

2010 Annual Report

То

The Ministry of the Environment

For the

Province of British Columbia

Submitted by Call2Recycle

Operated by the Rechargeable Battery Recycling Corporation of Canada (RBRCC)

June 30, 2011



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1. SUMMARY

RBRCC has been appointed as the agency to meet producer obligations for battery manufacturers, manufacturers whose products contain batteries, and certain distributors and retailers of products as may be appropriate. RBRCC also supports cell phone recycling obligations of producers. A list of these stewards can be found in appendices A and B. Under this appointment, RBRCC's Call2Recycle program is charged with collecting dry cell batteries under 5 kilograms and cell phones. RBRCC recovers batteries through four channels: retail, business, public agency and communities (municipalities).

This 2010 annual report has been developed as required by the British Columbia Recycling Regulation of October 7, 2004. This report covers primary and rechargeable batteries, and cell phones to waste management that have been collected for the period beginning July 1, 2010 and ending December 31, 2010.

This annual report should be reviewed in conjunction with the RBRCC approved plan dated February 4, 2010. A copy of which is available on our website, www.call2recycle.ca.

2. COLLECTIONS

2.1 Total Collections

RBRCC collected 121,229 kilograms of batteries in the province of British Columbia ("Province") for the six month period ending December 31, 2010. A summary of those collections for the Province follows:

Туре	2010	2010	%	2009	% Change
	Collections	Target	Achieved	Collections	
	Kilos (000's)	Kilos (000's)		Kilos (000's)	
Primary (Single Use)	95	101	94%	NA	NA
Rechargeable	26	25	104%	15	73%
Total	121	126	96%	NA	NA

Notes:

- 1. Cell phone units actually collected were 8,800 and weighed approximately 1,000 kilos. These have been included in the Recycle My Cell Program/Annual Report managed by CWTA.
- 2. RBRCC did not collect primary batteries in the Province in 2009.



2.2 Collection Sites

RBRCC had 1,569 collection sites at the end of 2010. 1,372 of these sites were defined as active (returned batteries and/cell phones to us within the 2010 period) and the remaining 197 were inactive meaning that they did not return any batteries and/or cell phones within the 2010 period. Many inactive sites are expected to become active sites once the container weight threshold is met (filled). We are expecting to reach the year 5 target (2015) of 2,000 sites.

A summary of collection sites by channel with a comparison to prior year follows:

Туре	2010 # of	% of Total	2009 # of	#	%
	Sites	Collections	Sites	Increase	Increase
Retail	891	44	742	149	20
Business	199	38	95	104	109
Public Agency	354	10	150	204	136
Municipalities	125	8	51	74	145
Total	1,569	100	1,038	531	51

2.3 Collections by Region

In response to the Ministry of the Environment's ("MOE") request, these battery collections were broken down by the Province's 28 districts. A summary of those collections follows:

District	2010 #	2010
	of	Collections
	Sites	Kilos
Alberni-Clayoquot	12	78
Bulkley-Nechako	30	278
Capital	156	8,589
Cariboo	39	492
Central Kootenay	30	842
Central Okanagan	39	19,605

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Central Shuswap	47	843
Comox Strathcona	0	1,007
Cowichan Valley	44	493
East Kootenay	31	732
Fraser Valley	85	3,918
Fraser-Fort George	42	1,134
Greater Vancouver	691	71,575
Kitimat-Stikine	14	106
Kootenay Boundary	7	60
Nanaimo	48	1,892
North Okanagan	26	2,762
North Rockies	5	32
Okanagan-Similkameen	34	1,285
Peace River	28	168
Powell River	9	482
Skeena-Queen Charlotte	10	84
Squamish-Lillooet	9	362
Sunshine Coast	46	1,616
Thompson-Nicola	54	2,794
•		
Total	1,569	121,229



2.4 PERFORMANCE vs. TARGETS

Since this report is dedicated to one-half of a year and the program's targets are for a full year, comparisons of performance versus targets are somewhat difficult. Below please find an estimated "sold into the Province", collections, targets and collection rates for this period. Our estimates are based on marketplace data and discussions with Licensees.

Туре	2010 Collected Kilos (000's)	Sold into BC Kilo's (000's)	Recovered %	Targets %	Over/(Under) %
Primary (Single Use)	95	1,006	9.4	12	(2.6)
Rechargeable	26	251	10.3	12	(1.7)
Total	121	1,257	9.6	12	(2.4)

3. EDUCATION and PROMOTION

RBRCC strived to inform the Province's consumers on the necessity of recycling batteries and cell phones, and where these products/materials can be recycled. To support the launch and introduction of the program, and to sustain its long-term success in the Province, the following integrated materials and activities occurred during this six month timeframe:

- a. Media Conference
- b. Advertising
- c. Radio Support
- d. Tradeshows
- e. Materials
- f. Website Creation and Updates
- g. Participation with Recycling Council of BC
- h. Participation with Other BC Stewardship Organizations to Produce BC Specific Consumer Education and Awareness Initiatives
- i. Customer Service Centre

Samples of some of these activities are provided in appendix C. For the six months that ended December 31, 2010, RBRCC direct expenditures on education and promotion were approximately \$69,000. In addition RBRCC had two individuals substantially dedicated to education and promotion in the Province.



4. CONTINOUS IMPROVEMENT

RBRCC is committed to continuously improving the performance of the program, investigating a variety of ways to increase awareness and collect more materials. During the six months that ended December 31, 2010, the following research activities were conducted:

Baseline Survey of Recycling Awareness:

In 2009, RBRCC modified its branding strategy. Instead of heavily targeting consumers, RBRCC focused its efforts on targeting those at the "frontline" of building brand awareness and impact - licensees, collection site managers, retail executives and opinion leaders. Additionally RBRCC began using Call2Recycle as its master brand. In 2010, RBRCC continued this effort to broaden relationships with influential executives and legislators, educate key opinion leaders about the program and execute programs that would reach these targets and their constituents.

RBRCC contracted with Polaris Market Research in March 2009 to conduct brand awareness research and track its progress. The baseline wave of research was conducted in May/June 2009, and the follow-up wave of research (focus of this document) was conducted in November/December 2010. For wave 2, consumers were added to the mix to gauge awareness and perceptions of the Call2Recycle in key states and provinces.

The main objective of the Wave 2 research was to re-measure brand awareness to determine the effectiveness of RBRCC's initiatives to increase brand awareness among target audiences. Other factors were also explored, including:

- Importance of recycling, environmentalism, and sustainability, and how it impacts their organization
- Relative importance of battery recycling within their activities
- Attitudes and motivation for environmental activities

Summary of the results as follows:

		2009 (A)	2010 (B)
	Total Familiarity with C2R (all sample groups combined/ Opinion Leaders=C2R + Panel Sample)	n/a	47% (n=522)
_	Total Familiarity with C2R (all sample groups combined/ Opinion Leaders=Panel Sample Only)	n/a	45% (n=505)
Consumer Respondents	Total Familiarity with C2R (all sample groups combined/ Opinion Leaders=C2R Sample Only)	30.7% (n=222)	51% ^A (n=405)

Brand Awareness (US & Canada combined)



British Columbia Specific:

The data was reviewed for key differences between Ontario, British Columbia (BC), and the rest of Canada ("Remaining Canada").

- Awareness of Recycling Programs: •
 - Regardless of geographic area, the top three environmental organizations mentioned were Greenpeace, WWF, and The David Suzuki Foundation
 - Ontario Consumers are significantly more likely than both BC and Remaining Canada to cite bins/boxes/bags, waste/compost management, and hazardous waste as programs they are aware of. They are also significantly more likely than BC Consumers to cite paper and aluminum/cans.
 - BC Consumers are significantly more likely than Ontario Consumers to cite bottles, return-it centres, and Encorp
- Logo Recognition:
 - o Recognition of the Call2Recycle logo was comparable across audiences (Ontario=5%, BC=6%, Remaining Canada=5%). However, Ontario Consumers were significantly more likely than BC Consumers to recognize the Call2Recycle logo from in-store displays
- Call2Recycle Activities: •
 - Ontario and BC Consumers are significantly more likely than Remaining Canada Consumers to believe C2R provides information to help people recycle (41% vs. 41% vs. 30%, respectively)
 - BC Consumers are more likely than the other two groups to recycle items they are no longer using. They are also more likely than Ontario Consumers to donate them, and Ontario Consumers are more likely to throw them away.
 - Ontario Consumers are more likely than Remaining Canada Consumers to say they keep items after replacing them because they don't know what to do with them
- **Recycling Program Locations:** •
 - o BC Consumers are more likely than Remaining Canada Consumers to have participated in curbside recycling and more likely than both groups to have participated in recycling center/depot drop-off and deposit/refund/buyback programs
- Recycling Behavior •
 - BC Consumers are more likely than the other two groups to recycle items they are no longer using. They are also more likely than Ontario Consumers to donate them, and Ontario Consumers are more likely to throw them away

Next Steps:

1. In the fall of 2011, RBRCC will perform Wave 3 of brand awareness research to determine the effectiveness of Call2Recycle's initiatives among target audiences

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- 2. Brand awareness will be increased via dedicated outreach from collection events and public education to media relations and stakeholder engagement including:
 - Promote the brand through all internal and external communications ensure materials provide a clear message of brand total program offerings
 - Aggressively pursue media, speaking, sponsorship opportunities
 - Expand market strategies to create strong brand links with our "key" accounts
- 3. RBRCC will once again measure brand awareness of Call2Recycle. While numerous measurements are of interest, the following goals are in place:
 - Increase familiarity with Call2Recycle services from 51% to at least 61% among all target audiences in the U.S. and Canada (a 20% increase)
 - Increase Call2Recycle logo recognition by 25% in California and Ontario

Multi-Stream Retail Recycling Analysis (Project "Harmony"):

A growing number of businesses, retailers and communities are recognizing the value of providing convenient recycling solutions. When executed properly, take back programs can generate a strong brand message throughout a community and help employees feel empowered to help the planet. RBRCC enlisted industrial design firm, IDEO, to develop best practices for creating a well-designed recycling experience. Together, we developed a point-ofview on how to create a unified collection system that is both effective and engaging. RBRCC and IDEO gained insight and inspiration through in-context observations. Interviews took place onsite at a broad range of locations. Seven major guiding principles were revealed as follows:

Top Findings:

- 1. Communicate explicitly and in the Right Place: Build the collection container to fit the recyclable item
- 2. Simplify the Task: Instructions should be near the opening of the collection container
- 3. Engage and Motivate People to Recycle: Photos are far better than icons or cartoons
- 4. Make the Center Appealing and Easy to Use: Use different bins for each item
- 5. Demonstrate Commitment through Planning and Long-Term Determination: Encourage and reward participation in your recycling initiatives
- 6. Centralize the Collection Centers in Easily Accessible Areas: Collection kiosks should be visible, self-explanatory and not interfere with operations
- 7. Think beyond the Bin: Researching how take-back programs reflect your company's values can make a powerful brand impact

RBRCC utilized this information to improve the efficiency and effectiveness of its collection facilities and also shared this information publicly including with other Stewardship organizations in BC.



5. POLLUTION PREVENTION HIERARCHY and MATERIAL PROCESSING

The Province abides by the pollution prevention hierarchy which has been formalized into regulation. This approach – reduce, reuse and recycle – is undoubtedly less applicable to batteries than it is to some materials and products, such as cell phones. No batteries which are collected through the program are sent to landfill. Batteries collected through the Call2Recycle program are consolidated and sorted at Toxco (located in Trail, BC) and Newalta, a secondary facility located in Ft. Erie, ON. Batteries are processed for recovery of metals which are sold back into the metals market. The recovered metals are used in producing a variety of new products, such as batteries, cookware, appliances, and hardware. The flow diagram below summarizes the movement of batteries from collection sites to sorting facility and finally to the processor:



The following chart is an overview of the material recovered:

Overview of Processing Facilities						
Battery Type	NICD	LION	NIMH	LEAD	ALKALINE	JE
Processor	Inmetco	Xstrata	Inmetco	New alta, QC	Inmetco	2
% Material Recovered						
To Metals:						
Fe, Ni, Mn, Cu, Co	50%		57%			I
Co, Ni, Cu		27%				I
Pb				72%		
Fe, Ni, Mn, Cu					35%	;%
Fe, Cu						
Hg, Zn, Mn						
To Co-product, aggregate	2%	0%	14%	0%	15%	;%
To Cadmium	12%	0%	0%	0%	0%	1%
To Secondary Recovery	4%	0%	5%	0%	25%	i%
Plastic Recovery or Reductant	12%	44%	10%	9%	8%	\$%
Total Recovery, %	80%	71%	86%	81%	83%	\$%

No battery material is land filled and non-recycled materials are used in the thermal or neutralization process



Recovery rates were as follows:

Recycling Rates/Recovery Rates	Plan	Actual
Primary - Alkaline	50%	83%
Small Sealed Lead Acid (SSLA)	65%	81%
Nickel Cadmium	75%	80%
Lithium Ion	50%	71%
Nickel Metal Hydride	50%	86%

RBRCC does not promote the reduction of use of batteries. For cell phones, the Call2Recycle program first seeks to refurbish the units and, if not able to refurbished, recycles them. No material not refurbished is sent overseas per the requirements of the Basel Convention.

6. AUDITED FINANCIALS and ORGANIZATIONAL 2010 ANNUAL REPORT and AUDITORS **REPORT SPECIFIC TO THIS REPORT**

Please refer to our website www.call2recycle.ca for both the 2010 Annual Report and related Audited Financial Statements.

Please see Appendix for the Auditors Report relating specifically to this report.



8A. RECHARGEABLE BATTERY and/or CELL PHONE STEWARDS (LICENSEES) OF THE RBRCC PROGRAM

3M COMPANY - OH&ES DIVISION A&M ELECTRICAL ACCESS BATTERY & POWER SYSTEMS ACER SERVICES CORP ADVANCED BATTERY SYSTEMS, INC. AIPHONE CORPORATION ALEXANDER TECHNOLOGIES EUROPE, LTD ALLIED INTL TOOL ALLSTAR MARKETING ALLTRADE TOOLS AMERICAN LAWN MOWER COMPANY AMPTECH ANDIS COMPANY ANTON/BAUER INC. AONENG ELECTRICAL APPLIANCES APPLE APPLICA APPLIED POWER INC. ARROW FASTENER ATICO INTERNATIONAL USA INC AVEX ELECTRONICS CORPORATION (DUPLICATE) AVT INC. BATTERIES PLUS LIMITED BATTERY SPECIALTIES BISSELL **BLACK & DECKER CORPORATION** BOREN ELECTRONICS **BRAUN INC.** BROTHER INTERNATIONAL BYD BATTERY (USA) CO. CANADIAN TIRE CORP CANON U.S.A. INC. CAR-GO-BATTERY CO. CASIO HITACHI MOBILE COMM CASIO INC. CENTURION INTERNATIONAL INC CHERVON N.A. CONAIR CORP.

DC BATTERY PRODUCTS DFII **DIGI-KEY CORPORATION** DORCY INTL INC DOUGLAS QUICK CUT **DU-BRO PRODUCTS INC.** DURACELL (P & G) ENERGY SALES ENGINEERED ASSEMBLIES **EPSON AMERICA INC.** EUREKA CO. EVEREADY BATTERY CO. EVERGREEN (C.P.) USA, INC. EXCEL BATTERY FCI USA, INC./FRAMATONE FEDCO ELECTRONICS INC. FREIGHT SECURITY NET FRESHBATTERY.COM FUJI PHOTO FILM USA INC. FUJIMIC INC FUJITSU COMPUTER SYSTEMS **FUNAI CORP FUTABA CORP GARRITY INDUSTRIES INC** GATEWAY INC **GEMINI INDUSTRIES, INC. GENERAL DYNAMICS ITRONIX** GLJ LLC / 02 COOL GP BATTERIES (HONG KONG) **GP BATTERIES (USA) GREAT BATCH LTD GREAT POWER HEWLETT-PACKARD COMPANY** HIGH TECH COMPUTER HITACHI-KOKI USA LTD. HOBBICO HOT-SHOT PRODUCTS CO., INC. HOUSE OF BATTERIES HUNAN CORUN HI-TECH CO LTD (RADIO SHACK/VTECH)

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ICOM AMERICA INC. IDX TECHNOLOGY INTEC INDUSTRIES CO, LTD INTERACTIVE SAFETY PRODUCTS INTERTAN CANADA LTD. IOTA ENGINEERING COMPANY ITECH **ITW PASLODE** IWATSU AMERICA INC. JB ENERGY (HK) LTD. JIANGSU HIGHSTAR CHEMICAL JIANGMEN JYH BATTERY CO JLG INDUSTRIES JTECH JVC CORPORATION (U.S.) KENDALL COMPANY LP KENSINGTON COMPUTER PRODUCTS **KENWOOD AMERICAS CORPORATION** LEICA CAMERA LENMAR LENOVA LWC DISTRIBUTORS LG ELECTRONICS LUMEDYNE INC. MAG INSTRUMENT INC. MAKITA CANADA INC. MAKITA USA INC. MATSUSHITA ELECT. CORP. MAX COMPANY LTD MAXELL CORP OF AMERICA MCNAIR TECHNOLOGY MEGATECH INTERNATIONAL MERITOOL MICROSUN TECHNOLOGIES MICROVISION MILWAUKEE ELECTRIC TOOL CORP. MITSUBISHI DIGITAL ELECTRONICS MOTOROLA INC. MOXIA ENERGY MPC COMPANY MULTIPLIER INDUSTRIES CORP. -(PURCHASED BY UNIROSS) NABC

NATIONAL POWER NEXERGY INC. NIKKO AMERICA INC. NIKON CANADA NILAR, INC. NORELCO CONSUMER PRODUCTS CO. NORMARK INNOVATIONS NOVATEL WIRELESS, INC **OLYMPUS AMERICA INC. ONCORE POWER SYSTEMS** OOMA, INC **ORIGINAL POWER** P&G (TAC FACILITATED) PANASONIC CANADA PCD PHONES PENTAX TECHNOLOGIES CORP PHYSIO-CONTROL CORPORATION PHILIPS CANADA PORTACELL US PORTER-CABLE CORP. POWER PRODUCTS **POWERGENIX SYSTEMS, INC** POWERQWEST PRO TEAM, INC **PROFESSIONAL DENTAL TECHNOLOGY** PROFESSIONAL TOOL PRODUCTS PROGRESSIVE TECHNOLOGIES INC. PROMARK ELECTRONICS DIVISION QUALITECH QUANTUM INSTRUMENTS INC RAYOVAC/REMINGTON - SPECTRUM BRANDS REALFLEET **REAMINGTON PRODUCTS RESEARCH IN MOTION RESISTACAP INC. RIDGE TOOL COMPANY RKI INSTRUMENTS** ROBERT BOSCH TOOL CORP RONWAY BATTERY CO LTD (MCNAIR) -VTECH ROYAL APPLIANCE MFG. CO. **RYOBI NORTH AMERICA INC**

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SAFT AMERICA INC SAMSUNG SANYO ENERGY (U.S.A.) CORP S-B POWER TOOL COMPANY SEARS SENSIDYNE SHENZHEN ELITE ELECTRONIC CO., LTD SIGMA CORPORATION **SNAP-ON INCORPORATED** SOLARIS SCIENTIFIC, LLC SONY ELECTRONICS INC SOUTHWEST ELECTRONICS ENERGY SOUTHWICK TECHNOLOGIES SPECTRUM BRANDS SPM/MICRO POWER ELECTRONICS STANLEY TOOL (BYD) STAR MICRONICS STIHL INCORPORATED STARLIGHT VIDEO STREAMLIGHT INC. STRYKER TANDY CORPORATION **TECHTRONIC APPLIANCES HK LTD TECHTRONIC INDUSTRIES CO LTD TELEDYNE WATER PIK** TERRALUX INC TERRATEK INC **TEXAS INSTRUMENTS** THE HOOVER COMPANY (PURCHASED BY TTI NA) THE STANLEY WORKS THOMSON CONSUMER ELECTRONICS TNR TECHNICAL INC. TOCAD AMERICA INC. TOSHIBA AMERICA INC TRAXXAS TREK BICYCLE CORP TRINITY PRODUCTS INC. TRUMPF POWER TOOLS UNIDEN AMERICA CORPORATION UNIROSS UNISYS UNIVERSAL POWER GROUP

UT STARCOM VARTA BATTERIES INC VENONOM RACING VERNIER SOFTWARE VICTORY CINEVIDEO VTECH COMMUNICATIONS LTD WAGNER SPRAY CORP W & W ASSOCIATES WAHL CLIPPER CORP. XUZHOU ENERGY ELECTRONICS CO YIYANG CORUN BATTERY CO. LTD



8B. PRIMARY BATTERY STEWARDS OF THE RBRCC PROGRAM

DURACELL CANADA (PROCTER & GAMBLE)* ENERGIZER CANADA* KODAK CANADA PANASONIC NORTH AMERICA, INC.* RAYOVAC CANADA (SPECTRUM BRANDS)* SONY CANADA* THE SOURCE



8 C. SAMPLES OF EDUCATION AND PROMOTION ACTIVITIES







Program Support Outreach 2010 - 2011

The following are samples of various support initiatives designed to increase awareness and battery collection.

- Consumer Advertising
- Pacific National Exhibition (PNE)
- Recycling Drives
- Recycling Council of BC Hotline
- Joint Product Stewardship Initiatives



0 RECYCLE BATTERIES with Call2Recycle® DON'T THROW OUT BATTERIES British Columbians can now recycle all household batteries in numerous locations throughout the province. It's easy, just visit call2recycle.ca/batterles or call 1-877-2RECYCLE to find a convenient drop-off location near you. cal@recycle*

Recharging the planet. Recycling your batteries."

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metregreen

metronews.ca

Offsetting your footprint

O If you can't stand to live off the grid, you can find other ways to chip in

DOCET 10005.02

The average Canadian emits about 24 tounes of CO2 per year. Many are bon forophin, but conserva-tion, communing and other charges or other on on her

tion, communique and other changes only go so the. That's where cathon off-sets come in. They allow you to pay — between \$20 and \$30 per toune — for the cathon you emit. There's no financial sytum. There's no investments but the money directly funds new technological break throughs that can clean up the armosphare for every-ous. Here are the basics of carbon offsetting

Howdo carbon offsets work? "Nou can purchase car-bon offsets, and we then isvest that movey in clean technology projects," says Kan Grist, senior vize presi-dent of marketing for Off-seners, a private, for-profit



company specializing in the carbon marine. If an organization like Group Astoplan wants to be car-bon-setural — and they are —we have project shar sell carbon credies to us, which we then, in turn, sell to Group Astoplan."

Who collects the money? Officeness is one of sever-al companies of feting car-

bon of hers. They also do extensive research to en-sure the new technologies

they fund really will reduce Canada's extensive carbon We take the funds, and we take the measurements that implement the new tech-nology." Grist says.

"Often, these organiza-tions can't fund a new tech-ndiogy on their own." The market is growing



Did you know?

rapidy. Canadians paid to offset St-million touses of CO2 in 2009, up from 12-million in 2005.

Where does the money go? "For it to be a high-quali-ty offset credit, there are standards that (a project) has to adhere to," Grist ex-Plains "One is that the offset is meas-

real and permanent - measured by third-party valida-tors" Learn more ar offsetters ca



NOTHING FRESH ABOUT THESE AIR FRESHENERS

QUESTION:

Air fre she ners make me sneeze . What's in them anyways? Jacqueline, Summerland, B.C.

heir ingrediens Г

cern since many aremade with formaldehyde/a known carcinogen), naphrhalene (a suspected carcinogen), rokiene (known to cause

ly spritz and spray routine. More disturbing is how the ywork. Many mask an undesitable scent, but some use a nerve-de ade sing chemical that interferes with our sense of smell. Others coar your nasal passage with an oily film. Many air fushanars can uigger asthma attacks and allect our cantral nervous system. This is why going scens-the e is so important. last ead, rely on good we avalation, deodorize liver and kidney damage) with hailing soda or and tylene (aneurowski), choese an essential oil-And to think air treshen-based, nous entroid, eco-ets make up propie's das

0 RECYCLE BATTERIES Call2Recycle* THOU THROW OUT BATTERIES . British Columbians can now recycle all household batteries in numerous locations throughout the province. It's easy, just visit call2recycle.ca/batteries or call 1-877-2RECYCLE to find a convenient drop-off location near you. cal 2 recycle Recharging the planet. Recycling your batteries."



Monday, June 21, 2010

Need a new crisp, dean, light weight catt as shirt? an 's Grant For Dis. Cotton is the world's most he arily a artified organic as the instead, we make we wave as The terl behind it is anything but dear. It comes with a half-pound of positioides, according to Gillian Dear sprayed crop, and at least half of those positicide same dearthed as known or possible carcin agens. Choose kasan'i Green ru sassa riffiedorge

17

metronews.ca

Earth Rangers win



Giving Canadian oceans a future



metro

16

Lar week, the Canadian government finally started to embrace the precises connections between land and sea ecceptentio during Oceans Week by automoti-ing its intentio create Cwait Hautas National Marine Concernation Area Reserve — B.C.Y. "Calapages of the North." Haida Gwait (formerly known as the Opeen Char-lone Blands) is a mw.



The fed seal gover in an le gide during Ocean Hit come m's pr

magned, rainscalard won-der, filled with orca and humpback whales, seabirds, salmon, and holo kelp foreers.

Marine protection would allow the magnificeur control and marine ecosys-cated dwai Banas home for more than 10,000 year. The autonucement has

Did you know? During Ocuans Week, the fideral government also moved to protect the glass sponge reafs in Hecate

ers. Hatda Gwett is the only adding atte in Canadia for dient mandiets.

where marcan we use and abundans marine life, so they have long pro-te code the procious counc-tions between hand and sea accorpt ems, and between homans and wildlike. It's a constrpt that the Canadian government is beginning to embra which the creation of this special mattee con-servation area. But we can't put our bet-up just yet — many posti-tially damaging activities



may still be permitted them, So there's lors to be done to ensure that human are strukien in Gwaii Hanne an strukien in Gwaii Hanne with couservation of these unique and delicate ensys-reme as a crucial priority if this can be achieved with the government, Haida, lo-cal communities, and in re-os groups working cooper-atively regetter. Cwaii Haanae will be as world mod-ellor m fine processor. By the meanime, we can applied the inderal govern-ment and the Haida Navion for theis important more to wardth healthier occass.

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BRITISH COLUMBIA'S RECYCLING HANDBOOK

BEVERAGE CONT	AINERS			
ELECTRONICS				
TIRES				
BEER CONTAINER	s			
USED OIL				
MEDICATION				
PAINTS+SOLVENT	S+PESTIC	IDES+	GA SOLIN	E
BATTERIES+CELLI	HONES			
さらの方向に通信を	11233	123	1.5115	

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call⁽²⁾recycle[®]

\$

BATTERIES + CELLPHONES

CALL2RECYCLE® IS THE ONLY FREE BATTERY AND CELL PHONE COLLECTION PROGRAM IN NORTH AMERICA. Since 1994, Call2Recycle® has diverted more than 23 million kilograms of batteries from local landfills and established a network of 30,000 recycling drop-off sites at retail, municipal, public agency and business locations. Call2Recycle® is operated by the non-profit Rechargeable Battery Recycling Corporation of Canada (RBRCC).

HOW IT'S RECYCLED

Call2Recycle® boxes are filled with collected batteries and cell phones and are shipped for free to a consolidation facility where the batteries and cell phones are separated by type and then forwarded for recycling. The recycling facility processes the reusable metals from the batteries and prepares them for use in new products such as batteries and stainless steel.

Cell phones are refurbished and resold when possible. A portion of the proceeds received from the resale of phones benefits Kids Help Phone. None of the reclaimed materials from the battery and cell phone recycling process are sent to landfills (domestic or abroad).

WHERE CAN I BRING MY ACCEPTABLE PRODUCTS?

To find a nearby battery and cell phone drop-off location, please call 1.877.2.RECYCLE or enter your postal code at:

call2recycle.ca

CONTACT US

PO Box 236, Station E Toronto, Ontario M6H 4E2 T 1888.224.9764 F 1866.9027272

- E info@call2recycle.ca
- W call2recycle.ca



WHAT'S INCLUDED

All consumer batteries weighing less than 5 kg can be recycled through the Call2Recycle® program. The most commonly recycled batteries are those used to power cordless tools, mobile and cordless phones, laptop computers, digital cameras, two-way radios, camcorders, gaming devices, remote control toys and other portable electronics.

All cell phones and their batteries are accepted in the Call2Recycle® Program, regardless of size, make, model or age.

Bag it, seal it, drop it! Simply bring your used batteries and cell phones to a drop-off location, place them in the provided bag and drop them into the recycling container.

PROGRAM FUNDING

Call2Recycle® is funded by product stewards across the globe committed to environmentally-sound recycling of batteries and cell phones. These manufacturers place the RBRC recycling seal on their products and batteries, letting users know that the batteries need to be recycled rather than thrown in the trash.



Grand Forks Gazette, BC local newspaper section on recycling – September 2010

Front Counter at City Hall or on the City's Website at: www.city.grandforks.bc.ca/city/bulletin

Compostable Yard & Garden Waste Collection Dates

North Side of Hwy 3 between Riverside Drive and North Fork Road (Current Wednesday Garbage Pick-up) Yard & Garden Pick up will be Mondays

OCT 25, NOV 22

Ruckle Addition and Valley Heights (Current Tuesday Garbage Pick-up) Yard & Garden Pick up will be Tuesdays OCT 26, NOV 23

South Side of Highway 3 between Riverside Drive and Spraggett Road (Current Thursday Garbage Pick-up) Yard & Garden Pick up will be Fridays OCT 1, OCT 29, NOV 26

Winter Snow 2010-2011 Help Us – Help You

With the winter season fast approaching, it is time once again, to remind our residents about keeping the lanes, sidewalks and boulevards clear of obstructions. In the past, the City of Grand Forks has experienced situations in which snow removal became difficult due to items stacked against fences and garages and overflowing onto the City's right-of-ways. • The City is requesting that all property owners trim back any shrubs, trees or plant materials that have over grown onto the City's sidewalks.

- We would also like to see any fences that are leaning over the sidewalks repaired or

All unlicensed vehicles, trailers and motorcycles must be removed from the City's boulevards
Any material stacked against garages and fences in the alleys are removed before the snow falls.

Once the snow falls it is very difficult to determine what's under the snow. If it's on the City's right of way, the City cannot be held responsible for any damage that may occur.

The City of Grand Forks would like to thank you in advance for your cooperation in this matter.

Wayne Kopan, Manager of Works & Services - City of Grand Forks

Call2Recycle British Columbians can now recycle all household batteries in numerous locations throughout the province It's easy, just visit call2recycle.ca/batteries or call 1-877-2RECYCLE to find a convenient drop-off location near you. call (2) recycle Recharging the planet. Respecting your batteries." Call & Recycle Drop Off Locations in Grand Forks are: Pharmasave, The Source and Downtown Home Hardware



Call2Recycle ads for community papers in Golden & Revelstoke, BC for Oct 23rd And the Salmon Arm newspaper for Oct 24th







Local BC community calendars with Call2Recycle advertising

March 2011				🌹 it's a	as easy as	1-2-3
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Change the battery in when you change the 1 - Change 2 - Change 3 - Recycle	your smoke delector e clocks – and RECYCLE! your clock your battery e your battery	1	2	3	4	5
6	7	8	9	10	11	 Daylight sawings time begins, turn docks back one hour at bedtime.
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	To find a nearby drop location to recycle y batteries, visit	ca

November 2011

🍟 It's as easy as 🛛 - 2 - 3

				-		
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Change the battery in when you change the 1 – Change 2 – Change 3 – Recycle	your smoke delector clocks – and RECYCLE! your clock your battery your battery	1	2	3	4	5
6	7	8	9	10	11	12 Daylight savings time begins, turn docks back one hour at bedtime.
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	To find a nearby di recycle your batte	rop-off location to rries, visit: CIC .ca/location	



Columbia Shuswap Regional District (CSRD)

Community Event Vehicle Sponsorship – Summer 2010













Pacific National Exhibition (PNE)

August 21st – September 6th 2010

Battery recycling exhibit held throughout PNE 2010.















Shell Busey and his HouseSmart Referral Network have grown to over 200 home improvement contractors, manufactures, and distributors throughout Canada. The HouseSmart Referral Network continues to be a leading source of trust, credibility and reference for consumers and companies within the home improvement industry.

As an Associate Member of the HouseSmart Referral Network, Shell and his team have worked with Call2Recycle on the following:

- Frequent mention of Call2Recycle's battery recycling and collection program on Shell's syndicated radio program throughout every major market in Western Canada with the BC markets being: Victoria, Vancouver, Kamloops, Kelowna.
- Shell has recorded voice messages and radio PSA's for Call2Recycle.
- Attended and spoke during the province of BC all-battery program collection launch in Stanley Park, June 8, 2010.
- Shell has made public appearances at home shows, trade shows, and HouseSmart Member events such as the launch event in Vancouver this past Summer promoting Call2Recycle.

HouseSmart Referral Network website provides info on Call2Recycle's program as well as links to <u>www.call2recycle.ca</u>







All-Battery Collection Program Announcement June 8, 2010

- Press Release
- Launch Announcement
- Media Clippings







FOR IMMEDIATE RELEASE

CONTACT:

Lisa Pollack Call2Recycle[®] 678-218-4590 Ipollack@call2recycle.org Susan Antler Call2Recycle[®] 888-224-9764 <u>santler@call2recycle.ca</u> Suntanu Dalal Media Relations Ministry of Environment 250 387-9745

Call2Recycle[®] and British Columbia Ministry of Environment Launch North America's First Recycling Program for All Household Batteries VANCOUVER, June 3, 2010 –

Who: The Honourable John Yap, British Columbia Minister of State for Climate Action; Carl Smith, president and CEO of <u>Call2Recycle[®]</u>, the only free rechargeable battery and cell phone collection program in North America, operating in British Columbia since 1997; and Shell Busey of the HouseSmart Referral Network.

What: The British Columbia Ministry of the Environment and Call2Recycle will celebrate the launch of North America's first government-mandated recycling program for all household batteries. Call2Recycle will leverage its relationships with 1,500 collection locations comprised of retailers, public agencies, municipalities and other businesses to expand the program.

When: June 8, 2010 at 2:30 p.m.

Where: Stanley Park Dining Pavilion, Vancouver (located in Vancouver's Stanley Park between the Malkin Bowl and the Miniature Railway Plaza). For directions, <u>click</u> <u>herehttp://www.stanleyparkecology.ca/news/room_rental.php</u>.

About Call2Recycle

Call2Recycle[®] is the only free battery and cell phone collection program in North America. Since 1994, Call2Recycle has diverted more than 25 million kilograms of rechargeable batteries from local landfills and established a network of 30,000 recycling drop-off locations. Advancing green business practices and environmental sustainability, Call2Recycle is the most active voice promoting eco-safe reclamation and recycling of rechargeable batteries and cell phones. Call2Recycle is operated by the non-profit Rechargeable Battery Recycling Corporation (RBRC). Learn more at call2recycle.ca or 877.2.RECYCLE.

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FOR IMMEDIATE RELEASE

CONTACT: Lisa F Call2 678-2

Lisa Pollack Call2Recycle® 678-218-4590 Ipollack@call2recycle.org

Susan Antler Call2Recycle® 888-224-9764 santler@call2recycle.ca Suntanu Dalal Media Relations Ministry of Environment 250-387-9745

Call2Recycle[®] Launches First Household Battery Collection and Recycling Program in British Columbia

VANCOUVER, June 8, 2010 – Call2Recycle today announced that British Columbians may now recycle any household battery at nearly 1,500 collection locations across the province. <u>Call2Recycle</u>[®] has collected more than 143,000 kilograms of rechargeable batteries in British Columbia since 1997, and the program was recently chosen as the first government-mandated collection program for all household batteries – including alkaline – by the British Columbia Ministry of Environment.

"Our voluntary battery collection program has been a resounding success within this province, and we are eager to see the public's response to diverting even more batteries and cell phones out of community landfills under the expanded initiative," said Carl Smith, president and CEO of Call2Recycle. Call2Recycle is leveraging its relationships with 1,500 retailers, municipalities, businesses and public agencies to swiftly and efficiently collect batteries in the places that British Columbians live, work and shop. Consumers may visit call2recycle.ca to learn the nearest drop-off location in their own communities. "British Columbia is leading the way in promoting environmental stewardship by launching the first government-mandated household battery program in North America," said John Yap, British Columbia Minister of State for Climate Action. "We fully support Call2Recycle's efforts to recycle batteries and cell phones into new products and keep them out of our solid waste stream, which will help the environment and the economy."

To find a battery drop-off location near you or to learn how your company or organization can participate in the Call2Recycle program, visit call2recycle.ca or call 1-888-224-9764.

About Call2Recycle

Call2Recycle[®] is the only free battery and cell phone collection program in North America. Since 1994, Call2Recycle has diverted more than 25 million kilograms of rechargeable batteries from local landfills and established a network of 30,000 recycling drop-off locations. Advancing green business practices and environmental sustainability, Call2Recycle is the most active voice promoting eco-safe reclamation and recycling of rechargeable batteries and cell phones. Call2Recycle is operated by the non-profit Rechargeable Battery Recycling Corporation (RBRC). Learn more at call2recycle.ca or 877.2.RECYCLE. ###







June 8, 2010. Call2Recycle's BC All-Battery Program Launch at Stanley Park, Vancouver, BC. Pictured L to R: Shell Busey, John Yap; BC Minister of Climate Control, Carl Smith; Call2Recycle CEO.







John Hacken in.orm

Robert Friedland in 518

BC-100 EXECUTIVE FAY

BC Rail case shows why our legal system is a mess



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call⁽²⁾**recycle**[®]

Province launches battery recycling

BY VIVIAN LUK

A government-mandated, province-wide household bat-tery resy-ding program will be launched July 1 in an effort to reduce waste in B.C's landfills, the Ministry of Environment announced Tuesday. Call2Recycle, a private, nonprofit organization, previ-ously collected and recycled 1 only rechargeable batteries and cellphones from retailers, businesses and munici-palities across B.C. Now it has been selected by the provin-cial government to collect and recycle all household batteries under 11 pounds (five kg) — including rechargeable, alkaline, cellphones and household appliances — at selected pickup locations. Call2Recycle has been partnering with retailers in B.C. such as London Drugs, Home Depot and Best Buy since 1997. The stores would collect batteries from staff and customers and then ship them off to Call2Recycle. The collection i program would then meit the batteries, separate the metals and reuse them as materials in fertilizers and cement. London Drugs, which sells its own brand of batteries as well as others, has been send-ing used batteries to Call2Recycle for the last eight years, said administrator of retail operations, Maury McCaustand. "We've only opened up the recycling program to our cus-tomers in the last two years," he said, "We encourage them to drop off used batteries through our website, advertising and inside our stores. A lot of them love doing it, they think helping the environment is the right thing to do." "Before, we operated on a voluntary basis, where bat-tery retailers and manufactur-ers could choose to recycle or not," said Carl Smith, CallaRe-cycle CEO. "If they don't, there would be no consequences would be no consequences. Now, we are an official program endorsed and sponsored by the government. All industries that produce batteries must collect produce batteries must collect i and ensure that the batteries will be turned over to us to be recycled." The Ministry of Environment 1 says it will track a battery man-ulacturer's compliance with the recycling program by requiring the manufacturer to submit an ensure the submit an annual performance report.

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8 D. APPROVED PROCESSORS AND PROCESSOR QUALIFICATION

Call2Recycle is committed to meeting the highest global standards for safe and effective battery processing, seeking to maximize the amount of material that is captured from the process and returning it to secondary uses.

Recycling and battery industry standards define minimum operating requirements to qualify as a Call2Recycle battery processor. The requirements are routinely reviewed and updated to reflect changes in processing technology and regulatory requirements. These requirements are reviewed and approved by the Board of Directors of the Rechargeable Battery Recycling Corporation of Canada (RBRCC). These requirements include that those processors minimally must:

- Possess and comply with business licensing, and all local, state/provincial and federal operating environmental permits such as but not limited to recycling, hazardous waste, air and water permits.
- Comply with all applicable regulations, including but not limited to:
 - Ministry of the Environment Certificates of Approval; Ontario Environmental Protection Act, 1990 (including R.R.O. 1990, O. Reg. 347, General – Waste Management);
 - Transportation of Dangerous Goods Act (TDGA);
 - Export and Import of Hazardous Waste and Hazardous Recyclable Material Regulations, 2005 (EIHWHRMR) under the Canadian Environmental Protection Act;
- Submit to and pass an environmental audit performed by 3rd party auditing firm selected by RBRCC.
- Possess workers' compensation coverage, comprehensive or commercial general liability insurance, including coverage for bodily injury, property damage, complete operations, contractual liability, and closure. Maintain limits of at least \$1,000,000 per occurrence and \$4,000,000 general aggregate.
- Possess environmental liability insurance with \$5,000,000 per occurrence and \$5,000,000 general aggregate.
- Have a written policy on corporate commitment to environmental management and continuous improvement.
- Comply with the applicable recycling certifications and qualifications such as such as e-Stewards (Basel Action Network). Identify and provide copies of existing quality certifications such as ISO 9000 or ISO 14001.
- Maintain an emergency response plan to respond to emergency, including fires, spills and medical events.
- Identify and comply with all applicable occupational health and safety regulations.
- Document the downstream flow and handling of materials from receipt at facility to final disposition. Include: how waste materials are processed; recycling rate/efficiency;



and, proper documentation of any downstream processor. Meet provincial recycling rate reporting requirements and additional reporting required by RBRCC.

- Maintain records for at least three years including manifests, bills of lading and waste records.
- Provide notice of any fines or regulatory orders in the previous five years and within 60 days of any fine.

Rechargeable Battery Recycling Corporation of Canada

Applying Specified Auditing Procedures BC Ministry of Environment Non-Financial Information Requirement: B.C. Reg. 449/2004

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Appendix - Specified Auditing Procedures and Results	3-11



Tel: 250 426 4285 Fax: 250 426 8886 www.bdo.ca BDO Canada LLP 35 - 10th Avenue S Cranbrook BC V1C 2M9 Canada

Accountant's Report

2

Applying Specified Auditing Procedures to

Rechargeable Battery Recycling Corporation of Canada

To the Board of Directors of the Rechargeable Battery Recycling Corporation of Canada

As specifically agreed, we have performed the procedures described in the Appendix with regards to the BC Ministry of Environment's non-financial information requirements contained in B.C. Reg. 449/2004 for the eligibility periods ended December 31, 2010 related to:

- 1. BC Reg 449/2004, Section 8 (2) (b) the location of its collection facilities, and any changes in the number and location of collection facilities from the previous report;
- 2. BC Reg 449/2004, Section 8 (2) (d) a description of how the recovered product was managed in accordance with the pollution prevention hierarchy; and,
- 3. BC Reg 449/2004, Section 8 (2) (e) the total amount of the producer's product sold and collected and, if applicable, the producer's recovery rate.

This engagement to apply agreed-upon auditing procedures was performed in accordance with standards established by the Canadian Institute of Chartered Accountants. The sufficiency of these procedures is solely the responsibility of management and the BC Ministry of Environment. Consequently, we make no representation regarding the sufficiency of the procedures either for the purpose for which this report has been requested or for any other purpose.

As a result of applying the specified procedures, we report the results as documented in the Appendix as listed in the column titled "Results". However, these procedures do not constitute an audit and, therefore, we express no opinion on the non-financial information.

This report is for use solely in connection with the reporting requirements of Rechargeable Battery Recycling Corporation of Canada and the BC Ministry of Environment and is not intended to be and should not be used by anyone else or for any other purpose.

BDO ComadaLLP

Chartered Accountants

Cranbrook, British Columbia June 27, 2011 For the following procedures, test samples were selected from the December 31, 2010 fiscal year, unless otherwise noted.

Non-Financial Information Requirement: BC Reg449/2004, Section 8 (2) (b) - the location of its collection facilities, and any changes in the number and location of collection facilities from the previous report;

Testing Procedure #	Objective and Purpose	Te	esting Procedures	Results
1.1	To obtain comfort over the existence and accuracy of the collection facilities reported in the Agency's annual report.	 For reviall C from out Con colle listin repo disc Age 	the period under ew, obtain a listing of Collection Facilities in the Agency broken by type (if applicable). Inpare total count of ection facilities from the ing with the annual ort; investigate any repancies with the ency as applicable.	We obtained a listing of all Collection Facilities from the Agency broken out by type. We agreed the total count of collection facilities from the listing with the annual report, noting 1372 active sites, and 197 inactive sites, for a total of 1569 sites, which agrees to the annual report.
		 3. Ran of C obta each dete form crite a. b. 	domly select a sample collection Facilities and in the business file for n. Review each file to rmine that a registration n meets the following eria: A registration form exists for the Collection Facility. The registration form lists contact information and location, which agrees with the detailed listing. The registration form is signed by the	The Agency does not utilize a specific registration form. Facilities sign up to become a site through e-mail, by phone, through corporate roll out, or online. We randomly selected a sample of 25 collection facilities to view documentation, which included contact information and location. Results were as follows: 14 sites – viewed documentation, noting

Testing Procedure #	Objective and Purpose	Testing Procedures	Results
		4. Using contact information on the Facility listing provided in #1 above, phone each randomly selected Collection Facility to verify their existence and that they have an adequate understanding of the program.	and location. 9 sites – no documentation viewed; 1 site signed up via phone, and 8 sites were part of larger corporate roll outs, for which no documentation is retained on file. 2 sites – inactive; no documentation viewed. Note: Inactive accounts are those sites that were enrolled with the recycling program prior to the implementation of the battery industry required program, but have not returned any batteries for recycling to the Agency in over 2 years. No documentation was signed. We randomly phoned each collection facility from the sample of 25 noted above. The results were as follows: 18 sites – verified existence and have an adequate understanding of the program. 2 sites – respondents indicated they do not use the program and would not provide

Testing Procedure #	Objective and Purpose	Testing Procedures	Results
			further information. 3 sites – unable to contact. 2 sites – inactive.
1.2	To obtain comfort over the completeness, consistency, and validity of the number of Collection Facilities.	 Obtain the historical data for the total number of collection facilities for the past 3 years as reported by the Agency in their annual reports. Investigate any fluctuations greater than 5% to understand the reason for the fluctuation in the number of collection facilities. 	The program began in BC in July 2010; therefore, no historical data is available for the past 3 years. The program began in BC in July 2010; therefore, the Agency experienced a 100% increase in 2010.

Non-Financial Information Requirement: BC Reg449/2004, Section 8 (2)(d) - A description of how the recovered product was managed in accordance with the pollution prevention hierarchy

Testing Procedure #	Objective and Purpose	Testing Procedures	Results		
[Where Processors/Manufacturers etc. are subject to audit around their product management practices, only Step 2.1 as well as sub-steps $1 - 3$ in test 2.2 should be completed. Where Processors/Manufacturers etc. are not subject to audit, Test 2.1 is not relevant, but Test 2.2 should be completed in its entirety.]					
2.1	To obtain comfort over the effective weight ¹ of end- use product	 Where available, obtain the 3rd party auditors opinion over registered processors/manufacturers compliance with waste 	No audit opinions available.		

¹ The term "weight" includes "volume" or "quantity," respective to the type of product managed by the Agency.

Testing Procedure #	Objective and Purpose	Testing Procedures	Results
	collected and the accuracy of the manufacturer's receipt of weight of product.	management or program specific guidelines for managing product appropriately.2. Ensure the auditor's opinion is unqualified.	
2.2	To obtain comfort over the accuracy, completeness and existence of end-use of the product collected and the accuracy of the manufacturer's or processor's receipt of weight of product, test on a sample basis the deliveries of product recovered to their end-use (or next along the custody chain).	 Obtain a schedule/listing of products shipped to processors/manufacturer for the period under review. The listing should provide: a. The processor/manufacturer name/address. b. The total weight of the product weighed at the collection site or consolidation site (where applicable). c. The total weight of the product weighed at the processor/manufacturer. d. The date of delivery to the processor/manufacturer. Obtain a listing of all registered processors/ manufacturers. Scan listing to ensure that all receivers of product were approved processors/ manufacturers. If there is not a listing of approved manufacturers/processors, ensure that the manufacturer is not a related party to the processor by researching the related parties of each organization and ensuring that 	We obtained detailed collection reports for July 2010 – December 2010, which contained relevant information as noted in testing procedures 1.a. – 1.d. We obtained a listing of registered processors, comprising 2 entities. No related parties. We randomly selected a sample of 25 shipments, to obtain supporting documentation of

Testing Procedure #	Objective and Purpose	Testing Procedures	Results
Testing Procedure #	Objective and Purpose	 Testing Procedures the transaction was made at arm's length. 4. Randomly select shipments and obtain a copy of the invoice or other supporting documentation. 5. Verify that each Invoice or other supporting document has evidence of the weight of the product shipped by the Processor and received by the customer. 6. Compare the total weight listed on the Invoice or other supporting documentation with the weight listed on the detailed listing received in #1 and note any discrepancies. 	Results <i>shipping weight,</i> <i>and compared it to</i> <i>weight received by</i> <i>the processors.</i> <i>Management</i> <i>described to us</i> <i>differences may</i> <i>exist due to weight</i> <i>of boxes and</i> <i>packaging</i> <i>materials v.</i> <i>recyclable</i> <i>materials. Results</i> <i>were as follows:</i> <i>19 samples with</i> <i>battery weights</i> <i>between 10 and 57</i> <i>lbs – variance in</i> <i>weight reported on</i> <i>shipper invoice</i> <i>between 1lb – 7</i> <i>lbs.</i> <i>3 samples–</i> <i>invoices included</i> <i>weights of multiple</i> <i>shipments which</i> <i>cannot be</i> <i>identified</i>
			separately, as the lbs. or kgs. on the waybill are filled in by site.
			Management indicates these usually are estimated lbs. or kgs. only and those weights or waybill numbers can be ties into the RBRC receipt

Testing Procedure #	Objective and Purpose	Testing Procedures	Results
			application. We have no further information. 2 samples weighing 32-39 lbs – 12lb. and 19 lb. differences – shipper listed weight on invoice incorrectly. 1 sample weighing 3,790 lbs – very significant bulk shipment, with approx. 400 lb. difference; management describes this as difference due to packaging materials and pallets.

Non-Financial Information Requirement: BC Reg449/2004, Section 8 (2)(e) - The total amount of the producer's product sold and collected and, if applicable, the producer's recovery rate.

Testing Procedure #	Objective and Purpose	Testing Procedures	Results	
[If a 3 rd party audits the Agency's schedule of product collected (recovery rate), complete only step 3.1; If no audit is performed, complete steps 3.2 through 3.4]				
3.1	To ensure that there were no qualifications within the	1. Obtain the Auditor's Opinion over the Schedule of Product Recovered for the most recent fiscal year.	No such audit is performed.	

Testing Procedure #	Objective and Purpose	Testing Procedures	Results
	auditor's opinion over the schedule of product recovered.	 Review the opinion to ensure that there are no qualifications. Check the mathematical accuracy of the calculated recovery rate (where applicable), as reported in the audited financial statements. Compare calculated recovery rate to the recovery rate reported by the agency in their annual audited report. Note any discrepancies. 	
3.2	To ensure the accuracy and completeness of total product sold.	 Note that the financial statements, in the case of most agencies, include revenues from eco-fees which are tied to the total product sales. 1. Obtain the Financial Statement Auditor's Opinion for the most recent fiscal year. 2. Review the opinion to ensure that there are no qualifications. 3. Obtain a schedule of eco-fees by product type from the agency (in total and by unit). 4. Compare the total eco-fees collected from the above schedule to the total reported in the Agency's financial statements (as opined by the financial statement auditor). 5. Recalculate the product sold by unit by dividing the total fees by product type by the per unit fee to arrive at total product sold for each unit. 6. Compare calculated total product sold to the amounts 	We obtained a copy of the financial statement for 12/31/10. The report is unqualified. The Agency does not charge eco-fees. The Agency does not charge eco-fees. Not applicable. Not applicable.

Testing Procedure #	Objective and Purpose	Testing Procedures	Results
		reported by the Agency in their annual report. Note any discrepancies.	
3.3	To obtain comfort over the completeness, accuracy, cut- off and validity of the total product recovered, test on a sample basis, the collection of product recovered.	 Obtain a listing of product shipments (for each product the Agency manages) from collection facilities for the period under review with the following details: The Collection Facility name/address. The date of collection from the facility. The consolidation site or processor to which the product was delivered. The date of delivery to the consolidation site or processor. The amount of product collected (in units and in weight, where applicable). Compare the total weight of product collected from the detailed listing to the report total of product recovered from the Agency's annual report. Scan the detailed listing to ensure that there were no collections that were outside of the organization's fiscal year. 	We obtained detailed collection reports for July 2010 – December 2010, which contained relevant information as noted in testing procedures 1.a. – 1.e. Total weight of product collected from the detailed listing agreed to the report total of product recovered from the Agency's annual report. We scanned the detailed listing and noted there were no collections that were outside of the organization's fiscal period. We randomly selected a sample of 25 shipments, to obtain supporting documentation of
		4. Randomly select shipments and obtain the supporting document	shipping weight, and

Testing Procedure #	Objective and Purpose	Testing Procedures	Results
		 (Bill of Lading or other support) to verify the amount of product shipped. 5. Verify that each of the supporting documents received has appropriate evidence of the total product shipped and weight of product received by the consolidation site supported by a scale ticket or like support, and signatures by the collection facility, consolidation site and hauler/transporter. 6. Confirm that the total product (in units/weight etc.) listed on the supporting document matches the total listed on the detailed listing. 	compared it to weight received by the processors. Observations were previously discussed in Section 2.2, above.
3.4	To obtain comfort over the calculated recovery rate, by product type (where applicable).	 Check the mathematical accuracy of the calculated recovery rate (where applicable) by dividing product recovered by product sold, as reported in the audited financial statements. Compare calculated recovery rate to the recovery rate reported by the Agency in their annual report. Note any discrepancies. 	Recovery rate is not calculated by the Agency. Data on recovery rates is provided by the processing facilities to the Agency. We compared these rates to rates presented in the Annual report. No discrepancies noted.