or analog sources such as an external TV tuner or cable/satellite receiver. <br><br> Includes various display technologies, such as CRT, flat panel (LCD, Plasma, LED, OLED, etc.) or rear projection. | | | |
| PRINTERS, SCANNERS AND FAX MACHINES | A printing, scanning or facsimile device designed to reside on a desktop or similar work surface. <br><br> May be a "multi-function" or "all in one" device that performs different tasks such as copy, scan, fax, print, etc., in which case the integrated product is subject to a single EHF. <br><br> Fax machines packaged with cordless telephone handsets in a single OEM packaged under a single SKU are subject to one EHF. <br><br> Includes various printing technologies, such as Laser & LED (electrophotographic), ink | $1.25 | **Standalone:** <br>• Desktop printers including: Camera dock printers; and label, barcode, card printers <br>• Desktop fax machines <br>• Desktop scanners including: Business card scanners; Cheque scanners; and Photo negative scanners | • Point of sale (POS) receipt printers <br>• Handheld printers such as calculators with printing capability or label-makers <br>• Non-standalone printers that are embedded into non-regulated products <br>• Floor standing Photocopiers, fax and printers see Floor standing Multi-Function devices |

| | | | | |
|---|---|---|---|---|
| | jet, dot matrix, thermal, dye sublimation, etc. | | | |
| **COMPUTER PERIPHERALS** | A manual input keying or pointing device, such as a mouse, a keyboard, or a similar device, designed for use with a desktop or portable computer.<br><br>A combination of a single mouse and a single keyboard packaged in one OEM box under a single SKU is subject to one EHF. | $0.20 | • Mouse<br><br>• Trackball<br><br>• Keyboard<br><br>• Keypad | • Joysticks and other game controllers<br><br>• Graphic tablets<br><br>• Stylus<br><br>• Magnetic stripe readers<br><br>• Modems, Hubs, Switches and Routers<br><br>• Mobile internet sticks |
| **PERSONAL/ PORTABLE AUDIO/ VIDEO PLAYBACK AND/OR RECORDING SYSTEMS** | A portable device used primarily for personal use, that operates on battery power or is powered directly from the device it is connected to (i.e. computer), including:<br><br>• Clock radios<br><br>• Computer or docking speakers<br><br>• Compact/folding speakers<br><br>• Portable stereos/ tape players/ radios<br><br>• Personal CD players<br><br>• Portable audio recorders<br><br>• Headphones<br><br>• Computer / phone and/or voice recorder microphones | $.25 | • Portable AM/FM radios<br><br>• Clock radios<br><br>• Portable stereos<br><br>• Portable tape players/recorders<br><br>• Portable Disc (CD, DVD,Blu-ray, etc.) players/ recorders<br><br>• MP3 players<br><br>• Portable docking/compact speakers (wired and wireless including Wi-Fi or Bluetooth)<br><br>• Portable cassette or digital audio/voice recorders<br><br>• Headphones<br><br>• Mini earphones and microphones<br><br>• Headsets (wired and wireless, including Bluetooth) | • Single-use or one-time use cameras<br><br>• Children's toy cameras<br><br>• Discs (CDs, DVDs, Blu-ray, HDDVD, etc.)<br><br>• Commercial, Professional or industrial video cameras and/or microphones<br><br>• Industrial/commercial quality microphones used for musical recording, performances and/or public address<br><br>• Cables or other accessories<br><br>• Cellular-enabled PDAs<br><br>• Industrial or commercial handheld or mobile computing devices |

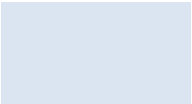| | | | |
|---|---|---|---|
| | • MP3 players<br><br>• Voice recorders<br><br>• Analog and digital cameras and video cameras/ camcorders<br><br>• Non-cellular enabled PDAs<br><br>• Portable printers<br><br>• Portable scanners<br><br>• Webcams<br><br>• Digital frames<br><br>• Portable displays<br><br>Portable audio/video players supplied with accessory headphones in a single OEM package under a single SKU are subject to one EHF.<br><br>Multiple speakers supplied in a single OEM package and sold under a single SKU are subject to one EHF. | • Microphones for use with an obligated product<br><br>• Digital and non-digital cameras<br><br>• Digital photo key chains<br><br>• Video cameras/ camcorders<br><br>• Personal Digital Assistants (PDAs) which are not enabled to connect to cellular networks<br><br>• Multi-function satellite radios that include CD, MP3, FM radio or other audio functions<br><br>• Portable scanners (Business card scanners; Photo negative scanners)<br><br>• Portable printers<br><br>• Web cameras<br><br>• Digital frames<br><br>• Portable displays – screen size up to 10"<br><br>• Baby video monitor& camera system | • Global Positioning System (GPS) receivers and components<br><br>• Satellite radio receivers and components (used exclusively for satellite audio)<br><br>• E-readers / electronic Books<br><br>• Electronic Dictionaries<br><br>• 3D Glasses<br><br>• Two-way radios (walkie-talkies)<br><br>• Personal FM transmitters |
| **HOME AUDIO/**<br><br>**VIDEO SYSTEMS** | Audio and video playback and/or recording systems (mini/mid/full size) or system components for residential use but may also be used for institutional, commercial or industrial applications, including: $1.10 | • AM/FM Radios<br><br>• Video Cassette Recorders (VCRs)<br><br>• Digital Video Recorders (DVRs)<br><br>• Personal Video Recorders (PVRs) | • Industrial/commercial quality amplifiers, speakers and related equipment used for musical recording, performances and/or public address<br><br>• Video gaming equipment, including |

- Audio equipment:
- Amplifiers, Receivers ,
- Speakers, CD players (single and multi-disc units), Radios, Turntables, Cassette and other tape players

Video equipment:

- Data/multi-media projectors, VCRs, DVRs
- PVRs, DVD players
- Blu-ray players
- Laser Disc players
- Security cameras

Cable and Satellite TV Equipment

Multiple speakers supplied in a single OEM package and sold under a single SKU are subject to one EHF.

Multiple security cameras supplied in a single OEM package and sold under a single SKU are subject to one EHF.

- Disc players/ recorders (DVD, Blu-ray, etc.)
- Laser Disc players/recorders
- Cable & satellite receivers
- Set-top boxes Including digital TV

Home stereo systems or components, including:

- Amplifiers
- Receivers
- CD or tape decks
- Turntables/record players
- Home speaker systems such as 5.1 and 7.1 speaker packages supplied without amplifier or video player, including computer (multi-media) speakers
- Other digital music recorders/players
- Audio docking stations
- Analog & digital video cameras for home security or other closed circuit home use
- Video monitor and camera systems

those that can also play DVDs, etc.

- Satellite dishes
- Cables or other accessories
- Karaoke machines
- Alarm clocks and wall clocks
- Audio baby monitors and receivers
- Intercoms
- 3D Glasses
- Overhead projectors

| HOME THEATRE IN A | Audio and/or video equipment packaged by an OEM as a complete system | $1.10 | HTB audio and video equipment packaged as a complete unit, including: amplifiers, disc players, | Home speaker systems – **SEE HOME A/V** |

| | | | | |
|---|---|---|---|---|
| **BOX (HTB) SYSTEMS** | intended to provide an "in-home" theatre experience.<br><br>Bundled combinations must be supplied from one OEM and sold under one SKU | | speakers, sub-woofers and all associated cables, etc. | **category: PRODUCTS INCLUDED** |
| **VEHICLE AUDIO & VIDEO SYSTEMS** | Aftermarket audio and video systems or system components intended to replace or supplement OEM factory-installed systems or system components.<br><br>Multiple speakers supplied in a single OEM package and sold under a single SKU are subject to one EHF. | $1.10 | Aftermarket vehicle audio & video components, including:<br><br>• In-dash CD and/or cassette players<br><br>• In -dash radio, DVD, CD and/or cassette players (including those with integrated satellite radio and/or GPS/navigation functions)<br><br>• Amplifiers<br><br>• Equalizers<br><br>• Speakers<br><br>• Video player systems<br><br>• Video displays (including those with built-in tuners) | • Factory-installed audio and video equipment developed for imbedded use in motor vehicles of any type (includes marine-craft radios and intercom systems)<br><br>• Navigation systems (e.g. GPS receivers and components)<br><br>• Satellite radio receivers and components<br><br>• Back-up camera systems<br><br>• Related cables or other accessories |
| **Cellular devices & Pagers** | Cellular Devices and Pagers | | • Cellular devices and pagers | |
| **NON-CELLULAR TELEPHONES AND ANSWERING MACHINES** | A telecommunication device with a handset, multiple handsets or microphone and speaker systems that is used to transmit and receive sound (most commonly speech).<br><br>A device that is designed to record sound from | $.45 | • Telephones (corded and cordless, VoIP, satellite phones)<br><br>• Telephone line answering machines (cassette and digital)<br><br>• Speaker/Conference phone | • Telecommunications equipment developed for imbedded use in motor vehicles of any type<br><br>• Two-way radios (walkie-talkies) |

| Category | Description | Fee | Products Included | Products Excluded |
|---|---|---|---|---|
| | incoming calls over a telephone line or VOIP line.<br><br>Accessory handsets packaged with a telephone in a single OEM package under a single SKU are subject to one EHF.<br><br>Accessory speakers/microphones packaged with speakers/conference phone in a single OEM package under a single SKU are subject to one EHF. | | | • Commercial-grade "pay phones"<br><br>• Audio baby monitors and receivers<br><br>• Fax machines – **SEE PRINTERS category: PRODUCTS INCLUDED** |
| **COUNTERTOP MICROWAVE OVENS** | A self-contained cooking appliance, designed to sit (non-enclosed) on a countertop, table, or shelf, that uses electromagnetic energy to perform the cooking function, | <1.0 cu. ft.: $3.00<br><br>≥1.0 cu. ft.: $3.00 | Countertop Microwave Oven: Typically less than 2.2 cubic feet.<br><br>May include microwave ovens from hotel rooms or restaurant units similar in chassis type to household type units. | OTR/MHC: built-in or over-the-range microwave ovens and microwave/range hood combinations; microwaves that are built into a wall assembly or combined with a thermal wall oven; microwave ovens that are installed under a counter, in a wall cabinet, or attached to the wall of a cabinet.<br><br>Large industrial or commercial kitchen microwave ovens. |
| **Floor Standing Multi-Function Devices** | Printing and copying devices utilizing all printing technologies that are floor standing models and that can print on media with dimensions up to 48" wide.<br><br>Collection Effective May 1, 2014 | $15.00 | Floor standing photocopiers and Multi-Function Devices (MFDs).  This will include all printing and copying devices, utilizing all printing technologies that are floor-standing models and can print on media with dimensions up to 48" wide, and | Printing, Copying and Multi-Function Devices weighing more than 200 Kg's or the ability to print on media larger than 48".<br><br>Industrial Printers. |

are up to a maximum weight of
200 kg.

**NOTES:**

1. Products defined as 'included' or 'not included' are examples only and do not represent an exhaustive list of all obligated products by category. Stewards must assess products against the definitions of each obligated product category to determine the applicability and appropriate EHF, and may consult the program for assistance in clarification where required.

2. Products identified as 'Products Included' are subject to the EHF for that category; Products identified as 'Not Included' are not subject to the EHF for that category, however, members must consider all designated product categories to determine if the product meets the definition of another obligated product category.

3. *The*re are three instances where multiple obligated products may be packaged by the original equipment manufacturer (OEM) in a single physical package carrying a single SKU (stock keeping unit) and be subject to one EHF for the entire package of products:

   a) Where the product definition above specifically includes multiple obligated products;

   b) Where the product example is specifically listed as a 'Product Included' in an obligated category above; or

   c) Where a product is comprised of different functional components that are sometimes sold separately, but in this case are integrated into a single operating unit. In this instance the integrated product carries the single highest EHF. Examples include:

      • Printer / Scanner / Fax (all---in---ones)
      • Multiple drive players integrated into a single device – e.g. DVD & VCR player
      • Fax machine with a corded telephone handset
      • Telephone with built---in answering machine
      • Security display monitor with built---in digital video recorder (DVR)

4. The list of Product Definitions and Clarifications may be revised periodically by the Program.

# APPENDIX B

**EPRA Key Contacts:**

Dennis Neufeld, Manitoba Program Director

Craig Wisehart, Executive Director, Western Canada

Cliff Hacking, President and CEO

Lynda Kitamura, Chief Financial Officer and Vice President, Finance and Operations

Jay Illingworth, National Director, Harmonization

Christy Teasdale, National Director, Marketing & Communications

# APPENDIX C

## Appendix C cont.  EPRA Manitoba Collection Locations (March 2016):

Current list of EPRA Collection Locations can be accessed at http://recyclemyelectronics.ca/mb/what-can-i-do/drop-off-centres/

| Site Name | Street | City |
| --- | --- | --- |
| Pembina Recycling Center | 261 Main St | Manitou |
| Carman Waste Transfer | 1mile south Jct 3 & 13, and 1 mile South | Carman |
| Louise Station | 4 miles north of jct 3 & 34 | Pilot Mound-Crystal City |
| Portage & Dist. Recycling | 700 Phillips St | Portage La Prairie |
| Gateway Resources | 1582 Pembina Ave W | Winkler |
| Pembina Valley Containers | 160 Grant Ave | Morden |
| Steinbach Eastman Recycling | 60 Industrial Rd | Steinbach |
| St. Francois Recycling & nuisance grds | Rosser road & Two mile Rd | St Francois Xavier |
| Responsible Electronic Recycling | 511 Robinson Ave | Selkirk |
| Parkland Regional Recycling | 871-B Whitmore Ave. East | Dauphin |
| Swan River , Valley Lions Recycling | 1 mile south of Hydro Station and turn east | Swan River |
| Town of Roblin Recycling | 113 1st Ave NW | Roblin |
| City of Brandon | 3000 Victoria Ave E | Brandon |
| Brandon Computers | 1229 Richmond Ave | Brandon |
| Virden & District Recycling | 1185 5th Ave S | Virden |
| RM of Riverside | Nuisance Grounds SE 31-5-17 | Dunrea |
| Shoal Lake & District Recycling Center | Shoal Lake landfill N10-17-23 | Shoal Lake |
| Evergreen Environmental Tech. | 3miles S Hwy 16 between Minnedosa & Neepawa P.R. 466 | Minnedosa |
| Waste and Transfer Station | 1 mile west of Carberry P.R.351 | Carberry |
| Flin Flon Recycling Center | 9 Timber Lane | Flin Flon |
| The Pas Area Recycling | Lot 18 Meadows Road | The Pas |
| City of Thompson Public Works | 120 Seal Rd | Thompson |
| RM of Montcalm/St Jean-Baptiste | South east of St Jean-Baptiste | St Jean-Baptist |
| RM of Rockwood/Stonewall | Winfield Road | Stonewall |
| Town of Teulon | 6066E Road 94N | Teulon |
| RM of Argyle/Baldur | SW 11-5-14W | Baldur |
| Franks Computer Sales and Service | 1535 Pacific Ave | Brandon |
| Town of Birtle | Birtle Landfill Main St. | Birtle |
| RM of North Norfolk/MacGregor | MacGregor Landfill | MacGregor |
| Boissevain Recycling | William ave | Boissevain |
| Gimli Public Works | 292 Anson Dr. | Gimli |
| RM of Tache Landfill (Lorrette) | Gendron Rd (MUN 25E) 1.5 Km's south of P.R. 405 | Lorrette |
| RM of Tache Landfill (Monominto) | 38111 PR 501 | Monominto |
| RM of Desalaberry | Berard Rd (27 North) | St Pierre-Jolys |
| RM of Hamiota | Disposal site jct hwy 21&24 1 mile east & 1/2 mile north | Hamiota |
| Town of Killarney | Killarney Landfill | Killarney |
| Town of Morris | 459 Boyne W. | Morris |
| Cartwright | Cartwright Landfill | Cartwright |
| A-1 McKinley Transfer | unit 11 - 601 Bowman Ave. | Winnipeg |
| Chisick Metal | 2141 Logan Ave | Winnipeg |
| Computers for Schools | 75 Terracon Pl | Winnipeg |
| Industrial Metals | 550 Messier St. | Winnipeg |
| Miller Environmental Corporation | 1803 Hekla Ave. | Winnipeg |
| Powerland Computers | unit 2 - 30 Durand Rd | Winnipeg |
| Urbanmine | 72 Rothwell Rd | Winnipeg |
| Western Scrap Metals | 18 Sutherland Ave. | Winnipeg |
| Mother Earth Recycling | 93 Gomez | Winnipeg |
| Equal Opportunity West | 3713 Portage Ave. | Winnipeg |
| Best Buy | Unit A - 810 St. James Street | Winnipeg |
| Best Buy | 1580 Regent Avenue West, Unit 10 | Winnipeg |
| Best Buy | #6 - 1910 Pembina Hwy. | Winnipeg |
| Best Buy | 901A - 18th Street North | Brandon |
| Staples | 1910 Pembina Hwy | Winnipeg |

| Staples | 947 St. James Street | Winnipeg |
| Staples | 1540 Regent Avenue | Winnipeg |
| Staples | 843 Leila Avenue | Winnipeg |
| Staples | 393 Portage Ave, Unit 100 | Winnipeg |
| Staples | 3669 Portage Ave | Winnipeg |
| Staples | 1645A 18 Street | Brandon |
| Staples | 777 Norquay Drive | Winkler |
| Staples | 190 Provincial Trunk Hwy 12 North | Steinbach |
| Staples | 1026 Manitoba Ave | Selkirk |

# APPENDIX D

## Public Consultation:

EPRA is committed to a consultation process that allows all interested parties and affected industry stakeholders an opportunity to provide their input toward the development of the program plan. Public consultation was conducted March 28th through to April 15th, 2016. One of the methods for inviting feedback was via the media. Below is an example of the newspaper ad that was inserted in the Public Notice Section of the Winnipeg Free Press on March 28th, April 2nd, and April 6th, 2016.

**Appendix D Public Consultation** (continued):

EPRA sent out 29 emails on March 28th, inviting comments by April 11th, to the following NGO's and municipalities:

| NGO | Municipality |
|---|---|
| Take Pride Winnipeg | City of Winnipeg |
| Green Action Center | City of Brandon |
| Association of Manitoba Municipalities (AMM) | City of Steinbach |
| Manitoba Conservation District. | City of Morden |
| Manitoba Association of Regional Recyclers (MARR) | City of Winkler |
| Flin Flon Recycling | City of Dauphin |
| Eastman Recycling | City of Thompson |
| Eco West | City of Portage La Prairie |
| Portage District Recycling | City of Swan River |
| Strategy Makers | City of Flin Flon |
| Pembina Valley Containers | City of The Pas |
| Retail Council Canada | City of Selkirk |
| EPSC | RM of St Clements |
| | RM of St Andrews |

An example of the information notice that was posted on EPRA Steward Service's web portal login page where Stewards must report sales on a monthly basis is as follows:



Steward Registration
Stewards List
Company Info
Monthly Declarations
Reporting History
Prior Rate Return
Payment Options
Subscribed Companies
Resources
Change Password
Logout

EPRA Manitoba Program Plan Renewal

The End-of-Life Electronics Stewardship Program for Manitoba is being renewed for another five years from January 1, 2017 to December 31, 2021.

If you wish to review the draft renewal document, it will be posted on the EPRA Manitoba program website at recycleMYelectronics.ca/mb/plan-renewal from Monday March 28 until Monday April 11, 2016. To provide any feedback on the EPRA MB Program Plan Renewal, please send your comments to renewalcomments@epra.ca on or before April 15, 2016.

To proceed to your declarations, please click "Monthly Declarations" on the left hand side of the screen.

**Appendix D Public Consultation** (continued):

A snapshot of the web activity on the consultation page for the plan renewal:

**MB Program Plan Renewal Web Summary**

http://recyclemyelectronics.ca/mb/plan-renewal/

|  | Second Week<br>Apr. 4 to Apr. 11 2016 | Overall<br>Mar. 28 to Apr. 11 2016 |
|---|---|---|
| Total Visits (Sessions) | 34 | 57 |
| Pageviews | 47 | 79 |
| Bounce Rate** | 18.52% | 18.42% |
| Avg. Time On Site | 2:58 | 3:54 |

** Bounce Rate is the percentage of single-page sessions

Four comments were received during the consultation period.

**Theme:** **CONSULTATION:**

| Theme / Comment | Support for the renewal of the EPRA Program. |
|---|---|

Overall, Electronic Products Recycling Association has been done a tremendous job in helping to make Manitoba a better place in which to live, and I strongly support the renewal of their program for another five years.

Sector     NGO

Discussion     none

| Theme / Comment | Request to change name of Program Renewal |
|---|---|

Hello , I saw your invitation for comments in the free press. Please find another name... "End-of-life" does not seem appropriate . In this day of intense discussion about the "right to die" and the procedure to create the "end of life" for people, electronics could have different terminology. Our basic use of the term  "re-cycling" is universally understood. I am sure there are other terms that would be satisfactory as well Thanks

| | |
|---|---|
| Sector | Citizen |
| Discussion | none |

| | |
|---|---|
| Theme / Comment | Question where the collected ewaste is going |

'E-waste' sounds so happy and pro-active and good for our environment. I do not argue that point. However, where is this 'e-waste' going. EPRA Collection Site Standards - if the leftover waste, after it's been 'E-wasted'

| | |
|---|---|
| Sector | Citizen |
| Action | Emailed a reply to the contact information provided outlining the EPRA process to recycle ewaste in Manitoba. The individual was satisfied and had no further questions. |

| | |
|---|---|
| Theme / Comment | Support for the renewal of the EPRA Program. |

We support the draft and would like to see it completed, and then practised all over our province.

| | |
|---|---|
| Sector | NGO |
| Discussion | none |

# **APPENDIX E**

**Glossary of Terms and Abbreviations:**

| | |
|---|---|
| AMM | Association of Manitoba Municipalities |
| DfE | Design for the Environment |
| EHF | Environmental Handling Fee |
| EOL | End of Life |
| EOLE | End of Life Electronics |
| EPRA | Electronic Products Recycling Association |
| EPSC | Electronics Product Stewardship Canada |
| ERRP | Electronic Reuse and Refurbishing Program |
| ERS | Electronic Recycling Standard |
| ICI | Institutional Commercial Industrial |
| LAC | Local Advisory Committee |
| MARR | Manitoba Association of Regional Recyclers |
| NGO | Non-Government Organization |
| OCR | Operating Contingency Reserve |
| POP | Pay on Purchase (Steward) |
| R2R | Return to Retail |
| RCC | Retail Council of Canada |
| RM | Rural Municipality |
| RQO | Recycler Qualification Office |
| RQP | Recycler Qualification Program |