

Electronic Products Recycling Association

Annual Report to the Director

[2019 Calendar Year]

Submitted to: Director, Extended Producer Responsibility Programs
PO Box 9341, STN PROV GOVT
Victoria, BC V8W 9M1

Prepared by: Craig Wisehart, Executive Director
Electronic Products Recycling Association
100 – 4259 Canada Way
Burnaby, BC V5G 4Y2
(604) 291-1002

June 30, 2020

Table of Contents

1. Executive Summary	3
2. Program Outline	6
3. Public Education Materials and Strategies	6
4. Collection System and Facilities	9
5. Product Environmental Impact Reduction, Reusability and Recyclability	9
6. Pollution Prevention Hierarchy and Product / Component Management	10
7. Product Sold and Collected and Recovery Rate	15
8. Summary of Deposits, Refunds, Revenues and Expenditures	16
9. Plan Performance	16
Appendices / Additional Information and Third Party Assurance	18

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.

Products within plan	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.
Program website	www.recycleMYelectronics.ca/bc

Recycling Regulation Reference	Topic	Summary
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"> 1. Awareness of Collection location and desired e-recycling behaviour 2. Knowledge of acceptable products 3. The responsible way to recycle end-of-life electronics in BC <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 2019, 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>

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 224 permanent collection depots at the end of 2019 (see: http://www.return-it.ca/electronics/locations/). This depot network in conjunction with 64 return-to-retail facilities provided excellent service coverage. A study done in April of 2020 showed that 98.7% of the population was covered to the standards outlined in our stewardship plan.</p> <p>As a supplement to our permanent depots, we held 23 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"> 1. Large volume generator program – Free pick up of material for generators meeting minimum volume requirements 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. <p>Information on B2B options are available here:</p> <p>https://www.return-it.ca/electronics/industry/b2b-options/</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 and focuses 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 2019 is available at the link below:</p> <p>http://epsc.ca/design-for-the-environment-report/</p> <p>Reuse and Recycling are covered in detail in Section 5 below.</p>

Recycling Regulation Reference	Topic	Summary
Part 2, section 8(2)(d)	<u>Pollution Prevention Hierarchy and Product / Component Management</u>	Recycling end-of-life electronics diverts materials from landfills and ensures the management of the deposition of these materials in an environmentally and socially responsible way. Recycling also saves energy, as materials recovered can be used to create new useful products, ultimately reducing the energy demands associated with the extraction and processing of new raw material. See Section 6 for details.
Part 2, section 8(2)(e)	<u>Product Sold and Collected and Recovery Rate</u>	In 2019, our stewards reported the supply of 11,706,167 regulated electronic products into the province. During 2019, we collected a total of 15,958 metric tonnes of end-of-life electronics.
Part 2, section 8(2)(e.1)		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 2019 EPRA Annual Report http://epra.ca/who-we-are/annual-report/

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.

2019 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 1,700 stewards* registered with EPRA in British Columbia, 224 permanent collection sites and 4 verified processors. In 2019, EPRA BC safely collected and responsibly recycled 15,958 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 2019, 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 50,103,230 impressions.

EPRA BC - 2019 Public Relations Coverage Report

Outlet	Dates	City/Market	Topics	Impressions
93.7 JR FM, 103.5 QM FM, 99.3 CFOX, Rock101, 93.7 JRFM, CKNW AM 979	March 2019	Capital Regional District	Spring - Electronics Program in BC	301,200
93.7 JR FM, 103.5 QM FM, 99.3 CFOX, Rock101, 93.7 JRFM, CKNW AM 980	March 2019	Lower Mainland	Spring - Electronics Program in BC	4,059,053
Google Display	March 2019	BC - Full Province	Spring - Electronics Program in BC	3,221,664
YouTube Campaign	March 2019	BC - Full Province	Spring - Electronics Program in BC	496,498
Facebook Campaign	March 2019	BC - Full Province	Spring - Electronics Program in BC	358,969
Instagram Campaign	March 2019	BC - Full Province	Spring - Electronics Program in BC	350,646
Corus, Rogers and Yume (Pre-Roll)	March 2019	BC - Full Province	Spring - Electronics Program in BC	282,412
Facebook Campaign	March 2019	Capital Regional District	Spring Break- Blog Post	125,141
UBCM e-Newsletter	March 2019	BC - Full Province	Electronics Program in BC	12,000
93.7 JR FM, 103.5 QM FM, 99.3 CFOX, Rock101, 93.7 JRFM, CKNW AM 980	August 2019	Capital Regional District	Back to School - Electronics Program in BC	753,000
93.7 JR FM, 103.5 QM FM, 99.3 CFOX, Rock101, 93.7 JRFM, CKNW AM 980	August 2019	Fraser Valley	Back to School - Electronics Program in BC	699,790
93.7 JR FM, 103.5 QM FM, 99.3 CFOX, Rock101, 93.7 JRFM, CKNW AM 981	August 2019	BC - Full Province	Back to School - Electronics Program in BC	6,463,500
Corus Television (Global TV, Global News and HGTV)	August 2019	Lower Mainland	Back to School - Electronics Program in BC	12,174,500
Google Display	August 2019	BC - Full Province	Back to School - Electronics Program in BC	3,264,075
YouTube Campaign	August 2019	BC - Full Province	Back to School - Electronics Program in BC	1,475,959
Instagram Campaign	August 2019	BC - Full Province	Back to School - Electronics Program in BC	1,286,716
Facebook Campaign	August 2019	BC - Full Province	Back to School - Electronics Program in BC	1,841,385
Cineplex (Pre-Show)	August 2019	Various – Metro Vancouver	EPRA - BC https://www.youtube.com/watch?v=hqqKf4nUmYY	380,026
Cinema (Digital Lobby Sign)	August 2019	Various – Metro Vancouver	Back to School - Electronics Program in BC	725,830
Corus, Rogers and Yume (Pre-Roll)	August 2019	BC - Full Province	Back to School - Electronics Program in BC	373,083
Ops Talk, Adminfo and Teacher Magazine	October 2019	BC - Full Province	Electronics Program in BC	58,000
Vancouver Courier	October 2019	Vancouver, BC	Electronics Program in BC	211,944
Punjab Guardian, Canadian Punjab Times, Akal Guardian, South Asian Post, Hamdard Weekly, Facebook – SA Post	October 2019	Lower Mainland	Electronics Program in BC (Punjabi)	297,000
YouTube Campaign	November 2019	BC - Full Province	Holiday 2018-2019 - Electronics Program in BC	455,239
Facebook Campaign	November 2019	BC - Full Province	Holiday 2018-2019 - Electronics Program in BC	239,471
Corus, Rogers and Yume (Pre-Roll)	November 2019	BC - Full Province	Holiday 2018-2019 - Electronics Program in BC	111,000
YouTube Campaign	November 2019	BC - Full Province	Holiday 2018-2019 - Electronics Program in BC	455,239
Facebook Campaign	November 2019	BC - Full Province	Holiday 2018-2019 - Electronics Program in BC	239,471
Fairchild TV	December 2019	Delta, BC	Holiday Season Electronics Recycling Tips	233,000
The Abbotsford News	December 2019	Abbotsford, BC	Don't Trash Old Tech After Christmas	49,000
City News	December 2019	BC - Full Province	New Gadgets Also Means New Junk	934,500

93.7 JR FM, 103.5 QM FM, 99.3 CFOX, Rock101, 93.7 JRFM, CKNW AM 980	December 2019	Capital Regional District	Holiday - Electronics Program in BC	379,300
93.7 JR FM, 103.5 QM FM, 99.3 CFOX, Rock101, 93.7 JRFM, CKNW AM 980	December 2019	BC - Full Province	Holiday - Electronics Program in BC	3,238,600
CBC Radio (BC Today)	December 2019	BC - Full Province	Holiday Season Electronics Recycling Tips	490,000
Google Display	December 2019	BC - Full Province	Holiday 2018-2019 - Electronics Program in BC	1,926,367
Instagram Campaign	December 2019	BC - Full Province	Medical Devices - Electronics Program in BC	247,380
Facebook Campaign	December 2019	BC - Full Province	Medical Devices - Electronics Program in BC	1,468,262
Victoria News	December 2019	Victoria, BC	Medical Devices - Electronics Program in BC	24,510
Victoria Times Colonist	December 2019	Victoria, BC	Medical Devices - Electronics Program in BC	51,018
Ming Pao, Rise Weekly, Global Chinese Press, New Leag Weekly, Sing Tao, Dushi Canadian, City Post	December 2019	Lower Mainland	Electronics Program in BC (Chinese)	304,500
Google Grant	December 2019	BC - Full Province	Electronics Program in BC	43,982
Total Impressions				50,103,230

Included in the numbers above was a specific program to improve awareness of 2 specific product categories, Medical Equipment and Musical Instruments. An example of this is below:



In 2019, 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.

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 2019, we have increased the number of collection sites over 3 times from 70 to 224 including a net increase of 5 depots (6 additions, one deletion) in 2019.

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 2019, EPRA BC conducted 23 such drop off events (see Appendix C for locations.)

In addition to our regular collection depot network, at the end of 2019 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 98.7% 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 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.

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

- Third party certification to the Responsible Recycling ('R2') Standard, an industry-developed standard establishing practices for the recycling of electronics globally
- Legal and regulatory compliance
- Worker safety
- Material handling and destination safety and compliance

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

Mass Balancing

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

Mass balancing reporting has the following objectives:

- Ensuring input volumes match output volumes within 3%

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

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

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

2019 EPRA BC Mass Balance Results

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

Categorical Outputs

The table below represents the weight of materials shipped from primary processors to downstream processors which is reconciled within an allowable 3% variance to total WEEE collected of 15,958 metric tonnes as part of our mass balancing process. The mass balance process also identified 2 metric tonnes of materials sent to otherwise approved secondary processors prior to obtaining RQO approval for the specific materials received. This demonstrates the mass balancing procedure is working as it should and appropriate follow up measures were taken upon identification of these non-conformances.

As the amount reported by primary processors is greater than the amount of WEEE reported by EPRA this further supports that all processed materials had known end fates.

Categorical output of material end fate	Average
Materials Requiring Further Processing*	93.39%
Energy from Waste	0.55%
Landfilled Materials	6.06%
Total	100.00%

* 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.

Material / Component	% of Material Stream	Process
Leaded Glass	14.45%	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.
Plastic	26.11%	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.
Ferrous Metals	31.23%	Metals are manually and/or mechanically separated and smelted for reclaim.
Mixed Metals	3.84%	Metals are manually and/or mechanically separated and smelted for reclaim. (Includes Dusts)
Wood	2.82%	Materials are manually separated and managed through an energy-from-waste recovery process or landfilled.
Circuit Boards	7.77%	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.
Wires/Cables	2.86%	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.
Copper	2.38%	Metals are manually and/or mechanically separated and smelted for reclaim.
Aluminum	2.33%	Metals are manually and/or mechanically separated and smelted for reclaim.
Copper Yokes	0.52%	Metals are manually and/or mechanically separated and smelted for reclaim.
Batteries	0.57%	Mechanically separated for recovery of metals.
Ink/Toner Cartridges	0.55%	Cartridges are cleaned and reconditioned for reuse or processed through an energy-from-waste recovery process.
Glass	0.32%	Non-leaded glass is manually separated for recovery and further use, or introduced into the smelting process as a silica flux substitute.
Mercury Lamps	0.06%	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.
Ethylene Glycol	0.03%	The glycol is manually drained from the light tubes and refined for further use.
Landfill	1.34%	Materials sent to landfill
Dusts	0.92%	Dusts captured during shredding or dismantling of materials. Sent for further recovery and smelted for reclaim.
Other	1.90%	Materials are manually and/or mechanically separated for reclaim.

Primary Processors

As of December 31, 2019, the following were approved as EPRA BC primary processors:

eCycle Solutions

Chilliwack, BC

www.ecyclesolutions.com

Quantum Lifecycle Partners

Edmonton, AB

www.quantumlifecycle.com

FCM Recycling

Delta, BC

www.fcmrecycling.com

KC Recycling

Trail, BC

www.kc-recycling.com

7. Product Sold and Collected and Recovery Rate

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

In 2019, our stewards reported the supply of 11,706,167 regulated electronic products into the province. During 2019, we collected a total of 15,958 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, 2019 to December 31, 2019		
Count	Name	Population Per 2019 Government of BC Estimates	Capture Rate (kg)	Per Capita Recovery or Capture Rate
1	Alberni / Clayoquot	33,315	42,495	1.3
2	Bulkley / Nechako	39,614	96,630	2.4
3	Capital Regional Dist	418,511	1,496,041	3.6
4	Cariboo	65,456	199,798	3.1
5	Central Coast	3,584	9,484	2.6
6	Central Kootenay	63,311	192,315	3.0
7	Central Okanagan	217,214	1,025,098	4.7
8	Columbia Shuswap	55,823	199,689	3.6
9	Comox	72,625	296,469	4.1
10	Cowichan Valley	90,448	307,820	3.4
11	East Kootenay	64,695	175,061	2.7
12	Fraser - Fort George	103,392	339,406	3.3
13	Fraser Valley	331,533	952,268	2.9
14	Greater Vancouver	2,691,343	7,945,988	3.0
15	Kitimat - Stikine	39,884	141,596	3.6
16	Kootenay Boundary	33,432	151,571	4.5
17	Mount Waddington	11,667	53,270	4.6
18	Nanaimo	169,960	564,523	3.3

19	North Okanagan	19,303	54,684	2.8
20	Northern Rockies	90,865	337,204	3.7
21	Okanagan - Similkam	4,956	9,058	1.8
22	Peace River	89,075	317,613	3.6
23	Powell River	66,880	181,959	2.7
24	Skeena - QC	21,102	61,883	2.9
25	Squamish - Lillooet	46,357	150,836	3.3
26	Strathcona	49,085	128,540	2.6
27	Sunshine Coast	31,810	122,377	3.8
28	Thompson - Nicola	146,096	396,989	2.7
	Grand Total	5,071,336	15,950,665*	3.1

* 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 two points.

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 financial statement in the EPRA Annual Report

<http://epra.ca/who-we-are/annual-report/>

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.

2019 Performance Targets and Reporting Commitments

Metrics	Performance Targets and Reporting Commitments
Governance	There were no significant changes to the governance structure
Products sold and collected	
Amount of product sold (units)	11,706,167
Amount of product collected (weight)	15,958 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
Collection System and Accessibility	
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)	98.7%
Qualitative report on product on categories with low awareness	See Section 7 of this report
Waste Audits	
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	In 2019, a waste audit was done in the Cariboo Regional District. Program material was 3.5 kgs/capita and the amount of single use/rechargeable batteries under 5 kgs was 0.4 kg/capita
Consumer Awareness	
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>
Management of Program Costs	
Program costs per tonne of material collected	Total program cost per tonne: \$1,099/tonne Operational cost per tonne: \$ 945/tonne Administrative cost per tonne: \$ 154/tonne

Financial statements	2019 EPRA Financial Statements (beginning on page 20 of EPRA Annual report) http://epra.ca/who-we-are/annual-report/
Management of Environmental	
Efforts to reduce environmental impacts throughout the product life cycle	Design for Environment (DfE) report outlines industry efforts to reduce environmental impacts http://epsc.ca/design-for-the-environment-report/
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, 2019
- Appendix C - List of Collection Events in 2019
- Appendix D – List of Collection sited by Regional District

APPENDIX A

APPENDIX B

EPRA Collections Sites As of December 31, 2019

Supplier Name	Address	City
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

Columbia Bottle Depot - Central	1936 Kent Road	Kelowna
Columbia Bottle Depot - Rutland	680 Dease Road	Kelowna
Columbia Bottle Depot - St. Paul	1314 St. Paul Street	Kelowna
Columbia Shuswap RD - Falkland	2830 Wetaskiwin Rd	Falkland
Columbia Shuswap RD - Glenemma	3125 McTavish Rd	Salmon Arm
Columbia Shuswap RD - Malakwa	3591 McLean Sawmill Rd	Malakwa
Columbia Shuswap RD - Sicamous	950 Two Mile Rd	Sicamous
Columbia Shuswap RD - Skimikin	2281 Skimikin Rd	Tappen
Comox Return Centre	678 Anderton Road	Comox
Coquitlam Return-It Depot	104-2560 Barnet Hwy	Coquitlam
Cortes Island WM*	1300 Squirrel Cove Rd	Cortes Island
Courtenay Return-It Depot	493 Puntledge Road	Courtenay
Cranbrook Bottle Depot	1125 Industrial Road #3	Cranbrook
D.C. Campbell Recycling	925 - 100th Avenue	Dawson Creek
Denman Island Bottle Depot	5901 Denman Road	Denman Island
East Hastings Bottle Depot	6893 Hastings Street	Burnaby
East Van Bottle Depot*	2605 Kaslo St	Vancouver
Eco-Depot Recycling Centre**	10115 - 94 Avenue	Fort St. John
Edmonds Return-It Depot	7496 Edmonds Street	Burnaby
Elk's Bottle Depot	300 Osilinka Drive	Mackenzie
Enderby Return-It Recycling Depot	904 Belvedere Street	Enderby
Fernie Bottle Depot	1291 Ridgemont Avenue	Fernie
Fleetwood Bottle Depot	15093 Fraser Highway	Surrey
Fort St. John Bottle Depot	10104 93rd Avenue	Fort St. John
Fraser Lake Bottle Depot	20 Cougar Street	Fraser Lake
Fraser Valley Bottle & Return-It Depot	Unit 108, 22575 Fraser Highway	Langley
G.R.I.P.S. (GRIPS)	13136 B Highway 101	Madeira Park
Galiano Island Recycling	220 Sturdies Bay Road	Galiano Island
General Grant's Recycling - North Shore	611 Fortune Drive	Kamloops
General Grant's Recycling - Sahali	963 Camosun Crescent	Kamloops
General Grant's Recycling - South Shore	Unit B, 1395 Battle Street	Kamloops
Gibsons Recycling Depot	1018 Venture Way	Gibsons
Go Green Bottle Depot & Recycling	7 East 7th Avenue	Vancouver
Gold Trail Recycling	694 Sollows Crescent	100 Mile House
Gold River Waste Management*	199 Hilke Rd	Gold River
Golden Bottle Depot	820 11th Avenue South	Golden
Grand Forks Bottle Depot	8058 Donaldson Dr	Grand Forks
Guildford Bottle Depot	Unit 100, 14727 108A Avenue	Surrey
Haney Bottle Depot	Unit 2, 22935 Lougheed Highway	Maple Ridge
Hart Return-It Centre	6665 Hart Highway	Prince George
Hazelton Bottle Depot	4413 10th Avenue	New Hazelton
Heffley Creek Eco-Depot	7381 Sullivan Valley Road	Heffley Creek
Heiltsuk Environmental Services Ltd.	PO Box 880	Bella Bella
Hope Bottle Depot	930A 6th Avenue	Hope

Houston Bottle Depot	2266 North Nadina Avenue	Houston
Interior Freight & Bottle Depot	4205 24th Avenue	Vernon
Invermere Bottle Depot & Recycling	133 Industrial Road #2	Invermere
Ironwood Bottle Depot	Unit 110-11020 Horseshoe Way	Richmond
ISKUT Landfill	(blank)	Kitwanga / Iskut
Island Return-It Campbell River	1580-F Willow Street	Campbell River
Island Return-It Duncan	6476 Norcross Road	Duncan
Island Return-It Esquimalt	935 Ellery Street	Esquimalt
Island Return-It Sidney	Unit 5, 10025 Galaran Road	Sidney
Island Return-It South Cowichan	1350 Fisher Road	Cobble Hill
J & C Bottle Depot	200 Rosetown Avenue	Penticton
Jenill Recycling	Unit 1, 13140 88th Avenue	Surrey
Junction Bottle Depot	149 Oyster Bay Drive	Ladysmith
Kensington Square Return-It Centre	6518 Hastings Street	Burnaby
Kitimat Recycling Depot	314 Railway Avenue	Kitimat
Kitimat Stikine RD - Kitwanga Landfill	898 Hwy 37 Kitwanga	Kitimat Stikine
Ladner Bottle Depot	4930 Elliott Street	Ladner
Langley Bottle Depot	20137 Industrial Avenue	Langley
Lee's Bottle Depot	7385 Buller Avenue	Burnaby
Logan Lake Bottle Depot	131 Chartrand Avenue	Logan Lake
Logan Lake Eco-Depot	9261 Highway 97C	Logan Lake
Lonsdale Bottle Depot	142A 3rd Street West	North Vancouver
Lorne Street Bottle Depot	270 Halston Avenue	Kamloops
Lougheed Return-It Depot	1045A Lougheed Highway	Coquitlam
Louis Creek Eco-Depot	4077 Agate Bay Rd	Barriere
Lower Nicola Eco-Depot	2348 Woodward Road	Lower Nicola
Lytton Eco-Depot	2040 Lytton-Lilloet Road/Hwy	Lytton
Make/Do	116 Northwest Boulevard	Creston
Maple Ridge Bottle Depot	Unit 15, 20475 Lougheed Highway	Maple Ridge
Mayne Island Recycling Society	390 Campbell Bay Road	Mayne Island
Merritt Return-It Depot	2352 Clapperton Ave.	Merritt
Metrotown Return-It Centre	4760 Imperial Street	Burnaby
MEZIADIN Landfill	14512 Highway 37	Kitwanga/Meziadin
Mica Ventures Inc.	405 South Mackenzie Avenue	Williams Lake
Mission Recycling Depot	7229 Mershon Street	Mission
Mission Return-It Bottle Depot	7233 Park Street	Mission
Mount Pleasant Return-It Depot	2525 Carolina Street	Vancouver
Mount Waddington RD – Quatsino	200 West Quatsino Road	Quatsino
Mount Waddington RD – Sointula	5 - 2nd Street	Sointula
Mount Waddington RD – Woss	Latitude 50.20977 Longitude -126.5882	Woss
Mt. Waddington - RD Winter Harbour	165 Winter Harbour Road	Winter Harbour
Naramata Store*	255 Robinson Ave	Naramata
Nechako Bottle Depot	1922 1st Avenue	Prince George
Nelson Leafs Bottle Depot	120 Silica Street	Nelson

Newton Bottle Depot	#110 - 13245 72 Avenue	Surrey
North Road Return-It Depot	Unit W - 435 North Road	Coquitlam
North Shore Bottle Depot	235 Donaghy Avenue	North Vancouver
North Shuswap Bottle Depot	120 Aylmer Road	Chase
North Van Bottle & Return-It Depot	310 Brooksbank Avenue	North Vancouver
NVSS Bottle Depot	294 East 3rd Street	Vanderhoof
OK Bottle Depot	7960 River Road	Richmond
Okanagan-Similkameen RD	101 Martin Street	Penticton
Osoyoos Bottle Depot	8305 - 72nd Avenue	Osoyoos
P.G. Recycling and Return-It Centre	2614 Petersen Road	Prince George
Panorama Village Return-It	Unit 112-15157 Highway 10	Surrey
Parksville Bottle & Recycling	611A Alberni Highway	Parksville
Pemberton Recycling Centre	1937 Timberlane Road	Pemberton
Pender Island Recycling Society	4400 Otter Bay Road	Pender Island
Pitt Meadows Bottle & Return-It Depot	19090 Lougheed Highway	Pitt Meadows
Planet Earth Recycling	#3 - 1400 Industrial Road	West Kelowna
Port Alberni Return-It Depot	3680 4th Ave	Port Alberni
Port Hardy Return-It Centre	8740 Main Street	Port Hardy
Powell Street Return-It Bottle Depot	1856 Powell Street	Vancouver
Princeton Return-It Depot	367 Highway 3 West	Princeton
Queensborough Landing Return-It Depot	Unit A - 409 Boyne Street	New Westminster
R&T Recyclables & Bottle Depot	Unit 23, 31550 South Fraser Way	Abbotsford
Re-Build-It Centre	1003 Lynham Road	Whistler
Regional District of Bulkely-Nechako*	1521 Necoslie Road	Fort St James
Regional Recycling - Abbotsford	750 Riverside Road	Abbotsford
Regional Recycling - Burnaby	2876 Norland Avenue	Burnaby
Regional Recycling - Cloverdale	5534 176th Street	Surrey
Regional Recycling - Nanaimo	2375 Hayes Road	Nanaimo
Regional Recycling - Richmond	13300 Vulcan Way	Richmond
Regional Recycling - South	839 Old Victoria Road	Nanaimo
Regional Recycling - Vancouver	960 Evans Avenue	Vancouver
Regional Recycling - Whistler	8006 Nesters Road	Whistler
Revelstoke Bottle Depot	97 Cartier Street	Revelstoke
Richmond Recycling Depot*	5555 Lynas Lane	Richmond
Ridge Meadows Recycling	10092 - 236th Street	Maple Ridge
Salish Soils Inc.	5800 Black Bear Road	Schelt
Salmo Return-It Depot	6320 Highway 3 West	Salmo
Salt Spring Island Recycling Depot	349 Rainbow Road	Salt Spring Island
Salvation Army - Brentwood Bay	7177 West Saanich Road	Brentwood Bay
Salvation Army - Cedar Hill	1551 Cedar Hill Cross Road	Saanich
Salvation Army - Comox Valley	1671 Ryan Road	Comox
Salvation Army - East 12th Avenue	261 E. 12th Avenue	Vancouver
Salvation Army - Fell Avenue	1451 Fell Ave	North Vancouver
Salvation Army - Granville Street	8384 Granville Street	Vancouver

Salvation Army - Kerrisdale	2021 W. 41st Avenue	Vancouver
Salvation Army - King George	13474 96 Ave	Surrey
Salvation Army - Langford	777 Goldstream Ave.	Langford
Salvation Army - Lower Mainland	19733-96 Avenue	Langley
Salvation Army - Mill Bay	855 Shawnigan-Mill Bay Road	Mill Bay
Salvation Army - New Westminster	774 Columbia Street	New Westminster
Salvation Army - North Burnaby	4099 East Hastings Street	Burnaby
Salvation Army - North Delta	#300-8066 120th Street	Surrey
Salvation Army - North Vancouver	241 Lonsdale Avenue	North Vancouver
Salvation Army - Port Coquitlam	2275 Elgin Avenue	Port Coquitlam
Salvation Army - Prince George	3500 18th Ave	Prince George
Salvation Army - Prince George	1990 Ogilvie Street	Prince George
Salvation Army – Saanich	3948 Quadra Street	Victoria
Salvation Army - Victoria	525 Johnson Street	Victoria
Salvation Army - Victoria	Unit 4 - 765 Vanalman Avenue	Victoria
Salvation Army - Victoria Hillside	Unit 2 - 990 Hillside Avenue	Victoria
Salvation Army - View Royal	307 Island Highway	Victoria
Salvation Army - West 4th Avenue	1906 W. 4th Avenue	Vancouver
Salvation Army - West Broadway	2714 W. Broadway	Vancouver
Salvation Army - West Vancouver	1582 Marine Drive	West Vancouver
Salvation Army - White Rock	1327 Johnston Road	White Rock
Sapperton Return-It Depot	Unit 21 - 79 Braid Street	New Westminster
Sardis Bottle Depot	45635B Lark Road	Chilliwack
Scotch Creek Bottle Depot	3855 Squilax - Anglemont Road	Scotch Creek
Scott 72 Bottle & Return-It Depot	Unit 102, 7743 - 128th Street	Surrey
Scott Road Bottle Depot	Unit 2, 12111 - 86th Avenue	Surrey
Semiahmoo Bottle Depot	Unit 29, 15515 - 24th Avenue	Surrey
Sicamous Return-It Depot	322 Finlayson	Sicamous
Skeena Queen Charlotte RD	1205 Oceanview Dr	QC City
Skeena QC RD Port Clements	71454 Highway 16	Port Clements
Skeena Regional Recycling	Unit 14-342 3rd Ave West	Prince Rupert
SLRD Landfill	405 Landfill Road, Box 501	Lillooet
Sorrento Bottle Depot	1249 (Basement) Trans Canada Highway	Sorrento
South Thompson Eco-Depot	1595 Martin Prairie Road	Pritchard
South Van Bottle Depot	34 East 69th Avenue	Vancouver
Squamish Bottle Depot	Unit 15, 38927 Queens Way	Squamish
Stewart Transfer Station	1140 Sluice Box Road	Stewart
Summerland Bottle Depot	9615A Victoria Road South	Summerland
Sun Coast Waste Services	3620 3rd Ave	Port Alberni
Sunset Coast Bottle Depot	7127 Duncan Street	Powell River
Sur-Del Bottle Depot	8962 - 120A Street	Surrey
Surrey Central Return-It Centre	13845 - 104th Avenue	Surrey
T-2 Market	5980 Sawmill Road	Oliver
Terrace Bottle Depot	Unit 101-3110 Kalum Street	Terrace

The Battery Doctors	1972 Windsor Road	Kelowna
Trail Bottle Depot	562 Rossland Avenue	Trail
Tsawwassen Return-It Centre	5636 12th Avenue	Tsawwassen
Ucluelet Bottle Depot	325 Forbes Road	Ucluelet
Valemount Recycling Center	993 5th Avenue	Valemount
Vancouver Central Return-It Depot	2639 Kingsway	Vancouver
Vancouver West Return-It Depot	1253 West 75th Avenue	Vancouver
Venture Bottle Depot	1818 Miller Street	Lumby
Venture Training Centre	4240 Alexis Park Drive	Vernon
Walnut Grove Bottle & Return Centre	Unit 6-8, 20280 97th Avenue	Langley
White Rock Return-It Depot	3221 140th Street	Surrey
Wide Sky Disposals	Bay 1, 4800 46th Avenue	Fort Nelson
Williams Lake Return-It Depot	232 Mackenzie Avenue South	Williams Lake
Willowbrook Recycling	19641, 60th Avenue	Langley
Winfield Return-It Centre	Unit 4, 11852 Highway 97N	Lake Country

* Indicates additions in 2019

**Indicates deletion in 2019

**EPRA Return to Retail Sites
As of December 31, 2019**

Best Buy - Abbotsford	4, 32900 South Fraser Way	Abbotsford
Best Buy - Burnaby	Metropolis at Metrotown	Burnaby
Best Buy - Cambie	2220 Cambie Street	Vancouver
Best Buy - Chilliwack	#101 - 45805 Luckakuck Way	Chilliwack
Best Buy - Coquitlam	Unit 2140-2929 Barnet Highway	Coquitlam
Best Buy - Courtenay	Building D, Unit 1, 3245 Cliffe Avenue	Courtenay
Best Buy - Cowichan	#101 - 2900 Drinkwater Road	Duncan
Best Buy - Downtown Vancouver	Suite 200 - 798 Granville Street	Vancouver
Best Buy - Kamloops	Y700 - 1320 West Trans-Canada Hwy.	Kamloops
Best Buy - Kelowna	Unit 1403 - 2271 Harvey Avenue	Kelowna
Best Buy - Langford	779 McCallum Drive	Langford
Best Buy - Langley	Unit F3 - 20202 - 66 Avenue	Langley
Best Buy - Nanaimo	3200 Island Hwy. North, Unit 87	Nanaimo
Best Buy - Prince George	#201 - 3900 Walls Avenue	Prince George
Best Buy - Richmond	700, 5300 No. 3 Road	Richmond
Best Buy - South Vancouver	8133 Ontario Street	Vancouver
Best Buy - Surrey	10025 King George Highway	Surrey
Best Buy - Surrey Scott Road	12048 80 Avenue	Surrey
Best Buy - Victoria	3450 Uptown Boulevard, Suite 200	Victoria
Best Buy - West Vancouver	#2100 Park Royal South	West Vancouver
Best Buy -South Surrey	2267 160 Street	Surrey
Best Buy- Vernon	5600 24 Street	Vernon
Staples - Abbotsford	Unit # 110 32500 South Fraserway	Abbotsford
Staples - Bridgeport	Unit #110 2780 Sweden Way	Richmond
Staples - Broadway	1322 West Broadway	Vancouver
Staples - Campbell River	1440 Island Hwy	Campbell River
Staples - Capilano	1999 Marine Drive	North Vancouver
Staples - Chilliwack	101-7491 Vedder Rd	Chilliwack
Staples - Cloverdale	17433 56 Avenue, unit 108	Surrey
Staples - Coquitlam	1220 Seguin Drive	Coquitlam
Staples - Courtenay	3299 Cliffe Avenue, Unit 2	Courtenay
Staples - Cranbrook	1500 Cranbrook Street North, Unit 43	Cranbrook
Staples - Duncan	252 Trunk Road	Duncan
Staples - Fort St John	9600 93rd Avenue	Fort St. John
Staples - Kamloops	Unit 10 1395 Hillside Drive	Kamloops
Staples - Kelowna	#430 2339 HWY 97 North	Kelowna
Staples - Langford	789 McCallum Rd.	Victoria
Staples - Langley	Unit # 200 20055 Willowbrook Drive	Langley
Staples - Lougheed	4265 Lougheed Highway	Burnaby
Staples - Maple Ridge	20050 Lougheed Highway	Maple Ridge
Staples - Marine Way	5821 Marine Way	Burnaby

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

APPENDIX C

EPRA Collection Events 2019

Date	Location	City
10/27/2019	Annual HH Hazardous Waste Plus Collection Event	Langley
10/26/2019	Annual HH Hazardous Waste Plus Collection Event	Langley
10/5/2019	Barclay Manor	Vancouver
9/23/2019	Nakusp - The Battery Doctors	Nakusp
9/22/2019	Silverton - The Battery Doctors	Silverton
9/21/2019	Kitsilano Community Centre	Vancouver
9/14/2019	Killarney Community Centre	Vancouver
8/11/2019	CoS Pop Up Junk 4of4 Event	Surrey
7/7/2019	CoS Pop Up Junk 3of4 Event	Surrey
6/22/2019	Barclay Manor	Vancouver
6/15/2019	Hillcrest Community Centre	Vancouver
5/27/2019	Okanagan Indian Band	Vernon
5/26/2019	Surrey Pop Up Junk Event 2	Surrey
5/25/2019	McBride	McBride
5/4/2019	Hastings SR	Vancouver
4/27/2019	Dorothy Lynas School parking lot	North Vancouver
4/27/2019	The City of Colwood	Victoria
4/22/2019	The Soowahlie First Nation	Chilliwack
4/13/2019	Prince of Wales	Vancouver
4/8/2019	Penticton Indian Band	Penticton BC
4/7/2019	Surrey Pop Up Junk Event 1	Surrey
3/9/2019	City of Vancouver Barclay Manor	Vancouver
2/23/2019	Trout Lake	Vancouver

APPENDIX D

Regional District	Collection Sites
Alberni - Clayoquot	4
Bulkley - Nechako	6
Capital Regional District	23
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	9
Fraser Valley	16
Kitimat - Stikine	8
Kootenay Boundary	2
Metro Vancouver	98
Mount Waddington	6
Nanaimo	7
North Okanagan	9
Northern Rockies	1
Okanagan - Similkameen	8
Peace River	4
Powell River	2
Skeena - Queen Charlotte	3
Squamish - Lillooet	4
Strathcona	4
Sunshine Coast	3
Thompson - Nicola	20
Thompson-Okanagan	1
Grand Total	288*

*Includes all collection sites including 64 return to retailers.