



Recycle My Cell

2016 Annual Report

Submitted to: British Columbia Ministry of Environment
Director, Extended Producer Responsibility Programs

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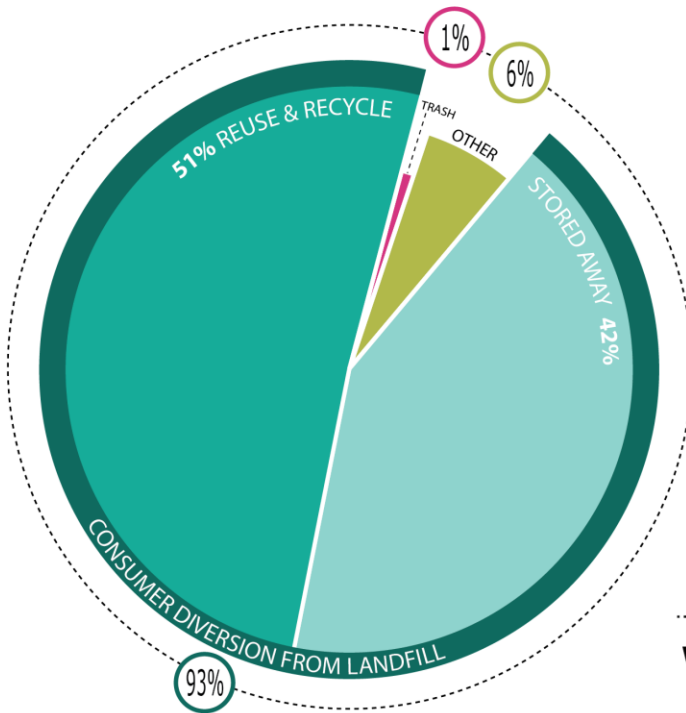
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At a Glance

RECYCLE MY CELL

BRITISH COLUMBIA
2016



NEARLY TWO THIRDS (60%)
OF BRITISH COLUMBIANS REPORT HAVING
AT LEAST 1 CELL PHONE
IN STORAGE

WHEN ASKED ABOUT THEIR
MOST RECENT PHONE...

CONSUMER DIVERSION FROM LANDFILL (93%)

• **REUSE & RECYCLE (51%)**

Nearly half of respondents chose forms of reuse or recycling for their previous device. Top methods included: giving away device; recycling, as a deliberate choice; return or trade-in to carrier; repurposing the device (e.g. using it as an alarm clock); and selling the device.

• **STORED AWAY (42%)**

Respondents who reported storing their last device

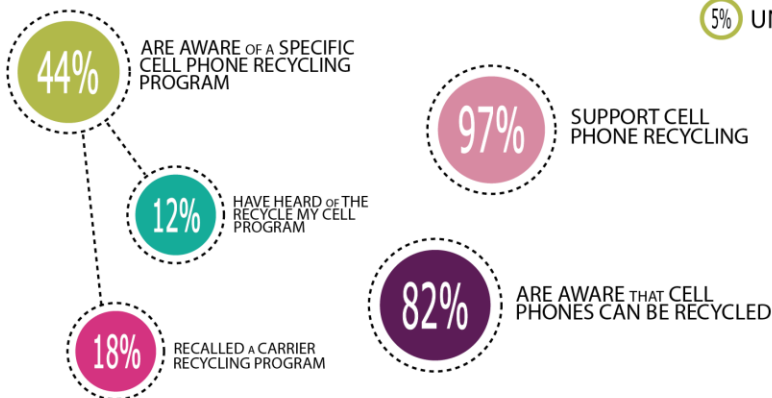
OTHER (6%)

Respondents who were unsure and devices that cannot be accounted for

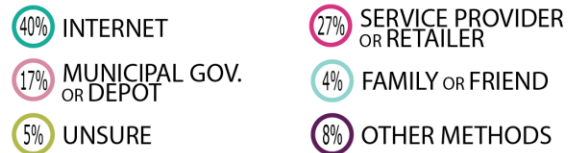
TRASH (1%)

Respondents who put their last device in the trash

AWARENESS & SUPPORT



WHERE ARE CONSUMERS GOING WHEN LOOKING FOR INFORMATION ABOUT CELL PHONE RECYCLING?



223

DROP-OFF LOCATIONS
ACROSS BRITISH COLUMBIA
+ POSTAGE PAID MAIL-BACK

ACCEPTING **ALL WIRELESS**
DEVICES, REGARDLESS OF
BRAND, AGE OR CONDITION

97,358

DEVICES
RECOVERED
IN 2016 *

1,070,081

DEVICES
RECOVERED
SINCE 2005 *



* RMC + OTHER MEMBER INITIATIVES

** DUE TO ROUNDING, CHARTS MAY NOT ADD UP TO 100%

1. Executive Summary

Products within plan	Mobile devices that were primarily manufactured to connect to a cellular or paging network.	
Program website	Recycle My Cell – www.recyclemycell.ca	
Recycling Regulation Reference	Topic	Summary (5-bullet maximum)
Part 2, section 8(2)(a)	Public Education Materials and Strategies Refer to Section 3 for details.	<ul style="list-style-type: none"> ▪ Sponsorship of events (Coast Waste Management Association conference, Regional Recycling community events in Richmond and Abbotsford). ▪ Joint BC steward initiatives (including Recyclepedia, BC Recycles Web site and BC Recycling Handbook). ▪ Outreach to depots, including the established Depot program. ▪ Press releases highlighting latest developments regarding RMC.
Part 2, section 8(2)(b)	Collection System and Facilities Refer to Section 4 for details.	<ul style="list-style-type: none"> ▪ In 2016, there were 223 permanent drop-off locations (24 of 29 Regional Districts) as of December 31st. <ul style="list-style-type: none"> ○ 196 carrier return-to-retail; ○ 27 RMC branded (third-party and depots). ▪ Participating locations included in the RMC database collect all devices regardless of make, model or condition in order to provide consumers with the convenience that they seek. ▪ RMC offers a free mail-back option which allows any consumer with access to Canada Post services the ability to return their devices.
Part 2, section 8(2)(c)	Product Environmental Impact Reduction, Reusability and Recyclability Refer to Section 5 for details.	<ul style="list-style-type: none"> ▪ On-going consumer demand for increased functionality that gives them the ability to substitute one device for many. ▪ Program members use certified third-party processors to manage their materials. ▪ Product Management – auditor review of processor standards and data to verify accuracy.

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Products within plan	Mobile devices that were primarily manufactured to connect to a cellular or paging network.	
Program website	Recycle My Cell – www.recyclemycell.ca	
Recycling Regulation Reference	Topic	Summary (5-bullet maximum)
Part 2, section 8(2)(d)	<p>Pollution Prevention Hierarchy and Product / Component Management</p> <p>Refer to Section 6 for details.</p>	<ul style="list-style-type: none"> While it is understood that reuse is the preferred method for dealing with recovered product, in the case of wireless devices, the amount of product that can be refurbished for reuse is dependent on many factors that are not controllable. These factors include the condition of the phone at time of recovery and the technology that is required for its use. Carriers encourage reuse of devices through initiatives such as trade-in and upgrade programs. Reused – Devices that are deemed reusable have their data wiped and are sold via auction to third-parties. These phones may be commingled with devices collected via non-program participants Recycled – Devices destined for recycling are handled based on the general practices of the primary processor. In all instances the batteries are removed from the device and the remaining material is either further dismantled, or shredded in entirety (minus the backing), before being sent to approved downstream processors.
Part 2, section 8(2)(e)	<p>Product Sold and Collected and Recovery Rate</p> <p>Refer to Section 7 for details.</p>	<ul style="list-style-type: none"> Product sold – 627,166 (estimated) Product collected (all initiatives) – 97,358 (estimated). <ul style="list-style-type: none"> 68,792 were recovered through member's RMC initiatives and 28,566 through various internal initiatives.
Part 2, section 8(2)(e.1)		<ul style="list-style-type: none"> Not applicable to Recycle My Cell.
Part 2, section 8(2)(f)	Summary of Deposits, Refunds, Revenues and Expenses	<ul style="list-style-type: none"> Not applicable to Recycle My Cell.

Comparison of Key Performance Targets		
Part 2 section 8(2)(g); See full list of targets in Plan Performance		
Priority Stewardship Plan Targets (as agreed with ministry file lead)	Performance (2016 Results)	Strategies for Improvement
Increase awareness of cell phone recycling nationally to 80% by 2015.	<p>Awareness of cell phone recycling: 81% nationally; 82% in BC.</p> <p>Awareness of cell phone recycling programs:</p>	<p>CWTA will:</p> <ul style="list-style-type: none"> continue to use the strategies outlined in this Annual Report, including working with BC Stewards on joint initiatives.

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Comparison of Key Performance Targets		
Part 2 section 8(2)(g); See full list of targets in Plan Performance		
Priority Stewardship Plan Targets (as agreed with ministry file lead)	Performance (2016 Results)	Strategies for Improvement
	<p>37% nationally; 44% in BC.</p> <p>Refer to Section 9 for details.</p>	<ul style="list-style-type: none"> ▪ increase the number of third-party locations in the collection network. ▪ outreach to municipalities and RDs.
100% customer satisfaction with the Recycle My Cell program (nationally).	<p>94%* of those who recycled their device reported being satisfied with the experience.</p> <p>*awarding a score of 5 (as the minimum) out of 7.</p>	<p>CWTA will continue:</p> <ul style="list-style-type: none"> ▪ to identify multiple methods by which a consumer may recycle their device (drop-off locations and mail-back). ▪ to incorporate additional mechanisms (i.e. depot) into its collection network. ▪ to work with its members and participating organizations to ensure that identified issues are addressed.

2. Overview

The Canadian wireless telecommunications industry, under the auspices of the Canadian Wireless Telecommunications Association's (CWTA) Recycling Committee, operates Recycle My Cell (RMC), a free national cellular phone recycling program. The members of CWTA include, among others, wireless service providers, wireless handset manufacturers and processors.

Recycle My Cell has served as the cell phone recycling stewardship program in British Columbia since its formal regulatory approval in the province on November 10, 2009.

This report has been prepared by CWTA and is submitted on behalf of: Bell, BlackBerry, Fido, Freedom Mobile (formerly WIND), Rogers Communications, Samsung Electronics Canada Inc., Sony of Canada, and Virgin Mobile Canada.¹

3. Public Education Materials and Strategies

RMC continues to work within the province to increase program awareness and usage.

Consumer Engagement²

- *Grassroots Challenge*

In 2016, CWTA dis-continued its support of Waste Reduction Week in Canada.

CWTA initiated the development of the Earth Month Challenge, targeting students, as an alternate initiative. The newly refreshed and refocused Challenge will be launched in 2017.

- *Social media*

CWTA maintains a Facebook page and a Twitter account for the promotion of the Recycle My Cell program. RMC's Facebook page is used to provide timely information, promote cell phone recycling in general, as well as support various events in which RMC is a participant. CWTA also engages consumers via its @recyclemycell Twitter account.

In 2016, RMC's Facebook Page had 4,666 "Likes" (compared to 2,111 in 2015) and Twitter Account had 492 followers (compared to 441 in 2015).

Cell phone recycling was featured on two segments of RCBC's FAQ Friday. These segments appear on YouTube and are posted to the RCBC Facebook page:

FAQ Friday Episode 10: Should I consider a used smart phone?

Published on Apr 8, 2016 (<https://www.youtube.com/watch?v=TPwJqq3IDJY>)

Remember the 3Rs? Reduce, Reuse, Recycle! Here are some tips when considering purchasing a used smart phone on this week's [#FAQ](#) [#Friday](#).

¹ See Appendix A for program specifics for member initiatives.

² See Appendix B for Samples.

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FAQ Friday Ep 19: How to Recycle Your Cell Phone

Published on Jun 24, 2016 (<https://www.youtube.com/watch?v=kLLCOB3qVKw>)

On average, we change mobile devices every two years. Half of all cell phone owners have at least 1 mobile device lying around the house. Find out where you can recycle your old mobile devices on this week's FAQ Friday.

- *RMC Web site*

CWTA maintains a mobile friendly Web site (www.recyclemycell.ca and www.recyclemoncell.ca) that serves as a central hub for the program. The Web site is routinely updated to ensure accuracy. The site continues to provide information including drop-off locations, steps to remove personal information from devices prior to recycling them, as well as a link to mail-back options.

In 2016, the RMC website had 94,623 page views and 46,208 sessions nationally, as reported by Google Analytics.³ There were 3,256 database searches for recycling locations in BC (based on the defined criteria entered at time of search).

- *Designated email address and toll-free number*

Consumers with additional questions about the program are encouraged to contact RMC representatives: via email (info@recyclemycell.ca / info@recyclemoncell.ca) or via a toll-free number (1-888-797-1740).

- *Paid advertising*

The majority of CWTA's advertising efforts continue to focus on alternate advertising methods, such as Google and Facebook ads. These options offer a more targeted approach to providing information to those searching for it on-line.

CWTA also commissioned the production of a PSA that it provided to all participating members. Rogers' Victoria and Vancouver radio stations (CHTT, CIOC, CISQ, CJAX, CKKS, CKQC, CKSR, CKWX) ran the PSA a combined 2,135 times.

Stakeholder Engagement⁴

- *Stakeholder relations*

CWTA continues to be an active participant within the Stewardship Agencies of BC. This joint initiative of the BC Stewards provides information to BC residents concerning all approved programs within the province through vehicles like BCrecycles.ca, the RCBC Recyclepedia and app, as well as British Columbia's Recycling Handbook.

- *Targeted stakeholder outreach*

CWTA sponsored the Coast Waste Management Association (CWMA) Annual Conference in Victoria, and participated in the organized stakeholder roundtable meetings. Information concerning the program and how stakeholders could become involved was included in the CWMA meeting packages.

³ Pageviews is the total number of pages viewed. A session (aka visits) is the period of time a user is actively engaged with the website. A single session can contain multiple screen or page views.

⁴ See Appendix C for Samples.

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- *Recycle My Cell branded program*

Third-party locations, such as municipal waste depots, not-for-profit organizations, and other parties not affiliated with current RMC members, are encouraged to serve as drop-off locations simply by registering with CWTA.

There are currently 27 RMC branded drop-off locations in BC; the majority of these are depots.

- *Promotional materials*

CWTA continues to provide RMC promotional materials (brochures, table cards, and posters) to third-party locations (municipal and community sites that wish to support the Recycle My Cell recovery program, at dealer sites, and non-affiliated retailers that do not run their own program) wherever such materials may be requested.

- *Stakeholder promotion and third-party Web sites*

Recycle My Cell continues to receive positive support within the province from relevant waste management stakeholders (including RCBC and various third-party locations). RMC information is included on their Web sites where feasible. In addition, third party locations are also offered a digital copy of the RMC logo and poster, as well as a short news bulletin about their involvement in the program.

Additionally, promotional materials and information were sent to Sunshine Coast Regional District for their Islands Clean Up Program⁵ and to Capital Regional District for the Hartland Landfill & Recycling Facility Open House.

RMC was also a sponsor of Regional Recycling's Environment Week activities in Abbotsford and Richmond.

Media Engagement⁶

- *Press releases*

CWTA develops and distributes both targeted and national press releases to coincide with activities RMC participates in. As an example, announcements regarding the number of phones that have been recovered are issued to coincide with Earth Day.

- *Editorial content and subject matter expertise*

CWTA uses News Canada as a valuable tool for program promotion. News Canada is a paid service that provides articles, free of charge, for use by publications and Web sites. This has shown to be an effective way of including the Recycle My Cell story in community newspapers and on Web sites that often look for content from external sources.

CWTA responds to all requests for interviews or supplemental information as it relates to cell phone recycling or reuse. As part of its ongoing educational efforts, CWTA was interviewed by CBC for a series of stories that dealt with the reuse and resell markets for smartphones. CWTA offered tips to ensure consumers were protected during the process.

⁵ On-Land collection events took place at Thormanby Island, Keats Island, Gambier Island. Flagstop events took place at: Keats Island, Trail Islands, Gambier Island.

⁶ See Appendix D for Samples.

Member Engagement⁷

- *Promotional materials and Web sites*
Participating carriers continue to have marketing plans in place that support their various initiatives, including those for trade-in or upgrades.

Participating manufacturers also include RMC branding on their corporate Web sites when possible.

- *Staff training*
Carriers continue to foster program awareness internally with their staff so that they are able to provide accurate information to their customers. This is done with regular reminders via internal Web sites and blogs.

4. Collection System and Facilities

4.1 Drop-off locations

In 2016, there were 223 permanent drop-off locations (in 24 of 29 Regional Districts) across British Columbia.⁸

This is a net decrease of 192 locations over 2015. The majority of this decrease is attributable to the removal of all TELUS locations from the RMC collection network in August 2016.

Participating locations that are included in the RMC database collect all devices regardless of make, model, or condition in order to provide consumers with the convenience that they seek.

Return-to-retail continues to be the primary model for collection drop-off sites. It is felt that the most effective method for cell phone recovery is simply dropping off an existing device(s) when a new one is purchased. However, there was also positive growth in the number of depots interested in supporting the program.

4.2 Mail-back

In instances where a drop-off location is not available, RMC offers a mail-back option which allows any consumer in the province – with access to Canada Post service – the ability to conveniently and easily return their devices and accessories at no cost to themselves.

5. Product Environmental Impact Reduction, Reusability and Recyclability

5.1 Handset manufacturers and improving product life cycle management

RMC handset manufacturers continue their efforts to eliminate or to reduce the environmental impacts of a product throughout its life cycle.

Devices that do more, at a faster speed, and from anywhere, have become the norm. Handset manufacturers work to design devices to meet these expectations. Consumers, through their shopping

⁷ See Appendix E for Samples.

⁸ See Appendix F for list of locations.

habits, have made it clear that they are interested in increased functionality that gives them the ability to substitute one device for many.

As an example, BlackBerry has undertaken the following:

- *Life Cycle Analysis*: BlackBerry examines sustainability comprehensively and looks at where its environmental footprint can be reduced at each stage of a product's life cycle. Life Cycle Assessments (LCA) are used to provide detailed information from the materials used in the product, to production and distribution, throughout its use and at the end of its useful life. Results from the LCA studies help BlackBerry identify strengths as well as opportunities to lessen their environmental impacts.
- *Avoidance of Hazardous Substances in Products*: BlackBerry recognizes the importance of carefully evaluating the materials put into its products, considering the durability and performance of materials as well as toxicity and impact on the environment. BlackBerry ships its products in small, lightweight, fully recyclable packaging that allows more boxes to be shipped at a time, reducing the emissions generated during transport. BlackBerry continues to incorporate the use of recycled fiber content in its packaging and avoids the use of petroleum based inks and adhesives.
- *Energy Efficiency*: Energy efficiency has always been a core focus of the BlackBerry design process, resulting in highly optimized software and an energy efficient charging system. To help maximize battery life and minimize the use of energy, devices incorporate various power management settings that can be controlled by the user based on their device usage patterns.
- *Lifespan*: BlackBerry devices are designed and built to last. A key element of this design strategy can be attributed to over-the-air software updates that extend the product's useful life, and hardware that is designed to be easily repaired. BlackBerry has a global network of repair centers to conduct basic and advanced repairs that augment the repair options provided by BlackBerry's carrier partners globally.

5.2 Processor members and certifications

All of the processors involved with the RMC program in BC hold multiple certifications, including ISO, R2 and/or verification under Electronic Products Recycling Association's (EPRA) Recycling Vendor Qualification Program (RVQP).

For the purposes of the audit, Ministry Guidance has allowed for the use of either the R2 certification or verification to the Recycler Qualification Program, or RQP, and the Electronic Recycling Standard (ERS).

6. Pollution Prevention Hierarchy and Product / Component Management

Section 7.2 identifies the volume of cellular devices collected through the RMC programs as 68,792 devices (this does not include those devices collected via internal initiatives. Of the volume of cellular devices audited (74% of 68,792), 56% were sent for reuse and 44% were sent for recycling.⁹

⁹ This represents all devices recovered in BC.

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Devices that have been identified for reuse are not audited; components that have a market or value are not likely to end up in landfill. In scope for the audit are devices that have been identified for “recycle”.¹⁰

Recycled devices that were audited flowed through processors that hold valid certifications: 58% of devices flowed through processors that have been verified to the RQP, and the remaining 42% flowed through processors that have been certified to the R2 standard.

Reuse: While it is understood that reuse is the preferred method for dealing with recovered product, in the case of wireless devices the amount of product that can be reused is dependent on many factors that are not controllable. These factors include the condition of the phone at time of recovery and the technology that is required for its use. As such, to reintroduce phones into the market that do not meet those criteria or that are not supported on technology in a given market do more harm than good. For this reason, phones that do not meet reuse criteria will continue to be sent for responsible recycling.

Devices that are deemed reusable have their data wiped and are sold via auction to third-parties. These phones may be commingled with devices collected via non-program participants.

Carriers do encourage the reuse of devices through initiatives such as trade-in and upgrade programs.

Recycle: Devices destined for recycling are handled based on the general practices of the primary processor. In all instances the batteries are removed from the device and the remaining material is either further dismantled, or shredded in entirety (minus the backing), before being sent to approved downstream processors.

Once the material reaches its downstream processor it can either be separated further into its various components and consolidated with other like materials and sent further downstream, or sent in its original shredded state to be smelted.

The material from RMC participating programs may be commingled with other non-program materials. Commingling of materials occurs often in order to gain efficiencies for shipping purposes, and to ensure viable and competitive pricing for materials. This is a standard business practice employed by processors.

In order to validate data concerning end-fate of materials, the RQP and ERS must be used in conjunction with processor “mass balancing” to bring reliance. The mass balance exercise identifies the amount of material received by the processors and the resulting materials and their subsequent downstream processors. Information for the mass balance reporting is provided directly by the processors.

As noted, devices have value whether they are sent for reuse and sold as working devices, or shredded and sold for precious metal recovery. Each stream has legitimate and robust markets for the materials and processors have a monetary incentive to ensure that the material ends up where it is intended to.

¹⁰ 81% of this material was audited. Unaudited data was collected by a program that participated under the RMC umbrella from January 1 to August 31, 2016, and as of September 1, 2016 was no longer part of RMC. While data was provided for the benefit of annual reporting, additional information was not available in order to provide relevant verification. CWTA has no reason to believe that the material was not properly managed given its understanding of the various processes employed

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In 2016, processors used to recycle RMC materials were either directly contracted RQP-verified primary processors, or R2 certified processors contracted by third-party vendors.

Table 1a) RQP-verified primary processors

Material / Component	% of Material Stream	Recycling Process Description - Processor A	Disposition
Metal Dusts	0.32%	Dust from the plant is gathered by dust machines. Dust pucks made from dust created within plant is sent downstream for precious metal recovery. This process is not exclusive to dust from cell phones.	Smelting
Other	99.68%	Phones destined for recycling are shredded and sent downstream for precious metal recovery.	Smelting
	100.00%		

Material / Component	% of Material Stream	Recycling Process Description - Processor B	Disposition
Copper Bearing Material	16.03%	Material from cell phones and accessories is aggregated, shredded or sent downstream for copper recovery. The specific process will depend on which downstream processor is used. (Not exclusive to cell phones, may include some accessories.)	Consolidation, Shredding, or Melting
HG Circuit Boards	0.20%	Circuit boards are manually separated from cell phones and shipped for further processing (shredding or smelting). The specific process will depend on which downstream processor is used.	Shredding or Smelting
Aluminum	7.13%	Cell phone backs are removed from the device and consolidated with similar materials. The material is then shredded and sent to downstream for melting. The specific process will depend on which downstream processor is used.	Consolidation or Melting
Mixed Metals	25.38%	Material from cell phones is shredded, consolidated and sent downstream for further melting. The specific process will depend on which downstream processor is used.	Consolidation or Melting
Plastics	51.26%	Cell phone backs are separated from device and either shredded, or sent further for sorting/baling, or shredding, extrusion or pelletizing. (Not exclusive to cell phone backs, may include cases.) The specific process will depend on which downstream processor is used.	Sorting / Baling, or Shredding / Extrusion / Pelletizing
	100.00%		

Table 1b) R2 primary processors

Material / Component	% of Material Stream	Recycling Process Description - Processor C	Disposition
HG Circuit Boards	75.00%	Circuit boards are manually separated from cell phones and shipped for further processing (shredding or smelting). The specific process will depend on which downstream processor is used.	Shredding or Smelting
Mixed Metals	20.00%	Material from cell phones is shredded, consolidated and sent downstream for further melting. The specific process will depend on which downstream processor is used.	Consolidation or Melting
Plastics	5.00%	Cell phone backs are separated from device and either shredded, or sent further for sorting/baling, or shredding, extrusion or pelletizing. (Not exclusive to cell phone backs, may include cases.) The specific process will depend on which downstream processor is used.	Sorting / Baling, or Shredding / Extrusion / Pelletizing
	100.00%		

Table 1 identifies the components and the processing end-fates for primary processors.¹¹

The percent of material stream presented above is based on Mass Balance reports for RMC material handled at a national level. For the purposes of clarity, the third-party audit cannot confirm that material specifically recovered via RMC was sent to the various processing end-fates. Once the material is separated and/or shredded it can no longer be tracked as belonging specifically to RMC. While it is possible to confirm the volumes that were received, and to trace the volumes of material that were sent to their respective downstream processors as an aggregate, it is not possible to attribute specific volumes to a respective program.

Based on data provided by the primary processor all elements of suggest that the commingled RMC material is dealt with in the manner that is identified.

Table 2:

Component (% of component sold/transferred for processing that is treated under each processing pathway)						
Processor A						
	Transfer to direct processor in BC	Transfer to direct processor elsewhere in North America	Transfer to direct processor outside North America	Multi-step processing in BC	Multi-step processing elsewhere in North America	Multi-step processing outside North America
Dust						100%
Other						100%

¹¹ See Appendix G for a chart identifying acceptable processes and end-fates.

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Component (% of component sold/transferred for processing that is treated under each processing pathway)						
Processor B						
	Transfer to direct processor in BC	Transfer to direct processor elsewhere in North America	Transfer to direct processor outside North America	Multi-step processing in BC	Multi-step processing elsewhere in North America	Multi-step processing outside North America
Copper Bearing Material					100%	
HG Circuit Boards					100%	
Aluminium					100%	
Mixed Metals					100%	
Plastics						100%

Component (% of component sold/transferred for processing that is treated under each processing pathway)						
Processor C						
	Transfer to direct processor in BC	Transfer to direct processor elsewhere in North America	Transfer to direct processor outside North America	Multi-step processing in BC	Multi-step processing elsewhere in North America	Multi-step processing outside North America
HG Circuit Boards						100%
Mixed Metals					100%	
Plastics						100%

Table 2 identifies the components and the verified processing pathway for the primary processors.

Based on data provided by the primary processors, all elements suggest that the commingled RMC material is dealt with in the manner that is identified.

Table 3:

Estimated Conformance Levels – Processor A and B ¹					
	Reuse	Recycle	Recycle: Metal Recovery	Landfill	Other Waste Disposal
Aluminum			100%		
Metal Dusts			100%		
Plastic		100%			
Other ¹			100%		
Copper Bearing Material			100%		
HG Circuit Boards			100%		
Mixed Metals			100%		

Estimated Conformance Levels – Processor C					
	Reuse	Recycle	Recycle: Metal Recovery	Landfill	Other Waste Disposal
Plastic		100%			
HG Circuit Boards			100%		
Mixed Metals		100%			

Table 3 identifies the estimated conformance levels for the primary processors.

Note:

- ¹ All material collected via RMC is commingled with other similar material types before being sent to secondary processing streams. It is impossible to verify the exact contents of material streams at this point, therefore the conformance levels are estimations. However, based on data provided by the primary processors, all elements of the RQP audit process suggest that the commingled RMC material is dealt with in the manner that is identified.
- ² Some of the material (aluminum, plastic, and steel) captured in ‘other’ may be recycled before metal recovery occurs.

Since RMC material is commingled at the primary processors, and not tracked independently, the estimated conformance level is based on CWTA’s understanding of the various processes employed by each primary processor and their downstream processors.

7. Product Sold and Collected and Recovery Rate

7.1 Product sold

For the purpose of annual reports, “Product Sold” is the estimated number of all mobile devices attributed to manufacturer members,¹² whether resulting in an end sale to a consumer or not, that are

¹² Data provided in this report relates to product distributed by manufacturers that participate in the RMC program as reported by the manufacturer. Data for non-participating manufacturers is not included.

distributed into BC (to carrier-affiliated retail stores, third-party retailers, corporate retailers and distribution centres) by participating members.

Data collected for CWTA does not track inter-store (nation-wide) transfers, or what happens to unsold products, etc. Estimates are included where actual data is not available.

In 2016, a total of 627,166 devices were reported as having been distributed into BC. This total includes devices sent directly into a province and devices sent to distribution centres:

- 479,732 are estimated to have been directly distributed to locations within the province that were affiliated participating carrier locations. This includes the carrier's corporate stores, sales directly to a customer (Web and phone), as well as third-party retailers.
- 147,434 are estimated to have been shipped into BC from distribution centres for various third-party retailers. It is difficult to determine an actual quantity for this category since the third-party does not provide that information to the carrier.

It is important to note that this quantity represents the total amount of product that was reported as distributed into the province and does not reflect the actual quantity that was sold to an end user, or that might become available for collection in the future.

7.2 Volume of cellular devices collected

Devices collected by members

RMC data represents the results of consumer facing recovery initiatives that collect devices that are considered to be at the end of their useful life, as well as devices collected through trade-in or upgrade programs. These devices are collected via return-to-retail and participating third-party locations.

RMC members' also recover devices that are returned to them for a variety of reasons including buyer's remorse or damage; this data is captured under the category of "Other Member Initiatives".

In 2016, participating RMC members collected 97,358 devices:

- 68,792 devices (via RMC). Of this volume, 74% of the material was verified¹³.
- 28,566 devices (via internal initiatives). This data is not audited.

The volume of cellular devices "collected" is the estimated sum total of all Program Products collected by a permanent collection facility.

Quantification of Product Collected is based on:

- Reports generated by the Processors/Consolidation Centres and potentially Reverse Logistics Centres/Warehouses Collection Facilities during the Reporting Period and include delineation of products by province of origin to the carriers or CWTA directly for some parts of the program.
 - These reports are generated from their individual inventory programs for the Reporting Period.
 - Consolidated values for each product category are reported by quantity and end fate (whether reused or recycled) per product type.
- Internal carrier collection programs (e.g., trade-ins, warranty repairs, etc.).

¹³ The portion of material that was not audited was collected by a program that participated under the RMC umbrella from January 1 to August 31, 2016, and as of September 1, 2016 was no longer part of RMC. While data was provided for the benefit of annual reporting, additional information was not available in order to provide relevant verification. CWTA has no reason to believe that the material was not properly managed given its understanding of the various processes employed.

Products Collected from unknown origin are accounted for using either an estimate based on products returned that are of known origin, or attributed to the province in which the Carrier is headquartered. In the instance where amount is estimated the following process is used:

- The amount of material collected from known origins is determined for each province. An aggregate total is also determined for Canada. Based on this information, the percentage of product recovered specifically from BC is determined. For example, if 12 devices were recovered from BC and a total of 100 devices were collected nationally, the percentage coming from BC would equal 12%.
- The amount of material collected from unknown origin (where boxes are received at Processors/Consolidation Centres without a unique identifying number, or those collected via mail-back) are aggregated into a total quantity received. The known percentage (in this case 12%) would then be attributed to the aggregate of unknown origin to determine the estimate of what may have originated from BC.

RMC data represents the results of consumer facing recovery initiatives that collect devices that are considered to be at the end of their useful life, as well as devices collected through Trade-in or Upgrade programs. These devices are collected via return-to-retail and participating third-party locations. Programs included in this category in 2016 were:

- Bell (includes Virgin Mobile):
 - Bell Blue Box
 - Bell Trade-in Program
- Fido:
 - FidoTRADE
- Rogers:
 - Rogers Recycling Program (Formerly Phones for Food)
 - Rogers Trade Up Program
- The Source:
 - The Source Trade-up Program

In addition, phones collected through RMC third-party locations are also accounted for here.

An estimated allocation has been made for each Regional District as data is only collected on a provincial basis.¹⁴

Devices collected by other programs

RMC currently participates in a data sharing arrangement with Call2Recycle. In 2016, Call2Recycle collected 28,311 devices.

There are many not for profit organizations across the country that actively encourage Canadians to donate unwanted mobile devices in order to generate funds from recycling and reusing the devices. In addition, there are also 'for profit' ventures that collect phones by providing incentive – either directly to consumers or to their collectors – to do so. Data from these initiatives is not available.

¹⁴ See Appendix H for estimated recovery in Regional Districts.

7.3 Recovery rate

Reporting on a recovery rate is not applicable per the currently approved product stewardship plan.

8. Summary of Deposits, Refunds, Revenues and Expenditures

This section is not applicable to Recycle My Cell.

9. Plan Performance

9.1 Targets

Plan Target	2016 Results	Strategies for Improvement
Increase awareness of cell phone recycling nationally to 80% by 2016	<p>Awareness of cell phone recycling: 81% nationally; 82% in BC.¹⁵</p> <p>Awareness of cell phone recycling programs: 37% nationally; 44% in BC.¹⁶</p> <p>BC continues to trend higher than national in terms of cell phone recycling awareness.</p>	<p>CWTA will:</p> <ul style="list-style-type: none"> continue to use the strategies outlined in this Annual Report, including working with BC Stewards on joint initiatives. increase the number of third-party locations in the collection network. outreach to municipalities and RDs.
100% customer satisfaction with the Recycle My Cell program (nationally)	<p>94%* of those who recycled their device reported being satisfied with the experience.</p> <p>*awarding a score of 5 (as the minimum) out of 7.</p>	<p>CWTA will continue:</p> <ul style="list-style-type: none"> to identify multiple methods by which a consumer may recycle their device (drop-off locations and mail-back). to incorporate additional mechanisms (i.e. depot) into its collection network. to work with its members and participating organizations to ensure that identified issues are addressed.

The performance indicators and targets noted above are not included in the audit.

9.2 Consumer Awareness

Annual Recycling Study 2016: Understanding Cell Phone Recycling Behaviours

CWTA has commissioned an Annual National Cell Phone Recycling Study (Study) since 2009. The purpose of this market research survey is to gauge behaviours, attitudes and public awareness related to cell phone recycling and old mobile devices.

¹⁵ Respondents in the 2016 Recycling Study were asked if they were aware that cell phones could be recycled. This question was a new addition.

¹⁶ In keeping with previous years, respondents were asked if they were aware of any specific recycling programs.

The methodology of the 2016 study remained the same as that used in the 2015 iteration, and was administered by means of a dual mode (telephone and online) format by Nanos Research. Both the telephone and online samples are probability-based. As well, the sample size remains large, at 3,000XX respondents nationally, and 300 in BC.

Consumer Diversion from Landfill

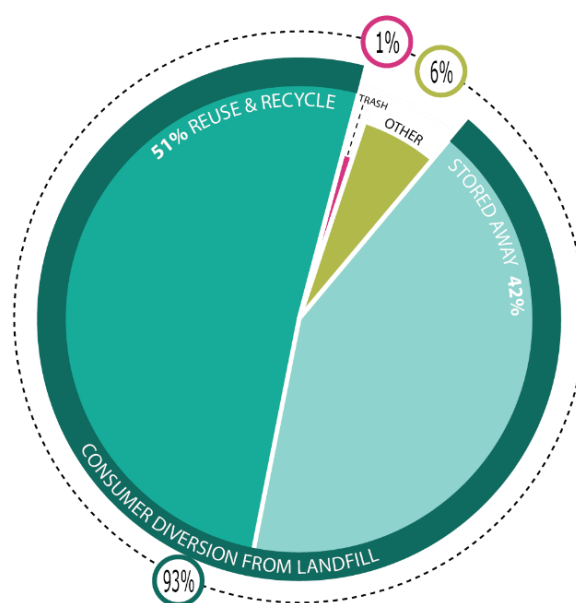
According to the Cell Phone Recycling Study, very few BC consumers reported throwing their previous wireless device in the garbage (1%). The Study shows 93% of consumers diverted their last device from landfills, and 6% could not recall what happened to their previous device.

The concept of Consumer Diversion from Landfill (CDL) explains consumer behaviours related to end-of-life management of cell phones. In this instance, end-of-life simply refers to a consumer no longer actively using the device in question for its intended use. CDL encompasses many different self-reported consumer behaviours, including “recycling” as consumers traditionally define it.

Cell phones are a “high-involvement” purchase, as they are usually not purchased on impulse. Consumers are very engaged in their purchasing decision, and consider features, cost, and their personal needs, in addition to consumer trends. Cell phones are as much a personal statement about a consumer’s life as they are a usable product, which makes them considerably different than most consumer products, and vastly different than a consumable.

Moreover, unlike routine recyclables, cell phones have an extensive post-purchase life. Cell phones are a multi-purpose electronic device. They are used for: calls, text messaging, photography, gaming, social media, Internet browsing, and so on. They become a valued and necessary part of a consumer’s everyday life. It should come as no surprise that after a consumer purchases a new device, they are once again faced with a “high-involvement” decision: what should they do with their old device?

Figure 1: Consumer Diversion from Landfill



As illustrated in Figure 1,¹⁷ Consumer Diversion from Landfill can be separated into two main categories, detailed below:

- **Storage:**
In BC, 42% of survey respondents reported storing their last device upon receiving their current one. Cell phones are a high value (monetary and/or sentimental) and high utility item. For many consumers, an old device can be difficult to part with, despite no longer being used. In fact, the very thing that helps keep cell phones out of landfills also makes them more difficult to collect for recycling, and they often end up in junk drawers. Storing phones is a common behaviour. Looking beyond their most recent device, many BC residents still hold on to cell phones that were

¹⁷ Data and charts may not add up to 100 due to rounding.

deactivated many years ago. When asked if they had any cell phones in storage, 60% of BC respondents reported that they did. On average, they reported storing 2 devices.

- **Reuse and Recycle:**

Just over half (51%) of respondents chose forms of reuse or recycling for their previous device. Top methods included: recycling, as a deliberate choice (13%); giving away device (12%); return or trade-in to carrier (11%); returning to a retailer (4%); selling the device (4%); and using it for other purposes, e.g. alarm clock (4%).

While 82% of BC respondents reported being aware that cell phones could be recycled, cell phones did not readily come to mind when respondents were specifically queried as to what materials could be recycled. The term “recycling” is complicated and often misunderstood. Cell phones are *sold* or *traded-in*, and even when used for a new purpose by the consumer or given to someone else, are not considered to be reused. Many consumers participate in reuse and recycling activities without being consciously aware of this behaviour.

Consumer Perception

Awareness doesn’t equal preferred behaviour (i.e. recycling in a traditional sense), much as lack of awareness does not equal negative behaviour (e.g. throwing into garbage). To understand what a consumer does with an unused device, it is important to consider the full picture:

- **Support**

97% of BC respondents support or somewhat support cell phone recycling (91% and 6%, respectively).

- **Awareness**

82% of BC respondents are aware that cell phones can be recycled.

44% of BC respondents reported being aware of a recycling program for cell phones. When asked if they could recall a specific recycling program in their area, 30% reported a recycling depot, 18% named a cell phone company, 15% identified retail stores, 9% mentioned a charity, and 7% mentioned a provincial government program. Some (14%) who are aware that programs exist had difficulty recalling a program by name. When asked if they had heard of the Recycle My Cell program specifically, 12% reported they had.

Interestingly, when asked if they were aware that most cell phone carriers have trade-in or programs that allow them to upgrade their cell phone, 82% of BC respondents reported that they were. Of those who were aware of such programs, 72% reported being aware that cell phones received through trade-in and upgrade programs were recycled or reused.



This year's survey also asked respondents what products, materials, or other items come to mind when they think about recycling. The top responses included traditional, everyday recyclables such as paper/newspapers (38%), plastic/plastic bottles (26%), and glass (10%). Electronics as a whole were mentioned by 1% of respondents.¹⁸

- **Behaviour:**

There is a consumer perception gap as to what behaviour constitutes recycling. Consumers don't necessarily recognize certain behaviours as recycling, especially when they aren't specifically identified as such. Because consumers don't necessarily see how these activities fit their definition of recycling, they don't see cell phones as part of the traditional recycling equation.

Further analysis of the study also shows that there is often a high level of awareness of cell phone recycling amongst Canadians who diverted their phone from landfill using methods other than recycling as a deliberate choice:¹⁹

Consumer Behaviour: Last device	Percent Aware of Cell Phone Recycling
Gave away	79%
Sold device	86%
Stored away	76%
Re-purpose	97%
Returned/traded in to carrier	83%
Returned to store or retailer	81%

This tells us that while most consumers are aware of cell phone recycling, they are choosing other CDL methods when it comes to their last device. Despite being armed with the knowledge that cell phones can be recycled, Canadians are not necessarily choosing to do so. Other options might be more appealing or a better fit for their needs (e.g. reusing as an alarm clock or giving to a family member).

Information Search

Cell phone "recycling" is not an everyday occurrence, as are other types of recycling, so it does not form a habit in the day-to-day life of a consumer. An important factor in gauging awareness is understanding where to find the information when it is necessary. In order to better understand consumer behaviour, respondents were also asked where they would look for information if they were to consider recycling their cell phone.

As illustrated in Figure 2,²⁰ 40% of BC respondents would search the Internet, while 27% would refer to their cellular service provider or an electronics retailer. Other choices included municipal government or depot (17%) and asking a family member or friend (4%).

¹⁸ National numbers. Not available at the provincial level.

¹⁹ National numbers. Not available at the provincial level.

²⁰ Data and charts may not add up to 100 due to rounding.

As noted in Section 3, RMC utilizes both Google and Facebook ads, as well as stakeholder relationships and outreach, to facilitate the information gathering processes that a consumer will undergo when they are ready to recycle their device.

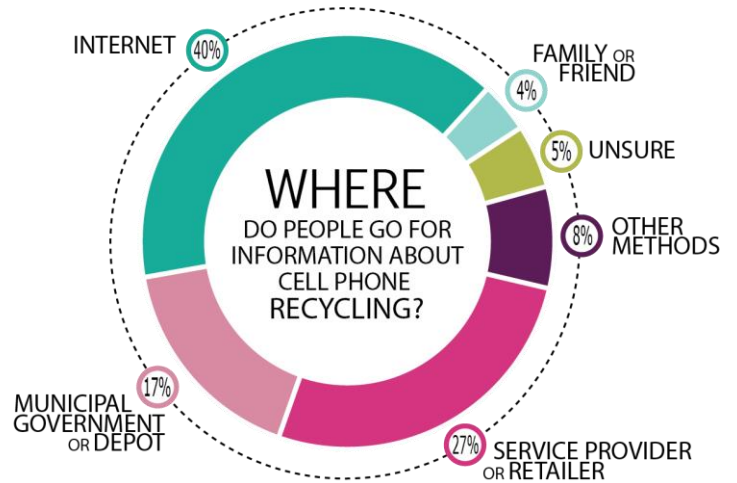
10. Conclusion

CWTA and its members remain committed to the RMC program and its growth within the province.

RMC members continue to make enhancements to their programs in order to increase usage amongst consumers and to minimize the impact of their product at the end-of-life.

CWTA believes that working together – with BC Ministry of Environment, BC residents and other stakeholders – will ensure continued success.

Figure 2: Information Search



Appendix A

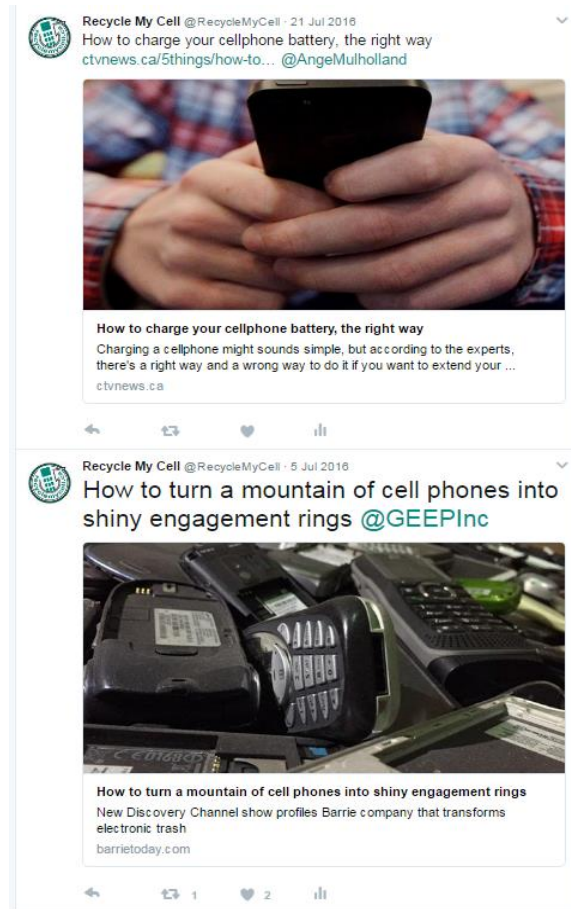
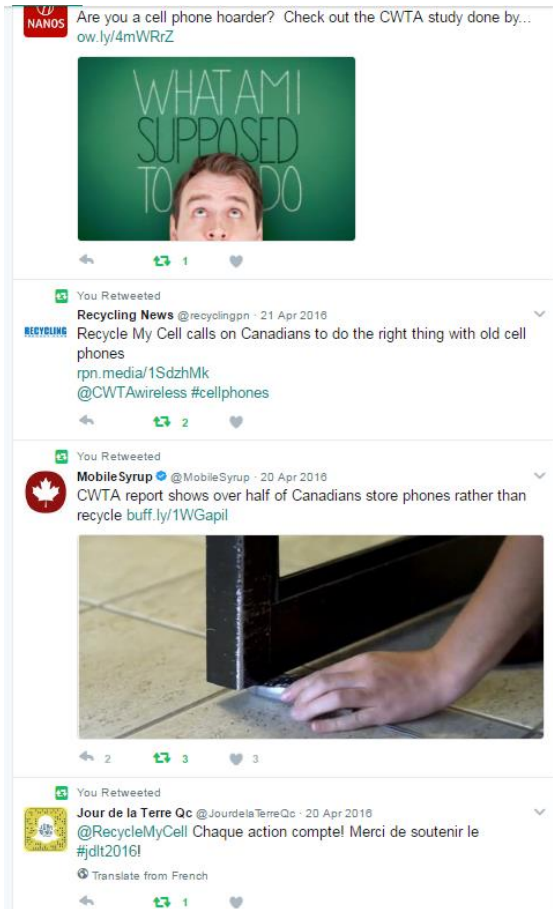
Program Specifics for Member Initiatives

Program	Locations	Devices Accepted	Consumer Incentive
Bell: Blue Box	Accepted at any Bell Aliant or Bell store, The Source locations, Virgin Mobile stores and participating dealer locations. Mail-back label available on Web site.	All mobile devices as defined by this program from any manufacturer or carrier. Generally \$0-value devices.	Net proceeds from the program to support Canadian Mental Health Association.
Bell: Bell Trade-in Program	Accepted at any Bell Aliant or Bell store, Virgin Mobile stores and participating dealer locations.	All mobile devices as defined by this program from any manufacturer or carrier.	Trade-in value to customer.
Fido: FidoTRADE	Accepted at all participating locations.	All mobile devices as defined by this program from any manufacturer or carrier.	Trade-in value to customer.
Rogers Recycling Program	Accepted at all participating locations.	All mobile devices as defined by this program from any manufacturer or carrier. Generally \$0-value devices.	
Rogers: Trade Up Program	Accepted at all participating locations.	All mobile devices as defined by this program from any manufacturer or carrier.	Trade-in value to customer.
The Source: The Source Trade-up Program	Accepted at all participating locations.	All mobile devices as defined by this program from any manufacturer or carrier.	Trade-in value to customer.
Virgin Mobile: Recycle Me	Accepted at all participating locations, or via mail-in.	All mobile devices as defined by this program from any manufacturer or carrier. Generally \$0-value devices.	Net proceeds from the program to support Canadian Mental Health Association.
Virgin Mobile: Trade-in Program	Accepted at all participating locations.	All mobile devices as defined by this program from any manufacturer or carrier.	Trade-in value to customer.

Appendix B

Consumer Engagement

RMC Twitter Page



RMC Facebook Page



Recycle My Cell

Published by Navneet Kaur Bhandari [?] · October 17, 2016 ·

It's Waste Reduction Week in BC! Get amped up to recycle your old electronics. Go to metrovancoverrecycles.org to find out where to drop them off. #mvrecycles



1,155 people reached

Boost Post

Like Comment Share

Caitlin O'Neill and Mona Irwin



Recycle My Cell shared Regional Recycling's photo.

Published by Marc James [?] · September 21, 2016 ·



Regional Recycling

September 21, 2016 ·

Like Page

New painting at Regional Recycling Richmond. We'd like to thank all the recycling stewardships we partner with to help us recycle as much as possible!

ReGeneration, Return-It, Call2Recycle, Electrorecycle, Recycle My Cell, & more!

75 people reached

Boost Post

Like Comment Share

Ferne Valin and Caitlin O'Neill



Write a comment...

Recycle My Cell 2016 Annual Report

 **Recycle My Cell** shared Recycling Council of British Columbia's video.
Published by  Marc James (?) · June 24, 2016 · 

Where can I recycle my old cell phone?

1,422 Views

Recycling Council of British Columbia
June 24, 2016 ·   Like Page



On average, we change mobile devices every two years. Half of all cell phone owners have at least 1 mobile device lying around the house. Find out where you can recycle your old mobile devices on this week's FAQ Friday.

516 people reached 


 Like  Comment  Share 

 Recycle My Cell, Claude Leblanc, Sukhraj Gill and 5 others


 Write a comment...  

 **Recycle My Cell**
Published by Marc James (?) · 5 July 2016 · 

How to turn a mountain of cell phones into shiny engagement rings
New Discovery Channel show profiles Barrie company that transforms electronic trash
<https://www.barrietoday.com/.../how-to-turn-a-mountain-of-cel...>



How to turn a mountain of cell phones into shiny engagement rings
New Discovery Channel show profiles Barrie company that transforms electronic trash
BARRIETODAY.COM

342 people reached 

Recycle My Cell 2016 Annual Report



Recycle My Cell

Published by Marc James [?] · August 18, 2016 ·

5 ways to re-use an old cellphone

<http://www.ctvnews.ca/.../5-ways-to-re-use-an-old-cellphone-1...>



5 ways to re-use an old cellphone

You've just upgraded to a new cellphone, so what are you supposed to do with the old one? Rather than let that handful of wondrous technology gather dust in a drawer, here are a few ways to re-purpose that phone for a new use:

CTVNEWS.CA

849 people reached

Boost Post



Recycle My Cell

Published by Marc James [?] · 2 September 2016 ·

How many old cell phones do you have lying around the dog house?
#Recycle



1,220 people reached

Boost post

Paid Advertising

Facebook Ad



Recycle My Cell

Sponsored

Did you know that half of Canadians have at least one old cell phone sitting in a junk...



Recycle My Cell

Non-Profit Organization

5,659 people like this.

Like Page

Google Ad

About 4,440,000 results (0.60 seconds)

recyclemycell.ca - Recycle Your Cell

www.recyclemycell.ca/ ▼ +1 888-797-1740

Recycle My Cell - Canada's National free mobile phone recycling program

Any condition accepted · Any brand accepted

Types: Pagers, Smartphones, Chargers, Mobile accessories

[Drop-off Locations](#)

[Delete Your Information](#)

[Contact Us](#)

[FAQs](#)

Appendix C

Stakeholder Engagement

Outreach – Local Government (via CWMA Conference)



With Recycle My Cell,
tidying your town
has never been easier.

Recycle My Cell is the **Official Cell Phone Recycling Program** for British Columbia

Host a Location

- **1. Register Online**
Review the Terms & Conditions to understand your responsibilities as a drop-off location, as well as our responsibilities to you. Submit the Registration Form.
- **2. Collect Phones**
Set up your collection area, and display Recycle My Cell posters, table cards and brochures. You may now begin collecting mobile devices and accessories!
- **3. Package**
If shipping your collections in a regular box (max. 66lbs), attach a pre-paid mailing label. Larger volumes (skids, barrels, etc.) are also accepted but require special transportation arrangements.
- **4. Mail Out**
Drop off your box at any Canada Post location for free shipping. For larger volumes, please contact info@recyclemycell.ca to arrange transportation.

Recycle My Cell accepts all used, unwanted or discarded mobile devices and their accessories, regardless of brand, model, condition or age.



- Cell phones
- Smartphones
- Cell phone batteries & chargers
- Pagers
- Headsets

Promoting Your Location

We will provide you with:

- Brochures
- Posters
- Table Cards
- News Bulletin
- Official Participant Logo
- Website Blurb

Recycle My Cell currently has 230+ locations.

Join our growing collection network today!

1-888-797-1740
info@RecycleMyCell.ca
Twitter: @RecycleMyCell
[Facebook.com/RecycleMyCell](https://www.facebook.com/RecycleMyCell)



Outreach - Promotional Materials (Digital Poster and template of news bulletin offered to RMC Branded locations)



[INSERT Town/Organization name] now part of the Recycle My Cell program

Most of us have owned on average three or four cell phones prior to our current one. That means that a lot of us likely have a slew of old devices that are either getting hidden away in junk drawers or disposed of incorrectly.



The [INSERT Town/Community/Org name] has joined Recycle My Cell, Canada's free cell phone recycling program, making it easy to dispose of your old devices responsibly. A drop off box is located at [INSERT location], where old wireless devices and their accessories will be accepted, regardless of brand or condition. After your device is received, it is sent to a processor where it can be refurbished or broken down and recycled.

"Thinking green doesn't need to be complicated, and keeping old cell phones out of our landfills couldn't be easier," says Bernard Lord, president & CEO of the Canadian Wireless Telecommunications Association. "I encourage all Canadians to take a few moments to reflect on some of the simple things they can do to help protect the environment for future generations."


Help [INSERT Town/City/Community] go green by dropping off your old cell phones! Accepted items include: cell phones, smartphones, wireless PDAs and pagers (as well as their batteries and accessories). For more information on the program, visit www.RecycleMyCell.ca.

BC Recycles (Stewardship Agencies of British Columbia Web site)



FIND LOCATIONS

Select a material... 

Select a specific item... 

Select an area... 

Search

Recyclepedia Mobile App

Available on the App Store

GET IT ON Google play


Recycling Hotline

LOWER MAINLAND
604-RECYCLE
(732-9253)

BRITISH COLUMBIA
1-800-667-4321
hotline@bcrecycles.ca

British Columbia's Recycling Handbook

A guide to what can be recycled under BC's Stewardship Programs.



Member Login

HOME ABOUT STEWARDSHIP RESOURCES CONTACT US

TAKE CHARGE !



Recycle all your batteries and electronic devices.



We're all in this together.


BC Recycles is made up of a whole bunch of product stewardship organizations. Among us, we represent all the bits and bobs that most people aren't quite sure what to do with or how to recycle. Our job, and the job of this site, is to make recycling easier for everyone. We hope you find all the info you need, and feel positive about doing your part to take care of this lovely little planet we call home.



ABOUT THE STEWARDS

Stewardship agencies are non-profit organizations formed by BC's producers and brandowners as part of their compliance under the BC Recycling Regulation. These agencies collect and divert end-of-life consumer products and packaging from disposal.

Copyright © 2015 BC Recycles
[Privacy Policy](#) | [Site Map](#)




FIND LOCATIONS

Select a material... ▾

Select a specific item... ▾


Select an area... ▾

Search

 **Recyclepedia Mobile App**


Available on the App Store

GET IT ON Google play


 **Recycling Hotline**

LOWER MAINLAND
604-RECYCLE
(732-9253)

BRITISH COLUMBIA
1-800-667-4321
hotline@bcrecycles.ca

 **British Columbia's Recycling Handbook**

A guide to what can be recycled under BC's Stewardship Programs.








HOMEABOUT STEWARDSHIPRESOURCESCONTACT US

Who We Are

Product stewardship is an environmental management strategy guided by the principle that whoever designs, produces, sells, or uses a product takes responsibility for minimizing that product's environmental impact.

By diverting recyclable materials from the landfill, we can reduce the need to develop new landfill sites. The diverted materials can be reused and we can save the energy needed to produce new products from raw materials.

BC product stewards have committed to recycling their products safely and responsibly. By returning your products to the appropriate collection sites, you can guarantee a safe and responsible recycling process.

STEWARD	WHAT THEY RECYCLE	MORE INFO
	ALARMS www.regeneration.ca Smoke alarms, Carbon monoxide (CO) alarms, Combination smoke & CO alarms.	► Annual Report
	BATTERIES www.call2recycle.ca Consumer batteries weighing less than 5 kilograms.	► Plans ► Annual Report ► AR to the Director
	BEER CONTAINERS www.envirobeerbc.com Refillable glass beer, cider & cooler bottles and metal beverage alcohol cans.	► Plans ► Annual Report
	BEVERAGE CONTAINERS www.return-it.ca Used beverage containers such as aluminum cans, plastic & glass bottles, other metal cans, drink boxes and cartons. Alcohol containers such as wines, spirits, liqueurs and non-refillable beer, cider and cooler bottles.	► Plans ► Annual Report
	CELL PHONES www.recyclemycell.ca Cell phones and their batteries. All types of cell phones are accepted regardless of size, make, model or age.	► Plans ► Annual Report

BC Stewards Handbook

What can I recycle?		Where can I return it?			URL
PAGE		TAKE BACK TO DEPOT	RETURN TO RETAILER	COLLECTION EVENTS, CURBSIDE/RDO*	
6	Beverage containers	✓	✓	✓	return-it.ca
7	Beer containers	✓	✓	✓	envirobeerbc.com
8	Electronics	✓	✓	✓	return-it.ca/electronics
9	Cell phones		✓		recyclemycell.ca
10	Small appliances + power tools	✓		✓	electrorecycle.ca
11	Outdoor power equipment	✓	✓		opeic.ca
12	Lighting products	✓	✓		lightrecycle.ca
13	Household batteries	✓	✓	✓	call2recycle.ca
14	Lead-acid batteries		✓		recyclemybattery.ca
15	Paints, flammables + alarms	✓	✓		regeneration.ca
16	Used oil + antifreeze	✓	✓	✓	usedoilrecycling.com
17	Tires		✓	✓	tsbc.ca
18	Thermostats	✓		✓	switchthestat.ca/eng
19	Medication		✓		healthsteward.ca
20	Packaging + printed paper	✓		✓	recyclinginbc.ca

FOR MORE INFORMATION, LOCATIONS AND ACCEPTABLE PRODUCTS, VISIT BCRECYCLES.CA

*RDO = Regional Drop Off
*Deposit forfeited

Recycle My Cell

Cell Phones



Recycle My Cell
t. 1.888.797.1740
f. 613.233.2032
e. info@recyclemycell.ca
w. recyclemycell.ca

THE PROGRAM

Recycle My Cell is a free national industry-led recycling program for mobile devices and accessories. The program is run by the Canadian Wireless Telecommunications Association (CwTA) in conjunction with cell phone carriers, handset manufacturers and certified processors. The goal of this program is to minimize the number of devices entering landfills.

WHAT CAN YOU DO?

Recycle your phone. Enter your postal code at RecycleMyCell.ca to find the 10 nearest drop-off locations where you can drop off your device. Can't come to us? Print off a pre-paid mailing label and mail your device to us, free of charge. Be sure that all personal information is erased from your device before you recycle it. Check out the instructions specific to your device on our website.

Host a Recycle My Cell drop-off location. Registration is quick and easy, plus we'll provide you with all the materials you'll need, free of charge.

WHERE CAN I BRING MY ACCEPTABLE PRODUCTS?

There are over 530 participating drop-off locations in BC where you can return your old or unwanted devices. To find the one closest to you, call 1.888.797.1740 or visit: RecycleMyCell.ca

WHAT'S INCLUDED

- Mobile/wireless devices that connect to a cellular or paging network, including all cell phones, smartphones, superphones, phablets, wireless personal digital assistants (PDAs), external aircards and pagers – regardless of make, model or condition.
- Rechargeable cell phone batteries and accessories, including headsets and chargers.

All phones are sent to certified processors where they are dealt with responsibly. Whether reused or recycled, your old phone stays out of the landfill.



Mobile/Wireless devices



Accessories (chargers, headsets, rechargeable cell phone batteries)



Recycle My Cell 2016 Annual Report

RCBC Recyclepedia



Extended Producer Responsibility (EPR) Programs in BC

In British Columbia, **Extended Producer Responsibility (EPR)** (formerly referred to as **Industry Product Stewardship**) is an environmental policy approach in which the producer's responsibility for reducing environmental impact and managing the product is extended across the whole life cycle of the product, from selection of materials and design to its end-of-life. (Ministry of Environment)

[Current Programs](#) | [EPR Updates](#) | [Other EPR Resources](#)

Current Programs

For a detailed description of each program, click on the links below:



Recycling Programs

British Columbia Recycling Programs

Extended Producer Responsibility (EPR) Programs

[Current EPR Programs in British Columbia](#)

[Curbside Programs](#)

[Retailer Take Back Programs](#)

[Resources](#)

Call the Recycling Hotline
Lower Mainland: 604-RECYCLE
(604-782-9258)
British Columbia Toll Free: 1-800-667-4321
Email: hotline@rcbc.ca

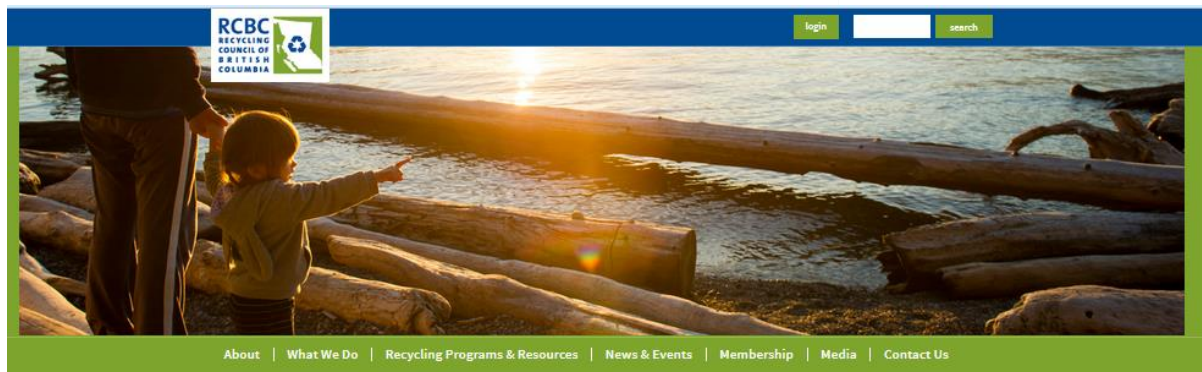
BC Recyclepedia Mobile App

Download it today

[Download on the App Store](#)

[GET IT ON Google play](#)

[Donate to RCBC](#)



What can I do with my old cell phone?

The CWTA's Recycle My Cell program is a province-wide, end-of-life recycling program for cell phones and accessories, available to all consumers and businesses in British Columbia. As of November 2009, you can drop off any of the regulated products at designated collection sites and be assured they will be recycled responsibly. Drop-off locations will accept cell phones, smartphones, wireless PDAs, batteries and pagers, as well as cords and accessories - regardless of brand or condition.

Visit the [Recycle My Cell](#) website or the [RCBC Recyclepedia](#) to find the nearest drop-off location for your old cell phone.

[Back to Main FAQ's page](#)

Recycling Programs & Resources

[British Columbia Recycling Programs](#)

[Holiday Recycling Info 2015](#)

[Resources](#)

Call the Recycling Hotline
Lower Mainland: 604-RECYCLE
(604-782-9258)
British Columbia Toll Free: 1-800-667-4321
Email: hotline@rcbc.ca

BC Recyclepedia Mobile App

Download it today

[Download on the App Store](#)

[GET IT ON Google play](#)

[Donate to RCBC](#)



Finding your closest recycling location is now at the tips of your fingers with the new BC Recyclepedia Mobile App - [Learn More](#)

Recycle My Cell 2016 Annual Report



Recyclepedia - Results

Did you know that more than 99% of the materials in an average mobile device are recyclable?

In BC, cell phones are included in a province-wide recycling program. Also accepted are headsets, chargers, batteries and other accessories. For a list of retailers participating in the program, please visit [Recycle My Cell](#).

Cell phones are also accepted for reuse and recycling through the [Call2Recycle](#) program, as well as through a number of non-profit organizations and electronic retailers in BC.

If there are no convenient drop-off locations in your area, print a pre-paid shipping label offered by Recycle My Cell. Any mobile device – regardless of brand, model, age – can be recycled through this [pre-paid mail-back option](#).

For a list of local recycling and reuse options, please see below.

17 results found

Showing results for: Cell Phones in Abbotsford

Abbotsford Mission Recycling Depot

[See what other materials this depot also accepts](#)



Phone: (804) 650-3551

Address: 33670 Valley Road, Abbotsford - [Map](#)

Website: <http://www.amsrecycling.ca>

Hours: M-Su 8:00am - 5:00pm; Open 7 days a week including Stat Holidays with the exception of Good Friday, Christmas Day, Boxing Day and New Years Day.

Notes: This depot participates in the ReGeneration Paint Plus/Exchange, Call2Recycle, CWTA, AlarmRecycle, LightRecycle, Encorp electronics, OPEIC, and ElectroRecycle programs. Public drop-off of household recyclables, appliances and scrap metal.

[Location Feedback](#)

Apex Communications Inc. (Abbotsford)

[See what other materials this depot also accepts](#)



Phone: 1-800-797-1740

Address: 32845 South Fraser Way, Abbotsford - [Map](#)

Website: RecycleMyCell.ca

Hours: Hours vary. Call for details.

Notes: This organization participates in the CWTA Recycle My Cell program.

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Lower Mainland: 604-RECYCLE
(604-782-9254)

British Columbia Toll Free: 1-800-667-4421

Email: hotline@rbc.ca

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regionalrecycling.ca
(855) 701-7171



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Richmond June 4th, Abbotsford June 11th

 **Regional Recycling** @onestoprecycle · 19 May 2016
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Appendix D

Media Engagement

Press Release – CWTA

Almost Half of Canadians Have at Least One Old Cell Phone Sitting in a Junk Drawer

Celebrate Earth Day with a little spring recycling

OTTAWA – April 20, 2016

– Recycle My Cell, Canada’s free cell phone recycling program, is calling on all Canadians to clean out their junk drawers and recycle their old cell phones in celebration of the 25th anniversary of Earth Day on Friday, April 22. Results from the 2015 *Understanding Cell Phone Recycling Behaviours* survey released today show that just under half of Canadians (48%) say that they have cell phones in their possession that are being stored. Overall, 45% of respondents had one phone in storage, while about a third (32%) had two in storage. Approximately one in five (22%) had three or more phones in storage.

Canadians can visit the bilingual Web site – www.RecycleMyCell.ca and www.Recyclemoncell.ca – and enter their postal code to locate the drop-off locations closest to them where their old wireless devices will be accepted, regardless of brand or condition. If a consumer cannot get to one of the drop-off locations in their neighborhood, the Web site offers printable postage-paid labels that can be used to mail the device back to Recycle My Cell at absolutely no cost to the consumer.

“The goal of the Recycle My Cell program has always been to keep old cell phones out of our landfills,” said Bernard Lord, President & CEO of the Canadian Wireless Telecommunications Association (CWTA). “Earth Day is a perfect opportunity to think about how even the simplest of acts can have a very positive effect on preserving our environment.”

Other findings from the 2015 *Understanding Cell Phone Recycling Behaviours* survey include:

- Support for cell phone recycling is extremely high, with 95% of Canadians either supporting or somewhat supporting the concept of recycling old, unused or unwanted phones.
- The majority of Canadians (81%) would be willing to recycle or return their old phone. This is a large increase over those who said the same in 2014 (only 63%).
- The vast majority (95%) of those who recycled their phone are satisfied with their cell recycling experience.
- Albertans (55%) were the most likely to have a cell phone in storage. Older Canadians (aged 55 plus) were far less likely to have stored cell phones, with only 38% saying they did. On average, Canadians have two cell phones in storage.
- Respondents were most likely to store their old phone (41%), followed by giving it away (16%), recycling it (12%) and trading it in to their cell phone carrier (10%).
- On average, Canadians used their previous cell phone for 33.6 months before they acquired their current phone. The average for younger Canadians aged 18 to 34 is lower (28.4 months) compared to older Canadians, who held onto their phones for longer than average (37.5 months).

Canadian Cell Phone Recycling Facts

- 670,701 wireless devices were recovered in 2015.

Recycle My Cell 2016 Annual Report

- 6,418,710 wireless devices have been recovered since 2005.
- Recycle My Cell offers more than 3,500 drop-off locations across Canada.

Host a Recycle My Cell Drop-off Location Year-Round

Municipalities, recycling depots, businesses and community organizations across the country can also support the Recycle My Cell program by hosting a drop-off location year-round. Registration is quick and easy, and pre-paid shipping and promotional materials are provided at no cost. For more information, please visit www.recyclemycell.ca/host-a-drop-off-location/ or contact info@RecycleMyCell.ca.

Follow us on Twitter. Like us on Facebook.

The 2015 *Understanding Cell Phone Recycling Behaviours* survey, commissioned by the Canadian Wireless Telecommunications Association, was completed by Nanos Research from December 2 to 15, 2015.

About Recycle My Cell

Recycle My Cell is Canada's national recycling program for mobile phones and accessories. The bilingual Web site – www.RecycleMyCell.ca and www.Recyclemoncell.ca – allows consumers to simply enter their postal code to locate the drop-off locations closest to them where their devices will be accepted, regardless of brand or condition. The free program is run by the Canadian Wireless Telecommunications Association (CWTA), in conjunction with cell phone carriers, handset manufacturers and approved processors, who have come together to raise awareness about the importance of cell phone recycling.

Media Information:

Marc Choma 613-233-4888 ext. 207 mchoma@cwta.ca

NewsCanada Content

Back-to-school season is the time to organize our lives

(NC) For many Canadian families back-to-school season is the time to organize our thoughts and lives. Clarity and preparation starts at home as a clean and organized home sets the tone for everything we do. One common item many families will come across when fall cleaning their home is old cell phones. While used cell phones are extremely common and are gathering dust in drawers across Canada, many of us do not know how to properly dispose of them.

Recycle My Cell is Canada's free cell phone recycling program. The program accepts many different items for recycling, including smartphones, pagers, cell phone batteries and accessories. After your device is received, it is sent to a processor where it can be refurbished or broken down. All items recovered are recycled or refurbished in accordance with Canadian e-waste laws.

Canadians can visit www.RecycleMyCell.ca and enter their postal code to locate the drop-off locations closest to them where their old wireless devices will be accepted, regardless of brand or condition. If you can't get to one of the drop-off locations in your neighborhood, the Web site offers a printable postage-paid label that can be used to mail the device back to Recycle My Cell at absolutely no cost.

How Canadians can do their part to help the environment

(NC) Old cell phones are an item almost all Canadians have come across when cleaning their home. The challenge of knowing how and where to dispose of old cell phones often results in individuals simply discarding them or putting them back in a drawer to be dealt with at a later time. Recycle My Cell, Canada's free cell phone recycling program, makes it easy to dispose of your old wireless devices responsibly.

- The program recovered 865,418 wireless devices in 2014.
- 5,748,009 wireless devices have been recovered since 2005.
- Recycle My Cell offers more than 3,600 drop-off locations across Canada.
- Canadians have owned on average three or four cell phones prior to their current one.

Visit www.RecycleMyCell.ca and enter your postal code to locate the drop-off locations closest to you where your old wireless devices will be accepted, regardless of brand or condition. If you can't get to one of the drop-off locations in your neighborhood, the Web site offers a printable postage-paid label that can be used to mail the device back to Recycle My Cell at absolutely no cost. Site visitors also have access to a comprehensive list of instructions for clearing their devices of personal information prior to recycling. The site also provides information about how organizations can host a Recycle My Cell drop-off location as a valuable service to their community.

Cell Phone Recycling is an Easy Call

(NC) Most of us have owned on average three or four cell phones prior to our current one. That means that a lot of us likely have a slew of old devices that are either getting hidden away in junk drawers or disposed of incorrectly

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Recycle My Cell, Canada's free cell phone recycling program, makes it easy to dispose of your old devices responsibly. Visit www.RecycleMyCell.ca and enter your postal code to locate the drop-off locations closest to you where your old wireless devices will be accepted, regardless of brand or condition. If you can't get to one of the drop-off locations in your neighborhood, the Web site offers a printable postage-paid label that can be used to mail the device back to Recycle My Cell at absolutely no cost. After your device is received, it is sent to a processor where it can be refurbished or broken down.

"Thinking green doesn't need to be complicated, and keeping old cell phones out of our landfills couldn't be easier," says Bernard Lord, president & CEO of the Canadian Wireless Telecommunications Association. "I encourage all Canadians to take a few moments to reflect on some of the simple things they can do to help protect the environment for future generations."

Businesses and community organizations across the country can also help communities go green by hosting a Recycle My Cell drop-off location. Registration is quick and easy, and pre-paid shipping and promotional materials are provided at no cost. For more information, contact info@RecycleMyCell.ca.

How to recycle your old mobile devices

(NC) If you've purchased a new cell phone recently, then you know saying goodbye to your old one is often hard to do. After all, it has given you years of service, so why not do right by it and make sure it doesn't end up in a landfill.

Recycle My Cell – Canada's free cell phone recycling program – makes it easy for all of us to find out how and where to safely and responsibly dispose of used cell phones, smartphones, pagers, batteries, chargers, headsets and other accessories.

There are now more than 3,600 drop-off locations across the country. And since 2005, almost six million wireless devices have been recovered by Recycle My Cell and its partners. The program was created and is maintained by the Canadian Wireless Telecommunications Association (CWTA) in conjunction with cell phone carriers and handset manufacturers who have come together to raise awareness about the importance of cell phone recycling.

You can visit www.RecycleMyCell.ca and enter your postal code to locate the closest drop-off locations where old wireless devices will be accepted, regardless of brand or condition. If you can't get to one of the drop-off locations in your neighbourhood, the Web site offers a printable postage-paid label that can be used to mail the device at absolutely no cost. The site also provides information about how organizations can host a Recycle My Cell drop-off location as a valuable service to their community.

"The continued success of the Recycle My Cell program shows that Canadians take their environmental responsibility seriously," says CWTA President & CEO Bernard Lord."

Declutter your space and help the environment by finding a cell phone recycling drop off location near you.

Media

CBC – Used Smartphones: How to buy one that is worth your money

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Used smartphones: How to buy one that's worth your money

What to check to make sure the phone you're buying works well and isn't stolen

By Emily Chung, CBC News | Posted: Jan 27, 2016 5:00 AM ET | Last Updated: Jan 28, 2016 9:59 AM ET



If you're not careful when buying your phone, you can easily end up with a phone that can't connect to a network because it's blacklisted as stolen, or one that just doesn't work as advertised. (Dado Ruvic/Reuters)

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- Used smartphones: How to sell yours without getting burned
- Bell accused of 'ganging up' on resale buyers by blacklisting phones

The latest Apple iPhone or Samsung Galaxy smartphone can set you back \$900 or more unless you sign a two-year wireless contract, so it's tempting to buy used.

The problem is that the used smartphone market can come with risks. Yesterday, we offered some tips for selling a used phone safely, but buying can come with its own problems.

» **Used smartphones: How to sell one without getting burned**

You can easily end up with a phone that can't connect to a network because it's been blacklisted as stolen, or one that just doesn't work as advertised.


But there are things you can do to minimize the risks. Here are some tips.

1. If you can, buy from someone you know.

Buying from a trusted source, such as friends and family, is usually the safest option. It's actually the one recommended by Marc Choma, vice-president of communications and strategy for the Canadian Wireless Telecommunications Association.

"I've got some friends, they have to upgrade to the latest and greatest every year," he said. Those people may have phones they want to sell, so ask around.

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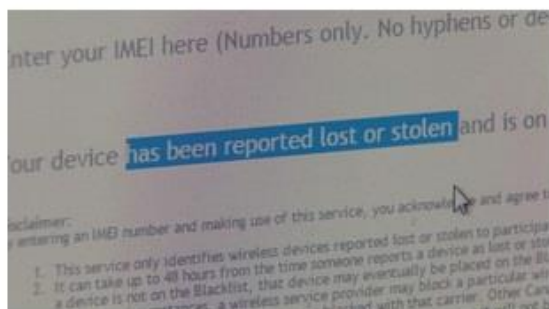
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External Links

- Protectyourdata.ca - check your IMEI
- Orchard

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If you call your wireless carrier and report your phone stolen, its unique International Mobile Station Equipment Identity number is added to a national blacklist, and no Canadian carrier will allow the device to connect to its network. (CBC)

Choma said he himself would never risk buying from a stranger. "For myself, it really isn't worth it."

2. If you can't buy from someone you know, a business may be a good option.

Some carriers sell used phones, as do many wireless stores and online services such as Toronto-based Orchard. Many of them allow you to return the phone within a certain period of time if it doesn't meet your expectations.

This option may be more expensive than buying on Craigslist or Kijiji, but visiting a store lets you inspect and try the phone before you buy, and gives you a place to go back to if anything goes wrong.



Visiting a store lets you inspect and try the phone before you buy, and gives you a place to go back to if anything goes wrong. (Paulo Whitaker/Reuters)

It's unlikely you'll end up buying a stolen phone from a store, says Alex Sebastian, who co-founded Orchard to make it easier for people to buy and sell used phones. But he says there's still a risk that a phone has been repaired with a lower-quality part than the one it was manufactured with, or that the store owner won't stand behind its stated warranty.

3. Check the national wireless blacklist.

Canada's national wireless blacklist launched in 2013 to discourage smartphone theft. If you call your wireless carrier and report your phone stolen, its unique International Mobile Station Equipment Identity number is added to the database, and no Canadian carrier will allow the device to connect to its network.

"It's basically an iPod at that point," says Sebastian.

- Stolen phones blacklist launches in Canada
- Bell accused of 'ganging up' on resale buyers by blacklisting phones

Explosive in Japan

0:46

Lava spews down mountain; ash cloud blows 2 km into sky



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44:14

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Wild Energy

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Found its way into local restaurant; spent night in a booth



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About to go for boat ride when lightning hit beside them



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You can access the IMEI of the device you want to buy by dialling *#06# and check if it's on the blacklist by punching it in at www.protectyourdata.ca.

Unfortunately, just because a phone connects to a network when you buy it doesn't mean you're in the clear.

A 17-year-old boy from Montreal learned that the hard way after buying a Samsung Galaxy Note 4 on Kijiji for \$700. It stopped working weeks later when Bell blacklisted the device after discovering that the original owner bought it using a fake identity.

Even after a phone is reported stolen, it can be a couple of days before the phone's IMEI is added to the blacklist, says Choma. For that

reason, he recommends buying from a dealer who's willing to take it back within a certain amount of time if that happens.

4. Run these checks to make sure the phone is working properly.

"Phones are pretty sophisticated pieces of technology, but also a lot of things that can go wrong," says Sebastian. "If some of it is broken, it can be really hard to tell."

His company offers a free app that sellers can download to check their phone. They go through another inspection once the seller sends the phone in after agreeing to a price.



Alex Sebastian, co-founder of Orchard, has a lot of personal experience buying phones via Craigslist and Kijiji – he bought about 50 online two years ago, when his company first started up and needed to kickstart its inventory. (Courtesy Alex Sebastian)

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There are a number of checks you should do to make sure a phone you want to buy is in good working order, such as testing the camera. (Mike Blake/Reuters)

Sebastian also has a lot of personal experience buying phones via Craigslist and Kijiji – he bought about 50 phones online two years ago, when his company first started up and needed to kick-start its inventory.

These are the checks he recommends, no matter where you buy the phone:

- » Bring a SIM card so you can check the phone's network connection.
- » Be near a Wi-Fi network so you can check if the phone connects to the internet.
- » Try the camera to make sure there are no dark spots or dead pixels.
- » Check the screen for black or discoloured spots and check its touch sensitivity when tapping and scrolling. If the original screen was broken, it may have been replaced with a lower quality screen with poor touch-sensitivity or a pinkish border.

5. Ask the seller lots of questions.

If you're buying from a stranger, Sebastian recommends asking things like: Where did the phone come from? What phone did you get to replace it? Why are you selling it?

"A person legitimately selling will have answers to all those questions," he said. Beware if the answers are vague, if the seller seems rushed, or if the seller says the phone belonged to a friend.

In order to be safe, try to meet in a public place during daylight hours, with public Wi-Fi so you can test the phone.

Sebastian says it may be difficult to arrange a time and place with honest sellers as they'll have their own life and schedule to work around.

"Someone who's too accommodating, his price is too attractive — those sorts of things are red flags."

Despite his expertise, even he got burned once, by a phone that was working when he bought it and blacklisted shortly after that. "It was just because I was in a bit of a bind and I needed the phone quickly."

So take your time and be careful.

CBC – Used smartphones: How to sell yours without getting burned

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Used smartphones: How to sell yours without getting burned

Risks like huge bills and a breach of your personal data similar to those involving stolen phones

By Emily Chung, CBC News | Posted: Jan 26, 2016 11:28 AM ET | Last Updated: Jan 26, 2016 4:31 PM ET



With the influx of new cellphones, upgrading becomes tempting. So what do you do with your old phone? There are ways to both sell and buy phones to reduce the risk of sketchy dealings. (Philippe Huguen/AFP/Getty Images)

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- Apple's iPhone recycling program

Buying a used smartphone can be much more affordable than buying new, and selling your old phone can be a great way to get some cash towards a newer model.

But buying and selling phones can involve sketchy dealings that can burn both parties.

An Oshawa, Ont., woman recently ended up with a \$45,000 phone bill after she sold her phone on Craigslist while it was still registered to her account. Selling your phone, if not done right, can open you to some of the same risks you face when your phone is stolen.

The risk is even higher for buyers, who can easily end up paying good money for phones that can't connect to a network because they've been blacklisted as stolen, or paying too much for phones that aren't working quite right.

- Stolen phones blacklist launches in Canada
- Bell accused of 'ganging up' on resale buyers by blacklisting phones

Of course, there are ways to buy and sell your phone while minimizing risks. Here's are some tips for sellers (check back tomorrow for some tips for buyers):

1. If you've sold (or lost) your phone, cancel your service

It sounds obvious, but double check that you don't have phone service. Kelly Arsenault, the woman with the \$45,000 phone bill, thought her service was effectively cancelled because her contract expired, but her phone was still working.

"You don't want to hand off your perfectly good working phone," says Marc Choma, vice-president of communications and strategy for the Canadian Wireless Telecommunications Association. "The carrier doesn't know that you've done that. It would still be your responsibility."



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...can't know that you're doing that, it would still be your responsibility.

Call your carrier and cancel your service, then use your phone to check you can't call anyone.

That applies even if the handing off wasn't voluntary – some people have also received huge bills after their phones were stolen. If you think you might get your lost phone back, you can put a temporary hold on your account.

• Bell accused of ganging up on resale buyers by blacklisting phones

Arsenault was lucky – her carrier, Telus, decided not to make her pay. But no carrier is obliged to be that nice.

In some cases, you might not want to cancel – such as if you want to switch your service and number to another phone. In that case, follow Tip #2.

2. Before you hand over your phone, erase your data and remove your SIM card

Our phones are full of personal data – emails, contacts, photos and more. You don't want to share all that with the person who buys your phone, so back up your data to another device and do a full factory reset before you sell it.



Before selling your phone, remove any memory cards, including your SIM card, which can contain personal info such as contacts, call logs and text messages.

Remove any memory cards from the phone, including your SIM card, which can contain personal info such as contacts, call logs and text messages.

Your SIM card also connects your account to the phone, so even if you don't cancel your service, removing the card should prevent anyone from racking up a bill under your name.

3. If possible, sell to friends and family

Ask around to see if anyone in your circle needs a phone – it makes for less of a big deal if you somehow forget to erase something from the phone, and getting ripped off isn't as much of a concern.

4. Dealing with businesses can be safer than dealing with strangers on the internet

One of the easiest ways to sell your old phone is to trade it in for credit toward a new one, a service that most wireless providers and some manufacturers such as Samsung and Apple offer.

• Apple's iPhone recycling program expands to Canada



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Granted, that can be a more expensive option, and you may not get as much for your phone as you would if you sell it directly.



One of the easiest way to sell your old phone is to trade it in for credit toward a new one, a service offered by most wireless providers and some manufacturers such as Samsung and Apple. (David Gray/Reuters)

Other options include smaller wireless dealers and specialized online services such as **Orchard**, a Toronto-based startup that aims to make it easy to buy and sell higher-end smartphones, especially iPhones. The company has a downloadable app that evaluates your phone and offers you a price. If you agree to that, the company sends you instructions and a box to send the phone in, so it can be put up for sale.

Going through a business reduces (but doesn't eliminate) the chance that your phone will be sold with personal information on it, if you forget to erase something.

For example, Orchard sends instructions for people to wipe the phone and remove the SIM card before sending it in. But if the seller forgets, the company will wipe the phone and out the SIM card in half when it arrives in the office, says co-founder Alex Sebastian.

5. If you're selling to a stranger, meet in a public place

Selling via a site like Kijiji or Craigslist and don't know the buyer? For personal safety, meet in a public place during the daytime when there are people around.

You may want to ask the buyer to bring his or her own SIM card to test that the phone can connect to the network. Or you can use your own SIM card and wait until after the test to remove it, Sebastian says – just don't forget. With some phones, you may also need to bring a special tool to open the SIM card compartment.

A place with public Wi-Fi is also handy for testing the phone.

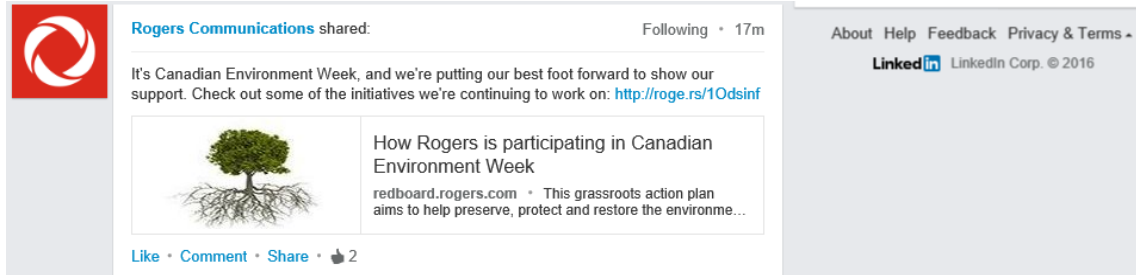
If you're buying a used phone, rather than selling one, there are even more risks to keep in mind. Check back tomorrow for tips on how to avoid them.

- *Gravitational waves: Why they're such a big deal*
- *Google offers 2GB free storage for security check again*
- *Einstein's general theory of relativity at 100: 5 great things it brought*
- *Trauma prompts brain to focus on survival, not 'peripheral details'*
- *Meteorite suspected of killing man in India*
- *ASTRO-H X-ray telescope aims to solve black hole mysteries*
- *Nuclear fusion device's 1st test with hydrogen declared a success*
- *Digital divide: Is high-speed Internet access a luxury or a right?*
- *Apple iOS 9 feature Wi-Fi Assist could lead to huge iPhone bills*
- *Google's self-driving cars get boost from U.S. regulator, which says computers can be drivers*

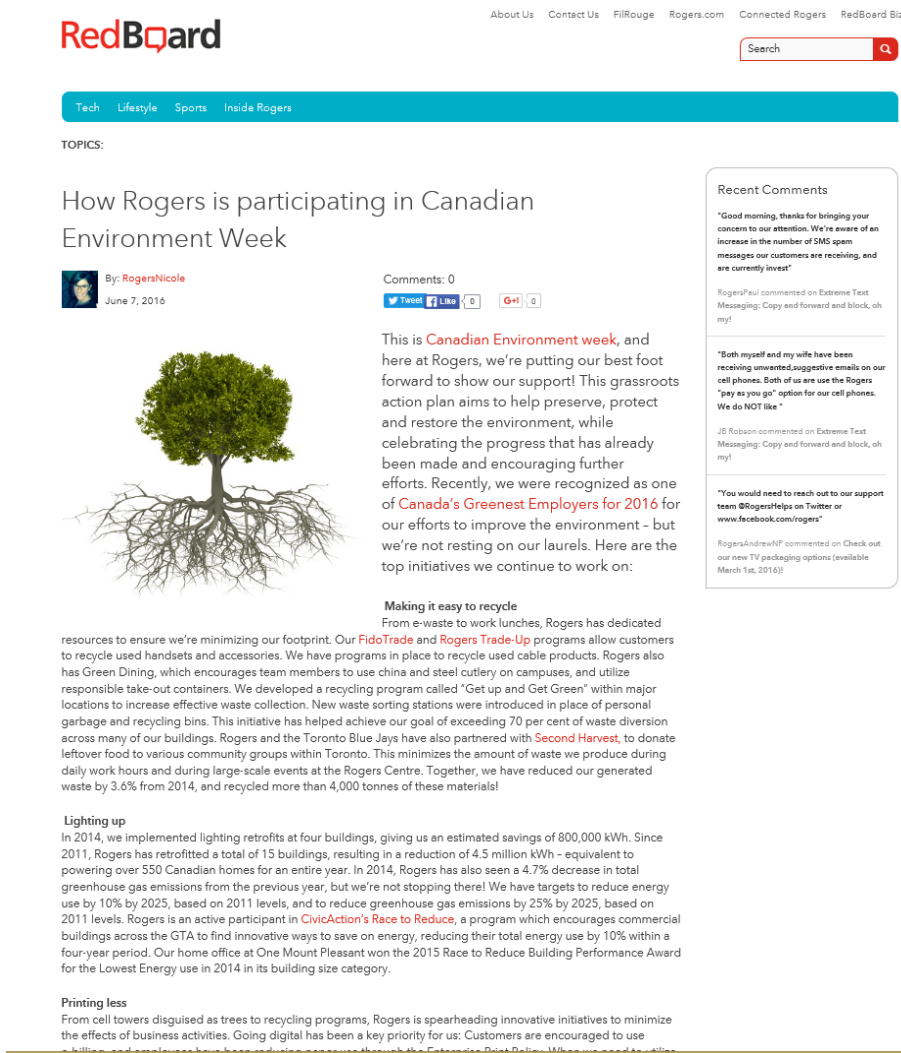
Appendix E

Member Engagement

Rogers: LinkedIn



Rogers: Red Board



Rogers: Rogers Recycling Program



[SHOP](#)[HELP & SUPPORT](#)[MyROGERS](#)[MORE](#)[PROMOTIONS](#)[BUSINESS](#)

[Sign In / Register >](#)[ON](#)[Français](#)

Support

How can we help you?



Rogers Recycling Program for Wireless

Rogers Makes It Easy to Recycle

If you have any wireless devices or accessories that you no longer use, don't throw them out. Return them to Rogers and we'll make sure they're refurbished and reused, or recycled in an environmentally responsible way.

Wireless Recycling

If you want to safely dispose of an old and unwanted wireless device, including phones, smartphones, tablets, mobile rocket hubs or wireless accessories, we can help.

Your old device/s or accessories will be either refurbished and resold, or safely recycled.

 Staff at any Rogers retail location are happy to take your devices or accessories off your hands to ensure they stay out of the landfill.
[Find a Store](#)

 If you want to upgrade to the latest smartphone, trade in your old phone for a credit towards your new one with [Rogers Trade-Up program](#).

Bring your old phone to any Rogers retail store and we'll provide a credit based on the value of your eligible old phone to put towards the cost of your new one when you sign up.


[Learn about Rogers Trade-Up](#)

For more information about how we can work together to support environmental initiatives, have a look at our [Corporate Social Responsibility Report](#).

Did you find what you were looking for?

Recycle My Cell 2016 Annual Report


Rogers: Rogers Trade-In



[Sign In / Register >](#) [ON](#) [Français](#)

[SHOP](#) [HELP & SUPPORT](#) [MyROGERS](#) [MORE](#) [PROMOTIONS](#) [BUSINESS](#)

[Device Balance](#) | [Upgrade](#) | [Manage Plan & View Usage](#) | [Manage Your Extras](#) | [Activate](#) | [Top-Up](#)



Give. Trade. Bring.

Already have a device? Great! Here are three programs we offer that can help you and your close ones save.

Get a \$100 credit

Simply trade in your eligible old phone, and we'll give you a credit towards a new one. [Learn More](#)

[Bring Your Own Device](#) [Trade-Up](#) [Hand Me Down](#)

Trade in your old phone or tablet for a credit towards a new one.

Credit

Get a \$100 credit when you trade in select devices.²

²Amount depends on the original price, age, and condition of your device. Trade Up program Terms and Conditions

How it works:

- 1** Get a quote
Get an idea of how much your phone is worth at rogers.com/tradeupquote.
- 2** Visit a Rogers store
Trade-ups are in-store only. Bring your trade-up quote and unlocked smartphone to a location near you.
[Find a Store](#)
- 3** Device Assessment
The value of your trade-up is based on its age and condition.
- 4** Get a Voucher
You will receive a voucher that you should keep until the credit appears on your bill.
- 5** Enjoy your new device!
You will be unable to retrieve your old phone once the trade is complete. All trades are final.

Preparing your old phone for a trade-up

Back up your stuff

Save your photos, apps and contacts. Start by selecting your device type:

Reset your phone

Personal data should be removed by doing a [factory reset](#).

Save your memory card!

Remove any memory cards from your old phone.

Fido: FidoTrade



FidoTRADE

GET AN ONLINE QUOTE

LiveANSWERS Refer a friend **FidoTRADE**

Trade in your phone and save

FidoTRADE accepts any used phone with a battery. If applicable, you'll get credit equivalent to your used phone's value. Making the trade is easy—just follow these steps:

- 1 Get a quote:** Find out how much you can get for your used phone by going to fido.ca/fidotradequote or visiting a Fido store. Your quote is valid for 30 days.
- 2 Bring us your phone:** Come see us at a Fido store to trade in your used phone and redeem your credit.
- 3 Purchase and activate a new plan:** One of our sales reps can help you through the steps.
- 4 Use your credit:** Apply your credit to the purchase price of your new phone and accessories. Credit must be used in-store.

Already a Fido customer? You can still take advantage of FidoTRADE if you buy a new device and renew your agreement. Instead of an in-store credit, you'll get a one-time bill credit two or three bill cycles after you trade in your old phone.

See full details

Offer subject to change without notice, not available at all locations. Value of trade-in device, if any, determined using a third-party tool provided by Clover Wireless; trade-in value is final and non-negotiable. Offer available to new and existing customers who purchase a new device from Fido and activate on a postpaid monthly plan. For new customers: Credit will be applied in-store to the value of the new device purchased. If new device price is lesser than credit amount, remaining credit must be used on concurrent purchase of accessories and/or another new device for the same account or credit will be lost. For existing customers: Credit will be applied to your account and will appear on one of your two next invoices. In each case, if you return your new device, your original trade-in device will not be returned to you and you will lose the value of the credit. Limit of 1 trade-in device per transaction. Trade-in device must be owned by customer in order to be eligible for the FidoTRADE program. Customer is responsible for deleting/backing up all personal data on the trade-in

Recycle My Cell 2016 Annual Report

Bell

BCE[About BCE](#)[Investors](#)[News & media](#)[Responsibility](#)[Governance](#)




[Corporate responsibility](#)[Workplace](#)[Customers](#)[Community](#)[Environment](#)[Economy and society](#)[Awards and recognition](#)




[Home](#) > [Responsibility](#) > Corporate responsibility

Corporate responsibility

A good call for tomorrow
Recycle your used mobile phones and accessories
and support the Canadian Mental Health Association

[More info on recycling your devices](#)


Bell blue box

Bell[Shop](#)[Support](#)[MyBell](#)[EN](#)[MS](#)[Log In / Register](#)

Bell Mobility

[Overview](#)[Phones, tablets and Mobile Internet](#)[Rate plans, features and entertainment](#)[Network, coverage and travel](#)[Repairs & warranties](#)[Self-serve options](#)

[Search support](#)

[Back](#)[Contact us](#)

How can I recycle my old Bell products?

Part of the solution is in your hands.

The protection of the environment is a challenge that concerns us all. The actions you take now can make a big difference; such as recycling your old Bell products. Since 2003, Canadians can recycle their mobile phone through the Bell Blue Box program and residents in Quebec can now recycle their TV receivers through a similar program. For other designated electronic products, Bell supports the establishment and the maintenance of provincial recovery programs for different electronics, such as tablets, headsets, computers etc.

To learn how to dispose of your old Bell products in an eco-friendly way, please refer to the following programs sorted by type of devices:

Mobile phones

By returning your mobile phone to Bell via the [Bell Trade-in program](#), you will obtain a certificate equivalent to your phone's value for use in-store towards the purchase of a new phone or accessories. Phones that are old and/or in bad condition will be deemed as having no value. If your phone has no value, you can choose to recycle it through the [Bell Blue Box program](#).

With the [Bell Blue Box program](#), you can recycle your used mobile phone by returning it to any Bell store or by shipping it by Canada Post free of charge. This program is part of the Canadian Wireless Telecommunications Association's Recycle My Cell program and provides Canadians with an environmentally responsible way of disposing of their used mobile phones. Bell will donate net proceeds from the program to the [Canadian Mental Health Association](#) as part of the national Bell Let's Talk mental health initiative.

For details, please visit the [Bell Trade-in program](#) and the [Bell Blue Box program](#) pages.

Bell: Bell blue box

[Shop](#)
[Support](#)
[MyBell](#)

[Log In / Register](#)

Bell Mobility

[Overview](#)
[Phones, tablets and Mobile internet](#)
[Rate plans, add-ons and entertainment](#)
[Network, coverage and travel](#)
[Repairs & warranties](#)
[Self-serve options](#)

[< Back](#)

What can I do with my old mobile phone?

Can I recycle my old mobile phone through Bell?

You can return your old phone to Bell for recycling through the Bell blue box program. This program provides Canadians with an environmentally responsible way of disposing of their used mobile phones. Bell will donate net proceeds from the program to the [Canadian Mental Health Association](#) as part of the national Bell Let's Talk mental health initiative. The Bell blue box program is part of the Canadian Wireless Telecommunications Association's Recycle My Cell program, which aims to minimize the amount of e-waste entering Canada's landfills.

Canadian Mental Health Association

Mental health for all

Last Updated: 23/08/2013

Where can I return my old phone?

+

Can I ship my old phone to Bell?

+

What should I do before I return my old phone?

+

What will Bell do with the returned phones?

+

How does returning my phone help the environment?

+

Was this article useful?

Completely

Partially

Not at All

Recycle My Cell 2016 Annual Report

Bell: Bell Trade-in

Bell

Shop

Support

MyBell

Log In / Register

Mobility

Why Bell

Devices

Rate plans

Our network


Mobile TV

Mobile Payments

Travel

Accessories

Promotions



Trade in your phone or tablet and save.

With the Bell Trade-in program, you get a certificate equal to the value of your device that can be used in-store towards the purchase of a new device or accessories.

Get up to \$300 when you trade in a tablet or a phone.

[View terms and conditions](#)

1. Find out how much your device is worth

Search for your device

or

Select the manufacturer

Select the model

2. Prepare your phone for trade-in



Back up:
Back up any personal data that you want to keep, such as contacts, emails, documents, pictures, videos and music. The phone cannot be returned to you after trade-in.



Deactivate account:
If applicable, remove the SIM card. If the phone doesn't have a SIM card, be sure to contact your service provider to deactivate its mobile service.



Remove memory cards:
If applicable, remove any memory cards.




Reset phone:
Delete all personal data by resetting the phone to the factory default settings. If you're not sure how to do this, a Bell representative can help you reset your phone in-store.



Charge battery:
Ensure the battery is charged so that we can evaluate the phone's trade-in value.

Virgin Mobile: Virgin Mobile Recycle

Find a StoreFrançaisProvinceON(0)My Account

PHONESPLANSMEMBER BENEFITSSUPPORT


Search

SUPPORT > PHONE SUPPORT, WARRANTY AND REPAIRS > RECYCLE ME

IT'S EASY BEING GREEN.

When it comes to protecting the planet, Virgin Mobile is passionate about making sure we can give Mother Earth a hand every chance we get.

The little things add up. If everyone recycled their old mobile phones, just imagine how much landfill waste we'd reduce. Recycle your old phone at any [Virgin Mobile store](#) and do something good for the planet.



WHAT SHOULD I DO BEFORE RECYCLING MY OLD PHONE?

Before you send your phone off for recycling, here's a few things you'll need to do:


- Cancel your mobile service and pay your final bill in full or transfer your mobile service to your new phone. You can use the [free Cell Phone Data Eraser by Recycle My Cell](#) to help clear your data.
- Erase any personal information from your device, including text messages, contacts and personal files.
- Remove your SIM Card (if there's one).

WHERE CAN I RETURN MY OLD PHONE?


You have 2 options to recycle your old phone in an environmentally safe way and get one step closer to a cleaner world:

- 1. Visit a Virgin Mobile Store**
No matter what brand or company your phone is from, you can head to any [Virgin Mobile store](#) and drop it off with a Virgin Mobile sales rep. You can also return accessories like headsets, chargers and old batteries.
- 2. Mail it in (It's free!)**
You can send your old mobile phone, batteries and accessories by Canada Post free of charge. Here's how to do it:
 - Wrap your phone, accessories and/or batteries in protective material, like newspaper.
 - Place them in a box and seal it firmly with packing tape.
 - Get the [free Canada Post return label](#) using the [Canada Post Return ID Number PR146848](#), print it, cut it out and affix it to your package with clear tape. Make sure that the barcode does not wrap around edges or corners. Do not cover up any information on the label.
 - Drop the box off at any Canada Post mailbox or postal outlet.

WHAT HAPPENS TO RECYCLED PHONES?




Before we do anything to the donated phones we make sure they're cleared of any data. Next, we select phones that can be refurbished and given a new home. The remaining phones are recycled in Canada in compliance with Canadian regulations and all net proceeds will be donated to the Canadian Mental Health Association (CMHA).



related answers: [Recycling / Environmental Fees](#) • [Activating your shiny new phone](#)

Virgin Mobile: Virgin Mobile Trade-in




MOBILEINTERNETMEMBER BENEFITSSUPPORT

FRON(0)LOG IN

SUPPORT > PHONE SUPPORT, WARRANTY AND REPAIRS > TRADE-IN PROGRAM

TRADE-IN YOUR OLD DEVICE AND GET UP TO \$300 OFF A HOT NEW ONE.



HOW IT WORKS:

- Use our tool below to get a rough estimate for how much your device is worth.
- Choose from one of our [awesome devices](#).
- Head to any [Virgin Mobile store](#) for a quick check where we'll let you know the exact value of your device.

WHAT YOU NEED TO DO BEFORE TRADING IN:

- Back up your personal info and reset your device. [1](#)
- Remove your SIM card and memory card. [1](#)
- Charge the battery. [1](#)

If you're already a Member, [check if you're eligible](#) then head to your nearest [Virgin Mobile store](#).

HOW MUCH COULD YOUR PHONE BE WORTH?


Quick Search:

OR

Select Manufacturer
choose one

Select Model
choose one

Current Carrier
choose one



The Source: The Source Trade-up

[Login/Register](#)
[Track Order](#)
[Ontario](#)
[Store Locator](#)
[Help Centre](#)
[Français](#)

BARRIE - BAYVIEW
MY STORE (Change)

SHOP FLYER

TRENDING TECH

MY ACCOUNT

\$0.00

ALL DEPARTMENTS

I want

SEARCH

Home > Trade Up and Save

PROGRAMS & SERVICES

- Overview
- Advantage Care Plan
- The Source Credit Card
- Best Price Guarantee
- Battery Rebuild Program
- Repair Services
- Trade Up & Save**
- Contests
- Dealer Opportunities
- Source for Business
- Affiliate Program

Trade up your mobile phone

And receive a Gift Card to get what you really want

TRADE-UP & SAVE PROGRAM

It's easy to upgrade to the latest and greatest phone on the market. Bring your current device to any The Source location and we'll give you a Gift Card equal to your phone's current trade-in value worth up to \$300. Your Gift Card can be used toward your new phone or just about any other tech **in the store**.

DETERMINING THE VALUE AND ELIGIBILITY OF YOUR CURRENT MOBILE PHONE

The value of your phone depends on its make, model and general condition (no liquid damage, screen condition, etc.). Visit any The Source location to receive a valuation of your device.

WHAT YOU NEED TO DO BEFORE TRADING IN

Before you bring your mobile phone in, you should be aware that you must be 18 or older and the legal owner of the phone. Some other things to keep in mind:

- Make sure to backup all of your contacts, photos, apps and information
- Perform a factory reset after your files are safe so that none of your personal info is left on the phone
- Disable any cloud or Find My Phone functions, or your phone will be appraised at \$0

If you're unsure of how to prepare your device for trade in, visit your nearest The Source location and speak with an associate.

The Source: The Source Trade-up

SHIPPING | CONTACT US | STORE LOCATOR

LOG IN | MY ACCOUNT

CREDIT
CARDSHOP
FLYEREMAIL
SIGNUPCLEARANCE
OUTLETVIEW
CARTShop by
Department

Search for Products



Francais

TRADE-UP & SAVE PROGRAM



It's easy to upgrade to the hot new phone you really want with Trade-Up and Save at The Source! Just bring your current device to any The Source location to get a quote, and you'll get a Gift Card equal to your phone's current trade-in value. Then it's as easy as putting your Gift Card towards a brand new smartphone or virtually any other tech in the store!

[Find The Source store nearest you](#)

Who can trade in phones at The Source?

You! As long as you're 18 or older and are the legal owner of the phone you're trading in, of course.

How are trade-in values estimated?

The value of your phone depends on its make and model, and we'll also take a look to make sure that it's in good working order (no liquid damage, screen's in one piece... that sort of thing).

What should I do before I bring my phone in?

There are a couple of things you should take care of before bringing us your current device:

- Make sure to back up all of your contacts, photos, apps and information so you can transfer it to your new phone
- Perform a factory reset after your files are safe so that none of your personal info is left on the phone before you trade it in
- Be sure to disable any iCloud or Find My Phone functions, or your phone will be appraised at \$0 — and no one wants that!

Conditions apply. Trade-in values may vary depending on condition of phone, including disconnection from iCloud and "Find My Phone" services at time of trade-in. Actual trade-in value of phone is dependent on the phone's make, model and physical condition, and disconnection from iCloud and "Find my Phone" services. Trade-in value will be verified in-store at time of trade-in. IMPORTANT: Customers must disable the iCloud and "Find My iPhone" features on their devices before completing a trade. If the device is not disconnected from iCloud, it will be reimbursed at zero dollars. Appraised value will be given as a Gift Card from The Source at time of trade-in, which may be applied instantly to your purchase. Cannot be combined with any other discount, promotion, bonus or rebate offer. Other conditions and limitations may apply. All trade-ins final. See in-store for full conditions and details. Final value is determined in-store at the time of trade in. All other values/quotes are null and void.

Appendix F

List of Drop-off Locations in British Columbia (as of December 31)

Program / Location Name		Municipality	Regional District
Bell	The Source	Port Alberni	Alberni-Clayoquot
Bell	The Source	Smithers	Bulkley-Nechako
Recycle My Cell	Alpine Recycling	Langford	Capital
Bell	Bell	Langford	Capital
Bell	Virgin Mobile	Langford	Capital
Bell	Virgin Mobile	Saanich	Capital
Bell	Bell	Saanich	Capital
Bell	Bell	Saanich	Capital
Bell	The Source	Sooke	Capital
Bell	Bell	Victoria	Capital
Bell	The Source	Victoria	Capital
Bell	Virgin Mobile	Victoria	Capital
Bell	The Source	Victoria	Capital
Bell	Bell	Victoria	Capital
Bell	Virgin Mobile	Victoria	Capital
Bell	Bell	Victoria	Capital
Bell	The Source	Victoria	Capital
Bell	Virgin Mobile	Victoria	Capital
Rogers	Fido	Langford	Capital
Rogers	Rogers	Langford	Capital
Rogers	Rogers	Langford	Capital
Rogers	Fido	Saanich	Capital
Rogers	Rogers	Saanich	Capital
Rogers	Rogers	Saanich	Capital
Rogers	Rogers	Victoria	Capital
Rogers	Rogers	Victoria	Capital
Rogers	Rogers	Victoria	Capital
Rogers	Fido	Victoria	Capital
Bell	The Source	100 Mile House	Cariboo
Bell	The Source	Quesnel	Cariboo
Recycle My Cell	Gold Trail Recycling Ltd.	100 Mile House	Cariboo
Bell	The Source	Castlegar	Central Kootenay
Bell	The Source	Creston	Central Kootenay
Bell	The Source	Nelson	Central Kootenay
Recycle My Cell	Village of Silverton	Silverton	Central Kootenay

Recycle My Cell 2016 Annual Report

Bell	Bell	Kelowna	Central Okanagan
Bell	The Source	Kelowna	Central Okanagan
Bell	Virgin Mobile	Kelowna	Central Okanagan
Bell	Bell	Kelowna	Central Okanagan
Bell	The Source	Kelowna	Central Okanagan
Bell	The Source	Golden	Columbia-Shuswap
Bell	The Source	Revelstoke	Columbia-Shuswap
Bell	The Source	Salmon Arm	Columbia-Shuswap
Bell	The Source	Duncan	Cowichan Valley
Bell	The Source	Cranbrook	East Kootenay
Bell	Bell	Cranbrook	East Kootenay
Bell	The Source	Fernie	East Kootenay
Bell	The Source	Invermere	East Kootenay
Recycle My Cell	District of Sparwood	Sparwood	East Kootenay
Recycle My Cell	District of Sparwood	Sparwood	East Kootenay
Rogers	Rogers	Cranbrook	East Kootenay
Recycle My Cell	Abbotsford Mission Recycling Program	Abbotsford	Fraser Valley
Recycle My Cell	Abbotsford Mission Recycling Program	Mission	Fraser Valley
Bell	Virgin Mobile	Abbotsford	Fraser Valley
Bell	Bell	Abbotsford	Fraser Valley
Bell	The Source	Abbotsford	Fraser Valley
Bell	Virgin Mobile	Abbotsford	Fraser Valley
Bell	The Source	Chilliwack	Fraser Valley
Bell	Virgin Mobile	Chilliwack	Fraser Valley
Bell	Bell	Chilliwack	Fraser Valley
Bell	The Source	Chilliwack	Fraser Valley
Bell	Bell	Chilliwack	Fraser Valley
Bell	The Source	Mission	Fraser Valley
Recycle My Cell	Regional Recycling	Abbotsford	Fraser Valley
Rogers	Rogers	Abbotsford	Fraser Valley
Recycle My Cell	Ryan's PC Repair Shop	Abbotsford	Fraser Valley
Bell	Bell	Prince George	Fraser-Fort George
Bell	The Source	Prince George	Fraser-Fort George
Bell	Virgin Mobile	Prince George	Fraser-Fort George
Bell	Bell	Burnaby	Greater Vancouver
Bell	Bell	Burnaby	Greater Vancouver
Bell	The Source	Burnaby	Greater Vancouver
Bell	Virgin Mobile	Burnaby	Greater Vancouver
Bell	The Source	Burnaby	Greater Vancouver
Bell	Virgin Mobile	Burnaby	Greater Vancouver
Bell	Bell	Burnaby	Greater Vancouver

Recycle My Cell 2016 Annual Report

Bell	Bell	Burnaby	Greater Vancouver
Bell	Virgin Mobile	Burnaby	Greater Vancouver
Bell	Bell	Burnaby	Greater Vancouver
Bell	Virgin Mobile	Burnaby	Greater Vancouver
Bell	Bell	Burnaby	Greater Vancouver
Bell	Bell	Coquitlam	Greater Vancouver
Bell	Virgin Mobile	Coquitlam	Greater Vancouver
Bell	Bell	Delta	Greater Vancouver
Bell	The Source	Delta	Greater Vancouver
Bell	Bell	Delta	Greater Vancouver
Bell	Bell	Langley - DM	Greater Vancouver
Bell	The Source	Langley - DM	Greater Vancouver
Bell	Virgin Mobile	Langley - DM	Greater Vancouver
Bell	Bell	Langley - DM	Greater Vancouver
Bell	Bell	Maple Ridge	Greater Vancouver
Bell	The Source	Maple Ridge	Greater Vancouver
Bell	Virgin Mobile	Maple Ridge	Greater Vancouver
Bell	The Source	New Westminster	Greater Vancouver
Bell	Virgin Mobile	New Westminster	Greater Vancouver
Bell	Bell	New Westminster	Greater Vancouver
Bell	The Source	North Vancouver - City	Greater Vancouver
Bell	Bell	North Vancouver - City	Greater Vancouver
Bell	Virgin Mobile	North Vancouver - City	Greater Vancouver
Bell	Bell	North Vancouver - DM	Greater Vancouver
Bell	Bell	Pitt Meadows	Greater Vancouver
Bell	Bell	Richmond	Greater Vancouver
Bell	Virgin Mobile	Richmond	Greater Vancouver
Bell	Bell	Richmond	Greater Vancouver
Bell	The Source	Richmond	Greater Vancouver
Bell	Virgin Mobile	Richmond	Greater Vancouver
Bell	Bell	Richmond	Greater Vancouver
Bell	Bell	Surrey	Greater Vancouver
Bell	Virgin Mobile	Surrey	Greater Vancouver
Bell	The Source	Surrey	Greater Vancouver
Bell	Bell	Surrey	Greater Vancouver
Bell	Virgin Mobile	Surrey	Greater Vancouver
Bell	Virgin Mobile	Surrey	Greater Vancouver
Bell	Bell	Surrey	Greater Vancouver
Bell	Virgin Mobile	Surrey	Greater Vancouver
Bell	Bell	Surrey	Greater Vancouver
Bell	The Source	Surrey	Greater Vancouver

Recycle My Cell 2016 Annual Report

Bell	Bell	Surrey	Greater Vancouver
Bell	Virgin Mobile	Surrey	Greater Vancouver
Bell	Virgin Mobile	Surrey	Greater Vancouver
Bell	Bell	Surrey	Greater Vancouver
Bell	Bell	Vancouver	Greater Vancouver
Bell	Virgin Mobile	Vancouver	Greater Vancouver
Bell	Bell	Vancouver	Greater Vancouver
Bell	Bell	Vancouver	Greater Vancouver
Bell	Bell	Vancouver	Greater Vancouver
Bell	The Source	Vancouver	Greater Vancouver
Bell	Virgin Mobile	Vancouver	Greater Vancouver
Bell	Bell	Vancouver	Greater Vancouver
Bell	The Source	Vancouver	Greater Vancouver
Bell	Virgin Mobile	Vancouver	Greater Vancouver
Bell	Bell	Vancouver	Greater Vancouver
Bell	Virgin Mobile	Vancouver	Greater Vancouver
Bell	Bell	Vancouver	Greater Vancouver
Bell	The Source	West Vancouver	Greater Vancouver
Bell	Bell	West Vancouver	Greater Vancouver
Bell	Virgin Mobile	West Vancouver	Greater Vancouver
Bell	Bell	Delta	Greater Vancouver
Bell	Virgin Mobile	Delta	Greater Vancouver
Recycle My Cell	Capilano Suspension Bridge	North Vancouver - DM	Greater Vancouver
Recycle My Cell	Freedom Wireless Ltd.	Surrey	Greater Vancouver
Recycle My Cell	Haney Bottle Depot	Maple Ridge	Greater Vancouver
Recycle My Cell	Newton Bottle Depot	Surrey	Greater Vancouver
Recycle My Cell	PC Galore Consignment Ltd.	Vancouver	Greater Vancouver
Recycle My Cell	Queensborough Landing Return-It	New Westminster	Greater Vancouver
Recycle My Cell	Regional Recycling	Burnaby	Greater Vancouver
Recycle My Cell	Regional Recycling	Richmond	Greater Vancouver
Recycle My Cell	Regional Recycling	Surrey	Greater Vancouver
Recycle My Cell	Regional Recycling	Vancouver	Greater Vancouver
Rogers	Fido	Burnaby	Greater Vancouver
Rogers	Rogers	Burnaby	Greater Vancouver
Rogers	Fido	Burnaby	Greater Vancouver
Rogers	Fido	Burnaby	Greater Vancouver
Rogers	Rogers	Burnaby	Greater Vancouver
Rogers	Rogers	Burnaby	Greater Vancouver
Rogers	Fido	Burnaby	Greater Vancouver
Rogers	Rogers	Burnaby	Greater Vancouver
Rogers	Fido	Coquitlam	Greater Vancouver

Recycle My Cell 2016 Annual Report

Rogers	Rogers	Coquitlam	Greater Vancouver
Rogers	Fido	Langley - DM	Greater Vancouver
Rogers	Rogers	Langley - DM	Greater Vancouver
Rogers	Rogers	North Vancouver - City	Greater Vancouver
Rogers	Rogers	Richmond	Greater Vancouver
Rogers	Fido	Richmond	Greater Vancouver
Rogers	Fido	Surrey	Greater Vancouver
Rogers	Rogers	Surrey	Greater Vancouver
Rogers	Rogers	Vancouver	Greater Vancouver
Rogers	Rogers	Vancouver	Greater Vancouver
Rogers	Rogers	Vancouver	Greater Vancouver
Rogers	Fido	Vancouver	Greater Vancouver
Rogers	Rogers	Vancouver	Greater Vancouver
Rogers	Fido	Vancouver	Greater Vancouver
Rogers	Rogers	Vancouver	Greater Vancouver
Rogers	Fido	Vancouver	Greater Vancouver
Rogers	Rogers	Vancouver	Greater Vancouver
Rogers	Rogers	Vancouver	Greater Vancouver
Rogers	Fido	West Vancouver	Greater Vancouver
Rogers	Rogers	Delta	Greater Vancouver
Rogers	Fido	Delta	Greater Vancouver
Recycle My Cell	Semiahmoo Bottle Depot	Surrey	Greater Vancouver
Recycle My Cell	Steveston Bottle Depot Ltd.	Richmond	Greater Vancouver
Bell	The Source	Kitimat	Kitimat-Stikine
Bell	The Source	Terrace	Kitimat-Stikine
Bell	The Source	Trail	Kootenay-Boundary
Bell	Bell	Nanaimo	Nanaimo
Bell	The Source	Nanaimo	Nanaimo
Bell	Virgin Mobile	Nanaimo	Nanaimo
Bell	Bell	Nanaimo	Nanaimo
Bell	The Source	Nanaimo	Nanaimo
Bell	Virgin Mobile	Nanaimo	Nanaimo
Bell	The Source	Parksville	Nanaimo
Recycle My Cell	Regional Recycling	Nanaimo	Nanaimo
Recycle My Cell	Regional Recycling	Nanaimo	Nanaimo
Bell	Bell	Vernon	North Okanagan
Bell	The Source	Vernon	North Okanagan
Recycle My Cell	Enderby Return-It Recycling Depot	Enderby	North Okanagan
Bell	The Source	Oliver	Okanagan-Similkameen
Bell	The Source	Osoyoos	Okanagan-Similkameen
Bell	The Source	Penticton	Okanagan-Similkameen

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Bell	Virgin Mobile	Penticton	Okanagan-Similkameen
Bell	Bell	Penticton	Okanagan-Similkameen
Bell	The Source	Summerland	Okanagan-Similkameen
Recycle My Cell	T2 Market Ltd.	Oliver	Okanagan-Similkameen
Bell	The Source	Dawson Creek	Peace River
Bell	Bell	Dawson Creek	Peace River
Bell	Bell	Fort St. John	Peace River
Bell	Bell	Fort St. John	Peace River
Bell	The Source	Fort St. John	Peace River
Bell	The Source	Powell River	Powell River
Bell	The Source	Prince Rupert	Skeena-Queen Charlotte
Bell	The Source	Squamish	Squamish-Lillooet
Recycle My Cell	Regional Recycling	Whistler	Squamish-Lillooet
Bell	The Source	Campbell River	Strathcona
Rogers	Rogers	Campbell River	Strathcona
Bell	The Source	Sechelt Ind Gov Dist (Part-Sunshine Coast)	Sunshine Coast
Recycle My Cell	Gibsons Recycling Depot	Gibson	Sunshine Coast
Bell	The Source	Kamloops	Thompson-Nicola
Bell	Bell	Kamloops	Thompson-Nicola
Bell	The Source	Kamloops	Thompson-Nicola
Bell	Virgin Mobile	Kamloops	Thompson-Nicola
Bell	Bell	Kamloops	Thompson-Nicola
Bell	The Source	Kamloops	Thompson-Nicola
Bell	The Source	Merritt	Thompson-Nicola

Number of Locations in Regional Districts (as of December 31)

Regional District	Locations in 2015	Locations in 2016	Variance
Alberni-Clayoquot	2	1	-1
Bulkley-Nechako	5	1	-4
Capital	41	26	-15
Cariboo	9	3	-6
Central Coast	0	0	0
Central Kootenay	7	4	-3
Central Okanagan	16	5	-11
Columbia-Shuswap	6	3	-3
Comox Valley	4	0	-4
Cowichan Valley	5	1	-4
East Kootenay	12	7	-5

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Fraser Valley	26	15	-11
Fraser-Fort George	9	3	-6
Greater/Metro Vancouver	181	112	-69
Kitimat-Stikine	6	2	-4
Kootenay Boundary	3	1	-2
Mount Waddington	1	0	-1
Nanaimo	19	9	-10
North Okanagan	7	3	-4
Northern Rockies	1	0	-1
Okanagan-Similkameen	12	7	-5
Peace River	11	5	-6
Powell River	2	1	-1
Skeena-Queen Charlotte	2	1	-1
Squamish-Lillooet	5	2	-3
Stikine Region	0	0	0
Strathcona	5	2	-3
Sunshine Coast	3	2	-1
Thompson-Nicola	15	7	-8
Provincial Total	415	223	-192

Appendix G

Material Disposition Hierarchy, and Acceptable Processes and Points of Final Disposition

		Disposition Hierarchy			Acceptable Processes & Points of Final Disposition							
		Material Recovery Required	Energy recovery Permitted	Other disposition Permitted	Manual dismantling and material separation	Mechanical material separation	Extraction / purification / refinement	Smelting to reclaim metal	EFW Incineration (use of material as an energy substitute)	Landfill	Hazardous Waste Landfill	Export to a non-OECD/EU country for processing
Electronic Scrap	EOLE	★			✓	✓	✗	✗	✗	✗	✗	✗
	Components (hard drives, chips, etc.)	★			✓	✓	✓	✓	✗	✗	✗	✗
	Wires / Cables	★			✓	✓	✓	✓	✗	✗	✗	✗
	Circuit Boards	★			✓	✓	✓	✓	✗	✗	✗	✗
	Metal / plastic laminates	★			✓	✓	✓	✓	✗	✗	✗	✗
Non Hazardous	Metal	★							✗	✗	✗	✗
	Mixed Metals	★							✗	✗	✗	✗
	Metal dusts (bag house)	★							✗	✗	✗	✗
	Non-leaded Glass	★						✗	✗	✗	✗	✗
	Plastic		★	★				✗			✗	✓
	Mixed Plastics		★	★				✗			✗	✓
<p>In accordance with the Disposition Hierarchy material recovery is always preferential over other disposition methods for all materials but only required where indicated with an '★'.</p> <p>Where the use of the material for energy recovery, or other disposition methods is permitted, they are indicated with an '★'.</p>					Process/application not permitted under the ERS							✗
					Process/application is permitted under the ERS & subject to on-site audit							✓
					Process/application is permitted under the ERS & subject to document review and verification							

Appendix H

Known Product Recovered in Each Regional District

Regional District	Amount Recovered
Alberni-Clayoquot	0
Bulkley-Nechako	0
Capital	2,917
Cariboo	43
Central Kootenay	9
Central Okanagan	1,148
Columbia-Shuswap	25
Cowichan Valley	122
East Kootenay	219
Fraser Valley	3,385
Fraser-Fort George	726
Greater/Metro Vancouver	33,226
Kitimat-Stikine	0
Kootenay Boundary	0
Nanaimo	814
North Okanagan	600
Okanagan-Similkameen	357
Peace River	40
Powell River	0
Skeena-Queen Charlotte	0
Squamish-Lillooet	80
Strathcona	42
Sunshine Coast	1,332
Thompson-Nicola	671
UNKNOWN**	51,602
Provincial Total	97,358

*List includes only the Regional Districts in which Recycle My Cell has a presence (24 total)

** "Unknown" includes devices received via mail-back (1,534), instances where RD was not able to be traced (21,502), and devices received via other member initiatives (28,566) for which Regional District is unknown.